

Retail and Generation

5.4m
customers

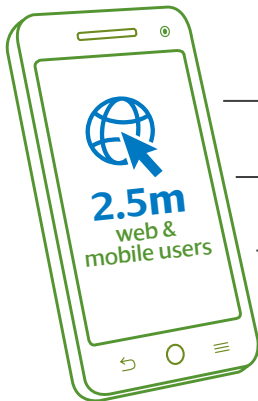
2,600
people employed

25% | **75%**
Scotland | England/Wales

All Customer Service Contact Centres based in UK - longest opening hours in the industry

Unlike our competitors more than 50% of our customers are already on products

Our customers can switch tariffs with us at anytime at no extra cost



Growing our digital services:

53% of customers are on an online tariff

350K unique visitors per week

64% of customers actively self-serve

Over 84,000 customers use our smart phone app every week & growing

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

Gas - 4 sites with total combined capacity of
2,000MW

Hydro - Cruachan (pump storage)
440MW

Galloway Hydros
109MW

Lanark Hydros
17MW