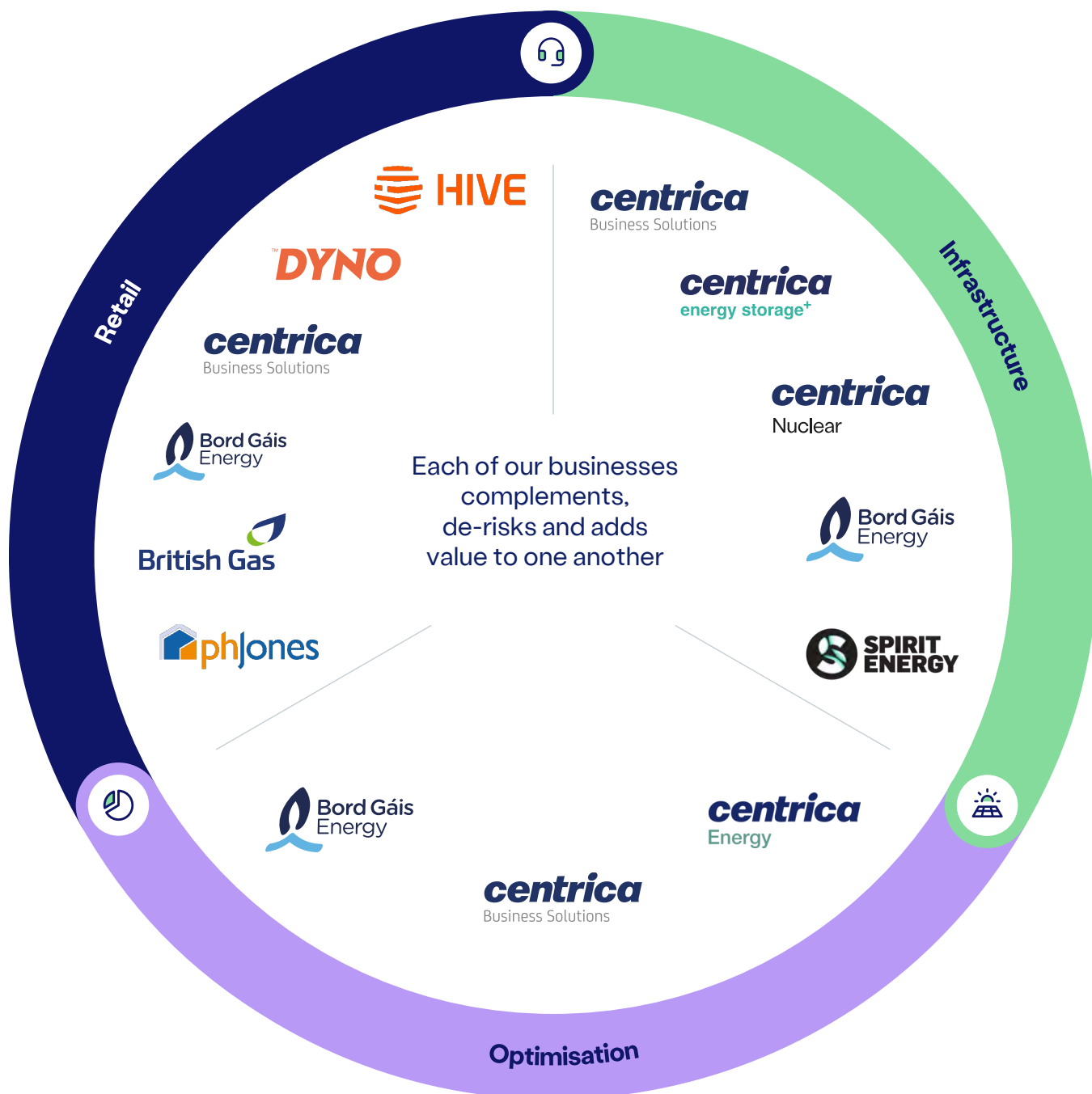


Business overview

Centrica is an integrated energy company, comprising a balanced portfolio of market-leading businesses in energy retail, optimisation and infrastructure that is positioned to create value for all stakeholders through the energy transition.



Our business units

Retail

We are focused on providing a leading customer experience for energy supply and services across the UK and Ireland, helping customers to decarbonise through innovative offerings.

British Gas Energy

British Gas has been supplying energy to UK homes for over 200 years. In British Gas Energy, we are strengthening our operations to drive innovation, retention and better customer outcomes, supporting long-term profit sustainability. British Gas Energy also includes our Meter Asset Provider (MAP) business, which is building a portfolio of smart meters.

British Gas Services & Solutions

British Gas Services & Solutions provides customers with repairs, home improvements, maintenance and heating installations through our British Gas, Dyno-Rod, and PH Jones brands. Our New Business and Net Zero business is also included under Services & Solutions, which provides customers with net zero technology such as Hive smart thermostats, EV chargers, heat pumps and rooftop solar.

Bord Gáis Energy⁽¹⁾

Bord Gáis provides energy supply, services and solutions for residential and business customers in the Republic of Ireland and also operates and optimises critical power generation assets. Bord Gáis is creating value from its integrated model, investing in the future energy system to help underpin energy security and decarbonisation in Ireland.

Key stakeholders



6,800

Field service engineers

10m+

Customers

(1) Within the Group Chief Financial Officer's Report, Bord Gáis is included within Retail.

Infrastructure⁽²⁾

We are investing to build a low carbon, reliable energy system including clean power generation, gas production, flexible peaking generation and energy storage.

Centrica Nuclear

Centrica Nuclear has a 20% interest in the UK's portfolio of existing nuclear power stations. We extended the lives of existing nuclear power stations in 2024 and are exploring further investment in nuclear generation.

Centrica Energy Storage+ (CES+)

CES+ is the owner and operator of Rough, the UK's largest gas storage facility, helping manage seasonal demand and energy security. CES+ has increased the capacity at Rough to 54bcf and continues to explore its role in the future of hydrogen.

Spirit Energy

Spirit Energy is a joint venture with Stadtwerke München (SWM) focused on oil and gas production from existing UK assets to fuel homes and business across the UK and Europe. Spirit Energy was awarded a carbon storage licence for Morecambe Bay, which has the potential to be the UK's largest carbon storage hub.

Key stakeholders



54 bcf

Of gas storage capacity at Rough (equivalent to heating ~2.4m homes through winter)

20%

Share of the UK's operating nuclear fleet

(2) Infrastructure is shown as Upstream in Segmental Reporting in the Financial Statements.

(3) Within the Group Chief Financial Officer's Report, CBS is included within Optimisation.

Optimisation

We are moving energy from source to use and accessing the value from green generation, while continuing to build out the flexibility required for the future energy system.

Centrica Energy

Centrica Energy is our global energy trading arm, which supports the responsible buying and selling of energy and provides energy management and optimisation services to businesses, while managing commodity risk and providing wholesale market access for the Group.

Centrica Business Solutions (CBS)⁽³⁾

CBS includes energy supply and low carbon solutions for large businesses, and our portfolio of battery, solar and gas-peaking assets across the UK and Europe. CBS is being reorganised, such that energy supply and low carbon solutions for business will sit under British Gas Energy and Services & Solutions, respectively, while the asset portfolio will sit under the new Centrica Power, along with our nuclear interests.

Key stakeholders



28

Trading markets

16.7GW

Renewable and flexible assets under management

Our stakeholders

-  Customers
-  Colleagues
-  Investors
-  Government and regulators
-  Suppliers
-  Communities and NGOs