

## SAVING YOU FROM GETTING YOUR



ELECTRICITY, WATER OR  
GAS CUT OFF IS WHERE  
WE'RE PUTTING  
ALL OUR ENERGY

## HELPING YOU REDUCE YOUR ELECTRICITY BILLS

What are social discounts  
and who can apply for them?

### ABOUT

Social discounts offer reductions of **25% or 40% on electricity bills** (not including tax). Reductions will apply to the regulated Voluntary Price for Small Consumers (PVPC), which is set by the Spanish State for customers of the regulated market, and provided the power contracted does not exceed 10kW.

### HOW LONG DO DISCOUNTS TAKE TO APPEAR ON BILLS?

Discounts take as long to come into effect as the company takes to process them, normally around one month.

### HOW LONG WILL I HAVE THEM FOR?

Social discounts last for two years, provided their access criteria are met during that period.

### WHAT DO I HAVE TO DO IF I'VE ALREADY GOT A SOCIAL DISCOUNT?

Even if you already receive a social discount you still have to produce the new required documents before **11 April 2018**.

In the meantime, you will continue enjoying social discounts as you have been up to now. If you meet the new requirements set out by the Ministry, you will be granted the new social discount. Otherwise the (PVPC) regulated tariff will apply to you.

### WHO CAN REQUEST THEM?

Income is a determining factor when declaring a possible vulnerable situation. The reference used is the Spanish State's Public Income Indicator with Multiple Effects (IPREM), which is currently set at 7,519.59 euros a year, in 14 instalments.

#### ✓ Discounts of 25% on utility bills:

**Families with an annual income equal to or below:**

- Family unit without minors to care for: **1.5 times IPREM\***.
- Family unit with a minor to care for: **2 times IPREM\***.
- Family unit with two minors to care for: **2.5 times IPREM\***.

**Pensioners:** where all the members of the family unit receive a minimum pension (retired people, people with a permanent disability, etc.)

**Large families:** all without exception.

#### ✓ Discount of 40% on bills:

**Families with an annual income below:**

- Family unit without minors to care for: **0.75 times IPREM\***.
- Family unit with a minor to care for: **1 times IPREM\***.
- Family unit with two minors to care for: **1.25 times IPREM\***.

**Pensioners:** where all the members of the family unit are Social Security pensioners, receive minimum pensions (retired people, people with permanent disabilities etc.) and have an income below or equal to one times IPREM.

**Large families:** with income below **2 times IPREM**.

\*All these thresholds will be increased 0.5 times IPREM where a member of the family has a disability equal to or above 33%, where there is a victim of gender violence or terrorism.

The discounts are limited to households with under 10 kW of power contracted and are compatible with time restrictions. They can only be requested for usual residences.



Ajuntament de  
Barcelona

## HOW DO I PROCEED?

Staff at your local Energy Advice Point (PAE) will help you to put together all the documents you need. Once you've got them, you will have to pass them onto your electricity supplier. **You can do so in the following ways:**

### 1. IN PERSON:

you need to fill in the application form, collect all the documents and produce them at your nearest office.

### 2. BY FAX OR EMAIL:

you need to send a copy of the completed application form along with all accompanying documents to your electricity supplier's fax number or email address.

### 3. BY POST:

you need to fill in the application form and post it together with the requisite documents to your electricity supplier's postal address.

## WHICH COMPANIES OFFER ACCESS TO SOCIAL DISCOUNTS?



AUTHORISED DISTRIBUTORS	SERVICE POINT ADDRESSES	TELEPHONE	WEBPAGE	PO BOX	FAX	EMAIL
Endesa Energía XXI, SLU	Gran Vía de les Corts Catalanes, 608	800 760 333	<a href="http://www.endesaonline.com">www.endesaonline.com</a>	Apartat de correus 1167, 41080 Sevilla	935 077 646	<a href="mailto:bonosocial@endesa.es">bonosocial@endesa.es</a>
Iberdrola Comercialización de Último Recurso, SAU	C. Mallorca, 94	900 200 708	<a href="http://www.iberdrola.es">www.iberdrola.es</a>	Apartat de correus 61017, 28080 Madrid	944 664 903	<a href="mailto:bonosocial@iberdrola.es">bonosocial@iberdrola.es</a>
Gas Natural S.U.R., SDG, SA	C. Mallorca, 237 bis	900 100 283	<a href="http://www.gasnaturalfenosa.es">www.gasnaturalfenosa.es</a>	Apartat de correus 61084, 28080 Madrid	934 630 906	<a href="mailto:bonosocial@gasnatural.com">bonosocial@gasnatural.com</a>
EDP Comercializadora de Último Recurso, SA	Av. Paral·lel, 98	900 902 947	<a href="http://www.edpenergia.es">www.edpenergia.es</a>	Apartat de correus 191, 33080 Oviedo	984 115 538	<a href="mailto:bonosocial@edpenergia.es">bonosocial@edpenergia.es</a>
Viesgo Comercializadora de Referencia, SL	Av. Diagonal, 676, bis	900 101 005	<a href="http://www.viesgoclientes.com">www.viesgoclientes.com</a>	Apartat de correus 460, 39080 Santander	910 911 464	<a href="mailto:bono-social@viesgo.com">bono-social@viesgo.com</a>
CHC Comercializador de Referencia SLU	No té oficina a Barcelona	900 814 023	<a href="http://www.chcenergia.es/cor.php">www.chcenergia.es/cor.php</a>	Apartat de correus 90, 33080 Oviedo	984 115 538	<a href="mailto:bonosocial@chcenergia.es">bonosocial@chcenergia.es</a>

FURTHER INFORMATION  
[www.habitatge.barcelona/dretsenergetics](http://www.habitatge.barcelona/dretsenergetics)

Or by calling

**010** Information  
Barcelona  
Free call