

Corporate Factsheet 2019



About us

Centrica is a leading international energy services and solutions provider focused on satisfying the changing needs of our customers and enabling the transition to a lower carbon future. Our business is founded on a 200-year heritage of serving people. We supply energy and services to over 26 million customer accounts mainly in the UK, Ireland and North America through strong brands such as British Gas, supported by around 13,000 engineers and technicians.

Energy trends

The world of energy is evolving rapidly: it is becoming decentralised as distributed technology supports decarbonisation; choice and power are shifting to the customer; and technology and digitalisation are accelerating the pace of change.

Focus areas

We are responding to these trends by focusing investment on our customer-facing businesses. We see long-term growth potential in five key areas:



Energy Supply



In-Home Servicing



Home Solutions



Energy Optimisation



Business Services and Solutions

Key Dates

2019

30-07-19

Interim Results Announcement

22-11-19

Trading Update

Our Responsible Business Ambitions

Our 2030 Responsible Business Ambitions set out 15 goals that aim to address some of the most challenging issues facing society. Supporting the United Nations Sustainable Development Goals, our Ambitions help tackle climate change, build a more skilled and inclusive workforce, drive innovation to make our customers' lives easier and make communities stronger.

We are focused on enabling all our customers to use energy and run their worlds more sustainably. In support of this our aim is to reduce emissions in line with Paris goals by 2030 and develop a path to net zero by 2050.

Our business in numbers

Financial highlights (2018)

£29.7bn

Group revenue

£2,656m

Group net debt

£1,392m

Adjusted operating profit

£631m

Adjusted earnings

£2,245m

Adjusted operating cash flow

11.2p

Earnings per share

Unless otherwise stated, all references to operating profit or loss, taxation, earnings and earnings per share are adjusted figures.

Company facts

29,378

Employees worldwide

26.3m

Total customer accounts

100%

Fully electric fleet by 2030

5,560

Global distributed energy sites

6.3m

Tonnes of LNG transacted in 2018, excluding long term contracts

7GW

Of flexible, distributed and low carbon tech delivered by 2030

centrica

Our portfolio

To deliver our strategy, we will become a simpler organisation with just two divisions, Centrica Consumer and Centrica Business. We have announced plans to exit our stake in oil and gas Exploration & Production and nuclear power generation.

Centrica Consumer is focused on energy supply, in-home servicing and home solutions with offers centred on home energy management.

Centrica Business is structured to deliver the full range of energy products and services solutions – from energy supply, to on-site generation and data-driven optimisation, to electricity wholesale market access – which today's businesses and public sector bodies demand.

The world of energy is changing rapidly and the market positions and capabilities that Centrica has developed means we are well placed, as we focus on being a leading energy services and solutions provider.

<h3>Centrica Consumer</h3>		
Energy supply <ul style="list-style-type: none"> Gas supply Electricity supply 	In-home servicing <ul style="list-style-type: none"> Cover products (protection plans, warranties) On demand repair and maintenance Installation (heating and air conditioning) Electric vehicle charging point installations Home energy management 	Home solutions <ul style="list-style-type: none"> Home security and monitoring Remote diagnostics Home control Appliances control
<h3>Centrica Business</h3>		
Energy supply <ul style="list-style-type: none"> Gas supply Electricity supply 	Energy optimisation <ul style="list-style-type: none"> Asset optimisation Aggregation and optimisation of distributed energy resources Access to energy, capacity and flexibility markets Trading partner Energy commodities and risk products 	Business services and solutions <ul style="list-style-type: none"> Multi-technology solutions Design, install, maintain and service Energy resource management and monitoring Operational insights from energy data Preventive maintenance
<h3>Exploration & Production</h3>		

Our global reach

We are expanding our customer base into new geographies and markets. We believe that the needs of customers are very similar, wherever they happen to be in the world.



Centrica's global reach locations excluding dormant entities and head office support functions

