

8 August 2025

## **Capita secures contract extension with ScottishPower: a strategic partnership powering the future of customer experience**

Capita plc (â€ˆCapitaâ€™™) announces today that its Contact Centre subdivision within Capita Experience has secured a three-year extension to its partnership with ScottishPower, following a successful competitive tender process.

This contract extension builds on a relationship that began in 2022 and reflects a shared commitment to innovation, operational excellence, and customer-first service. Capita will continue to deliver five key work packages across Prepayment, Homemover, SME, Smart Meter, and Direct Debit customer journeys, each critical to ScottishPowerâ€™™s service delivery.

### **Delivering at scale, sustainably**

As part of the extension, services will transition to Capitaâ€™™s flagship delivery hub at Mutual Park in Cape Town â€“ its largest global site. This six-star Green-rated facility is powered by an 8.3 MW NERSA-approved solar system and supported by a fully operational water recycling plant, reflecting Capitaâ€™™s commitment to sustainable operations that scale responsibly.

### **Innovation that drives outcomes**

The partnership is also a platform for innovation. Capita will continue to deploy Central, a real-time performance management and gamification platform that has already driven measurable improvements in productivity and customer service ratings in the UK.

In parallel, Capita is collaborating with ScottishPower to harness the power of CCAi, the clientâ€™™s proprietary generative AI platform. This joint effort is focused on optimising service performance and enhancing customer outcomes, blending cutting-edge technology with human expertise.

### **A shared vision for the future**

â€œThis extension reflects ScottishPowerâ€™™s confidence in our ability to deliver consistent, high-quality service,â€ said Corinne Ripoché, CEO of Capita Experience. â€œWe look forward to continuing our collaboration with ScottishPower and delivering value through innovation, efficiency, and customer-centric service.â€

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### **About Capita plc**

Capita is a modern outsourcer, helping clients across the public and private sectors run complex business processes more efficiently, creating better consumer experiences. Operating across eight countries, Capitaâ€™™s 34,000 colleagues support primarily UK and European clients with people-based services underpinned by market-leading technology. We play an integral role in society - our work matters to the lives of the millions of people who rely on us every day.