

Leaving no one behind

Personalised support to energy poor

València Pilot Case



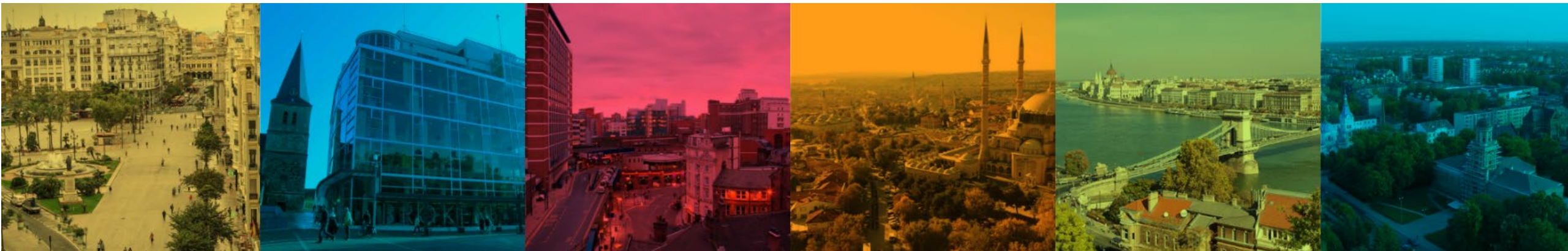
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Wellbased 2nd Capacity Building Webinar
5th December 2023

Pilar Jordá - VCE



Reaching people

Building trust is key

Need **in-between actors** / intermediaries –

NGOs, social workers, people they trust

Mapping in advance with potential entities

On site visits (face to face)



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Intervention at three levels

- **Bill optimization**
- **Energy efficiency kit**
- **House auditing**



Residential blocks in Nazaret neighborhood

Bill Optimization

- Check **type of market & tariff**: free market or regulated, price/kw
- **Eligibility for Social Bonus**: 40% - 80% Bill discount depending on social and economic features
- Adequate hired **electrical power**
- **Additional charges** (insurances, services...)

RESUMEN DE FACTURA

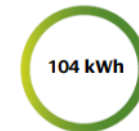
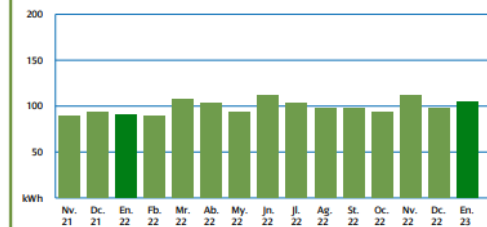
PERIODO DE FACTURACIÓN: 19/12/2022 – 18/01/2023
Nº FACTURA: 21230123010276372
DIAS FACTURADOS: 30
FECHA DE EMISIÓN: 23 de enero de 2023

ENERGÍA.....	25,55 €
CARGOS NORMATIVOS.....	1,47 €
SERVICIOS Y OTROS CONCEPTOS.....	7,14 €
IVA Reducido (*).....	1,39 €
IVA.....	1,33 €
TOTAL	36,88 €

FECHA LÍMITE DE PAGO: 13/02/2023

INFORMACIÓN SOBRE CONSUMO

EVOLUCIÓN DE CONSUMO (kWh)



Consumo total de esta factura.



Consumo medio diario en esta factura.



Consumo medio diario en los últimos 14 meses.

Puede consultar el detalle de su consumo hora a hora en Mi Área Cliente en www.iberdrola.es y en la APP de Iberdrola Clientes. También puede acceder a los datos de medida de su contador inteligente a través de la web de su empresa distribuidora www.i-de.es/clientes.



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Energy Efficiency Kit

- **LED lightbulbs:** check all house illumination
- **Weather stripes:** help isolate windows and doors
- **Consumption meter:** stand by / off mode
- **Power strip:** to avoid stand by and others
- **Time programmer:** for appliances that we only need at certain times



House Audit



- Identify **strong and weak points**: house orientation, heating & cooling system, shutters, isolation, mold, damp...
- Review the **state and use of appliances**: fridge, washing machine, AC, oven, dishwasher, kitchen...
- Share **good practices and advice**



Lessons learned...

- Spend **enough time** to check with the participant the house conditions, equipment and its facilities
- **Listen** carefully, support them, create a safe space
- Offer **personalized advice** and solutions

Lessons learned...

- **Empower people** (workshops, trainings...)
- Promote the **right to energy**



Thank you

Pilar Jordá (VCE)



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LAS NAVES



València
Clima i Energia

INCLIVA | VLC
Instituto de Investigación Sanitaria

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DemirEnerji

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ASIDEES



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