

# Retail and Generation



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