

Shareholder Information

This section provides shareholders with key information to assist in the management of their shareholding.

MANAGING YOUR SHARES

Manage your shares online

We actively encourage our shareholders to receive communications via email and view documents electronically via our website, centrica.com. Receiving communications and Company documents electronically saves your Company money and reduces our environmental impact.

If you sign up for electronic communications, you will receive an email to notify you that new shareholder documents are available to view online, including the Annual Report and Accounts and Annual Review, on the day they are published. You will also receive alerts to let you know that you can cast your AGM vote online.

You can manage your shareholding online by registering for Shareview at shareview.co.uk, a free, secure, online site where you can access your information and complete a number of functions including:

- viewing information about your shareholding or dividend payments;
- updating your records, including changing your address or bank mandate instructions; and
- appointing a proxy for the AGM.

Centrica FlexiShare

FlexiShare is an easy way to hold Centrica shares without a share certificate. Your shares are held by a nominee company, Equiniti Financial Services Limited, however, you are able to attend and vote at general meetings as if the shares were held in your own name. Holding your shares in this way is free and comes with a number of benefits:

- low cost share dealing rates (full details of which are available on centrica.com, together with dealing charges);
- quicker settlement periods for buying and selling shares; and
- no paper share certificates to lose.

Centrica.com

The Shareholder Centre on our website includes frequently asked questions and forms that are available to download to:

- change your registered address;
- manage your dividend payments; and
- elect to join the scrip.

A wealth of other information is also available on our website, including:

- regular updates about our business;
- financial results;
- comprehensive share price information;
- dividend payment dates and amounts;
- share and dividend history; and
- the Company's Articles of Association.

This Annual Report and Accounts can also be viewed online by visiting centrica.com/ar16.

General enquiries

Centrica's share register is administered and maintained by Equiniti, our Registrar, whom you can contact directly if you have any questions about your shareholding which are not answered here or on our website. You can contact Equiniti using the following details:

Address: Equiniti, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA United Kingdom

Telephone: 0371 384 2985*
Outside the UK: +44 (0)121 415 7061

Textphone: 0371 384 2255*
Outside the UK: +44 (0)121 415 7028

Website: help.shareview.co.uk

* Calls to an 03 number cost no more than a national rate call to an 01 or 02 number. Lines open 8.30 am to 5.30 pm, Monday to Friday (UK time), excluding public holidays in England and Wales.

When contacting Equiniti or registering via shareview.co.uk, you should have your shareholder reference number at hand. This can be found on your share certificate, dividend confirmation or any other correspondence you have received from Equiniti.

If you hold less than 2,500 shares you will be able to change your registered address or set up a dividend mandate instruction over the phone, however, for security reasons, if you hold more than 2,500 shares, you will need to put this in writing to Equiniti.

Together with Equiniti, we have introduced an electronic queries service to enable our shareholders to manage their investment at a convenient time. Details of this service can be found at shareview.co.uk.

Duplicate documents

If you receive more than one copy of shareholder documents, it is likely that you have multiple accounts on the share register, perhaps with a slightly different name or address. To combine your shareholdings, please contact Equiniti and provide them with your shareholder reference numbers. This also helps us to reduce our environmental impact and save paper.

Dividends

Dividends on Centrica shares are usually paid in June and November. Details of the dividends for the year ended 31 December 2016 can be found in note 11 to the Financial Statements on page 133.

If you elect to receive cash dividends you are encouraged to have your dividends paid directly to your bank or building society account. This means that you will receive the money on the day it is paid which avoids the risk of your dividend cheque being delayed or lost in the post. If you do choose to receive your dividends in this way, an annual dividend confirmation will be sent to you each year.

If you do not have a UK bank or building society account, Equiniti is able to pay dividends in local currencies in over 90 countries. For a small fee, you could have your dividends converted from sterling and paid into your designated bank account, usually within five days of the dividend being paid.

Unclaimed dividends

We have worked with a specialist tracing agency, ProSearch, over a number of years to identify shareholders whose details are not up to date and who have outstanding cash entitlements. During 2015, we extended the tracing programme to identify shareholders and former shareholders who did not take up the rights issue undertaken by the Company in December 2008. The rights issue was on the basis of three new Ordinary shares for every eight existing Ordinary shares held by shareholders at the close of business on 14 November 2008. Those shareholders whose rights lapsed as they did not take up the option would have received a cash payment equivalent to the number of shares offered as part of the rights issue. ProSearch will try to contact shareholders who have not received their cash entitlement.

To ensure you continue to receive all our communications and mailings, please notify Equiniti when your address details change.

American Depositary Receipts (ADR)

We have an ADR programme, trading under the symbol CPYYY. Centrica's ratio is one ADR being equivalent to four ordinary shares. Further information is available on our website or please contact:

ADR Depository

Address: BNY Mellon Shareowner Services
PO Box 30170, College Station, TX 77842-3170, USA

Email: shrelations@cpshareownerservices.com

Website: mybnymdr.com

Telephone: +1 888 269 2377 (toll-free in the US)

Outside the US: +1 201 680 6825

Annual General Meeting 2017 (2017 AGM)

The 2017 AGM will be held on Monday 8 May 2017 at 2.00 pm at the QEII Centre, Broad Sanctuary, Westminster, London SW1P 3EE. A separate notice convening the meeting is distributed to shareholders which includes an explanation of the items of business to be considered at the meeting.

Share dealing services

If you wish to buy or sell Centrica shares and hold a share certificate, you can do this by using the services of a stockbroker or high street bank, or through telephone or online services.

In order to sell your shares in this way, you will need to present your share certificate at the time of sale. Alternatively, if you hold your shares through FlexiShare, you can buy and sell through City House Securities or Equiniti Financial Services Limited. Details can be found on centrica.com/investorsShareholder-centre.

ShareGift

If you have a small number of shares and the dealing costs or the minimum fee make it uneconomical to sell them, it is possible to donate them to ShareGift, a registered charity, who provide a free service to enable you to dispose charitably of such shares. More information on this service can be found at sharegift.org or by calling +44 (0)20 7930 3737.

Capital gains tax (CGT)

The information provided below is primarily for the purpose of individual shareholders resident in the UK calculating their personal tax liability. Shareholders who are in any doubt as to their tax position or who are subject to tax in a jurisdiction other than the UK should consult an appropriate professional adviser.

Shareholders who held British Gas plc shares at demerger in 1997 would have received one Centrica share and one BG plc (subsequently named BG Group plc, prior to the acquisition of BG Group plc by Royal Dutch Shell plc in 2016) share for each British Gas plc share held. The base cost distribution of British Gas plc shares were allocated between Centrica plc and BG plc, 27.053% and 72.947% respectively.

Due to the range of individual circumstances, shareholders are advised to contact HM Revenue & Customs or seek independent advice when calculating their CGT liability. Further information about CGT can be found at gov.uk/tax-sell-shares or on our website.



Shareholder Information

continued

Shareholder fraud warning

Shareholders are advised to be very wary of any suspicious or unsolicited mail or telephone calls in relation to their Centrica shares. These may offer to buy shares at a discount, sell your shares at a premium or offer a free company report. These communications imply a connection with Centrica and are often from overseas based 'brokers' who are very persuasive and extremely persistent, with professional websites to support their activities. Such communications are not endorsed by Centrica as the Company does not participate in such unsolicited communication programmes. The calls should be treated as scams and should be reported to the Financial Conduct Authority (FCA) so that they can investigate. You are able to do this either online at fca.org.uk/consumers/report-scam-unauthorised-firm or by calling them on 0300 500 8082* or +44 (0)207 066 1000* from outside the UK.

If you do receive telephone calls, emails or letters from Centrica or from companies endorsed by Centrica and you are unsure if they are legitimate, please contact our shareholder helpline for clarification on 0371 384 2985**.

More information can be found on the FCA's website fca.org.uk/consumers/scams and scamsmart.fca.org.uk.

* FCA lines open 8.00 am to 6.00 pm, Monday to Friday (UK time), excluding public holidays in England and Wales, and 9.00 am to 1.00 pm, Saturday (UK time). Calls to an 03 number cost no more than a national rate call to an 01 or 02 number.

** Shareholder helpline open 8.30 am to 5.30 pm, Monday to Friday (UK time), excluding public holidays in England and Wales. Calls to an 03 number cost no more than a national rate call to an 01 or 02 number.

RANGE ANALYSIS OF REGISTER

Breakdown of shareholdings overall

| Range | Number of holdings | Percentage of issued share capital* |
|-------------|--------------------|-------------------------------------|
| 1-500 | 423,568 | 1.7% |
| 501-1,000 | 88,559 | 1.1% |
| 1,001-5,000 | 57,614 | 1.9% |
| Over 5,001 | 6,340 | 95.2% |
| Total* | 576,081 | 100% |

* Excludes shares held in Treasury.

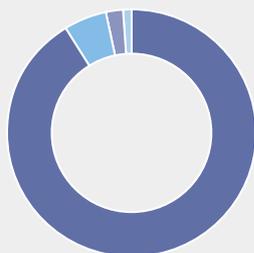
RANGE ANALYSIS OF REGISTER

Breakdown of shareholdings with over 5,001 shares

| Range | Number of holdings | Percentage of issued share capital* |
|-------------------|--------------------|-------------------------------------|
| 5,001-10,000 | 3,875 | 0.5% |
| 10,001-50,000 | 1,494 | 0.5% |
| 50,001-100,000 | 157 | 0.2% |
| 100,001-1,000,000 | 457 | 3.1% |
| 1,000,001-maximum | 357 | 90.9% |
| Total* | 6,340 | |

* Excludes shares held in Treasury.

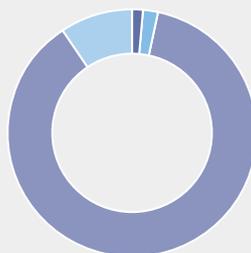
Share distribution



| | Number of shares |
|---------------------|------------------|
| Institutions | 5,063,443,175 |
| Individuals | 295,871,106 |
| Centrica FlexiShare | 129,215,631 |
| Treasury | 50,833,460 |

When including Centrica FlexiShare holders, individual shareholders equate to 99% of the Company's registered shareholders with institutions making up the remaining 1%. The 99% of individual shareholders hold 7.7% of the Company's issued share capital with institutional investors holding 92.3%. These figures exclude shares held in Treasury which represent 0.9% of the Company's issued share capital.

Shareholder communication preferences as at 31 December 2016

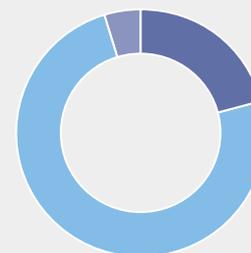


| | Number of holdings |
|--------------------------|--------------------|
| Hardcopy Annual Report | 8,664 |
| Hardcopy Annual Review | 11,801 |
| Notice of Availability | 531,054 |
| Electronic communication | 56,073 |

The Company spends over £189,000 on postage of its Annual Report and Accounts and related documents.

Help us to reduce our costs and to reduce our environmental impact by signing up now for electronic shareholder communications. Register now at shareview.co.uk and you will be notified as soon as new shareholder documents are available online.

Shareholder dividend preferences for the 2016 interim dividend



| | Number of shares |
|-----------------------------|------------------|
| Scrip dividend reinvestment | 1,148,656,041 |
| Bank mandate | 4,064,969,244 |
| Cheque | 251,963,002 |

If you elect to receive cash dividends you are encouraged to have your dividends paid directly to your bank or building society account. This means that you will receive the money on the day it is paid which avoids the risk of your dividend cheque being delayed or lost in the post.