

## Energy Vulnerability Plan Report

20  
22

As we continue battling to overcome the social and economic consequences of the pandemic, 2022 added new complexities to the mix, with both the impact of the war in Ukraine and high price of energy. This entailed huge challenges for the Naturgy Foundation, driving us to reinforce actions within the scope of our Energy Vulnerability Plan, with the objective of reaching, not only vulnerable families, but also society at large, supported by the actions of Naturgy's Customer Service Area.





## Social impact

Noteworthy initiatives at Naturgy include the reinforcement of attention for the Social Services and social entities, as well as for vulnerable customers, in actions related to the streamlining of bills, the "Social Tariff" discount, and the deferral of bill payments.

Over **207,000** beneficiaries since **2017**.  
**58,000** in **2022**



 **876** calls  
 **71,277** emails  
dealing with  
Social  
Services

 **164,935** customers  
receiving  
the "Social  
Tariff"  
discount

 **111,680** telephone  
calls to  
Vulnerable  
Customers

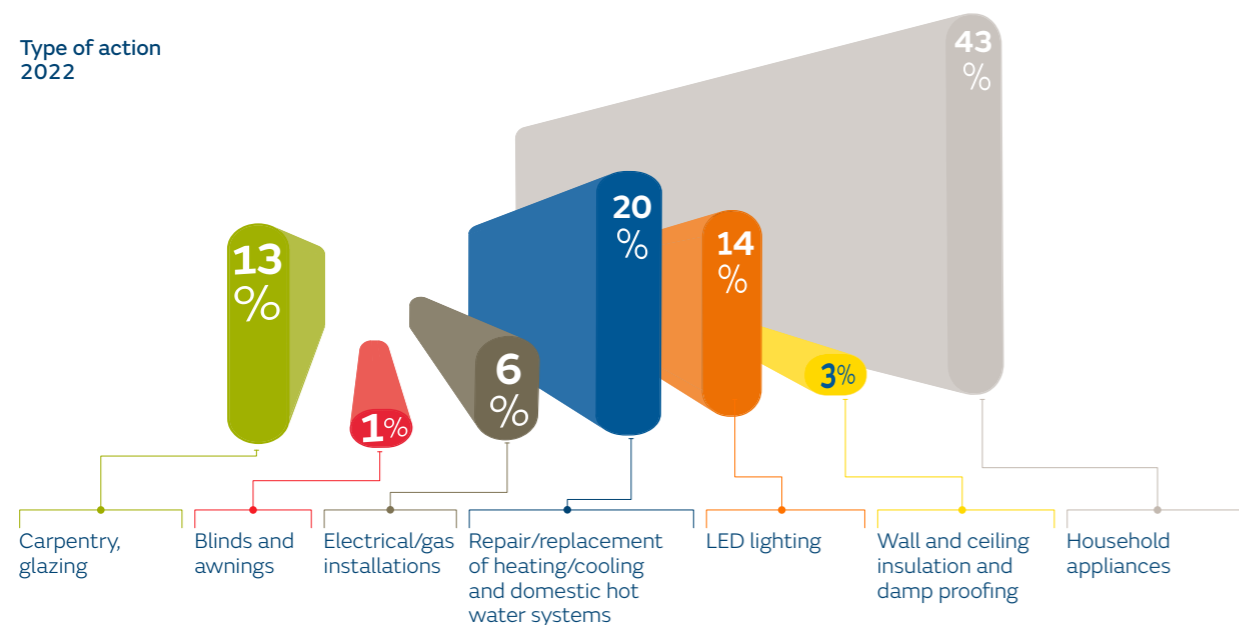
 **323** calls  
from the  
Third  
Sector  
 **130** emails  
for attending  
to the  
Third  
Sector



# Energy Rehabilitation Solidarity Fund

The **energy rehabilitations of the homes of vulnerable families** are turning out to be one of the most impactful initiatives for minimising the effects of energy poverty and, what's more, they have an immediate impact. The Naturgy Foundation's Energy Rehabilitation Solidarity Fund is the programme that makes these actions possible throughout Spain, working in collaboration with various social entities.

Type of action  
2022



1,111  
homes  
rehabilitated  
in 2022

3,625  
since 2018



13  
collaborating  
social  
entities



## Energy School

The Energy School resumed in-person teaching during 2022, without abandoning its webinars, and it has strengthened its usual **training on energy and energy efficiency**, constantly updating it to be in keeping with the regulatory amendments and price changes made throughout the year. The sessions have been designed for professionals of Social Services and social entities, as well as for people in a situation of vulnerability.

Moreover, the School continued to collaborate with the Vocational Training for Employability Programme, driven within the framework of the education and informative action of the Naturgy Foundation.



276  
workshops  
run in 2022

2,584  
since 2017



3,942  
people trained  
47% families  
53% technicians

30,961  
since 2017

## Social innovation projects

The Naturgy Foundation deems it essential to **reinforce its rehabilitation initiatives with social innovation projects**, whereby it seeks to provide access to renewable energies for groups in a situation of vulnerability. Throughout 2022, these projects were implemented, not only at the homes of vulnerable groups, but also in residential buildings managed by social entities.

285 kWp  
installed

7  
renewable  
projects  
begun

7  
social  
entities

### Cumulative data

442 kWp

16  
projects

11  
social  
entities

4,624  
beneficiaries

## Energy volunteering

Energy Volunteering is the most soulful pillar of the Naturgy Foundation, and it redoubled its efforts this year to help families in a situation of energy vulnerability. During 2022, in addition to the usual training sessions, personalised advice and support, the coaching and mentoring programmes for young people, and the awareness-raising activities for people with intellectual disabilities, volunteers took a further step in the fight against energy vulnerability by assisting Naturgy customers to renew their "Social Tariff" discounts, and by attempting to reach society in general, during a particularly complicated year with respect to matters concerning energy.



186 active volunteers



24 energy volunteering proposals



445 collaborative actions by volunteers



1,738 volunteering hours



11,007 beneficiaries (energy only)

26,712 accumulated



## Other initiatives

### Prize for the best social initiative in the energy sector

The 3rd edition of the 'Award for the best social initiative in the energy field' further consolidated its objectives of **giving visibility** to the people, entities and institutions that stand out in the **social sector** concerned **with** energy, and boosting initiatives that improve the quality of life of the most vulnerable people.

#### Winner: €60,000

Energy Without Borders Foundation, for the project  
**"Contributing to the social improvement of the most vulnerable people in Spain, through training and access to energy"**

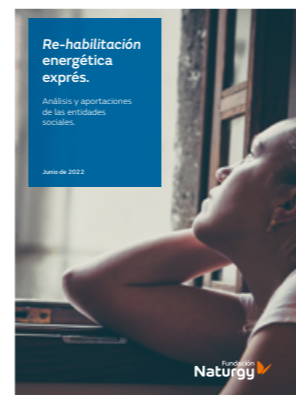
#### Accésit: €30,000

Roure Foundation, for its initiative  
**"Comprehensive help with energy vulnerability"**

## Other initiatives

### Publications

In 2022, in the field of energy vulnerability, the Naturgy Foundation published an update of the book **Re-habilitación energética exprés en hogares vulnerables. Soluciones de bajo coste**, drafted by the Universidad Politécnica de Madrid, accompanied by the publication **Re-habilitación energética exprés. Análisis y aportaciones de las entidades sociales**. Both were presented at a seminar in which different experts from social and academic entities and from MITECO participated. The book **Empleos que demandará el sector energético**, (Jobs that will be in demand in the energy sector) was also presented, drafted by the Sustainability Chair of the University of Barcelona.



### European projects

The European projects linked to energy poverty, called SocialWatt and the Energy Poverty Intelligence Unit in Getafe, of which the Naturgy Foundation forms a part, advanced successfully in 2022.

The SocialWatt project continues to implement the established action plan, to participate in European seminars that compile the lessons learned during the project, and to draft reports on regulatory recommendations.

Meanwhile, in Getafe, advice and bill streamlining points were set up at civic centres of the city, and training was imparted to professionals of the Oficina de Hogares Saludables (Healthy Homes Office), whose objective is to advise residents of the city on all matters related to energy. Training was also given to various municipal associations and entities, so that they could identify situations of energy vulnerability and refer them to the Social Services.



This project is co-financed by the European Regional Development Fund (ERDF) through the initiative, Urban Innovative Actions (UIA).



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

## Partnership agreements

Networking is essential to enable us to implement our social projects and obtain a greater impact. The Naturgy Foundation thus has agreements with:

