

**20
25**

Energy Vulnerability Plan Report

In 2025, the Naturgy Foundation positioned the Plan against Energy Vulnerability at the core of its strategic activity. Interventions in energy-efficient home refurbishment, access to renewable energies, training in efficiency, recognition of innovative social projects, applied research and the promotion of corporate volunteering consolidate this priority. These same lines of action are also integrated in the Sumando Energías por Valencia Plan, especially in its people-centred pillar, aimed at supporting the social recovery of areas affected by the DANA.





Social impact

Through Naturgy, collaboration with Social Services has been strengthened with measures such as bill payment deferrals and direct processing for the social tariff. The consolidated results in 2025 include:

More than **355,000** people have benefited since **2017**, with **50,342** of them benefitting in **2025**.



 **257** calls from Social Services

 **209,027** customers with a social tariff

 **97,249** calls to the Vulnerable Customers and Third Sector helplines

 **470** customer service emails to the Third Sector

 **79,052** emails handled from Vulnerable Customers





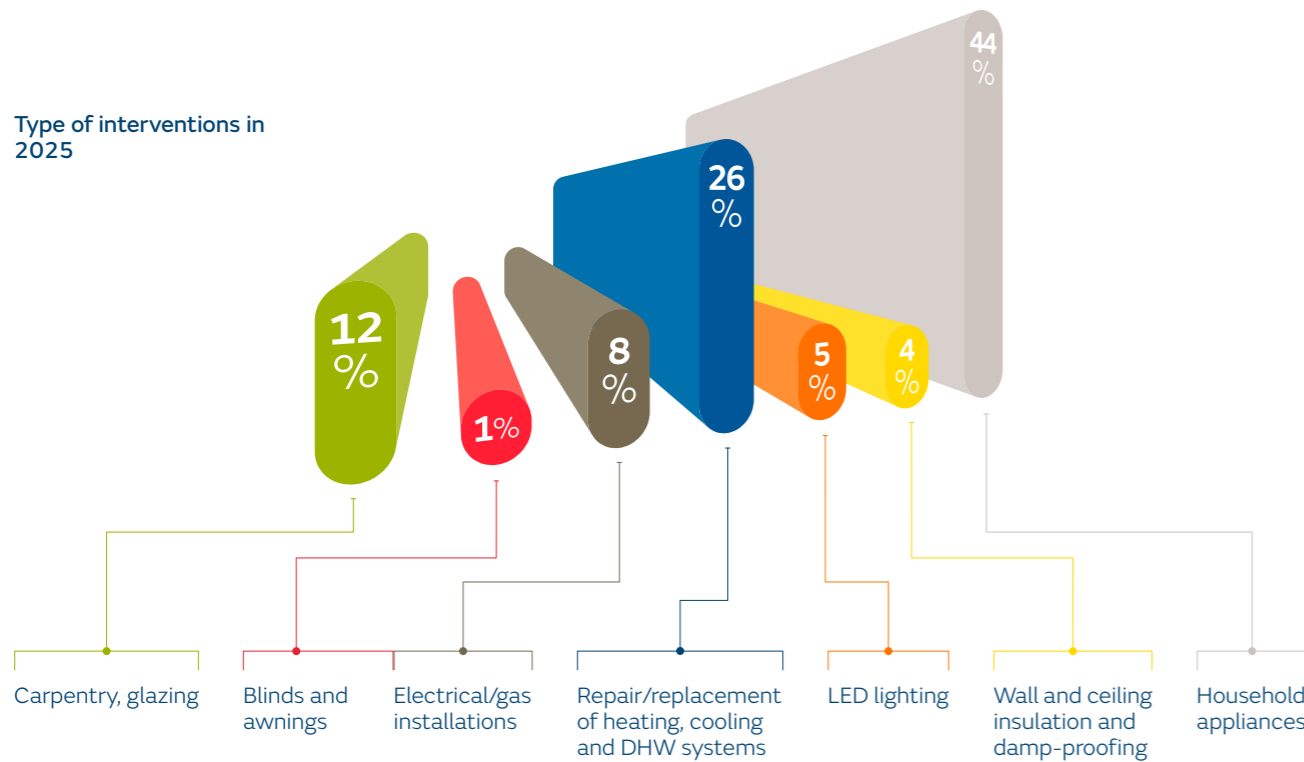
Energy Refurbishment Solidarity Fund

It supports express interventions in vulnerable households, which includes addressing wall and roof insulation and damp issues, renovation of carpentry, replacement of boilers and household appliances, adaptation of electrical installations and improvements in lighting, among other essential measures. This programme is one of the main lines of action of the Sumando Energías por Valencia Plan, in its aid to People. This line of action is carried out in collaboration with 12 social entities and 13 town councils to help people and social entities affected by the DANA.



5,920 family homes in a situation of vulnerability have undergone **energy refurbishment** since 2018. **726** in 2025.

Type of interventions in 2025



Energy School

It has established itself as a benchmark in training on energy and energy efficiency, reaching more than 938 municipalities in 2025 through its training activities. This year, thanks to the Sumando Energías por Valencia Plan, the number of training courses given in the Valencian Community have doubled, with 89 workshops, mostly aimed at families in municipalities in the areas affected by the DANA, as well as in other municipalities across the region.

In addition, the School gave specific courses aimed at vocational training teachers, unemployed people assisted by the Benito Menni Foundation and women in vulnerable situations accompanied by the Madrina Foundation. In the latter two cases, the aim was to boost their skills and improve their chances of accessing employment.



438
workshops delivered
in 2025
with a total of

3,857
since 2017



4,983
people trained in 2025.
82% people in vulnerable situations
and 18% social services professionals

more than **45,531**
since 2017



Innovation projects

Social innovation projects

During 2025, the Naturgy Foundation financed the installation of additional photovoltaic projects in residential facilities of social entities, whose energy savings are directly reinvested in more aid to vulnerable groups.

62.5 kWp
of power installed

4 new agreements
signed

937 beneficiaries
annually

Cumulative data

776.5 kWp
installed

33
projects

16 social
entities

7,827
beneficiaries

The “Receta Energía” initiative, promoted by the Naturgy Foundation together with the San Juan de Dios del Aljarafe Hospital, the Sagrat Cor Hospital of QuirónSalud and the QuirónSalud Foundation, converts the savings from financed solar panels into economic support for the payment of energy bills for vulnerable patients dependent on home-based therapies with electricity consumption.



32 patients helped

70 people benefited

Volunteering

The Naturgy Foundation's volunteers have carried out training, advisory and support work for people in vulnerable situations. Through their actions, they have explained key concepts about energy bills, offered efficiency tips and awakened new vocations among young people, thus strengthening their commitment to education.

 148 energy volunteers

 267 volunteering actions

 1,033 volunteer hours

 10,165 beneficiaries of energy volunteering, with a total of **55,591** since 2018



Other initiatives

Award for the best social initiative in the energy field

The 6th edition of the Award increased the number of prizes and their amount to recognise and promote the best social programmes supported by energy. Thus, the winners of this year's edition were:

Winner: 100,000 €
Asociación Provivienda

Second prize: 50,000 €
Fundación Tomillo

Finalists: 10,000 €
Fundación Arquia
Fundación Konecta
Fundació Habitatge Social
Fundación Integra Pirineus
Generamés
Institut Metròpoli
Proyecto Confianza



Other initiatives

Publications

At a seminar, the Naturgy Foundation presented the study “Evaluation of the impact of express refurbishment on energy poverty: analysis of new real cases in different Spanish provinces”, prepared by Roberto Barrella, researcher at the Chair of Energy and Poverty at the Comillas Pontifical University. The aim was to comprehensively assess the impact of the express refurbishments promoted by the Foundation and collaborating entities through the Solidarity Fund for Energy Refurbishment, for which the study combined objective indicators and beneficiaries’ perceptions.

During the session, the most recent data on the impact of the Naturgy Foundation’s Energy School were also presented, showing the contribution of this training initiative to improving energy efficiency and reducing energy vulnerability in the assisted households.



In 2025, the Naturgy Foundation launched its Sumando Energías por Valencia Plan, with the aim of supporting the recovery of the areas affected by the DANA in the Valencian Community through different lines of action: Education, Employment, Environment and People. This last pillar, supported by actions under the Energy Vulnerability Plan, seeks to contribute to the well-being of affected individuals at home and to strengthen the capacity of organisations and institutions to continue carrying out their social work in the area.

All of this is carried out through different programmes, such as the energy refurbishment of not only homes and small businesses but also the facilities of affected social organisations themselves; the installation of solar panels at centres operated by these organisations; and a commitment to training in energy and energy efficiency through the Energy School.



Collaboration agreements

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

- Cáritas Española
- Cáritas Española Campaña DANA
- Cáritas Madrid
- Cáritas San Juan Argentina
- Cáritas Valencia
- Universidad Pontificia Comillas
- Proyecto Confianza
- Cruz Roja Española
- Fundació Habitatge Social
- Forética
- Fundació Domus Misericordiae Sant Josep
- Fundación Energía sin fronteras
- Fundación Exit
- Fundación Quirón Salud
- Fundación tuTECHÔ
- Fundació Hàbitat3
- Hermanos Franciscanos de la Cruz Blanca
- Fundación Mambré
- Prodis
- Fundación Roure
- Fundación San Martín de Porres
- Fundación Tengo Hogar
- Universidad de Barcelona
- Fundación María Raventós
- Fundación Seur
- Universidad Politécnica de Madrid
- Mancomunitat Horta Sud
- Muchachos y muchachas Don Bosco
- Instituto da Criança
- Fundación Capacis
- Asociación Pro-personas con parálisis
- Universidad de Alcalá de Henares
- Fundabem
- Avante 3
- Pinardi
- EMSV - Getafe
- Belong to Sea
- Orden Hospitalaria San Juan de Dios
- Fundación Madre Coraje
- Fundación EsyCu
- Fundación Amigó
- Asociación Nena Paine
- Campoval
- Centro Parroquial Quart de Poblet
- Ciudad de la Esperanza
- Fundación Dasyc
- Factoría F5
- FEVADIS
- Fundación Arquia
- Fundación Tomillo
- Fundación Altius
- Fundación ARTIC
- Fundación Felisa
- Fundación Movimiento Ciudadano
- Fundación Nova Feina
- Generamés
- Institut Metròpoli
- Fundación Integra Pirineus
- Fundación Konecta
- Pajes mágicos
- Fundación Provivienda
- Rotary Club Torrent
- Fundación San José para la Adopción
- Sapiens
- Socaire
- Somos Nos
- YMCA
- Quasar
- SOM VIA

