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 26.2 million customer accounts mainly in the UK, Ireland and North America through strong brands such as British Gas, supported by around 9,000 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

Our Responsible Business Ambitions

Our 2030 Ambitions set out 15 global goals that help our customers to run their world in ever more sustainable ways while addressing 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 create stronger communities.

As part of our commitment to satisfy the changing needs of our customers and enable the transition to a lower carbon future, we are working to reduce our emissions in line with Paris goals by 2030 and become net zero by 2050. Our commitment was further recognised in achieving a place on CDP's prestigious ‘A List’ for our action and disclosure on climate change, based on our climate change reporting in 2019.

Our business in numbers

Financial highlights (2019)

- £26.8bn Group revenue
- £3,181m Group net debt
- £901m Adjusted operating profit
- £419m Adjusted earnings
- £1,830m Adjusted operating cash flow
- 7.3p Earnings per share

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

Company facts (2019)

- 26,932 Employees worldwide
- 26.2m Total customer accounts
- 6,070 Global distributed energy sites
- 25GW Managed route-to-market capacity
- 11GW Renewable power under management
- 39% Reduction in our internal carbon footprint since 2015

Key Dates

2020

- 11-05-20 AGM and Trading Update
- 24-07-20 Interim Results Announcement
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.

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.