GDF SUEZ commits to fighting energy poverty in France

- Combating energy poverty is an integral part of the Group’s energy provider business, as well as its responsibility to society, corporate social responsibility and public service mission.

- GDF SUEZ is committed to supporting its customers most in need, implementing its own procedures in coordination with existing programs and alongside public authorities and non-profit organizations.

- These GDF SUEZ commitments are focused on two main approaches:
  - a curative approach to remedy the most difficult situations; and
  - a preventive approach to inform customers of their rights and help them avoid the risks of unpaid energy bills.
GDF SUEZ commits to fighting energy poverty in France: program

The **curative** approach involves:

- **a central phone number to reach our telephone advice personnel in France**;

- **multi-channel contact possibilities** for solutions in case of payment difficulties: (toll-free numbers, Internet and 30 social solidarity correspondents for customers, special phone numbers for social services personnel)

- **a voluntary lump sum payment of €6 million a year**, as provided in our Public Service Contract, **to the Housing Solidarity Fund (Fond Solidarité Logement “FSL”)** by which the GDF SUEZ Group participates in the resolution of over 130,000 difficult situations (our contribution is used to reduce energy bills).
GDF SUEZ commits to fighting energy poverty in France: program

The *curative* approach (*continued*):

- Only the social services can designate persons qualified to receive assistance.

- an undertaking to do the utmost to avoid suspending energy supply, in accordance with application of the August 2008 decree establishing an energy bill collection procedure in France;

- GDF SUEZ has extended the protection of customers helped during winter by eliminating winter energy supply suspensions entirely for any assisted customer (including customers benefiting from special social solidarity rates, and not just those benefiting from the HSF); and

- information is provided free of charge on how to consume more efficiently and less (through brochures, local network information and our telephone advice personnel), and on the best rate to apply.
GDF SUEZ commits to fighting energy poverty in France: program

In the area of prevention, we participate in the two components helping to protect the neediest customers from energy poverty:

- the energy shield: the social rates for natural gas and electricity today;
- assistance with construction and renovation project preparations.

2 important points, however:

- the identification of qualified households for building renovation work and then helping these same households with new installations is a very difficult task: which must also be supported by the “Habiter mieux” program.
- our information systems do not have customers identified with energy poverty (since their identification is based on a combination of household income and construction quality).
GDF SUEZ commits to fighting energy poverty in France: program

Prevention (continued #1)

Regarding the energy shield program, under prevention, after having engaged in a renovation pilot project involving some 1,000 residential units in France in partnership with the National Housing Agency (ANAH) (the ECOGAZ program in partnership with the “Habiter Mieux” program and ANAH – before the establishment of the Private Housing Thermal Renovation Assistance Fund), we undertook to:

- develop special social solidarity natural gas rates
- promote information on qualifying for social solidarity rates

In the area of prevention we are also committed to:

- continue to work with the French government to improve implementation of the current decree
- participate in the “Habiter Mieux” program (meeting our energy savings obligations), in conditions yet to be determined by the French government.
GDF SUEZ commits to fighting energy poverty in France: program

Prevention (continued #2)
In the area of prevention we are also committed to:

- providing advice on energy savings, via:
  - our telephone advice personnel, with specific brochure information;
  - our social mediation partners; on behalf of several partner enterprises, these 230 multi-partner programs provide information; and
  - our local assistance projects, such as ISIGAZ, which in 5 years facilitated contacts with 650,000 persons in their homes to provide them information on safety and proper ways to consume energy.

- to propose products and services to our customers facilitating proper execution of their renovation/development projects:
  - a free energy evaluation by telephone
  - a home energy diagnosis to identify work needing to be done;
  - networks of partners certified for carrying out renovation work;
  - heavily subsidized loans (1% interest) from our bank Solféa.
  - local assistance programs to help individuals set up their installations.
GDF SUEZ commits to fighting energy poverty in France: future risks

- Expensive energy has the benefit of restraining consumption. With energy rates in France remaining subject to government regulation for many consumers (despite the start of energy market opening in Europe in 2007), support for energy efficiency efforts should not be allowed to slow by preventing the price of natural gas and electricity from reflecting the real cost of energy supply.

- Even a modest rise in energy prices, however, will increase the energy poverty of those households most in need. Courses for future action:
  - determine ahead of time (not afterward) hardship criteria for the customer target audience,
  - streamline customer assistance procedures to improve their access to rights,
  - finally, expand these programs to all types of energy (district heating networks, fuel oil, etc.).

- To contribute to that objective, GDF SUEZ has also created an International Observatory on Energy and Water Scarcity in order to further understanding of the problem, improve practices, and strengthen the quality of our commitments and program effectiveness.

- Lastly, GDF SUEZ also participates with other partners in the French National Energy Poverty Observatory.