

Powering  
your business  
advantage

**centrica**  
Business Solutions

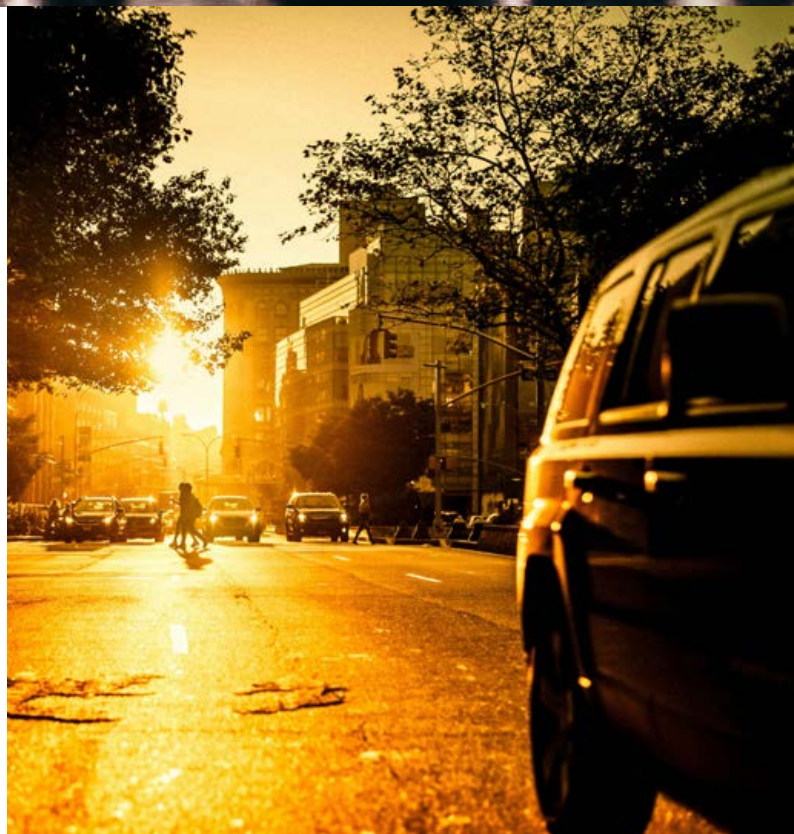
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“We are in the midst of an energy revolution. The economic landscape, developments in technology, evolving business models and consumer behaviour are changing at an unprecedented rate, creating more opportunities than ever.”

National Grid Future Energy Report 2017



Power is changing. As new energy sources, insights and technologies emerge, power is more than a commodity, and generation is no longer centralised. Businesses are starting to use energy in new ways to take control and gain competitive advantage: increasing their resilience, improving operating efficiency and unlocking new sources of value. It's time for you to realise the power of power.

**Technology is transforming business**

The digital revolution is putting business under pressure like never before. As companies evolve in a competitive environment that becomes ever more complex, they continue to face the demands of growth, cost control and risk. At the same time, energy regulation is challenging everyone to use energy more efficiently, and predictability of supply from the grid is no longer as certain as it once was.

Technology is transforming the energy landscape too. New energy sources are appearing, from wind and solar to high efficiency batteries, while supply is becoming decentralised.

These changes are putting power in the hands of customers and turning energy from a simple commodity into a critical source of business advantage.

**Centrica is responding**

At Centrica, our role as a traditional energy supplier is changing. Centrica Business Solutions has been created to develop new thinking, new technologies and new ways of working to help our customers take control of their power and grow their business. Our energy intelligence, products and distributed energy solutions are already powering the ambitions of 1,500 energy users around the world. From retail and manufacturing to health and education, we help our customers improve their operational efficiency, increase their resilience, and unlock new sources of value and revenue.

41%

41% of businesses say they have a mature business strategy

88%

Improving efficiency of operations is a priority for 88% of businesses

## Turn your energy into an opportunity

With advances in technology, the energy market has evolved. The power stations of old are being replaced by smaller power sources close to the site of consumption. Renewables like solar feed in to the grid – and energy can be stored locally and consumed when it's needed. These 'distributed energy solutions' are more affordable, efficient and secure power at the point of use.

### Three power plays for business

With end-to-end energy solutions based on actionable insights, we help energy users to make the most of distributed energy to power resilience, performance and growth.



### Powering Performance

#### Improve your operational efficiency

**Energy contributes significantly to operational processes and costs. We can help improve your operating performance, reduce costs and achieve your business goals with our energy insights, new approaches and technologies.**

**Gain intelligence** you can act on using advanced analytics and technology for proactive management of your energy infrastructure.

**Optimise your operations**, identify inefficiencies and act to improve your energy usage, minimise downtime and reduce carbon emissions.

**Simplify your energy management** and infrastructure with end-to-end solutions, industry expertise and a range of commercial options.

#### Performance in action

**A global building materials supplier** with operations in 50 countries wanted better energy efficiency. Energy insights generated by data from our wireless sensors identified considerable annual savings.

£210k

Amount saved annually through equipment monitoring

£8k

Amount saved in out-of-hours consumption

“Where companies once saw energy as a cost, now they are seeing it as a source of value and competitive advantage.”

Jorge Pikunic, Managing Director, Centrica Business Solutions



## Powering Resilience

### Keep your business on 24/7

As more businesses become digital, your business systems and information resources can be put at risk when the grid goes down. We can help you keep your business always on and protect against future energy uncertainty.

**Ensure your continuity of supply** by implementing energy solutions that improve site resilience.

**Reduce operational failure** by modernising your infrastructure and building a commercial strategy that minimises financial risk.

**Protect against** market change and strengthen your compliance with energy regulation using insights, technology and expert guidance.

### Resilience in action

**A sports arena** wanted to offer its employees and customers opportunities for continuous play by keeping all power-dependent activities always on. Our battery storage solution provides continuous backup power while keeping overall energy costs to a minimum.

**Our battery storage solution for the sports arena was so effective, we were invited to create a similar solution for a ferry terminal which serves as a main transportation hub for city commuters.**



## Powering Growth

### Unlock new sources of value and advantage

Pressures on business are increasing and long-established models are being disrupted. We can help you develop an energy strategy to drive growth by finding new sources of value and advantage.

**Develop and implement a long-term energy strategy** to uncover new sources of value and create a more flexible and agile business.

**Free up resources, time and money** to focus on growth initiatives and partner with a global energy organisation for consistent international expansion.

**Utilise efficient technologies** to enhance your sustainability reputation with customers and drive competitive advantage.

### Growth in action

**A large data centre** needed an energy strategy that supported its long-term business goals. Power consumption analysis revealed significant revenue opportunities from selling excess energy on the short-term power market.



Year 1 revenues of just over £100k per annum

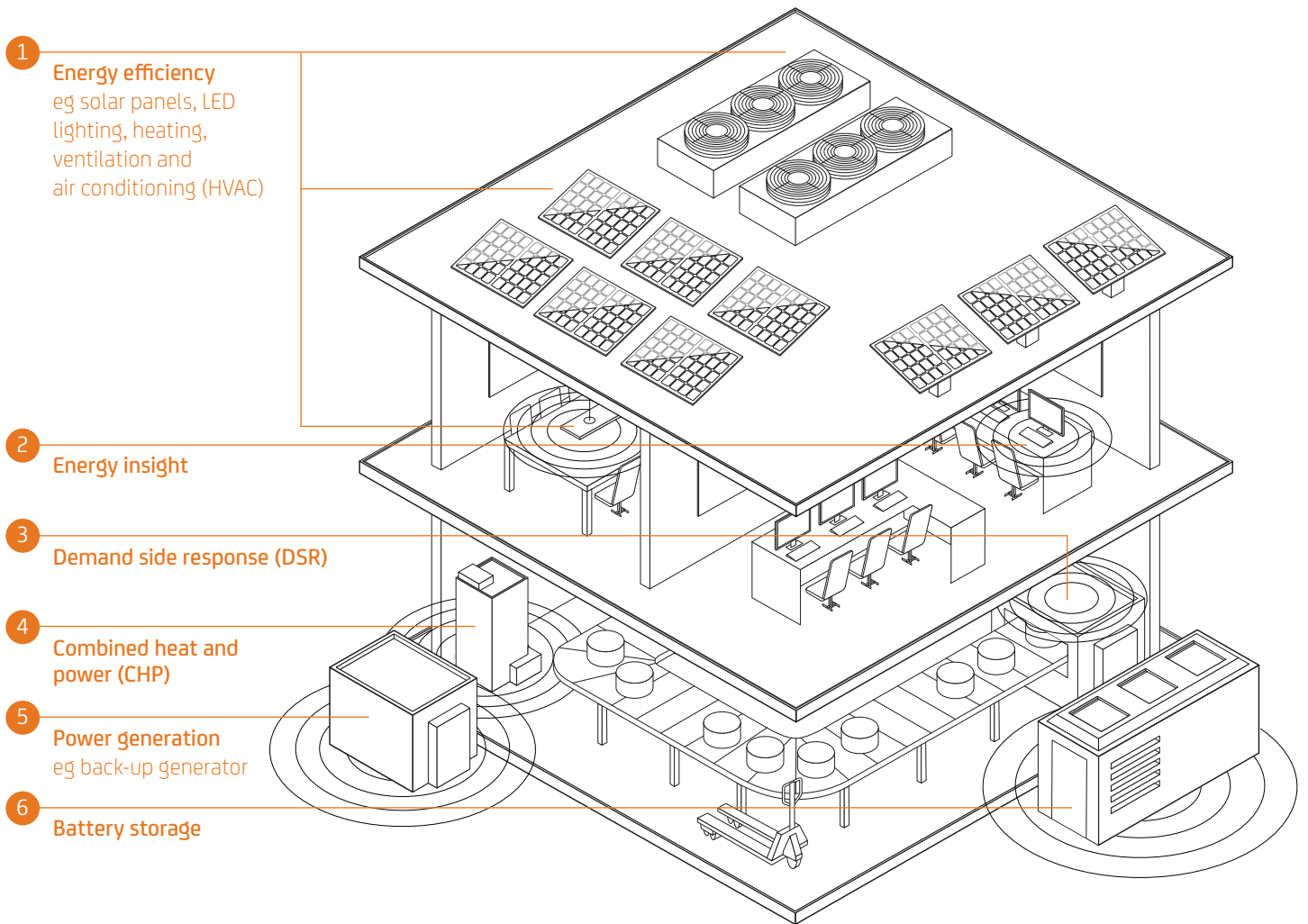


Rising to year 10 revenues of over 250k per annum

# Energy technologies in action

Wherever your organisation and whatever its energy needs, we'll help power your business performance, support resilience and uncover new sources of value. Using a combination of centralised and distributed energy technologies, we'll put you in control of the right energy solutions, in the right place and at the right price.

Distributed energy solutions are now more affordable, efficient and secure than before



## Our products

Centrica Business Solutions provides end-to-end energy services across a range of areas including:



### **Energy Insight**

Monitor energy use across all your equipment and devices and use the granular insight to reduce waste, save cost and improve your operational efficiency.



### **Energy Efficiency**

Save energy over the long-term and improve your operational efficiency. We'll audit your estate and use the intelligence to form a comprehensive energy savings strategy.



### **Demand Side Response**

Generate revenue by reducing your energy use at peak times with intelligent technology that helps you balance supply and demand and manage consumption.



### **Combined Heat and Power**

Save on energy costs, reduce CO2 and make your business more resilient by generating your own electricity and heat on site in a single, efficient process.



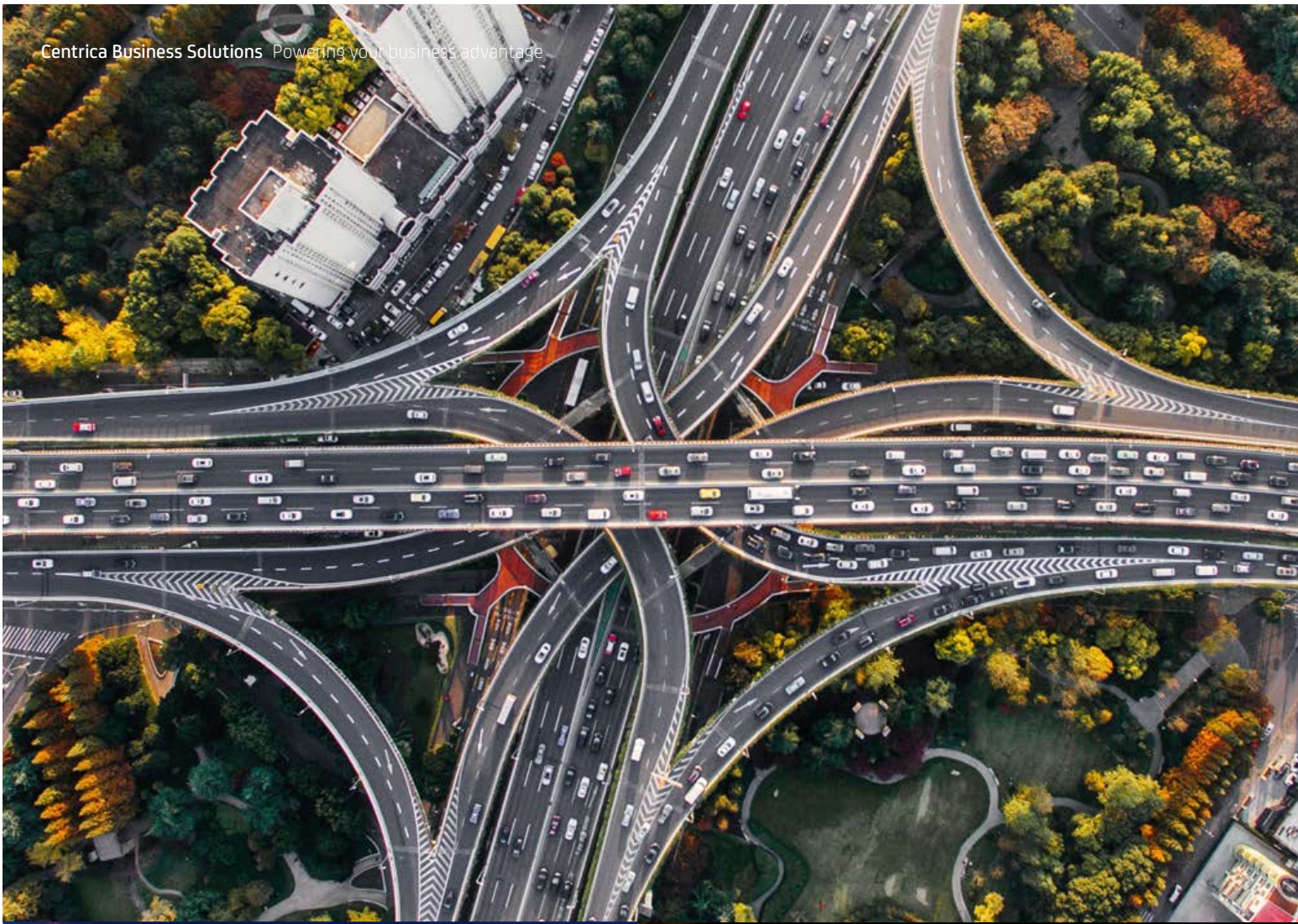
### **Battery Storage**

Use battery technology to store electricity in low demand periods and use it during high cost peaks. Or sell it back to the grid to power business growth.



### **Power Generation**

Improve your resilience with back-up power generation. Generate extra revenue for your business by supplying the grid at peak times.





## Power built around you

Centrica Business Solutions can work with you to provide the right combination of innovative energy solutions and expert advice to deliver the energy strategy your business needs.



“Centrica is in the vanguard of shaping the future – with the customer at the heart of what we do and what we offer.”

Iain Conn, Group Chief Executive, Centrica

### Customised to your business

Your goals may be to manage costs, improve operational efficiency, enhance resilience or reduce CO<sub>2</sub> emissions. We'll understand your business needs, using our expertise, experience and products (ours and others) to design the solution that's right for you.

### Easy to work with

From pilots to comprehensive rollouts, our energy specialists make energy management simple – cutting through complexity with straightforward solutions that help you create value.

### Simpler to manage

We combine new insights, new technologies and new ways of working to join up the dots seamlessly, putting you in control. Our energy management platform gives you clear oversight of performance and allows you to manage everything in one place.

### Discovering value

Our global experience and understanding of the regulatory environment means we can help you map your energy landscape, and identify where risks and opportunities lie.

### Solid financials

Centrica Group's scale, reach and knowhow means we can offer a range of commercial options to match your budget and cashflow – and secure your energy ambitions. We'll also work with you to justify the upfront investment.

### Keeping you ahead

In the changing energy landscape, we are leaders in developing and acquiring new technologies and integrating them into our offer. We'll help you take advantage of innovation in energy to stay ahead.

### Deep industry expertise

We have deep expertise in a range of industries and sectors including healthcare, commercial real estate, public sector, retail and leisure, manufacturing and education.



The amount we are investing in distributed energy by 2020.

## The power of partnership

Whatever the challenge of your business needs, wherever you are located, we'll help you make the most of distributed energy to improve your operational performance, increase your resilience and unlock new sources of competitive advantage.

### Working with you

We have a tried and tested three-stage approach to engaging with our customers, to deliver the best solutions for their organisation.

**Explore** First, we'll get to understand your business including your business objectives. We'll map your sites and analyse the performance, efficiency and resilience of your existing energy systems.

**Plan** Then, we'll identify options to help improve your existing energy system and meet your business objectives. We'll score them and develop an action plan based on the whole life-cycle, including build, maintenance, measurement and financial planning.

**Act** Finally, we'll partner with you to implement the solution, helping you with every aspect of the build, from commissioning and permissions, to financing and communication.



**1,500 long-term contracts and active solutions** running in 13 markets across Europe, the Middle East and North America. Backed by Centrica's distributed energy investment and solid financials



**12,000 Centrica engineers and technicians globally**

“We’re changing the way we relate to our business customers and delivering what they really need: improved operating efficiency, increased resilience and the ability to unlock new sources of value.”

Jorge Pikunic, Managing Director,  
Centrica Business Solutions



## About us

Centrica Business Solutions is part of Centrica – a global energy and services company dedicated to satisfying the changing needs of its customers. With the acquisition of specialist businesses Panoramic Power and ENER-G, we're helping more and more customers gain competitive advantage from energy, building intelligent end-to-end energy solutions that power performance, resilience and growth. Through Centrica, we also provide energy trading services and supply energy through British Gas in the UK, Bord Gáis in Ireland and Direct Energy in North America.



“The electricity landscape is a prime example of the Fourth Industrial Revolution as it undergoes a transformation, becoming more complex than ever before with rapidly evolving technologies, declining costs, and shifting regulatory landscapes. Three trends in particular are converging to produce game-changing disruptions: electrification, decentralization and digitalization.”

*World Economic Forum – The Future of Electricity:  
New Technologies Transforming the Grid Edge. 2017.*

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[centricabusinesssolutions.com](http://centricabusinesssolutions.com)

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