



Energy Vulnerability Plan Report

**20
21**

One of the main objectives of the Naturgy Foundation in 2021 - a year marked by the social and economic situation in Spain - was to minimise the effects of energy vulnerability. It therefore bolstered its Energy Vulnerability Plan by giving a boost to its long-standing programs and implementing other initiatives related to social innovation. In addition, Naturgy's Customer Service Area supported the Plan with several actions aimed at vulnerable customers and social entities and services.



Social impact

Among the actions carried out by Naturgy during 2021, emphasis should be placed on the work done by Social Services, the deferral of bills and arrangements related to the social bonus.

144,000 people
benefited since **2017**



 **1,333** calls
 **84,583** emails
answered by
Social
Services

 **62,342** telephone
calls to
Vulnerable
Customers

 **411** calls
from the
Third
Sector

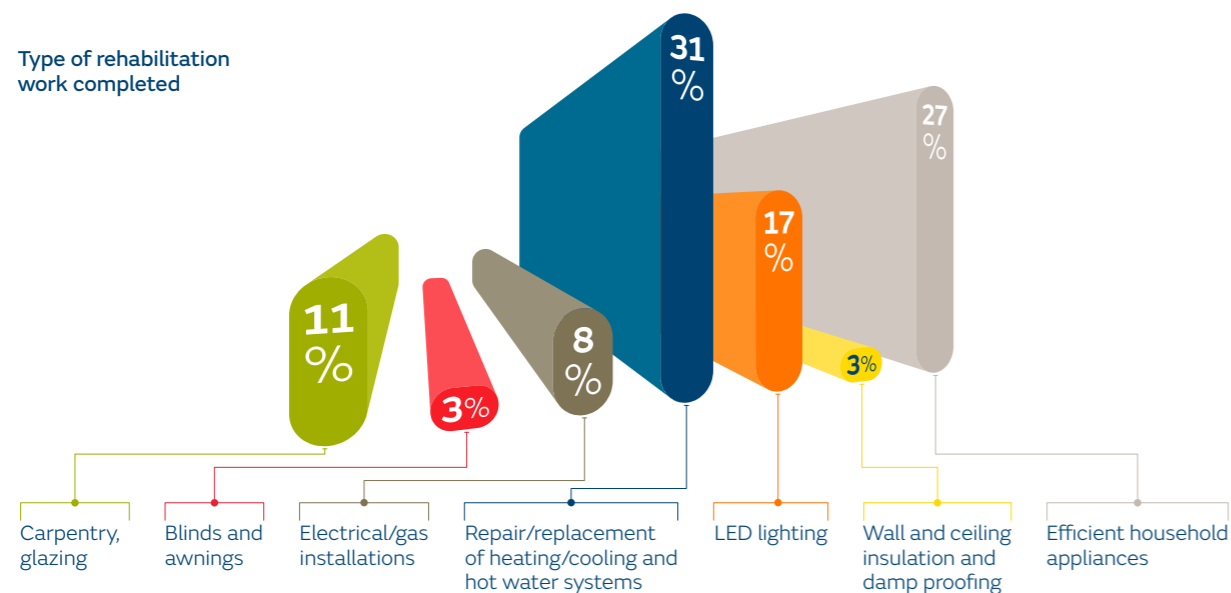
 **145,291** customers
with social
bonuses





Energy Rehabilitation Charity Fund

The Energy Rehabilitation Charity Fund has become one of the foundation's fundamental tools in its fight against energy vulnerability. The immediate impact on the **habitability of the homes** where we take action, as well as its **contribution to savings** by these families, make this program a **cornerstone of the Energy Vulnerability Plan**.



769
homes
refurbished
in 2021

2.514
since the plan started



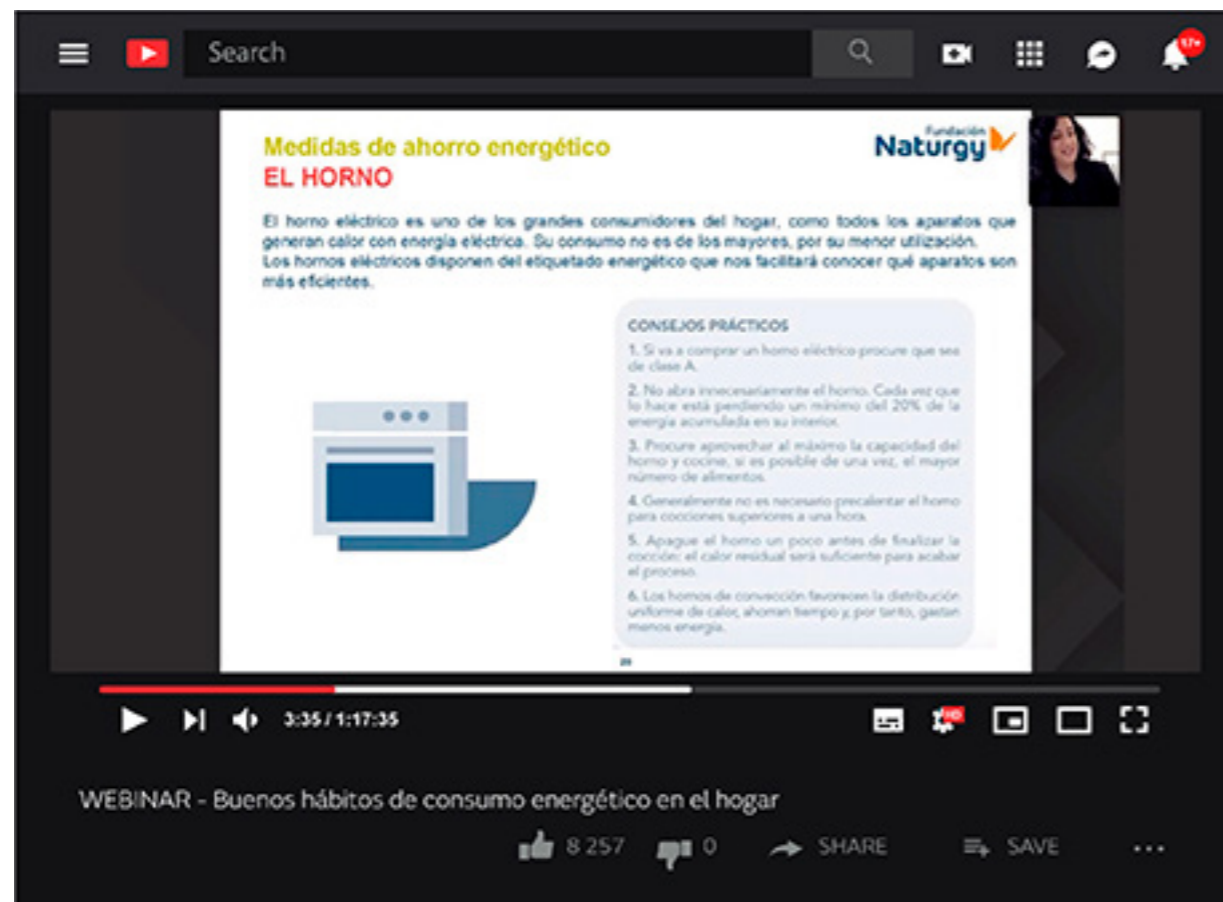
18
partner
social entities





Energy School

The aim of both the online and in-person versions of the Energy School (when possible due to the pandemic situation) **was to provide training on energy and energy efficiency** to professionals from Social Services and social entities, as well as to people in vulnerable situations.



During this year, the School also ran webinars on energy efficiency, energy prices, contracting, the social bonus and tariffs, among other subjects.



236
workshops
run in 2021

2,308
since 2017



3,861
people trained
46% families
54% professionals in 2021

27,019
Since 2017

Energy Volunteering

The Energy Volunteering team was instrumental in meeting the challenges of the Vulnerability Plan. Its activity focused on providing training, personalised advice on contracting and tariffs, and support with managing the social bonus, as part of its activities with families. It also worked with young people to provide them with guidance on future careers in the energy sector, thereby preventing them from dropping out of school and bringing energy efficiency habits to groups with intellectual disabilities. Furthermore, the more social areas of volunteering were strengthened during 2021, due to the pandemic.

 385 energy volunteers

 16 volunteering proposals

 735 actions by volunteers

 3,026 volunteering hours

 8,350 beneficiaries
39,700 since 2017



Prize for the best social initiative in the energy sector

The Naturgy Foundation organised the II edition of the Award for the best social initiative in the energy sector, aimed at **highlighting** those people, entities and institutions that stand out in the **social field**, with direct or indirect links to **energy**, and helping to finance initiatives in this field to improve the quality of life of the most vulnerable people.

Winner: € 60,000

Exit Foundation
for the project entitled
“Plugged into jobs”

Accésit: € 30,000

Norte Joven Cultural Association
for its initiative entitled
“Generating the future”



Other initiatives

Social innovation projects

The Foundation is committed to new social innovation projects as a course of action against energy vulnerability. The aim is to provide access to renewable energies to vulnerable groups, resulting in energy savings and efficiency.



183.5 kWp
of photovoltaic
generation

9
projects

6
social
entities

2,774
beneficiaries

Publications

In 2021, the Naturgy Foundation published a study linked to energy vulnerability: **“The contribution of the Spanish energy sector to the new European social objectives”**, prepared by Deloitte. It also held a webinar to present and discuss this topic with various experts from the sector.



European projects

The Naturgy Foundation works with two European projects that are points of reference in the creation and development of innovative measures in energy poverty: SocialWatt and Energy Poverty Intelligence Unit Getafe. Both consortia started implementing their action plans and commenced their activities in the field during 2021.



EUROPEAN UNION
European Regional Development Fund



This Project is co-financed by the European Regional Development Fund through the Urban innovative Actions Initiative.



EUROPEAN UNION
European Regional Development Fund



The Social Watt project has received funding from the European Union's Horizon 2020 research and innovation program under grant agreement no. 845,905.

Donations

To mark the relocation of Naturgy's headquarters in Madrid and Barcelona, the Foundation managed the donation of 977 office furniture products to 20 social entities.



Partnership agreements

For the Naturgy Foundation, nothing would be possible without the collaboration of social entities, as well as academic organisations and institutions. During 2021 it kept partnership agreements in place with:

