

# 26<sup>th</sup> World Gas Conference

1 – 5 June 2015, Paris, France



**Strategic Panel 8 : How smart and digital are shaping the future of utilities  
Delivering connected home services and offerings**

John Mulcahy  
British Gas



UK's largest  
energy supplier

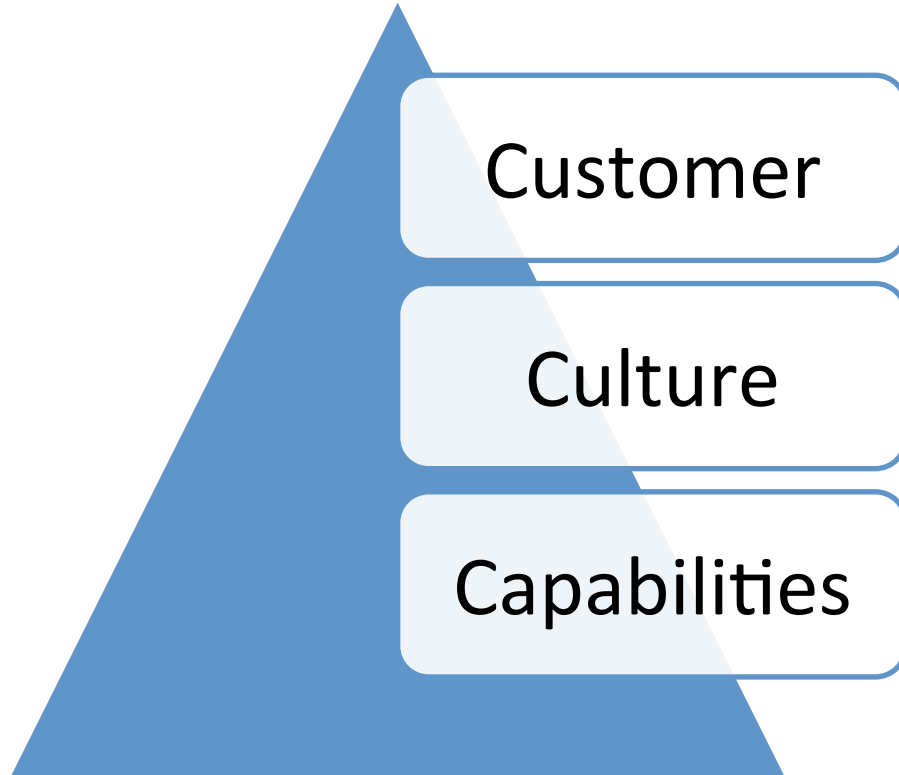
11 million homes  
500,000 businesses



UK's largest home  
services provider

10,000 engineers  
50,000 visits per day

# Our 3 C's



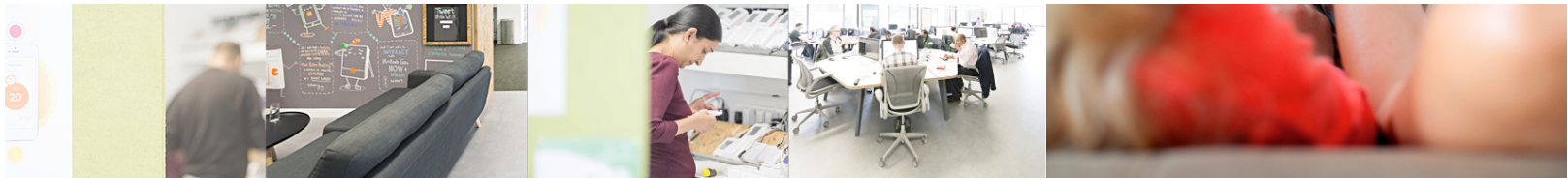
# British Gas Connected Homes



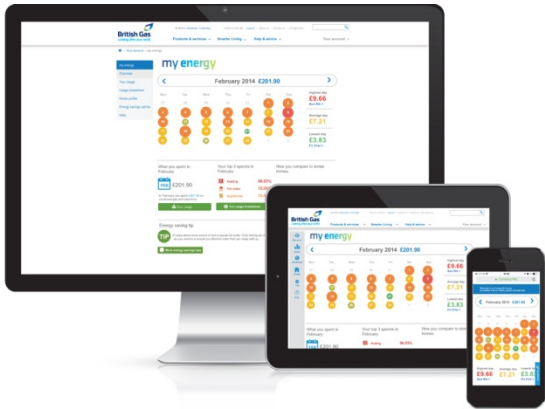
Hive: 200k customers, 58% daily usage, 92% recommendation



MyEnergy: 600k customers, energy insight and savings tips



# Disruptive innovation – from within



  
**British Gas**



 **hive**