



Tackling fuel poverty

World Energy Council

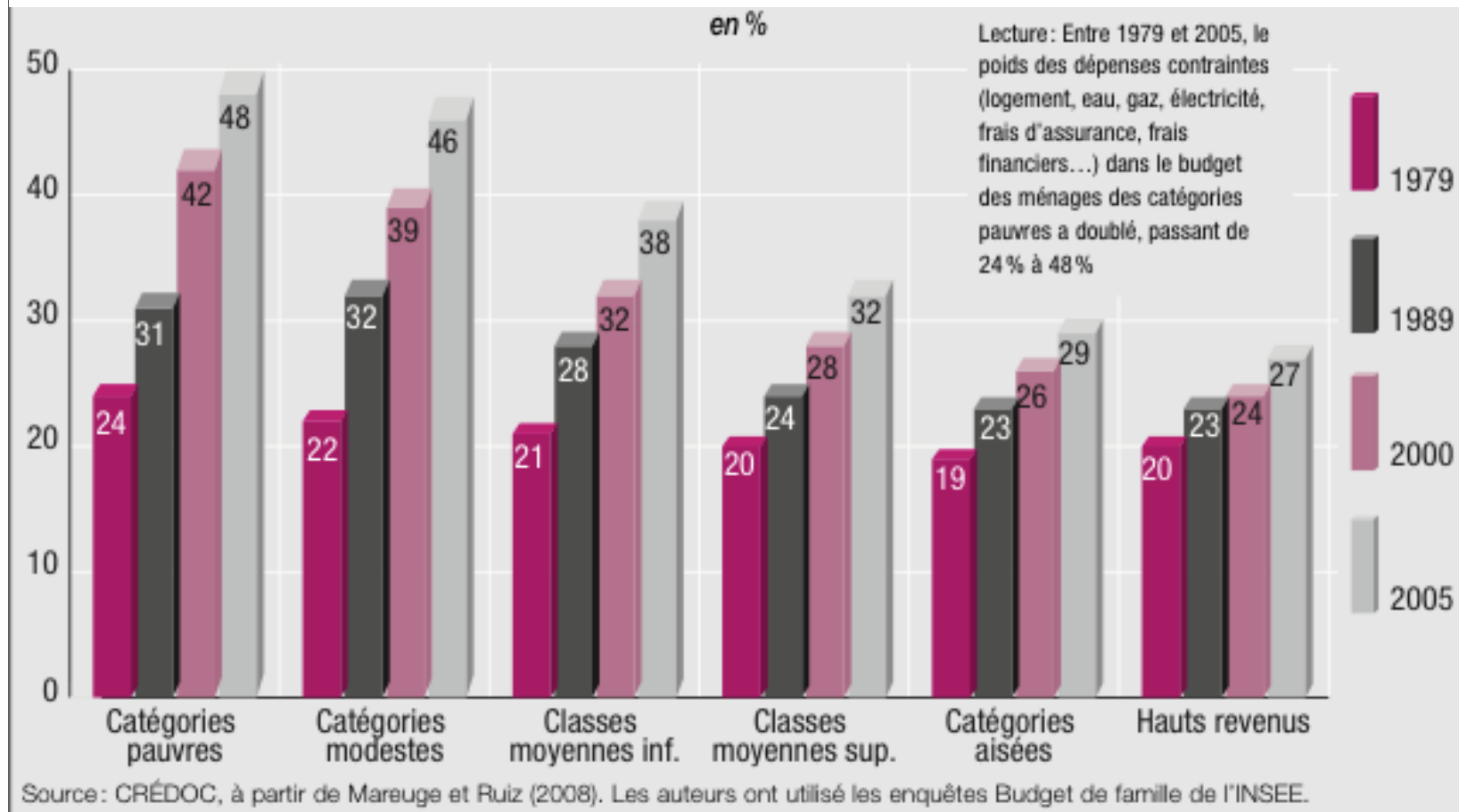
November 29, 2012

Fuel Poverty: a new social issue ? (1/2)

- An aspect of economic poverty
- Several definitions in Europe
- Fuel poverty enters French Law in July 2010 (Grenelle II)
- Three main causes :
 1. Low income
 2. Poor energy performance housing
 3. Increase in energy prices

Fuel Poverty: a new social issue ? (2/2)

Part of basic necessities in French households budget



EDF Group policy to deal with fuel poverty

- **Fuel poverty: an increasing issue in Europe**
 - ❑ Diverse national contexts
 - ❑ Heterogeneous treatments by public authorities
 - ❑ Need for specific solutions by energy utilities on a national level

- **A corporate commitment to support the most vulnerable households**
 - ❑ Solidarity, one of EDF key values
 - ❑ A social responsibility to our customers
 - ❑ Actions led in partnership with local authorities and stakeholders

EDF Fuel poverty policy in France

- More than 25 years of involvement and initiatives in solidarity programmes
- Joined action with French authorities
- Fully integrated in EDF's commitments toward its customers
- A three pillar policy:
 - **Payment measures**
 - **Support**
 - **Prevention**

EDF Fuel poverty policy in France

Payment measures

- **Social Tariffs for electricity and gas supply**
 - Since 2004, TPN (‘‘Essential Needs Tariff’’) for electricity
 - Since 2008, TSS (‘‘Solidarity Special Tariff’’) for natural gas
- **‘‘Housing solidarity fund’’ (FSL)**
 - EDF contribution : 23 M€ in 2012
 - More than 200,000 customers helped by FSL in 2012

Focus on TPN (Essential Needs Tariff)

What is it?

- “ **Social measure :**
- “ opening the right for lower energy bills
- “ targeting around 1 million customers (November 2012)

How does it work?

- “ For households with **very low incomes** (640 "/month for a single)
- “ Reduction from 40 % to 60 % (depending on size of family) on the fixed charges and the first 100 kWh/month
- “ If the customer benefits from CMU-C (basic social health coverage), he benefits **automatically from the TPN**

Focus on Housing Solidarity Fund (FSL)

What is it?

- “ **Objective : Improving living conditions** managed at a County level (Départements)
- “ Managed under the **Conseil Général** authority, gathering social services representatives
- “ Aid on housing, water, fuel, telephone

How does it work?

- “ Recipients and amount of allowance are proposed by social workers
- “ The FSL Commission has one month maximum to approve

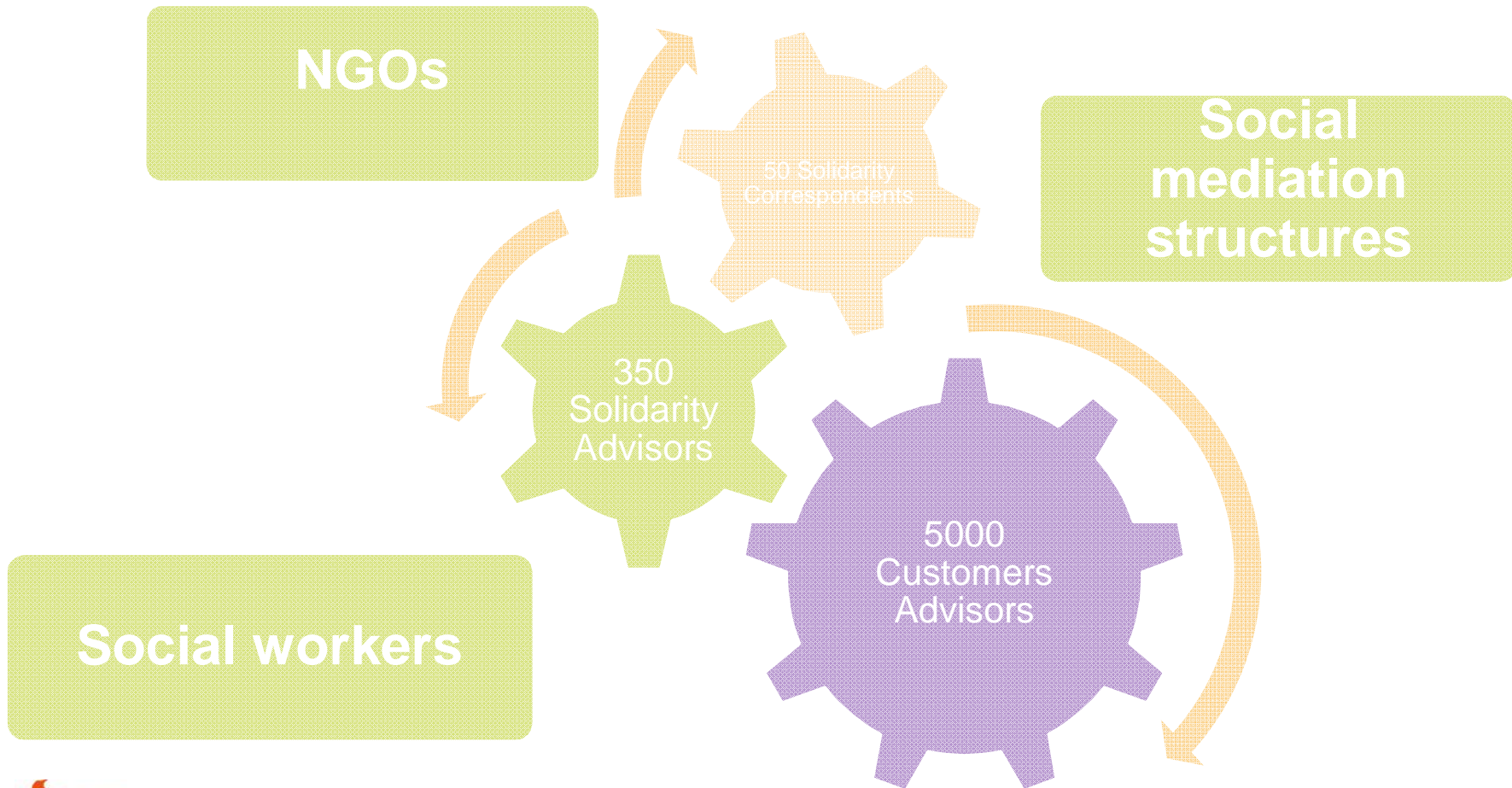
EDF Fuel poverty policy in France

Support

- **Several identification levels to match vulnerable customers**
(specialized solidarity adviser teams)
- **Shared actions with partners :**
 - Social workers and local authorities (CCAS, Conseils Généraux,. ..)
 - NGOs (partnerships with Secours Populaire, Secours Catholique, Unis-Cité, ò)
 - Social Mediation Structures
 - ò

Support

Different levels of identification and actions



Focus on social mediation structures

Social Mediation Structures

Non-profit organizations
based on **partnerships**
between **private and public**
companies
Co-financed up to 50 % by
public institutions and
companies

Facilitate the **access to local
community-based services**

Double target :
- Preserving social link
- Taking on the role of a
springboard to employment+

EDF implication

Sponsoring of around 150
Social Mediation Structures ,
scattered throughout France

EDF Fuel poverty policy in France

Prevention

- **Supporting energy-saving renovations**
 - **For owners** - Habiter Mieux public programme (Live better programme) - **and tenants**
 - **For social housing** (agreements with social housing authorities, partnership with Fondation Abbé Pierre)
- **Providing energy efficient equipments** (partnership with Envie) **and recommendations to save energy**

Constant innovation and fruitful partnerships

