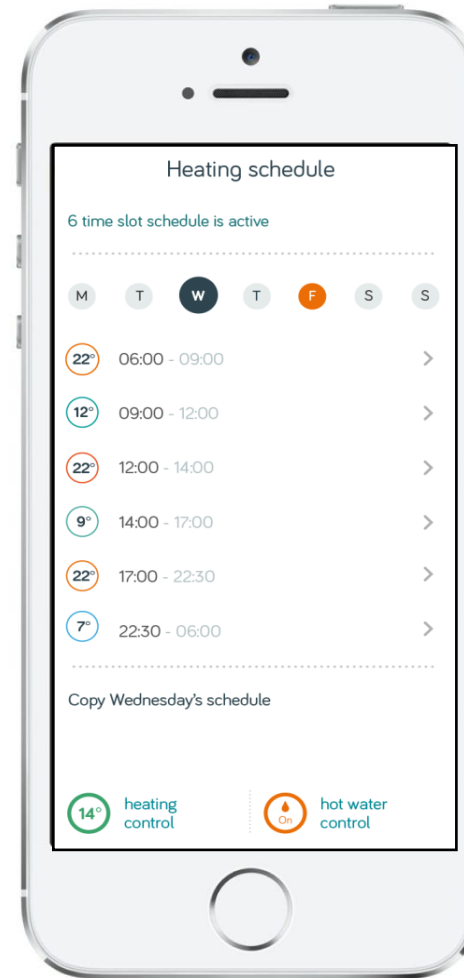
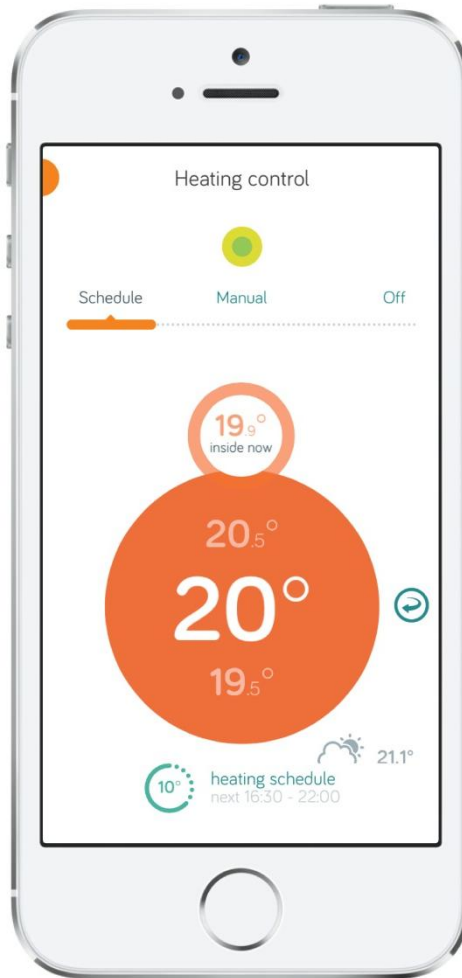




Going live with Hive

Nina Bhatia

Hive, one year on...



People love it



Dave Forster
@davey_lad



Follow

I'm on a Greek Island and just remembered to turn my hot water off.. at home.. a week late. Canny this @hivehome thing

Reply Retweet Favorite More



Matthew Johns
@mattjohns



Follow

Why I like @BritishGas #HIVE system.

Reply Retweet Favorite More

How does your gas use compare to last year?

13016.11 kWh

31 Aug 2012 - 30 Aug 2013

9371.46 kWh

31 Aug 2013 - 30 Aug 2014



Ian Harris
@IanEHarris



Follow

@hivehome Just to say you guys provide a fantastic product and service. Just love the way you stay so connected and responsive to your users



Russ G
@TheNikonMonkey



Follow

@hivehome we love it... And looking forward to the continual updates. Keep up the good work 👍



CymroGlyn
@cymroglyn



Follow

with @hivehome gas consumed is down about 6% compared to last year. Cent heating has been on a LOT more often too. Great Savings!

What the media said

recombu

“

Hive from British Gas is the UK's most popular smart heating system, with **more than 85,000 users**

”


THE SUNDAY TIMES

“

Hive, a company that allows households to control boilers via a mobile phone app, said that almost **100,000 homes** — up 20,000 in three months — had installed its device

”

The Telegraph

“

Hive has a ready-made customer base within British Gas, where it is appropriate to sell its product. Consumers also **trust** the British Gas brand, according to Hussain, meaning they feel comfortable letting engineers into the house.

”

T3

“

“British Gas’s connected thermostat has trounced the now Google-owned Nest on British shores. In the last year **75,000 homes** have signed up to the app-controlled service.”

”

Winning industry recognition



Remote Heating Control
Gadget of the year



UK CUSTOMER
EXPERIENCE AWARDS 014
LOVE YOUR CUSTOMER, LOVE YOURSELF

Winners of two awards:
'Best New Product – Making Most of Technology' & 'Best Technology and Telecoms'



Gold Star award
in the Non Food & Drink
Primary Packaging –
Home & Gifts category

Retail and engineers, a winning combination



John Lewis amazon.co.uk



Currys

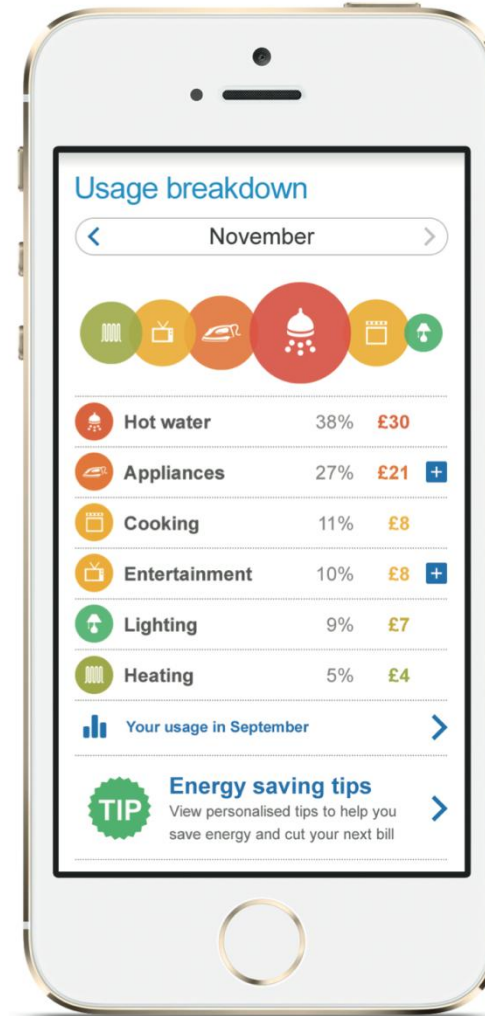
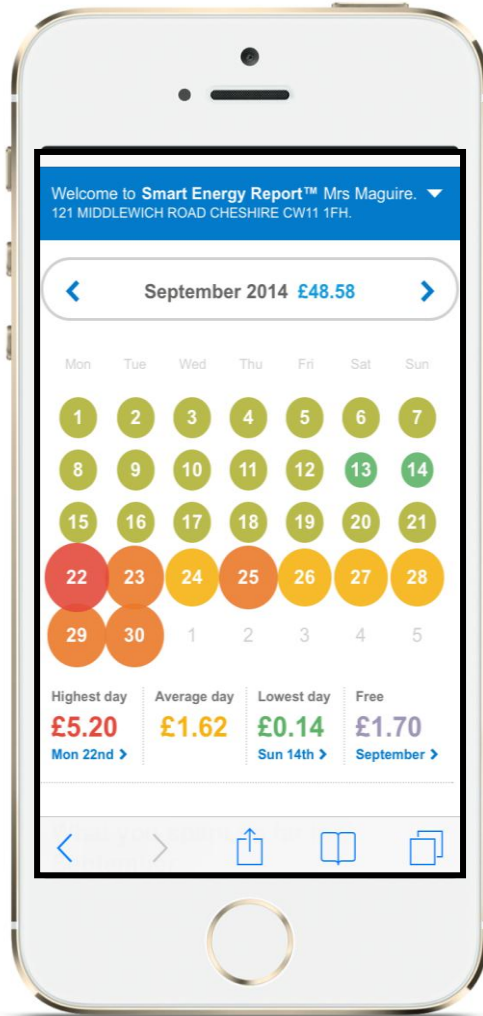


10,000 engineers...

...visiting **50,000** homes every day



Smart Energy Report



The connected home is closer than we think



We are now trialing connected boilers

MailOnline

Science & Tech

No more cold showers! Smart boiler knows when it's about to break down - and will call an engineer

- The smart boiler uses Worcester Bosch technology to diagnose faults
- It has a wireless transmitter and a 'hub' that connects to a Wi-Fi network
- More than 700 homes are taking part in the trial that runs to the end of 2014
- Boiler sends data to British Gas in real time, and is automatically analysed
- If the first signs of faults and breakdowns are detected, an alert is raised
- An agent then calls the customer and arranges an engineer visit

By VICTORIA WOOLLASTON

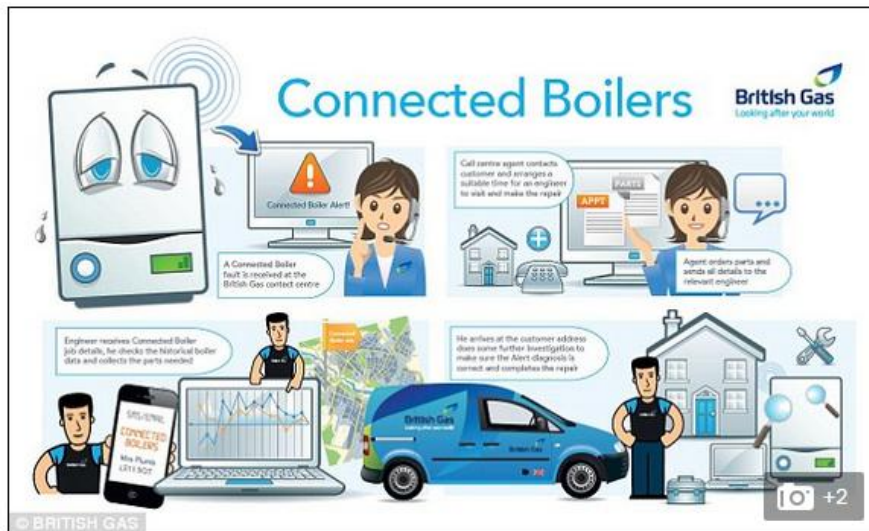
PUBLISHED: 18:01, 31 July 2014 | UPDATED: 09:21, 1 August 2014

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Waking up to discover your boiler is broken and you have no hot water could soon be a thing of the past.

British Gas has teamed up with Worcester Bosch to test a smart boiler that can diagnose early signs of faults and breakdowns before the tank fails completely.

This generates an alert, which prompts a call centre agent to arrange an engineer visit.



Next year – making life even easier and simpler

2013



2014



2015





Thank You.
Any questions?