

Being a Responsible Business 2017

We provide energy and services that are at the heart of our customers' lives. To continue doing that and generate greater value in society over the long term, we focus on being a responsible business.

Caring for our customers

We care about our customers and challenge ourselves to provide market-leading products, services and solutions that not only satisfy them, but enhance their lives and business success.



£980m

Potential annual energy savings if just 50% of the UK's Industry, Healthcare and Hospitality & Leisure sectors utilised distributed energy solutions

>1m

Vulnerable customer households helped

1.6m

Connected Home cumulative products sold

Being an employer of choice

We want to be the best at attracting and retaining a talented and diverse workforce who are motivated and able to deliver for our customers.



562,000

Young people reached with our science, technology, engineering and maths (STEM) lesson plans since 2008

28%

Senior female managers

385,000

Training hours for UK engineers and apprentices

Enabling the low carbon transition

We are tackling climate change by reducing emissions across our business and providing products and services that lead to a lower carbon future.



31mtCO₂e

Customer carbon savings from measures installed since 2008 – equivalent to the annual emissions of around 9m homes

70%

Reduction in carbon emissions for every pound of revenue generated than in 2010

>13,000

Electric vehicle charge points installed since 2013

Building strong communities

We are increasing the positive impact our presence has in society by working with communities to address key issues while contributing to the local economy.



£19m

Investment with partners in Cornwall's local energy market trial to put communities in control over their energy

£156m

Total community contributions

£10m

Investment committed to start-ups with innovative energy ideas that benefit society



Bringing Connected Home benefits to customers in new markets

We have grown the Hive ecosystem, expanding the range of products and services that make our customers' lives easier.

In 2017, Connected Home launched new subscriptions plans across the UK, Ireland and North America, to enable our customers to choose the package that works for their home. This includes smart bulbs and plugs, door and window sensors alongside a new smart home security camera.

In the UK, we launched the Hive Leak Plan, a subscription service featuring the new Hive Leak Sensor. This monitors water flow around the home, notifying the customer of potential leaks through the Hive app and connecting the customer with a British Gas engineer, who can repair the problem.

We entered Italy via a five-year partnership with energy supplier, Eni gas e luce. This has the potential to enable Eni's eight million customers to access and use our products. Partnerships like this will increasingly be the focus for growing our Connected Home business.

1.6m

Connected Home cumulative products sold

+39

Net Promoter Score for UK Hive customers

“ Having full control of your central heating and hot water in the palm of your hand, it's so simple to use and the money it saves you over the 12 months is awesome. ”

UK Hive Active Heating customer

Helping St George's Hospital deliver operational efficiency

St George's Hospital in Tooting is the largest healthcare provider in South West London.

During 2017, we continued to work with the hospital to deliver end-to-end solutions that improve energy efficiency and operational performance, while reducing carbon emissions.

An energy centre is being installed to replace the existing 40-year-old system. This comprises of a new combined heat and power (CHP) plant, efficient boilers and lighting alongside heating, ventilation and air conditioning (HVAC) systems. Meanwhile, energy use is optimised through a building management system.

Each year the St George's Hospital project is projected to save:

£1m

Cost efficiencies

6,000tCO₂e

Carbon emissions

“ The energy centre will deliver recurring savings in energy costs year-on-year which can be redirected into patient care. It also helps St George's Hospital meet their goal of reducing their carbon footprint. ”

Alan Barlow
Director UK & Ireland
Distributed Energy

