

# Actions promoted by Generalitat de Catalunya on Energy Poverty

Direcció General de Serveis Socials  
Subdirecció d'Anàlisi i Programació

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# Programa per a l'abordatge integral de la Pobresa Energètica

## Government agreement 198, September 26<sup>th</sup> 2023, creation of a temporal program about tackling energy poverty

### Objectives of the program

- Design, implementation and evaluation of preventive public policies.
- Design and implementation of a data reception and analysis system to improve the detection of vulnerable citizens related to energy poverty.
- Establishment of a system of coordination and support to the actors involved in this topic.
- Elaboration of an Specific plan on prevention of energy poverty in Catalonia.
- Creation and administration of a Solidarity Fund and the establishment of a centered procedure related to the list of unpaid debts related to energetic supplies.

Programa per a l'Abordatge Integral de la Pobresa Energètica

1

Exercise of rights

2

Guarantee access to supplies

3

Prevention

# Axes of intervention

1

## Exercise of rights

Actions of promotion, knowledge and support aimed to vulnerable citizens on recognitions and benefits related to energy poverty as measures to guarantee the basic needs, also promote the participation of citizens with less socioeconomic resources on energetic transition.

2

## Guarantee the access to supplies

**Actions of coordination** between different actors to avoid material privation, **seeking the activation of resources and social activities to protect vulnerable collectives.** Establishment of protocols to support local social services and other actors actions

3

## Prevention

Deepening of knowledge about energy poverty. **Identification of the necessities and opportunities** to generate actions to empower the citizenship under this casuistic.

# Bono Social de Electricidad



Bono Social de Electricidad (BSE) is a national benefit stipulated by law [897/2017](#), based on a monthly discount applied to electric bills of vulnerable consumers who met the established requirements. Even though it's competence is national, it is considered a key figure to reduce energy poverty.

## Categories

- Vulnerable consumers
- Severe vulnerable consumers
- Risk of Social exclusion

## Criteria of access:

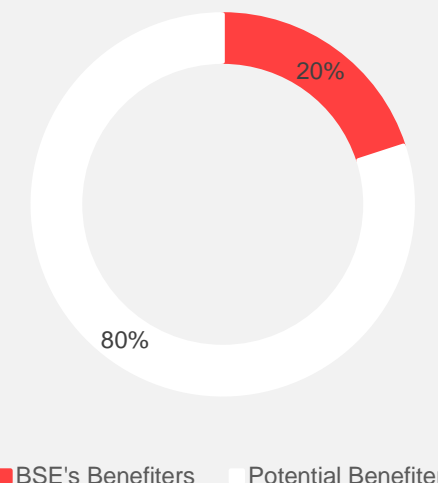
- Rent threshold
- Large Families
- IMV Benefiter
- Minimum pensions

Since 2021, discounts **increased to** as measures to alleviating the price crisis in the electric market.

Right now, the discounts are:

- **57% vulnerable consumers**
- **72,5% severe vulnerable consumers**

Bono Social's Non-Take Up in Catalonia (2022)



Source: ESADE and Intermón Oxfam (2022)

# Bono Social de Electricidad

1

Direcció General de Serveis Socials is developing a **promotion strategy focused on potential beneficiaries** that could have difficulties of access to the benefit\*:

- Promotion campaign and delivery of informative material about Bono Social called **“Amb el Bo Social no has de tenir por a la factura de la llum!”**
- Based on the targets detected, a more focused intervention it's been developed. This involves the possibility of:
  - Training talks in specific centers.
  - Workshops
  - Support in the formalization process
  - Delivery of informative letters.
- Also, Departament d'Agricultura, Ramaderia, Pesca i Alimentació has de management of **Bo Social Tèrmic,** a benefit related to thermic supplies on those benefiteres of Bono Social de Electricidad.

## \*Targets of the promotion

1. Victims of Gender-based violence
2. Grade of dependency II and III
3. Benefiters of IMV and RGC
4. Large and single-parent families
5. 33% Incapacity
6. Energetic Dependency
7. Non-Contributory Pensions (PNC)
8. Long-term unemployed



# Debt cancellation for vulnerable consumers

1

Law 24/2015, of July 29, on “urgent measures to address the emergency in the field of housing and energy poverty” established a protection through **the recognition of vulnerable citizens that could not afford to pay their energy supplies.**

- Vulnerability is decreed by a report on residential exclusion risk (IRER). This accreditation **protects against supply cuts temporarily.** This is a competence of local social services and **protects vulnerable people’s supplies: water, electricity and gas.**

## Requisites to be recognized by a report on residential exclusion risk (IRER).

- 1- The applicant must be the owner of the domestic use supply contract corresponding to their habitual residence
- 2- Must be registered in the house
- 3- People and units with the following income are entitled to IRER if:
  - Single person: income less than 2 times the IRSC (rent indicator)
  - When there is more than one person in the house in the Family Unit: less income than 2.5 times the IRSC
  - People with disabilities or with high dependency: less income than 3 times the IRSC

# Agreement of collaboration with l'Energètica

1

**L'Energètica** is a public company dedicated to green energy transition on public administration properties, one of their projects is to make that this properties generate its own energy supply .

- In its agreement of creation, Generalitat de Catalunya urges L'Energètica to manage that part of the energy generated by public buildings **should be destined to homes in a situation of energy poverty.**
- It also highlights the supply of electric energy in a **collective self-consumption system aimed at vulnerable consumers**, in cases where it is commissioned by the Departament de Drets Socials I Inclusió.



# Establishment of action protocols to support Social Services

2

**Direcció General de Serveis Socials work on the design of collaboration frameworks:**

- **Maintain or recover supply in case of cuts for security reasons or non-payment in case of vulnerable people.**
  - Importance to establish a link between energy companies, regional police and local social services
  - Protect vulnerable citizens and bring them social resources
- **Protocol of collaboration between Technical Unit and local social services to implement a centralized proceed in which the lists of non-payments are received and processed as Law 24/2015 demands.**
  - Facilitate the treatment, in accordance to data protection
  - Coordination with Local Social Services.



# Social urgency contracts

2

Considered as an alternative to guarantee supplies to people who do not have a contractual link with the house in which they reside and to whom the supply has been cut. It is a temporary action, meanwhile they cannot access a housing alternative or there is no eviction order.

- Within the framework of the agreement signed between the Department of Social Rights and Inclusion and Endesa, it provides energy supply to people in a situation of accredited vulnerability.

**Currently, 85 social emergency contracts have been formalized,** which has facilitated the electric supply to people at risk of residential exclusion in an unqualified home.



# Prevention

3

## Prevention axis group different kind of actuations:

### Energy Poverty Analysis

- Under the idea of prevention, an analytical work is being carried out to be able to know the factors that increase the possibilities of being in a situation of energy poverty. Also, there have been established regular indicators to control the development of this situation in Catalonia

### Map of resources

- With the aim of knowing the system of operation of local social services on energy poverty, a process of interviews has been initiated. It is intended to generate its own knowledge that serves for the development of future actions.

### Prevention Plan on Tackling Energy Poverty

- A prevention plan is currently being drawn up to generate a better understanding the phenomenon of energy poverty across the territory. The intention of these is to share good practices, be able to transmit knowledge and establish a strategy with set objectives, which allows an evaluation of the deployment.

By now, the professionals interviewed **represents 744/946 of all the municipalities in Catalunya**

#### Indicators of the Map of Resources:

- Dedication of professionals on energy poverty
- Preventive actions
- Benefits
- Protocols related to vulnerable citizens
- Good practices and necessities
- Situations in municipalities

#### Indicators of the Energy Poverty Advisory Hub

- Arrears on utility bills
- High share of energy expenditure in income (2M)
- Low absolute energy expenditure (M/2)
- Inability to maintain home adequately warm

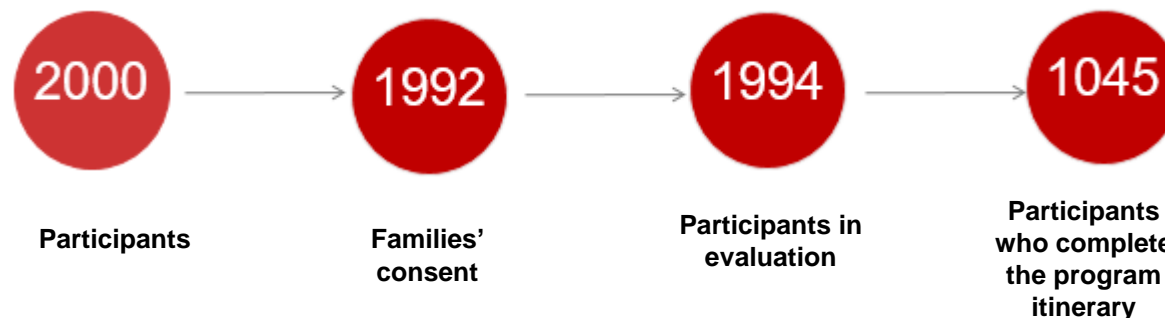
3

## Pilot program to improve situation of Energy Poverty of collectives under social exclusion risk in Catalonia

The Department of Drets Socials i Inclusió allocated 11 million euros contributed by Next Generation EU (NGEU) funds, through an agreement with the Ministerio de Inclusión, Seguridad Social y Migración.

The action is aimed to 2000 families who are in a situation of vulnerability and live in public housing. Social inclusion itineraries have been created with beneficiaries of the Minimum Vital Income (IMV). Likewise, actions have been introduced to improve the energy efficiency of homes through improvement and/or rehabilitation works.

Participants have been trained to adapt their energy consumption habits and their basic supply tariffs to their needs and economic possibilities.



Service	Interventions
Improvement service to optimize the energy efficiency of homes	676 /815 households (83%)
Training and advice service on energy consumption habits through an individual support process	690/ 795 (87% interventions)
Information, awareness and individual support service for the application and processing of the Minimum Vital Income (IMV)	471 / 519 families
Community support service to improve the situation of social isolation of the people participating in the program	440 /440 (100%, 80% with positive reviews)
Final Execution	2277



# Generalitat de Catalunya

Departament de Drets Socials i Inclusió

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