



Ajuntament
de Barcelona

PERQUÈ NO ET TALLIN



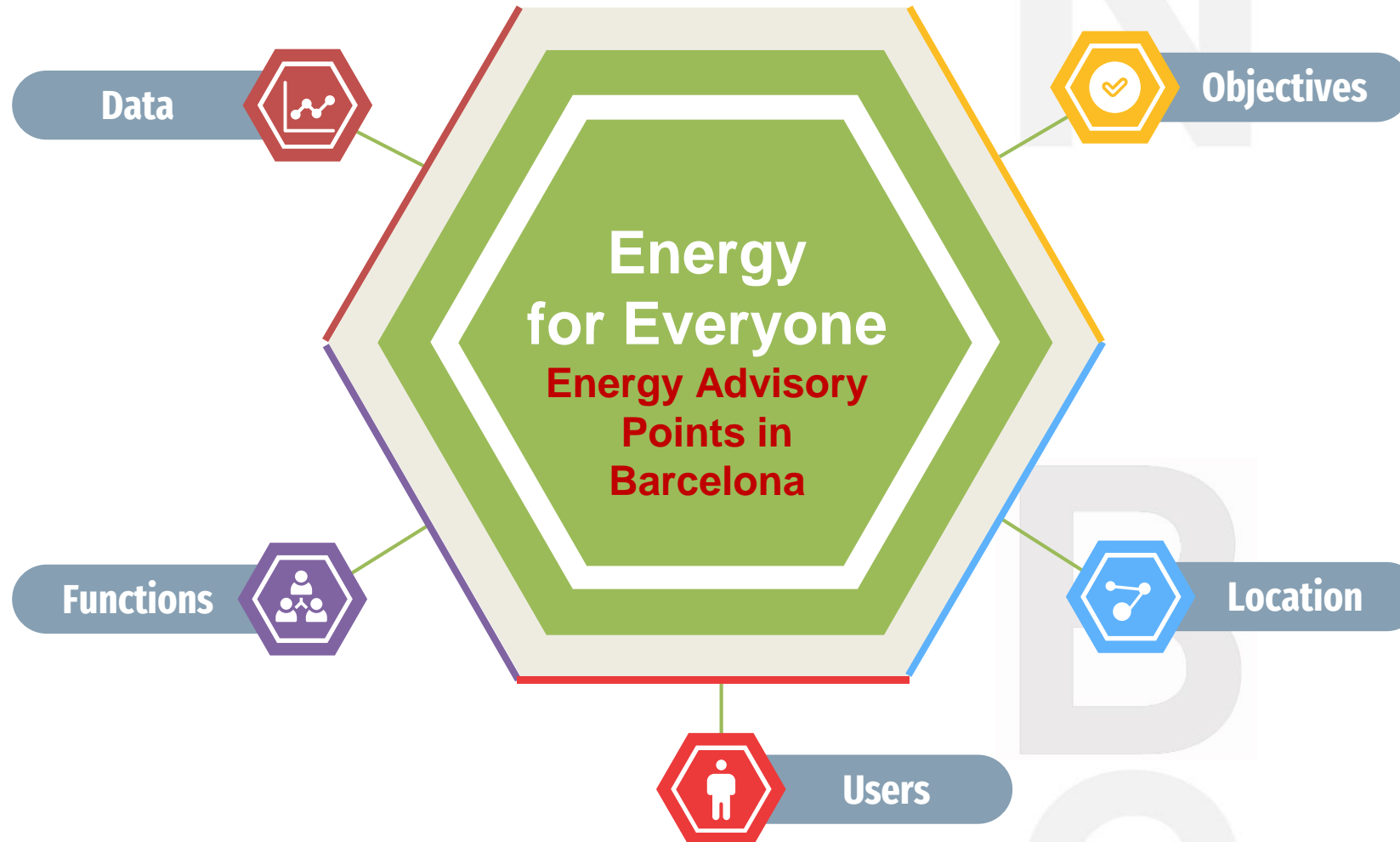
LA LLUM, L'AIGUA O EL GAS

**POSEM TOTA
L'ENERGIA**



Energy for Everyone

Energy Advisory Points in Barcelona





Ajuntament
de Barcelona



Objectives

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Objectives

- Address the situation of energy poverty
- Ensure compliance regarding access to basic supplies
- Improve the efficiency of households, especially those most vulnerable

1. Ensure access to basic supplies
2. Detect situations of energy poverty
3. Increase the energy efficiency of homes

Axis 1.
Guarantee of rights and energy efficiency improvement

1. Requalify professionally individuals with difficulties accessing the job market.
2. Improve the skills and employability of the working teams.

Axis 2.
Promotion of employment

1. Promote community work
2. Promote actions for the prevention of situations of vulnerability, energy poverty, as well as empowerment.

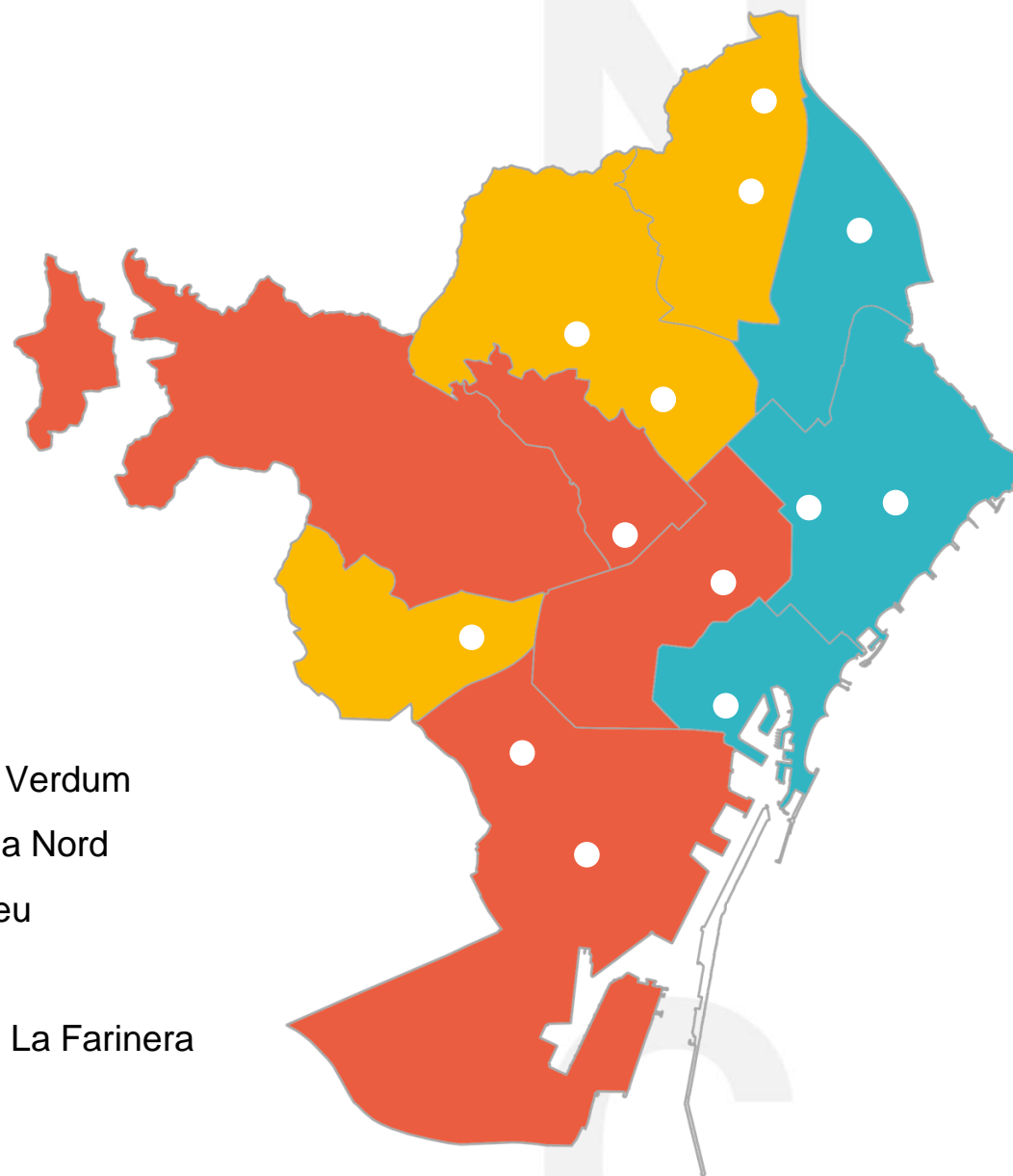
Axis 3.
Prevention and community action



Location

13 Energy
Advisory
Points in
Barcelona

- OH Ciutat Vella
- OH Eixample
- OH Sants
- CAI La Marina
- OH Les Corts
- OH Gràcia
- Espai Llobregós
- Mas Guinardó
- Casal de Barri Verdum
- OH / OAC Zona Nord
- OH Sant Andreu
- OH Sant Martí
- Centre cultural La Farinera





Users



Individuals experiencing energy poverty

4 indicators of energy poverty

- Difficulty in keeping an adequate home temperature
- Employment and economic difficulties
- Poor home conditions
- Bill payment delay

Corrective measures

The enforcement of Law 24/2015

Barcelona's inhabitants

Universal advisory
service

Preventive measures

- Electric market rates advisory
- Reeducation of consumption habits



- Gender**
- 66% women
 - 32% men
 - 1 % others

- Economic situation**
- 36% Pensioner
 - 25% Unemployed
 - 82% Non full time job

- Home members**
- 44% With children
 - 31% majors 65 years
 - 30% single (70%women)

- Origin**
- 45% born outside Spain
 - 36% Born in Catalonia
 - 18% Born in the rest of Spain

Interseccional Perspective Profile:

Woman born in Spain, unemployed, with children in charge, and with elemental studies completed

Functions





Functions



Information service

Energy vulnerability diagnosis

Guide and redirect individuals to other city services

Provide answers to specific inquiries

Access

010/ IRIS

Switchboard.
Instant detection of urgency situations

Corporate e-mails

CSS, OH Entities or city agents redirections

Home Intervention service

In-home basic supply analysis, with optimization measures

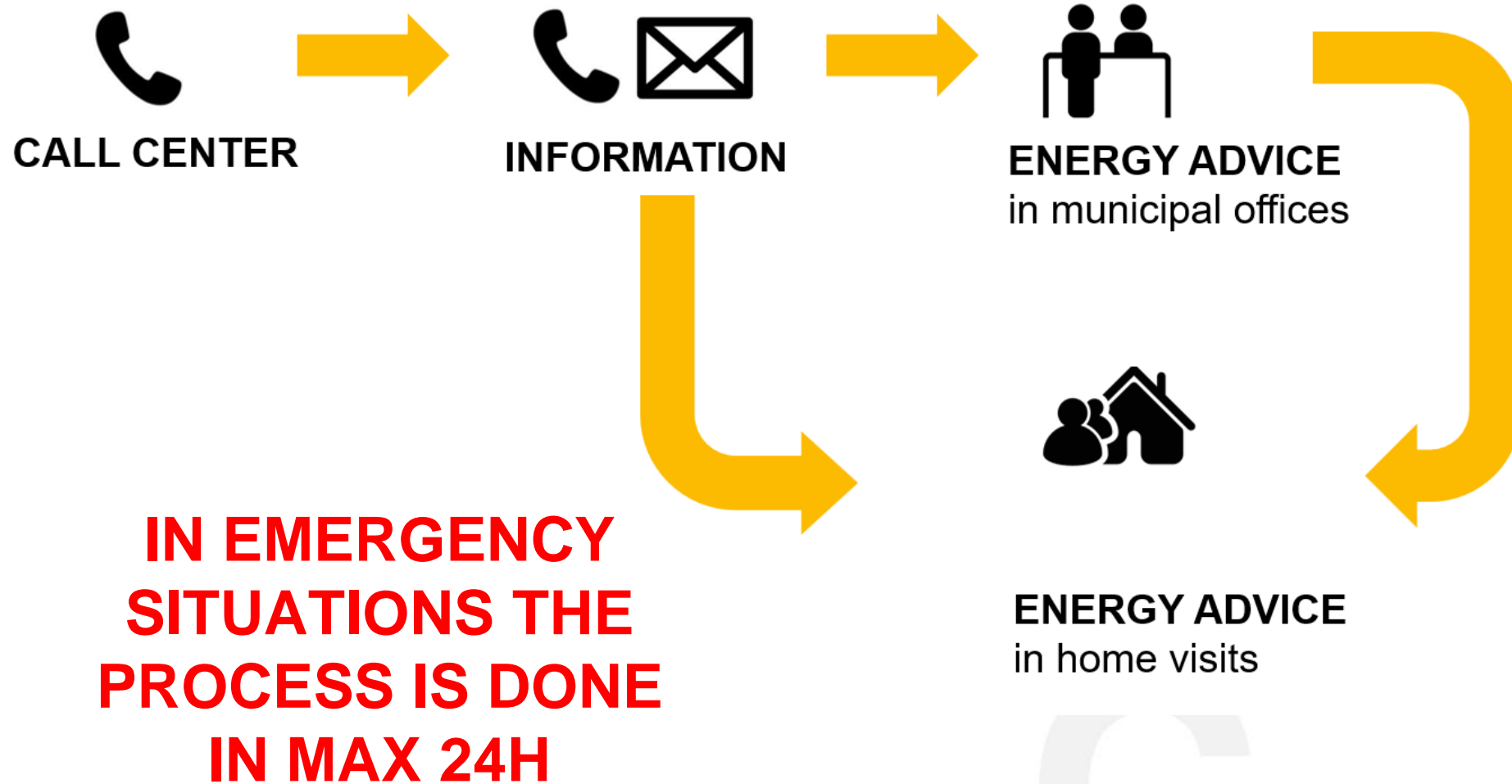
In-home housing situation diagnose

Advisory service

Basic supplies analysis, with optimizations

Processing of IRER

Support and management of agreed measures regarding basic supply bills.



Data





Data



14.646
households

35.902
people
attended

850
Basic supplies
reconnections

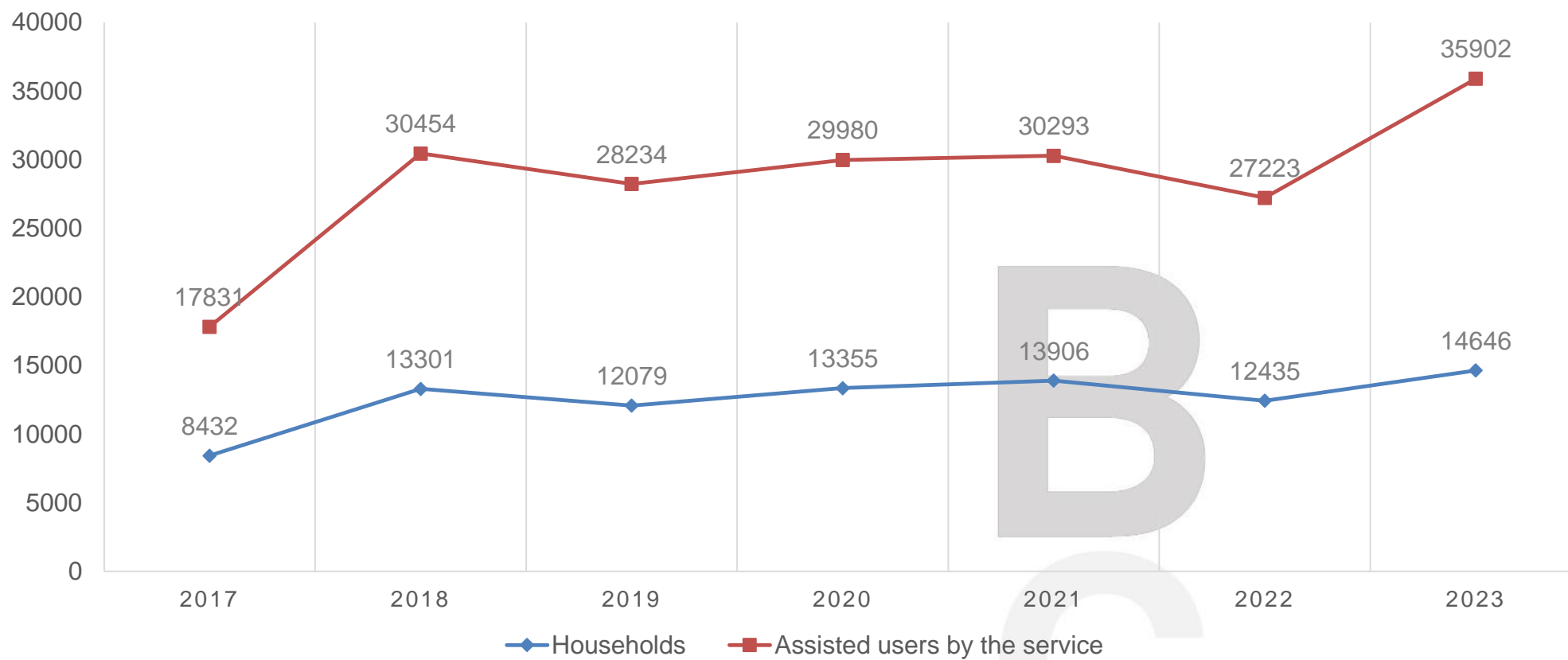
2023
data

75%
of households meet
at least 1 of the 3
energy poverty
indicators

207,2
CO2 tones
reduced
thanks to supply
optimizations

8.298
Vulnerability
reports (IRER)
signed and
approved

Data



Management Tools



Management Tools



Reception Log

Appointments calendar

[illegible]

Dades personals

Dades dels subminitramen

Observacions

Seguiments

Grau de vulnerabilitat	3r grau	Nom de la via	Carrer CLOT	Centre de Servei Socials de referència	Clot - Camp de l'Arpa
Tipus de document	dni	Número, escala, pis i porta	12	És mobilitat reduïda	No
Núm. de document d'identitat	12345678Z	Codi postal	08018	Últim accés	14/10/2024
Correu electrònic	irene.mata@ecoserveis.net	Barri	el Clot	Professional que porta l'expedient	sofia.recio@ecoserveis.net
Telèfon principal	+34 612 345 654	Districte	Sant Martí	Data d'obertura de l'expedient	4/10/2024 13:24:03
Telèfon alternatiu					

Editar Descarregar informe en PDF Eliminar

Tràmits

Dades

Visites

Documents

Sol·licituds

Consum

Missatges

Notificacions

Veure llistat

Veure calendari

< > avui

2024

Mes Setmana Dia Llista



Management Tools



Professionals

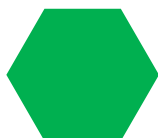
- sofia.recio@ecoserveis.net
- cr01@ecoserveis.net
- yolanda.yeste@abdecoserveis.org
- jose.romero@abdecoserveis.org
- veronica.artica@abdecoserveis.org
- josep.pasto@abdecoserveis.org
- joan.ayala@abdecoserveis.org
- martin.alarcon+45@bitgenoma.com
- vlad.pasichnyk+1@bitgenoma.com
- irene.mata@ecoserveis.net

1 d'octubre de 2024		dimarts
12:49 - 13:19	Visita d'informació	
13:00 - 14:00	Visita d'assessoria	
13:00 - 14:00	Visita d'assessoria	
16:27 - 16:57	Visita d'informació	
16:27 - 16:57	Visita d'informació	
16:27 - 16:57	Visita d'informació	
16:27 - 16:57	Visita d'informació	
16:42 - 17:12	Visita d'informació	
2 d'octubre de 2024		dimecres
10:00 - 11:00	Visita d'assessoria	
12:00 - 13:00	Visita d'assessoria	
3 d'octubre de 2024		dijous



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Visiting an EAC



OH Ciutat Vella
Pl. Salvador Seguí, 13



OH Eixample
Ali Bei, 13



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