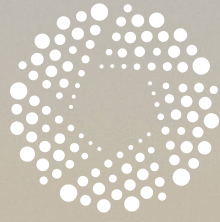


Proposition series
September 2017

Powering Resilience

Keep your business on 24/7



Reliable power is mission-critical

As more businesses become digital, the challenge is not just about keeping the lights on. It's about protecting your business systems and precious information resources. It's about managing continuity and managing risk. We can help you keep your business 'always on' today and protect against future energy uncertainty for tomorrow.

Energy resilience is business resilience

Forecasting long-term energy costs and ensuring continuity of energy supply has become increasingly unpredictable. Threats such as cyber attacks, terrorism, regulatory change and natural disasters are all adding to the list of potential business risks and disrupting business continuity.

Resilience raises your competitive advantage by protecting you from ever-changing environmental, market and technology conditions to maintain operational stability and prevent downtime. By deploying on-site generation and energy insights you give your business the control and flexibility that you need – today and for the future.

Centrica Business Solutions reduces your exposure to commercial, regulatory and technology risks and strengthens your resilience to keep your business going, 24/7.

Powering Resilience – solving key challenges

- How do you avoid downtime?
- How do you ensure continuity and consistency of energy supply?
- How do you reduce dependence on the grid?
- How do you reduce exposure to volatile energy markets?
- How do you ensure compliance with energy legislation?
- How do you develop a future-proof energy strategy?

86%

Percentage of companies that say their board of directors is devoting more time to the oversight of risk management than it did two years ago

Source: Global risk management survey, 10th Edition, Deloitte, 2017



Powering Resilience – five benefits for your business

Ensure continuity of supply

Secure your energy supply and scale it for the future with our on-site generation and storage solutions, improving site resilience. Your business and customers will be protected, even if you experience a catastrophic system failure.

How we can help

- Remove the risk of disruption and ensure your business is 'always on' with our breadth of on-site generation and storage solutions such as ENER-G Combined Heat and Power, back-up generators, battery storage and solar
- Add flexibility to your energy use by shifting load from the grid to on-site generation

Reduce operational failures

Modernise your energy infrastructure so that it's more reliable and less likely to incur downtime and costs. We can also help you extend the life of your on-site energy assets with insights that give you early warning of potential equipment failures.

How we can help

- Highlight energy and equipment issues before they become critical with alerts from our unique energy insights solution, Panoramic Power
- Proactive management of energy assets via our expert operations and maintenance support teams, including our Energy Control Centre and tailored SLAs

Minimise commercial risk

Implement a commercial strategy that reflects your appetite for risk, helps you forecast and manage costs accurately and protects you from market volatility, enabling a predictable cost base. Our scale, expertise and experience means we can offer you innovative commercial options to suit your needs.

How we can help

- Secure your future energy costs by using our expertise to implement an appropriate commercial strategy. Manage your costs with our range of commercial contracts, funding options and resilience as a service offer
- Reduce your exposure to energy market risk and volatility with our trading expertise and market-leading trading platform

Strengthen your compliance with regulations

Reduce your risk of non-compliance, and avoid damaging incidents and potential fines, with intelligence from our energy management platforms and expert guidance on regulatory issues and compliance. Helping you meet the demands of your internal and external stakeholders.

How we can help

- Monitor and support compliance requirements more effectively with our energy insight capability
- Comply with regulations through our experience and knowledge of health and safety legislation, regulatory environments and our long-standing relationships with regulators

Protect against market change

Develop an energy strategy for the long term that takes advantage of our deep experience of energy markets. You can be protected from future market disruption, while benefiting from the latest innovations in energy technology.

How we can help

- Build and execute your future energy strategy with our experienced, proven and respected company-wide resources
- Stay at the forefront of innovation through our committed investment in emerging technologies globally



Why Centrica Business Solutions

Breadth of portfolio

Our broad portfolio and end-to-end capabilities allow us to be your one-stop shop for energy solutions that support your security-of-supply needs – protecting your business and providing reliability through a single, continuous point of contact.

Industry and technical expertise

We deploy and manage solutions across 3,700 sites for 1,000+ enterprise and public sector customers. The depth of experience this gives our expert global workforce helps us ensure our customers are compliant with regulations and health and safety requirements globally.

Global player in the energy markets

Our investment in innovative, market-leading businesses and deployment of the latest innovations in energy technology, protects our customers against market change by developing long-term energy strategies. Which is why we hold market-leading positions in several national markets across Europe and the US.

Financial stability and de-risked financial proposition

Centrica is an established leading player in the global energy industry. As a FTSE 100 company with £28 billion in annual revenue, our enduring stability means that we are in no danger of disappearing when times get tough. We can help you to improve the resilience of your energy assets, while minimising commercial risk and providing financial confidence.

Discover more opportunities for Powering Resilience within your current energy system by visiting:

centricabusinesssolutions.com

centrica
Business Solutions