Questions:

\* What are the main drivers for energy poverty in Catalonia?

\* What is being done – at what level – to tackle this problem?

\* What is successful and what is not?

\* Who are the actors contributing to energy poverty?

\* Do these actors work together to help tackle energy poverty?

\* In which areas is more research needed?

\* What is the relationship between consumer vulnerability and energy poverty? (i.e. is policy in Catalonia connecting these two concepts, or are they separate agendas?)

\* What role do they think that justice systems play in addressing energy poverty and consumer vulnerability agendas? (i.e. is access to justice a live issue for those seeking to address these issues?)

\* What methods do they use to try to understand the experiences of energy poor or vulnerable consumers? (i.e. have they been able to access first hand insights on what problems are faced?)

\* Do they think that ombuds schemes have a role - beyond the traditional court-based system of justice - in reaching the energy poor, the vulnerable, and looking out for their interests? If so, how do they think ombuds are doing? What else could they do?

\* Assuming that energy poverty and vulnerability are complex multi-pronged problems, requiring multiple actors to be involved in addressing it - what particular contributions can/ should systems of redress play?

\* What cooperation/ joint action is required between stakeholders to address energy poverty and cater for the vulnerable? Who are the stakeholders in Catalonia? How is coordination achieved?