

BEING HOT AT HOME IS NOT NORMAL. ENERGY IS YOUR RIGHT.

WE WILL HELP
YOU TO DEFEND
YOUR ENERGY
RIGHTS.

TEMPERATURE

A well-ventilated house in the summer is a health issue.

The right temperature in your house is 26°C. If it goes up, look for the resources to remedy the situation at the energy advice points.

High temperatures have a direct impact on our health and the situation is worse for vulnerable groups, such as **elderly people, babies and pregnant women**.

Excessive heat and the so-called urban heat island effect cause us to lose liquid and mineral salts containing chloride, potassium and sodium, which are necessary for the body. This can lead to chronic illnesses or dehydration and exhaustion. The longer the exposure to extreme temperatures the greater the risk of suffering heatstroke, which can have very serious effects on our health.



WATER

Water is a basic and universal right in every household in the city.

If you have had your water supply cut for want of resources or you do not use it at home, go to an **energy advice point**.

Access to drinking water is fundamental for satisfying personal and domestic needs, such as cooking, looking after personal hygiene and cleaning. Its basic consumption is estimated at somewhere between **50 and 100 litres per person and day**.

Water is an essential good and basic universal right recognised by legislation. That means every one of us is guaranteed access to it. The United Nations General Assembly explicitly recognises the right to water and safe, healthy, accessible and affordable sanitation. Act 24/2015 guarantees that every household in a vulnerable situation can maintain basic supplies even if they are unable to meet their payments.

SEASONS MEAN NOTHING TO ENERGY POVERTY, ITS EFFECTS CAN BE SEEN IN THE SUMMER TOO

Not being able to maintain a suitable temperature at home is harmful to our health and affects our lives in winter and summer alike. The Spanish energy model; financial and employment difficulties in paying electricity and gas bills; problems arising from poor insulation or energy dependence do not go away with the arrival of good weather.

WHAT ARE YOUR ENERGY RIGHTS?

Act 24/2015 bans suppliers from cutting utility supplies where customers fail to pay their bills for want of financial resources, and compels companies to maintain electricity, gas and water supplies for as long as the situation of vulnerability or financial hardship continues.

By the same token, utility companies sending customers notices of supply cuts are under a legal obligation to include information on the legal protection and financial help that those customers are entitled and have access to.

RENEW YOUR SOCIAL BOND

Social bonds are discounts of 25% or 40% of electricity bills for the most vulnerable households. Even if you already have a social bond, you must produce the new documents required before 18 October 2018.

WHERE CAN YOU FIND US?

There are eleven energy advice points in the city offering you personal assistance and the necessary action so you can exercise your energy rights:

- ENERGY ADVICE POINT **NOU BARRIS**
Centre Cívic Zona Nord - Calle de Vallcivera, 14
- ENERGY ADVICE POINT **NOU BARRIS**
Casal de Barrio Verдум - Calle de Luz Casanova, 4
- ENERGY ADVICE POINT **CIUTAT VELLA**
Oficina d'habitatge Ciutat Vella
Plaza de Salvador Seguí, 13
- ENERGY ADVICE POINT **L'EIXAMPLE**
Oficina d'habitatge Eixample
Calle de Alí Bei, 13-15
- ENERGY ADVICE POINT **SANT MARTÍ**
Oficina d'habitatge San Martí
Rambla del Poblenou, 154
- ENERGY ADVICE POINT **SANT ANDREU**
Oficina d'habitatge Sant Andreu
Calle de Joan Torras, 49
- ENERGY ADVICE POINT **GRÀCIA**
Oficina d'habitatge Gràcia
Calle de Francisco Giner, 14
- ENERGY ADVICE POINT **HORTA-GUINARDÓ**
Espai Llobregós - Calle del Llobregós, 107
- ENERGY ADVICE POINT **LES CORTS I SARRIÀ - SANT GERVASI**
Oficina d'habitatge Les Corts
Calle del Remei, 9
- ENERGY ADVICE POINT **SANTS-MONTJUÏC**
Oficina de l'habitatge de Sants
Calle de Antoni de Capmany, 23
- ENERGY ADVICE POINT **LA MARINA**
Sala Pepita Casanellas
Paseo de la Zona Franca, 185-219

Check out the address of the advice point nearest you at www.habitatge.barcelona/dretsenergetics

FURTHER INFORMATION

www.habitatge.barcelona/dretsenergetics

010 Information
Barcelona
Free call

Public opening times:*

Monday, Tuesday, Wednesday and Friday, from 9 am to 2 pm.

Thursday, from 9 am to 2 pm and from 3 pm to 7 pm

(*) Les Corts EAP: Tuesday, from 9 am to 2 pm
/ Thursday, from 9 am to 2 pm and from 3 pm to 7 pm

La Marina EAP: Monday, Wednesday and Friday, from 9 am to 2 pm

For August, please consult the times on the website.