

Information for families struggling to pay their bills

Given the difficulties some families are experiencing in terms of paying for their basic services such as electricity, gas or water, Endesa has created a new specialised customer Care Service for families in vulnerable situations.



How can i **reduce** my electricity bill?

If you want to **reduce your electricity bill** you can apply for the **Social Rate**, which is a special electricity tariff with a **25% discount** on the **Small Consumers Voluntary Price (SCVP)** that is applied to the electricity consumption in the usual residence.

Who can apply for the **Social Rate**?



- It is automatically applied to **customers with a contracted power of less than 3kW**, without having to submit any documentation.
- **Customers with a contracted power between 3kW and 10kW** may apply for it if they are pensioners, if they are members of a large family or families in which all the family members are unemployed.

	Requirements	What type of documents do I need to provide and where do I do present them?
Pensioners	<ul style="list-style-type: none"> - The supply must coincide with the titleholder's usual residence. - The supply must be covered by the Small Consumers Voluntary Price (SCVP). - The consumer must be over the age of 60 years and prove: <ul style="list-style-type: none"> • That he/she is a pensioner ascribed to the Social Security System through retirement, permanent incapacity or widow's pension and that he/she receives the minimum amount in force. • Titleholders with or without a spouse that live with a single economic unit. • Beneficiaries of pensions from the Compulsory Old-age and Disability Insurance and non-contributory pensions. 	<ul style="list-style-type: none"> - Municipal registration certificate for the titleholder of the supply point. - Copy of Identity Document for the titleholder of the supply point. - Certificate from the Ministry of Labour, Employment and Social Security to certify that he/she is the beneficiary of the Social Rate. - Copy of the last bill. - The Application and the statement of compliance, both of which shall be signed and which can be downloaded at www.endesaclientes.com/ratesubsidy.html
Large Families	<ul style="list-style-type: none"> - The place of supply must coincide with the titleholder's usual residence. - The supply must be covered by the Small Consumers Voluntary Price (SCVP). - The titleholder shall form part of a large family. 	<ul style="list-style-type: none"> - Municipal registration certificate for the titleholder of the supply point. - Copy of Identity Document for the titleholder of the supply point. - Copy of large family card issued by the competent authority in each regional community. - Copy of the last bill. - The Application and the statement of compliance, both of which shall be signed and which can be downloaded at www.endesaclientes.com/ratesubsidy.html
Families with all the family members unemployed	<ul style="list-style-type: none"> - The place of supply must coincide with the titleholder's usual residence. - The supply must be covered by the Small Consumers Voluntary Price (SCVP). - All the members of the family unit are unemployed. 	<ul style="list-style-type: none"> - Municipal registration certificate for all the members of the family at the supply point address. - Copy of Identity Document for the titleholder of the supply point. - Copy of family record book - Copy of the last bill. - The Application and the statement of compliance, both of which shall be signed and which can be downloaded at www.endesaclientes.com/ratesubsidy.html

All the documentation shall be sent via email to bonosocial@endesa.es or by ordinary mail to **Apdo. 1167, 41080 (Sevilla)**.

For more information: **800.760.333**.

If you live in Catalonia and you are struggling to pay your bill, what can you do?



We work together with Social Services in all the municipalities and regions of Catalonia. In this regard, if you would like to split your bill into several payments or defer the payment of a bill, you should contact Social Services in your municipality as we have established specific customer service channels designed to provide a personalised solution for each family situation.

Furthermore, if you receive a notice informing you that your supply will be cut off, you should contact Social Services who shall verify, if applicable, your personal economic vulnerability situation, which will enable you to process the suspension of the supply interruption .

Follow **our energy saving tips** to reduce the energy consumption in your home.

1. Optimise temperatures to maintain comfort levels (winter: 19-21°C/summer: 26°C)
2. Set the thermostat to "economy" zone (15°C) if you are away for a few hours.
4. Insulate doors and windows in your home.
5. Make the most of natural light and install energy-saving light bulbs.
6. Washing machines and dishwashers: Always wash with a full load in cold water and preferably using short programmes.
7. Avoid opening and closing the fridge and oven door unnecessarily.
8. Allow food to cool at room temperature before putting it in the fridge.
9. Switch the oven and ceramic hobs off a little earlier to finish cooking with a residual temperature.
10. Whenever possible, switch off the power to any device on stand-by.

