

NHS Wales Shared Services
FAO: Emma Cavanagh
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September 2022

Important British Gas Business strategy update

Dear Emma,

As we've discussed today, British Gas Business is shifting its focus in supplying energy to business customers away from very large consumers to small and medium enterprises and smaller industrial and commercial (I&C) consumers.

We recognise that this may have come as a surprise, and we're sorry if you've heard this update from other sources before we've spoken to you.

We've made this decision due to two key factors;

1. Volatility in the commodity markets has increased the operational challenges of supplying larger businesses.
2. We're focusing on simplifying our business and moving away from maintaining many bespoke and complex individual customer arrangements.

What this means for you

As a result of this announcement, we will not be able to enter usual renewal discussions with you, unless we agree otherwise. However, your current supply contract arrangements will continue until the end of your current contract term.

What happens next

We can reassure you that nothing will change immediately for you. We're committed to honouring all existing contracts and acting in good faith on in-flight contract negotiations which we'll see through to conclusion. We'll continue to support you throughout, including assisting in the switching process when the time comes, to make the transition as smooth as possible.

If you have a dedicated customer managed relationship, this will continue for your account for the duration of your contract and until you transfer to a new supplier.

If you hold other products with Centrica, these remain unaffected and will continue. We remain committed to solar, battery, combined heat and power (CHP) and large multi-technical public projects through our Centrica Business Solutions division, and on negotiating corporate Power Purchase Agreements (PPAs) through our Energy Marketing & Trading (EM&T) business.

Yours sincerely,



Matt Wood
Director of Energy Supply