



FIGHTING AGAINST FUEL POVERTY

EDF Research & Development
« Fuel Poverty » Project

October 2016



EDF FUEL POVERTY POLICY IN FRANCE

Payment measures => Bill

- Decrease the bill with financial aids

Support => People

- Keep in contact with customers

Prevention => Housing

- Increase housing energy performance

WHY AND HOW TO INNOVATE?

- **Why to innovate?**

- EDF help is today rather curative than preventive
- Fragile and vulnerable customers are excluded from current financial help protocols

- **How to innovate?**

- Be more preventive than curative
- Enlarge the customers target
- Anticipate energetic vulnerability

RENOVATION INNOVATION

« L'ATELIER SOLIDAIRE » – DIY LAB

■ OFFER

« A place for training, renting tools and buying material in order to repair stuff at home, improve my living conditions and reduce energy costs »

■ TARGETS

Cities with a social project
Social housing

■ PARTNERS



■ PERSPECTIVES

- Opening in Toulouse in May 2015
- Projects of duplication in Lille and Pau
- Analysis for the launch of a mobile Atelier Solidaire to address rural needs



- A multi-partners project
- Inhabitants highly integrated
- In a social Business mood

CONSUMPTION INNOVATION

LOW-TECH THERMOTER

▪ OFFER

« A tool to understand and master my consumption »

▪ TARGET

Clients accompanied by social mediation services

▪ PARTNERS



▪ PERSPECTIVES

- Tested in Melun in 2014
- Ordered by regions
- Printed in more than 20 000 exemplaries



Designed by i2r ENERBAT

- Frugal Innovation
- Low tech / Low cost
- Designed with social mediation

RENOVATION INNOVATION

DEGRADED CONDOS RENOVATION

▪ OFFER

« Enable renovation of a degraded condos by adding area, by reducing prices of renovation, and providing complementary financing »

▪ PARTNERS

ACTION TANK
ENTREPRISE & PAUVRETÉ



▪ PERSPECTIVES

- Experimentations in Clichy-sous-Bois



- A multi-actors project
- In a social business way

CONSUMPTION INNOVATION

« FOLLOW MY BUDGET » APP

▪ OFFER

Follow my budget dedicated to electricity in real time

▪ TARGET

Connected clients with budget concerns

▪ PARTNERS



▪ PERSPECTIVES

- Application “Mon Budget Elec en temps reel” développé
- 20 clients in social housing equipped in Valenciennes – janvier 2016
- Follow-up by social mediation services
- Ergonomic and sociologic analysis



- Elementary information
- Smart home project