

## Helping those in need

As an international energy and services company, we believe everyone has the right to live in a warm and comfortable home. While we cannot make this a reality on our own, our expertise is making a meaningful difference.

We are helping:

---

**Customers in vulnerable circumstances**

---

**Communities tackle fuel poverty**

---

**Provide better homes**



EXPLORE MORE ABOUT WHAT WE ARE DOING TO SUPPORT OUR CUSTOMERS AND COMMUNITIES: [CENTRICA.COM/RESPONSIBILITY](https://www.centrica.com/responsibility)

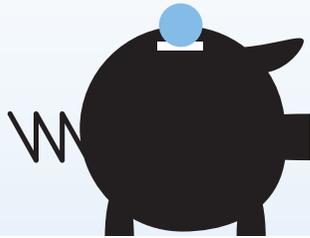
**centrica**

# Helping those in need

## HELPING CUSTOMERS IN VULNERABLE CIRCUMSTANCES

# 3.4m

payments of £120–140 to reduce energy bills through the **Warm Home Discount scheme\*** since 2011



# £5m

paid to vulnerable customers since 2015 via our **Standing Charge Rebate**

# 3,700

customers received bill assistance through our **Neighbor-to-Neighbor** programme



## HELPING COMMUNITIES TACKLE FUEL POVERTY

# >195,000

people have got back on their feet with debt advice and grants available through the **British Gas Energy Trust†** since 2004



# 9,400

households received expert advice and support to tackle fuel poverty through our partnership with **National Energy Action** during 2014–16



## HELPING PROVIDE BETTER HOMES

# 4m



renters are expected to benefit from changes in law which include improved electrical and carbon monoxide safety, as a result of successful campaign wins through our partnership with **Shelter** during 2012–17

# 300,000

vulnerable households received energy efficiency products via the **Energy Company Obligation\***, generating estimated bill savings of £68m since 2013



\* Mandated scheme.

† Funded by mandatory and voluntary contributions.

# Helping customers in vulnerable circumstances

We strive to keep bills as low as possible, while ensuring support for those who need it most.

Whether someone has lost their job unexpectedly or lives with a disability, the type of support needed can vary considerably. That is why the vast majority of our call centre agents receive vulnerability training. These capabilities ensure we can identify those who need a helping hand and allow us to tailor support to match individual circumstances.

## SUPPORTING PEOPLE WITH THEIR ENERGY BILLS

We recognise some customers struggle to pay for their energy so we provide bill assistance, debt relief and energy efficiency advice.

In the UK during 2016, we helped:

- more than 650,000 vulnerable customers with payments of £140 per household via the Warm Home Discount scheme;
- 26,000 customers in financial hardship by refunding their standing charge; and
- nearly 270,000 customers get back on track with debt repayment plans.

In North America, customers in Texas can receive grants up to \$600 (£450) through our Neighbor-to-Neighbor bill assistance programme. In 2017, we will pilot an innovative partnership with start-up Gridmates, giving customers insights into their energy savings and the opportunity to donate them via the programme. In Canada during 2017, we will introduce a bill assistance programme in partnership with local community agencies to support vulnerable Albertans.

We have partnerships with organisations to identify and refer customers that are at risk of falling into debt. In 2017 we partnered with CLIC Sargent, the UK's leading cancer charity for patients under 25, offering bespoke relief on energy bills if finances become strained.

Vulnerable customer households helped in the UK

# 2.1m

Customers helped through Neighbor-to-Neighbor in North America

# 3,700

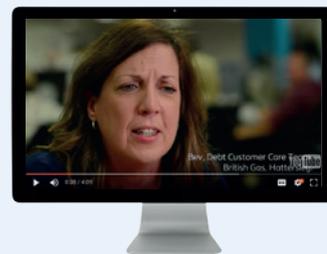
## MAKING ENERGY MORE ACCESSIBLE

In 2016, we became a dementia-friendly organisation. The Dementia Friends programme is the largest initiative to change the perception of dementia and is improving our support for people living with the condition. Around 10,000 employees, including call centre agents and engineers, had become Dementia Friends by May 2017. As part of the programme, we reviewed our Power of Attorney process to make it easier for customers and their loved ones to manage their energy. Following our success, we have been asked by the Prime Minister's Dementia Challenge Group, to chair a group tasked with writing best practice guidance for utilities to become dementia-friendly.

In 2017, we rolled-out a video relay service that makes it possible for British Sign Language users to communicate with us like never before.

Our global Connected Home products are bringing benefits for all customers, including those with disabilities. We developed our Hive app with the Royal National Institute of Blind People (RNIB), enabling customers with sight loss to benefit from smart thermostats, lights and plugs to window, door and motion sensors. Through our partnership with Amazon Alexa Voice Services, customers with sight and mobility issues can also control Hive's products simply by speaking.

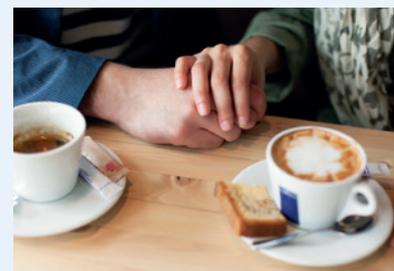
**Bev Dixon, Customer Care Team in Hattersley said:** "Everyone deserves to have the right support and that's what I love being able to do for our customers."



WATCH THE VIDEO AT:  
[WWW.BRITISHGAS.CO.UK/THE-SOURCE/MAKING-A-DIFFERENCE/A-HELPING-HAND/THE-WAYS-WE-CAN-HELP](http://WWW.BRITISHGAS.CO.UK/THE-SOURCE/MAKING-A-DIFFERENCE/A-HELPING-HAND/THE-WAYS-WE-CAN-HELP)

**Kate Lee, Chief Executive at CLIC Sargent said:**

"We are thrilled that British Gas will be working to help families who can often see their finances completely devastated following a cancer diagnosis... We hope that this is just the first of many energy companies across the UK who take that extra step to try and limit the damage caused to young lives struck by cancer."



# Helping communities tackle fuel poverty

With over four million UK households in fuel poverty<sup>1</sup>, we recognise that our expertise can make a meaningful difference to society and support government to tackle the issue.

We want to make sure that individuals, families and communities who need extra help with their energy, are supported irrespective of whether they are our customers or not.

## TACKLING ENERGY AND HOUSEHOLD DEBT

We fund the British Gas Energy Trust to provide free and independent advice and grants to anyone in need of assistance with energy and household bills. In 2016, we invested over £10 million in the Trust, helping nearly 22,600 people.

The Trust also works with and funds more than 50 specialist debt advisers across 25 voluntary organisations. For example, Shelter, the UK's leading housing and homeless charity, secured funding to train frontline staff with expert energy and debt advice while over 8,200 clients received additional support from the Trust.

The Trust's presence is creating widespread value in society<sup>2</sup>. For every £1 donated, the positive impact on society more than doubles to £2.10. This can be demonstrated by 90% of grant recipients having experienced an improvement in their mental health and 65% reporting a positive change in their physical health. These benefits, as well as those derived from reduced stress and increased financial stability, make savings for the NHS, government and local authorities.

Investment in the British Gas Energy Trust through mandatory and voluntary contributions since 2004

**£106m**

People helped through the Trust since 2004

**>195,000**

People who received expert advice through the Community Action Partnership

**9,400**

Professional front line staff trained to give energy advice through the partnership

**1,650**

When Andrew's wife unexpectedly died, the bills started mounting and he sought help from the Trust.

**Andrew said:** "The bills were more than the income so things were difficult...a lot of the advice they gave really helped. I've sorted out all of the debts now."



WATCH THE VIDEO AT:  
[WWW.BRITISHGAS.CO.UK/THE-SOURCE/MAKING-A-DIFFERENCE/A-HELPING-HAND/HELPING-WITH-DEBT](http://WWW.BRITISHGAS.CO.UK/THE-SOURCE/MAKING-A-DIFFERENCE/A-HELPING-HAND/HELPING-WITH-DEBT)



## KEEPING HOMES WORKING FOR LESS

We are helping communities become energy efficient and fight fuel poverty through our £1.2 million Community Action Partnership with National Energy Action (NEA). During 2014–16, we collaborated with 30 local authorities and 300 partner organisations across England and Wales, to develop strategic action plans, tailored training and bespoke community engagement activities that equip local communities with the tools to make energy more affordable.

The partnership included the Community Action Awards, which was run with the Department of Energy and Climate Change<sup>3</sup>. The Awards rewarded 15 community projects that deliver best practice innovative solutions to improve energy efficiency or address fuel poverty, with grants up to £1,500.

In 2016, we launched an online portal to share the partnership's learning and resources, enabling a growing number of people to take action on fuel poverty in local communities. We estimate that by 2020, we will have reached over 1.5 million people through the partnership.

<sup>1</sup> National Energy Action, Fuel Poverty Statistics, 2016.

<sup>2</sup> Oxford Economics, The economic and social impact of British Gas Energy Trust, 2015.

<sup>3</sup> Department subsequently renamed to Department of Business, Energy and Industry Strategy.

# Helping provide better homes

We understand the importance of living in a safe and comfortable home, which is why we are working hard to raise standards and improve energy efficiency.

In the UK, around a third of homes in the rented sector fail to meet the Government's Decent Home Standard. Housing stock is also amongst the least energy efficient in Europe.

## IMPROVING THE PRIVATE RENTED SECTOR

Since 2012, we have been working with Shelter to raise standards in the private rented sector. The sector has more than doubled since 2001<sup>4</sup> and continues to grow as more people are priced out of home-ownership and social housing is in limited supply.

We supported Shelter's development of the Living Home Standard in 2016. The Standard defines what everybody needs from a home to live comfortably. We hope it will help government bodies, charities and other organisations measure and drive improvements in living standards across the UK.

By the end of 2016, we raised £1.2 million for Shelter, exceeding our £1 million fundraising target. This will help over 36,000 families find and keep a home.

## MAKING HOMES ENERGY EFFICIENT

We are improving the energy efficiency of homes to tackle fuel poverty and reduce carbon emissions. Through the mandated Energy Company Obligation (ECO) in the UK, we have installed over 650,000 energy efficiency products such as new boilers and insulation. Around 300,000 vulnerable households have benefitted from the scheme.

We are now working towards meeting the next phase of the Obligation which will reach a larger number of vulnerable households and will run until 2022.

## The Living Home Standard

The Living Home Standard has five criteria that determines whether a home passes or fails the Standard:

- 1. Decent conditions** – A home should be safe, clean, warm and secure
- 2. Stability** – A home should be able to become a 'home', without fear of eviction
- 3. Neighbourhood** – A home should be where you can feel safe, inside and out

**4. Affordability** – A home should leave enough money to enjoy everyday experiences

**5. Space** – A home should have enough room to enjoy personal space

More than four in ten UK homes fail to meet the Living Home Standard.



### Graeme Brown

Chief Executive of Shelter, said:

"I'm extremely proud of what our partnership has achieved over the last five years. We now provide better support to our clients, have additional funds from fundraising and we've made strong progress in raising the standard of the private rented sector which will benefit millions of people."

Estimated savings generated on UK energy bills for vulnerable people via the Energy Company Obligation

# £68m



---

**CENTRICA PLC**

CENTRICA PLC:  
Millstream  
Maidenhead Road  
Windsor  
Berkshire  
SL4 5GD

Company registered  
in England and  
Wales No. 3033654

**EXPLORE MORE:**

[centrica.com/responsibility](https://centrica.com/responsibility)  
@centricapl

**NEED HELP WITH  
YOUR ENERGY BILLS?**

British Gas UK:  
+44 (0)800 048 0202

Bord Gáis Energy Ireland:  
+35 01 611 01 51

Direct Energy North America:  
+1 888 305 3828