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

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

Key Dates

- **30-07-19** Interim Results Announcement
- **22-11-19** Trading Update
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.

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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.