

# Centrica Factsheet 2026

We're focused on providing the energy, services and solutions our customers need today, while investing in a more sustainable and secure energy future.

For over **200 years**, we've remained at the heart of the UK energy sector, with our business now united around a single purpose – energising a greener, fairer future.

Key to this is our talented team of **22,000 colleagues** including **7,000 engineers**, who serve millions of customers every day through trusted brands like British Gas, Bord Gáis Energy and Centrica Business Solutions.

At Centrica, we are '**energising a greener, fairer future**' because we believe in energy that works for customers, communities and colleagues, today and into the future.



## Our Business Model



### Retail

We provide a leading customer experience for energy supply and services across the UK and Ireland, helping customers to decarbonise through reliable, affordable and innovative offerings.



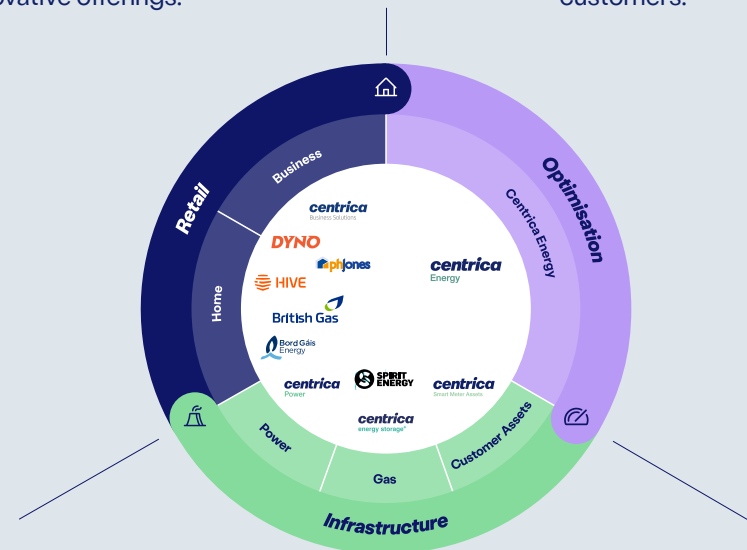
### Optimisation

We move energy from source to use, connecting producers and suppliers with offtakers, while continuing to support the flexibility required for the future energy system.



### Infrastructure

We are investing to build a low carbon, reliable energy system from upstream generation and storage assets to smart technology enabling flexibility for downstream customers.



See [centrica.com/our-businesses](https://centrica.com/our-businesses)

**22,000**

Colleagues worldwide

**7,000+**

Field service engineers

**10m+**

Group customers

**19.5GW**

Renewable and flexible capacity under management

**>50%**

Of the UK's total gas storage capacity

**20%**

Share of the UK's nuclear power generation

Home Energy Supply UK  
Touchpoint Net Promoter  
Score (NPS)<sup>(1)</sup>

**+33**

Home Services UK  
Engineer Net Promoter  
Score (NPS)<sup>(1)</sup>

**+76**

Total recordable injury  
frequency rate (per  
200,000 hours worked)

**0.61**

Colleague engagement  
(out of 10)

**7.9**

Total greenhouse gas  
emissions (tCO<sub>2</sub>e)<sup>(2)</sup>

**1,580,933**

Ranked in The Times  
Top 50 Employers for  
Gender Equality

**Top 50**

Number of new  
apprentices

**410**

Adjusted EBITDA

**£1.4bn**

2024: £2.3bn

Adjusted operating profit

**£0.8bn**

2024: £1.6bn

Adjusted basic EPS

**11.2p**

2024: 19.0p

Full year dividend  
per share

**5.5p**

2024: 4.5p

Capital expenditure

**£1.2bn**

2024: £0.6bn

Free cash flow

**£(167)m**

2024: £1.0bn

Adjusted net cash

**£1.5bn**

2024: £2.9bn

Cash returned to  
shareholders

**£1.1bn**

2024: £0.7bn

● Group operational metrics

● Group financial metrics

(1) Measured independently, through individual questionnaires, the customer's willingness to recommend British Gas following contact or a Home Services gas engineer visit. (2) Comprises Scope 1 and 2 emissions as defined by the Greenhouse Gas Protocol. (3) All company and senior leaders to reflect latest 2021 Census data for working populations. This means 48% women, 18% ethnically diverse, 20% disability, 3% LGBTQ+ and 4% ex-service by 2030 (45% women, 17% ethnically diverse, 15% disability, 3% LGBTQ+ and 3% ex-service by the end of 2028).

## Our People & Planet Plan

Supporting communities, our planet and each other



**People**



**Planet**

Supporting every colleague to be themselves to better serve our customers and communities

Supporting every customer to live more sustainably

We want to:

GOAL 1 – Create an engaged team that reflects the full diversity of the communities we serve by 2030<sup>(3)</sup>

GOAL 2 – Recruit 3,500 apprentices and provide career development opportunities for under-represented groups by 2030 (3,000 apprentices by the end of 2028)

GOAL 3 – Inspire colleagues to give 100,000 days to build inclusive communities by 2030 (75,000 days by the end of 2028)

We want to:

GOAL 4 – Help our customers be net zero by 2050 (28% greenhouse gas intensity reduction by the end of 2030)

GOAL 5 – Be a net zero business by 2040 (50% greenhouse gas reduction by the end of 2032)

### Doing business responsibly

Underpinned by strong foundations to ensure we act fairly and ethically – from customer service to human rights



See our performance at [centrica.com/peopleandplanet](https://centrica.com/peopleandplanet)