

Centrica Factsheet 2025

We are a uniquely integrated energy company, perfectly positioned to grow through the energy transition.

We have been at the centre of the UK energy industry for over **200 years** and our distinct, but complementary businesses, share the same purpose – energising a greener, fairer future.

Key to this is our talented team of **21,000 colleagues** including **6,800 engineers**, who serve millions of customers every day through trusted brands like **British Gas**, **Bord Gáis Energy** and **Centrica Business Solutions**.

Our aim is to create value for all our stakeholders by delivering the energy needed today and the energy security, efficiency and decarbonisation needed for the future.



Our business model



Infrastructure

Investing to build a low carbon, reliable energy system including power generating renewables, flexible peaking generation and energy storage through batteries and geological storage.



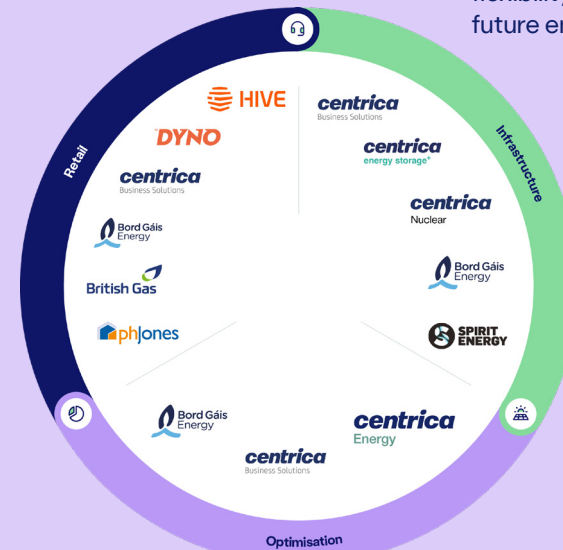
Retail

We remain relentlessly focused on providing a leading customer service and experience helping customers to save money and decarbonise through innovative offerings.



Optimisation

We are supporting the responsible buying and selling of energy, managing risk across our business and accessing value from green generation in our trading business while continuing to build out the flexibility required for the future energy system.



See centrica.com/our-businesses

21,000

Colleagues worldwide

6,800

Field service engineers

10m+

Group customers

16.7 GW

Renewable and flexible assets under management

>50%

UK's total gas storage capacity

20%

Share of the UK's nuclear portfolio

Residential energy Touchpoint Net Promoter Score (NPS)⁽¹⁾

+29

British Gas Services & Solutions – Services Engineer (NPS)⁽²⁾

+73

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

0.63

Colleague engagement (out of 10)

8.1

Total greenhouse gas emissions (tCO₂e)⁽³⁾

1,733,882

Adjusted EBITDA⁽⁴⁾

£2.3bn

2023: £3.5bn

Adjusted operating profit

£1.6bn

2023: £2.8bn

Adjusted basic EPS

19.0p

2023: 33.4p

Full year dividend per share

4.5p

2023: 4.0p

Capital expenditure

£0.6bn

2023: £0.4bn

Free cash flow

£1.0bn

2023: £2.2bn

Adjusted net cash

£2.9bn

2023: £2.7bn

Cash returned to shareholders

£0.7bn

2023: £0.8bn

Ranked in The Times Top 50 Employers for Gender Equality

Top 50

Number of new apprentices (2024)

339

● Group operational metrics

● Group financial metrics (year ended 31 December 2024)

● People & Planet metrics

1) Measured independently, through individual questionnaires, the customer's willingness to recommend British Gas Energy following contact.

2) Measured independently, through individual questionnaires, the customer's willingness to recommend British Gas following a gas engineer visit.

3) Comprises Scope 1 and 2 emissions as defined by the Greenhouse Gas Protocol. (4) Adjusted EBITDA including share of associates. (5) 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 (40% women, 16% ethnically diverse, 10% disability, 3% LGBTQ+ and 3% ex-service by the end of 2025).

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:

- Create an engaged team that reflects the full diversity of the communities we serve by 2030⁽⁵⁾
- Recruit 3,500 apprentices and provide career development opportunities for underrepresented groups by 2030 (2,000 apprentices by the end of 2025)

We want to:

- Help our customers be net zero by 2050 (28% greenhouse gas intensity reduction by the end of 2030)
- Be a net zero business by 2040 (50% greenhouse gas reduction by the end of 2032)

- Inspire colleagues to give 100,000 days to build inclusive communities by 2030 (35,000 days by the end of 2025)

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