



Energy Vulnerability Plan Report

**20
23**

During 2023, the Naturgy Foundation strengthened its Energy Vulnerability Plan to help those who are most in need. The plan seeks to help these people deal with their situations, as they continue to suffer the consequences of the energy crisis that began in 2021 and worsened in 2022. The Naturgy Foundation's long-standing programmes have been complemented by more social innovation projects, to assist other groups and, of course, by collaborating with new social entities. Furthermore, the Foundation has continued giving support to the actions performed by Naturgy's Customer Service Department.

Social impact

Worthy of note, are Naturgy's contribution towards the strengthening of Social Services, the deferment of bills and the arrangements related to the social bono discount.

Nearly **255,000** people since **2017**
47,703 during **2023**



601 calls from Social Services

1,059 calls from the Third Sector

68,628 calls to Vulnerable Customers phone numbers

190,891 customers with a social bono discount

1,165 customer service emails to the Third Sector

75,355 emails handled from Vulnerable Customers





Energy Rehabilitation Solidarity Fund

Express rehabilitation is consolidated within the Energy Vulnerability Plan as one of the initiatives with the greatest impact on minimising the effects of energy poverty. The Naturgy Foundation's Energy Rehabilitation Solidarity Fund continued its work during 2023 with the help of various social entities and the local authority.

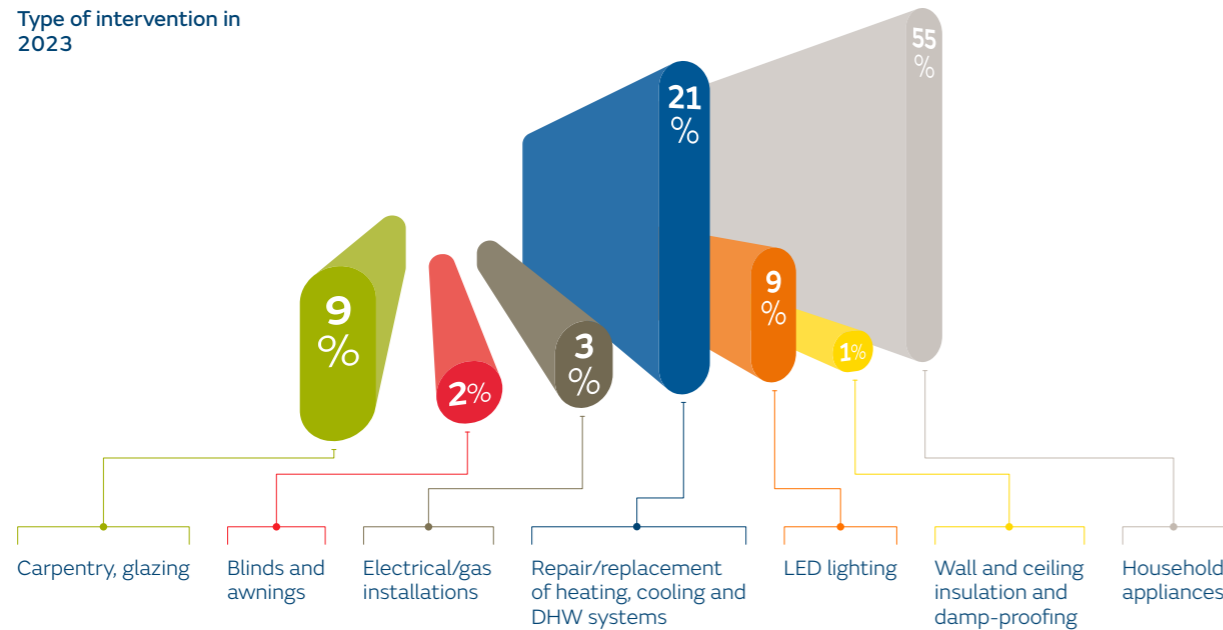


810 homes rehabilitated in 2023
4,435 since 2018



12 collaborating social entities
25 public administrations

Type of intervention in 2023



Energy School

The Energy School continued with its usual training on energy and energy efficiency, resuming the in-person format in sessions aimed at families, which have constituted almost 70% of its activity. With regard to training for professionals, the School continues to offer a wide variety of courses and formats to cover all needs, from basic initial training and continuous training to webinars, workshops on dealing with the resolution of real practical cases and long-term courses to better train professionals who are going to deal with cases of energy poverty.

This year, the project to support 172 families was especially relevant. It sought to measure the degree of implementation of the recommendations received in the workshops, as well as the savings represented for those families in their energy expenditure.



386
workshops
run in 2023

2,969
since 2017



4,134
people trained
68% families
32% professionals

35,084
since 2017



Innovation projects

Social innovation projects

Social innovation projects gained momentum in 2023 thanks to the significant results achieved. The Naturgy Foundation promotes access to renewable energies for vulnerable groups in order to improve their living conditions. Together with social organisations, it carries out these types of projects in both residential centres and care centres run by such organisations.

137 kWp
installed

5
renewable projects
started

3
social
entities

1,132
beneficiaries

Cumulative data

579 kWp
installed

21
renewable projects
started

13
social
entities

5,756
beneficiaries

Volunteering

The Naturgy Foundation's team of volunteers continued with its various tasks in 2023. In addition to the usual training sessions, the counselling and the personalised coaching, there were notable programmes related to young people and to awareness-raising regarding people with intellectual disabilities, which were reinforced during the year. In addition, volunteering was strengthened through the creation of a team of role model volunteers, situated in different work centres and businesses, who will be the Foundation's contact people for liaising with all other colleagues.

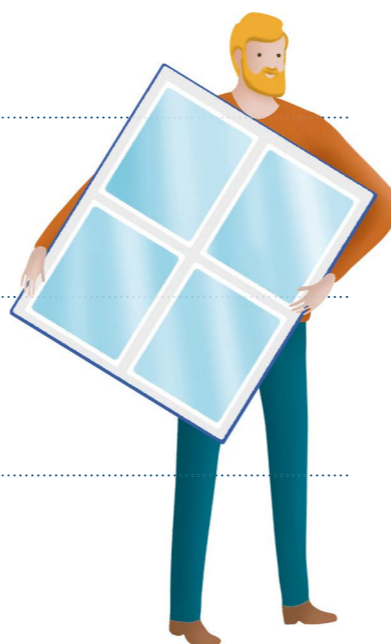
 126 active volunteers

 29 energy volunteering proposals

 230 collaborations with volunteers

 1,664 volunteer hours

 8,771 people benefited (energy only)
35,483 since 2018



Other initiatives

Award for the best social initiative in the energy field

66 entries were submitted in the 4th edition of the Award for the best social initiative in the field of energy. In addition to recognising and giving an economic boost to the best initiatives of this type in our country, the aim of this competition is to give visibility to those people, entities or institutions that stand out in the social sphere linked to energy.

Winner: € 60,000
Spanish Red Cross, for the project
“Strategy to combat energy poverty”

Second prize: € 30,000
Círvite, for its initiative
“Spain’s first Passivhaus-certified sustainable home for people with disabilities”



Other initiatives

Publications

In 2023, the Naturgy Foundation once again pledged its commitment to academic research linked to energy poverty, and, together with the Universidad Pontificia de Comillas and the University of Barcelona, it published two studies.



The first of these studies, **“Assessment of the impact of express rehabilitation on energy poverty: an analysis of real cases”**, prepared by the Comillas Chair in Energy and Poverty, was presented at a seminar with the participation of, not only social experts working in express rehabilitation programmes, but also the Ministry for Ecological Transition and the Demographic Challenge (MITECO).



The second study, entitled **“Energy poverty: an ecosystem of agents to combat it through local intervention”**, produced by the Energy Sustainability Chair of the University of Barcelona, was also presented at a seminar in which professionals from social entities explained their experiences in real-life cases. The EU Energy Poverty Observatory was also present at the seminar.

Proyectos europeos

Los proyectos europeos SocialWatt y Energy Poverty Intelligence Unit Getafe, de los que Fundación Naturgy forma parte, concluyeron en 2023, después de más de tres años de ejecución.

SocialWatt persigue ayudar a las empresas de energía en el diseño e implementación de planes de acción contra la pobreza energética. Además, se han elaborado recomendaciones para el regulador que ayuden a impulsar las mejores políticas para combatir la pobreza energética.

Impacto del proyecto

205,451
beneficiaries

85.6 GWh
energy savings

26.3 kt
savings in CO₂ emissions

The objective of the Getafe EPIU is to identify and reduce energy poverty in the municipality of Getafe, specifically in two of its neighbourhoods: La Alhóndiga and Las Margaritas.



2,820 homes assisted
Intervention in 8 buildings



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



The Social Watt project has received funding from the European Union's Horizon 2020 Research and Innovation programme under grant agreement No. 845,905.

Other actions

The Naturgy Foundation once again responded to emergency situations after the earthquake in Morocco and the floods in Libya. For this, it launched a campaign for its employees to make financial donations, which the company matched, which were given to the Red Cross, an entity that was working in both countries.

Collaboration agreements

Networking is essential in order for us to carry out our social projects and have a greater impact. The Naturgy Foundation therefore has agreements with:

