

PRESS RELEASE

Framework of the **53** agreements signed with Public Administrations, NGOs and associations, including the procedure implemented by the company a year and a half ago to protect vulnerable groups

Iberdrola already covers all of its residential customers in Spain (7.35 million) against the interruption in the energy supply

- **This is applicable to all residential consumers for whom Iberdrola is already supplying electricity and/or gas to their primary residence and which are classified as customers in vulnerable circumstances**

Iberdrola already covers the interruption of the electricity and/or gas supply when economically disadvantaged residential customers (7.35 million) in Spain fail to pay their bills, as part of the different agreements signed with Public Administrations, NGOs and associations or the procedure implemented by the company in 2015 to protect vulnerable customers, as proof of its commitment to the most economically disadvantaged citizens of our country.

The company, which already protects all of its customers, has undertaken to pay attention to customers in a situation of vulnerability and collaborate, according to the policies established by the competent Public Administrations in each case, to facilitate ongoing access to electricity and gas supply.

Since the end of July 2015, Iberdrola has signed **53** agreements with autonomous communities, federations of municipalities and provinces, city and town councils, NGOs and associations to protect these customers:

- Castilla y León –and the Regional Federation of Municipalities and Provinces (FRMP) of this region–, Autonomous Community of Valencia, Castilla-La Mancha, Autonomous Community of Madrid, Galicia, Basque Country, Navarre, Aragón, Cantabria, Andalusia, Region of Murcia, the



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Federation of Municipalities and Provinces of Galicia (FEGAMP), Extremadura –and the Federation of Municipalities and Provinces of Extremadura (FEMPEX)–, on the one hand;

- Bilbao, Castellón, Vitoria, Alicante, Valencia, Metropolitan area of Barcelona (AMB), Almassora, Elche, Cáceres, Logroño, Torre Vieja, Talavera de la Reina, Gijón, La Unión, Caravaca, Joint Community of Services of the North East of Murcia, San Sebastián, Cehegín, Seville, A Coruña, Torre Pacheco, Irún, Lasarte, Salamanca, Calahorra and Lorquí, on the other hand;
- In addition, the Red Cross of Murcia, Cáritas of Murcia, Cáritas of Plasencia, Red Cross of La Rioja, Cáritas of Coria-Cáceres, Red Cross of Extremadura, Red Cross of the Canary Islands, Cáritas Diocesana of Menorca, Red Cross of the Balearic Islands, Red Cross of Galicia, Red Cross of Catalonia, Accem Asturias and Accem Madrid.
- And, finally, the Unión Democrática de Pensionistas y Jubilados (UDP- Democratic Union of Pensioners and the Retired).

The company covers all customers for whom Iberdrola is already supplying electricity and/or gas to their primary residence and which are classified as customers in vulnerable circumstances.

This firm commitment of Iberdrola, which is part of its commitment to the principles of solidarity and service to the community, is the result of the company's approval and application in 2015 of a procedure for protecting economically vulnerable customers in Spain, in keeping with the Group's General Policy on Corporate Social Responsibility:

https://www.iberdrola.com/wcorp/gc/prod/en_US/corporativos/docs/general_corporate_social_responsibility_policy.pdf

The goal of this policy, promoted by the Board of Directors of Iberdrola, is to set out the basic principles and the general framework of action for managing the corporate social responsibility practices undertaken by the company. It is also intended to serve as the basis for building social responsibility into the Group's business model and strategy.



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