

# Corporate Factsheet 2020



## 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

## Key Dates

2020

11-05-20

AGM and Trading Update

24-07-20

Interim Results Announcement

## 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

Adjusted earnings per share

### 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

# 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.

### Centrica Consumer

#### Energy supply

- Gas supply
- Electricity supply

#### In-home servicing

- Cover products (protection plans, warranties)
- On demand repair and maintenance
- Electric vehicle charging point installations

#### Home solutions

- Home security and monitoring
- Remote diagnostics
- Home control
- Appliances control
- Home energy management

### Centrica Business

#### Energy supply

- Gas supply
- Electricity supply

#### Energy optimisation

- 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

- Multi-technology solutions
- Design, install, maintain and service
- Energy resource management and monitoring
- Operational insights from energy data
- Preventive maintenance

### Upstream

- Focus on safety
- Operational excellence

# 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

