

Centrica PLC
Millstream
Maidenhead Road
Windsor SL4 5GD

ClientEarth
34 Drayton Park
London N5 1PB

6 March 2026

For the attention of Laura Clarke, Chief Executive Officer

By email: [REDACTED]

Dear Ms Clarke

Re: ClientEarth letter to Centrica plc dated 23 February 2026 (the Letter).

It is important to say, at the outset, that Centrica rejects the allegations and inferences advanced in your Letter.

As a result, it isn't necessary or appropriate to deal with each and every point you make in your Letter. However, it is notable that your Letter is, by your own admission, based on a partial and incomplete record, with the conclusions reached being expressly caveated and speculative. In reaching these conclusions, your Letter fails to address the significant and overriding body of publicly available evidence that demonstrates Centrica's commitment to, and enabling of, the climate transition, including in relation to Centrica's investment in the rollout of heat pumps.

There are real-world consequences to publishing serious and unsubstantiated claims in the absence of a full and fair assessment. Suggesting that Centrica is acting to hinder heat pump deployment risks confusing households, deterring uptake and undermining trust in the very solutions available to decarbonise heating. As demonstrated in our response and set out below, we remain of the view that the Letter contains statements which are knowingly misleading and false in light of the evidence that is in the public domain and clearly known to ClientEarth

Centrica is a major national provider of heat pumps

Centrica's commitment to heat pumps is clear, long-standing and verifiable. Our previous response describes how heat pumps are a central pillar of our strategy to facilitate our customers' decarbonisation of their homes.



Through our British Gas and Hive brands we operate one of the UK's largest consumer heat pump businesses and have been installing heat pumps since 2022. We have set an aim to grow sales to 20,000 heat pumps a year by 2030. To broaden access and address practical barriers, our offerings include flexible financing, performance guarantees and integration with Hive's smart-heating and home-energy optimisation solutions. These initiatives supported the sale of 2,400 heat pumps in 2025 alone. We are also equipping up to 3,000 engineers with green skills, including heat pump installation, by 2030.

Beyond individual homes, PH Jones, a Centrica company, has for many years been among the UK's largest installers of heat pumps in social housing, delivering large-scale programmes with local authorities and housing providers.

Our commitment to heat pumps is complemented by our leadership in smart meters, home energy efficiency solutions, and the national provision of solar, electric-vehicle and battery propositions.

These facts, which sit wholly at odds with the suggestion that Centrica seeks to suppress heat pump adoption, are a matter of public record and readily discoverable. In addition, heat pumps feature prominently across the British Gas website and in our customer communications, in major public-facing campaigns and in policy engagement where we advocate for measures to accelerate uptake. Any suggestion to the contrary is clearly misleading and risks damaging the broader decarbonisation agenda and our commercial interests.

The further allegations in your Letter

In relation to hydrogen-adoption, Centrica, like all supporters of the energy transition has had to adapt as policy, regulatory guidance and scientific consensus continues to evolve.

Our historic involvement in the "Hello Hydrogen" campaign was transparent and a matter of public record during a period when a range of future heating pathways were being discussed nationally. To depict that contribution as an effort to disparage heat pumps is inaccurate and inconsistent with our contribution to the success of heat pumps, as explained above.

We also reject outright any insinuation of anti-competitive conduct on the part of Centrica. First, Centrica does not manufacture boilers. Second, as a retailer and installer, British Gas sets its prices independently, lawfully and in response to customer needs and input costs. Nothing in your Letter identifies Centrica conduct that meets the legal tests for an agreement, a concerted practice, or an object or effect of preventing, restricting or distorting competition.

Centrica's broader commitment to the energy transition

Your Letter also overlooks evidence of Centrica's broader transition delivery. As an early adopter of best practice we disclose this commitment publicly in line with the UK Transition Plan Taskforce and Task Force on Climate-related Financial Disclosures frameworks and subject progress to internal review and external assurance. As detailed in our Climate Transition Plan have set net zero targets for our own operations by 2040 and to help our customers achieve net zero by 2050. Our Climate Transition Plan is provided alongside this correspondence and is also available on this [link](#). We request that this is published as part of our responses to your Letter. This plan had the endorsement from Centrica's shareholders in 2025 following consultation, including a significant group of investors who are focused on the green transition

We have also embedded climate performance into executive remuneration. We report Scope 1, 2 and 3 greenhouse gas emissions and demonstrate year-on-year reductions in operational emissions, with reporting aligned to the Greenhouse Gas Protocol and subject to assurance. These are not the hallmarks of an organisation resisting the transition; they are the hallmarks of one investing to deliver it.

For the reasons set out above, we remain firmly of the view that including Centrica in your proposed Letter, if published, risks portraying a misleading view of our commitment to the decarbonisation of heating and the energy transition. Should you nevertheless continue to include us in a published Letter, we consider that any fair account should reflect the position in this response and incorporate the readily available facts evidencing Centrica's commitment to heat pumps and the wider transition.

Yours sincerely

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Centrica plc