

Retail and Generation

5.4m
customers

24% Scotland
76% England/Wales

Unlike our competitors,

56%

of our customers are already on products rather than Standard Variable Tariffs



All Customer Service Contact Centres based in UK



longest opening hours in the industry and open longer than our Sales Centres

All of our tariffs are available to new and existing customers.

We have not launched any 'new customer only' deals



3.8m

web and mobile users

Our customers can move to our best deal for them anytime, no fee

70%

of our customers actively self-serve

Together with 1,600MW in renewables, we operate:

Hydro

Cruachan

(pump storage)

440MW

Galloway Hydros

109MW

Lanark Hydros

17MW

35%

Daldowie Fuel Plant processes 35% of Scotland's sewage waste into Biomass fuel

Thermal

Gas - 4 sites with total combined capacity of

2,000MW

These flexible CCGTs provide essential services to support the UK electricity market