

Energy Vulnerability Plan Report

**20
24**

The Plan against energy vulnerability was, once again, one of the basic pillars of the Naturgy Foundation's work in 2024. Energy rehabilitation in homes, access to renewable energy for everyone, training on energy efficiency, awards for the best social initiative in the energy field, the commitment to academic research and the essential contribution by the team of volunteers reinforce the Foundation's commitment in this area. All with the support of 48 social entities that work with various groups in situations of vulnerability. And also with the collaboration of the Specialised Service Area.





Social impact

Naturgy's contribution to the strengthening of Social Services, to the deferment of bills and to arrangements related to the social bono discount are noteworthy. The data for 2024 are the following:

Over **304,000** people have benefited since **2017**
48,771 of them in **2024**.



 **304**
calls from
Social
Services

 **202,047**
customers
with a *social
bono*
discount

 **838**
calls from
the Third
Sector

 **3,025**
customer service
emails to the
Third Sector

 **48,382**
calls to
Vulnerable
Customers
phone numbers

 **70,089**
emails
handled from
Vulnerable
Customers

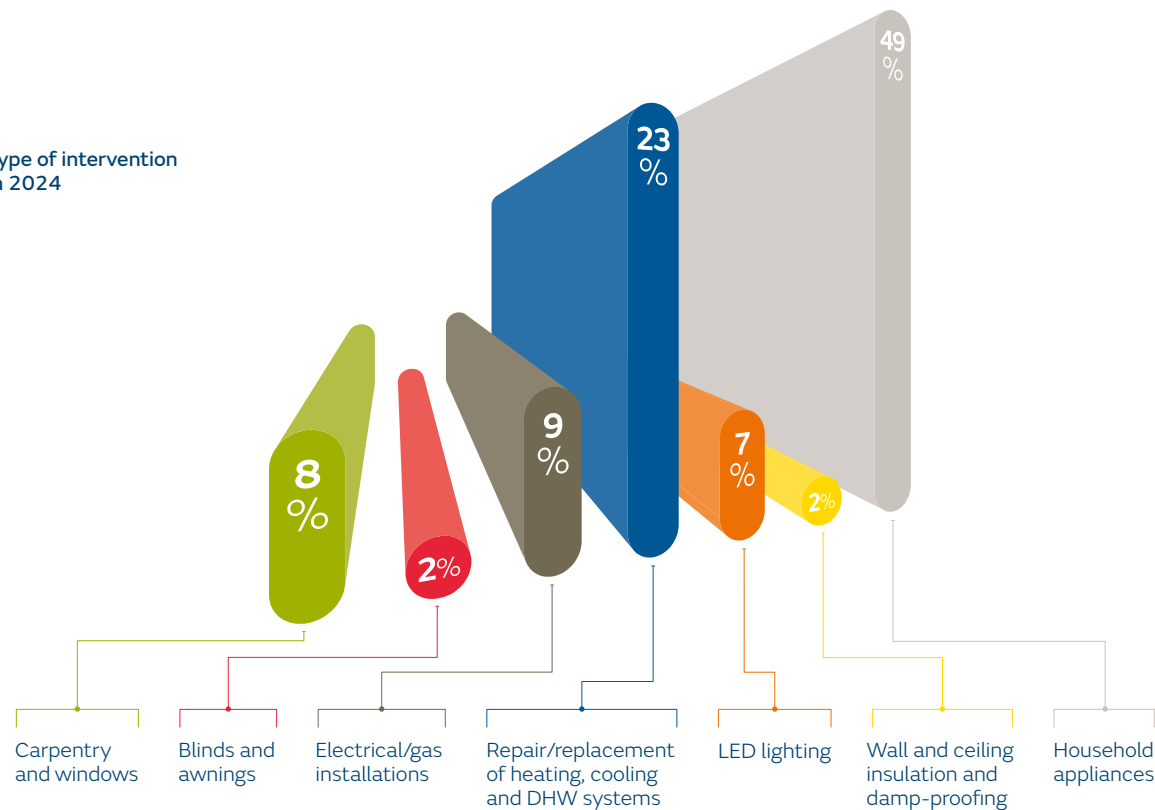




Energy Rehabilitation Solidarity Fund

The Fund finances express rehabilitations for improving the insulation of walls and ceilings and for damp-proofing, as well as for carpentry, the repair or replacement of water heaters and domestic appliances and the repair of electrical and lighting installations, among other things. This initiative is being carried out by 12 social entities and 13 town councils.

Type of intervention in 2024



5,194

family homes in a situation of vulnerability have undergone energy rehabilitation since 2018

759 in 2024.



Energy School

In 2024, the Naturgy Foundation took over leadership in training on energy and energy efficiency thanks to its Energy School, with which it has reached 843 municipalities.

In addition to the traditional sessions of the Energy School, the course for an energy Adviser in vulnerable environments was given, with a duration of 25 hours and targeted at social technicians of the public administration and the third sector and at vocational training teachers. A specific session targeted at women in situations of vulnerability was also given, with the objective of training these women so that they can have greater opportunities in the labour market.

Finally, “cascade training” was promoted through the School, where workshop attendees became trainers in other sessions targeted at people in situations of vulnerability, thereby multiplying the impact.



450
workshops
given in 2024

3,419
since 2017



4,975
people trained in 2024
68% families
32% professionals

40,548
since 2017



Innovation projects

Social innovation projects

In 2024, the Naturgy Foundation promoted the installation of 8 new photovoltaic projects located at the residential centres of social entities. With the savings obtained, more people can be taken care of.

135 kWp
of power installed

8 new agreements
signed

740 beneficiaries
annually

Cumulative data

714 kWp
installed

29
projects

13 social
entities

6,890
beneficiaries

“Energy Recipe” is an innovative initiative that the Naturgy Foundation implemented in collaboration with the San Juan de Dios Aljarafe Hospital (Seville), the Sagrat Cor Hospital of QuirónSalud (Barcelona) and the QuirónSalud Foundation. It transforms the savings obtained from the photovoltaic panels financed by the Foundation into aid for paying the energy bills of people in a situation of vulnerability who receive home electrical treatments.



23 patients con aid
67 beneficiaries

Volunteering

The Naturgy Foundation's team of volunteers has trained, advised and supported people in situations of vulnerability by explaining the key concepts of bills, providing energy efficiency advice and awakening new vocations among young people, thereby acquiring the commitment to their training. The 32 role model volunteers distributed around 22 Naturgy work centres have facilitated the work of volunteers.



111 energy volunteers



24 volunteering proposals



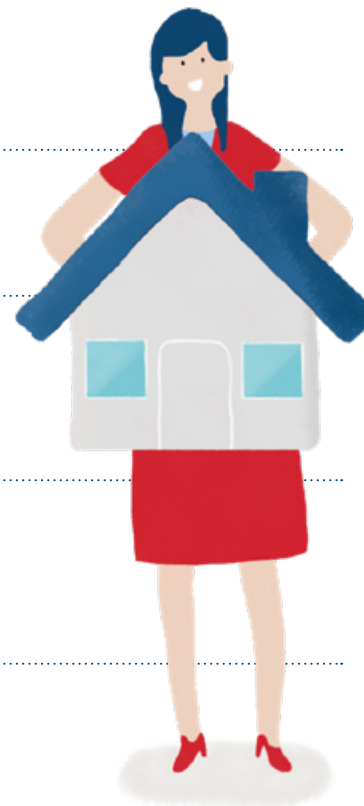
223 collaborations with volunteers



1,120 volunteer hours



9,943 beneficiaries
of energy volunteering
45,426 since 2018



Other initiatives

Award for the best social initiative in the energy field

The 5th edition of this Award announced the best social initiatives related to the energy field for 2024:

First prize: €60,000

Responsible Energy Foundation
(previously Solidarity Light Foundation) for its
Fight Against Energy Poverty Programme

Second prize: €30,000

Cáritas Diocesana de Madrid
for its initiative
**"Integral Ecology in the social action of Cáritas
Diocesana de Madrid"**

74 candidates participated in this edition of the Awards, in which the following were finalists: Alida Ingeniería del Medio, CEAR, Konecta Foundation, Ronald McDonald House Charities, Integra Pirineus Private Foundation, Generamés, Proyecto Confianza and Provivienda.



Other initiatives

Publications

Encompassing energy poverty: An analysis of persistence is the latest study promoted by the Naturgy Foundation, which was drafted by the Chair of Energy Sustainability of the University of Barcelona. The main objective of this report is to analyse the dynamics of energy poverty in order to learn if the problem is temporary or persistent, as well as reflect on the effectiveness of public policies and establish the goals and objectives that have to be addressed in upcoming years.



It was presented in December 2024 in a seminar where the visions of different experts in the sector were also discussed.

Other actions

The Naturgy Foundation took action as a result of the Cut-off Low event in Valencia. It served to channel the company's financial contribution to Cáritas and the Red Cross, which were working on the emergency. Thanks to the contributions of volunteers, the Naturgy Foundation made it possible to donate over one ton of cleaning and hygiene products that were necessary in the first weeks.



Collaboration agreements

The Energy Vulnerability Plan is possible thanks to the collaboration of the following entities:



Naturgy
Foundation

www.fundacionnaturgy.org

We contribute to achieving the United Nations Sustainable Development Goals.

