

**BRITISH GAS**
**Total British Gas**

Performance indicators for the period ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Total customer accounts (period end) ('000)</b>	<b>24,001</b>	24,933	(4)	24,395
<b>Total customer households (period end) ('000)</b>	<b>10,961</b>	11,334	(3)	11,120
<b>Joint product households (period end) ('000)</b>	<b>2,174</b>	2,364	(8)	2,257
<b>Gross Revenue (£m)</b>	<b>6,928</b>	7,912	(12)	14,226
<b>Operating cost (excluding bad debt) (£m)</b>	<b>704</b>	686	3	1,392
<b>Operating profit (£m)</b>	<b>455</b>	<b>569</b>	<b>(20)</b>	<b>1,030</b>
<b>Operating profit after taxation (£m)</b>	<b>355</b>	436	(19)	777
<b>Lost Time Injury Frequency Rate</b>	<b>0.12</b>	0.15	(20)	0.11

**Residential energy supply**

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Customer accounts (period end):</b>				
Gas ('000)	<b>8,466</b>	8,846	(4)	8,603
Electricity ('000)	<b>6,589</b>	6,828	(4)	6,653
Total ('000)	<b>15,055</b>	15,674	(4)	15,256
<b>Estimated market share (%):</b>				
Gas	<b>37.6</b>	39.3	(1.7) ppts	38.2
Electricity	<b>24.3</b>	25.3	(1.0) ppts	24.5
<b>Average consumption:</b>				
Gas (therms)	<b>236</b>	311	(24)	492
Electricity (kWh)	<b>1,765</b>	1,936	(9)	3,688
<b>Total consumption:</b>				
Gas (mmth)	<b>2,009</b>	2,763	(27)	4,342
Electricity (GWh)	<b>11,667</b>	13,146	(11)	25,078
<b>Gross Revenue (£m):</b>				
Gas	<b>2,899</b>	3,726	(22)	6,033
Electricity	<b>1,652</b>	1,760	(6)	3,454
Total	<b>4,551</b>	5,486	(17)	9,487
<b>Operating profit (£m)</b>	<b>265</b>	<b>356</b>	<b>(26)</b>	<b>571</b>
<b>Operating profit after taxation (£m)</b>	<b>207</b>	273	(24)	423
<b>Post-tax margin (%)</b>	<b>4.5</b>	5.0	(0.5) ppts	4.5

**BRITISH GAS (continued)**
**Residential services**

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Customer product holdings (period end):</b>				
Central heating service contracts ('000)	4,470	4,617	(3)	4,575
Kitchen appliances care (no. of customers) ('000)	432	460	(6)	453
Plumbing and drains care ('000)	1,652	1,711	(3)	1,683
Home electrical care ('000)	1,397	1,445	(3)	1,420
Other contracts ('000)	95	114	(17)	96
<b>Total holdings ('000)</b>	<b>8,046</b>	<b>8,347</b>	<b>(4)</b>	<b>8,227</b>
<b>Domestic central heating installations ('000)</b>	<b>51</b>	<b>46</b>	<b>11</b>	<b>101</b>
<b>Gross Revenue (£m):</b>				
Central heating service contracts	404	411	(2)	841
Central heating installations	135	121	12	263
Other	265	273	(3)	551
<b>Total</b>	<b>804</b>	<b>805</b>	<b>(0)</b>	<b>1,655</b>
<b>Operating profit (£m)</b>	<b>129</b>	<b>135</b>	<b>(4)</b>	<b>318</b>
<b>Operating profit after taxation (£m)</b>	<b>101</b>	<b>103</b>	<b>(2)</b>	<b>241</b>
<b>Post-tax margin (%)</b>	<b>12.6</b>	<b>12.8</b>	<b>(0.2) ppts</b>	<b>14.6</b>

**Business energy supply and services**

For the year ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Customer supply points (period end):</b>				
Gas ('000)	307	317	(3)	310
Electricity ('000)	593	595	(0)	602
<b>Total ('000)</b>	<b>900</b>	<b>912</b>	<b>(1)</b>	<b>912</b>
<b>Average consumption:</b>				
Gas (therms)	1,188	1,480	(20)	2,476
Electricity (kWh)	14,196	14,651	(3)	28,852
<b>Total consumption:</b>				
Gas (mmth)	366	472	(22)	784
Electricity (GWh)	8,487	8,756	(3)	17,260
<b>Gross Revenue (£m):</b>				
Gas	431	531	(19)	904
Electricity	1,004	983	2	1,951
Business Services	138	107	29	229
<b>Total</b>	<b>1,573</b>	<b>1,621</b>	<b>(3)</b>	<b>3,084</b>
<b>Operating profit (£m)</b>	<b>61</b>	<b>78</b>	<b>(22)</b>	<b>141</b>
<b>Operating profit after taxation (£m)</b>	<b>47</b>	<b>60</b>	<b>(22)</b>	<b>113</b>
<b>Post-tax margin (%)</b>	<b>3.0</b>	<b>3.7</b>	<b>(0.7) ppts</b>	<b>3.7</b>

## DIRECT ENERGY

### Total Direct Energy

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Total residential energy and services accounts (period end) ('000)	6,079	5,838	4	5,967
Gross revenue (£m)	6,469	3,191	103	7,325
Operating profit (£m)	41	165	(75)	276
Operating profit after taxation (£m)	26	103	(75)	189
Lost Time Injury Frequency Rate	0.09	0.13	(31)	0.12

### Residential energy supply

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Customer accounts (period end) ('000)				
Texas	793	719	10	787
Canada regulated	758	779	(3)	766
Canada deregulated	446	501	(11)	480
US North East	1,457	1,398	4	1,327
Total	3,454	3,397	2	3,360
Gross revenue (£m)	1,399	1,308	7	2,517
Operating profit (£m)	48	99	(52)	163
Operating profit after taxation (£m)	30	62	(52)	111
Post-tax margin (%)	2.1	4.7	(2.6) ppts	4.4
Post-tax underlying margin (%)	3.6	4.7	(1.1) ppts	4.4

H1 2014 post-tax underlying margin (%) excludes £21m (£33m pre-tax) of costs relating to the Polar Vortex.

### Business energy supply

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Gas sales (mmth)	3,193	494	546	1,839
Electricity sales (GWh)	48,894	27,999	75	63,919
Gross revenue (£m)	4,814	1,609	199	4,238
Operating profit / (loss) (£m)	(21)	53	nm	77
Operating profit / (loss) after taxation (£m)	(14)	33	nm	53
Post-tax margin (%)	(0.3)	2.1	(2.4) ppts	1.3
Post-tax underlying margin (%)	0.4	2.1	(1.7) ppts	1.8

FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles and integration costs associated with the Hess Energy Marketing acquisition.

H1 2014 post-tax underlying margin (%) excludes £9m (£13m pre-tax) relating to amortisation of customer intangibles and integration costs associated with the Hess Energy Marketing acquisition and £22m (£33m pre-tax) of costs associated with the Polar Vortex.

### Residential and business services

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Contract relationships (period end) ('000)	2,625	2,441	8	2,608
On demand and installation jobs ('000)	351	350	0	748
Gross revenue (£m)	256	274	(7)	570
Operating profit (£m)	14	13	8	36
Operating profit after taxation (£m)	10	8	25	25
Post-tax margin (%)	3.9	2.9	1.0 ppts	4.4

### Direct Energy (with comparator year of 2013 restated to remove effect of foreign exchange movements)

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Gross revenue (£m)				
Residential energy supply	1,399	1,168	20	2,301
Business energy supply	4,814	1,456	231	3,924
Residential and business services	256	245	4	520
Direct Energy revenue	6,469	2,869	125	6,745
Operating profit / (loss) (£m)				
Residential energy supply	48	90	(47)	152
Business energy supply	(21)	49	nm	73
Residential and business services	14	11	27	33
Direct Energy operating profit	41	150	(73)	258

2013 figures restated at 2014 weighted average exchange rate.

**CENTRICA ENERGY**
**Total Centrica Energy**

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Operating profit (£m)</b>	<b>526</b>	<b>802</b>	<b>(34)</b>	<b>1,326</b>
<b>Operating profit after taxation (£m)</b>	<b>277</b>	<b>282</b>	<b>(2)</b>	<b>468</b>
<b>Lost Time Injury Frequency Rate</b>	<b>0.19</b>	<b>0.18</b>	<b>6</b>	<b>0.10</b>

**International gas**

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Gas production volumes (mmth)</b>				
East Irish Sea	328	344	(5)	718
Other UK and Netherlands	490	541	(9)	1,071
Norway	378	436	(13)	828
North America	616	252	144	701
Trinidad & Tobago	133	123	8	239
<b>Total</b>	<b>1,945</b>	<b>1,696</b>	<b>15</b>	<b>3,557</b>
<b>Liquids production volumes (mmbobe)</b>				
UK and Netherlands	2.4	3.5	(31)	6.3
Norway	5.1	5.8	(12)	11.0
North America	1.2	0.5	140	1.4
<b>Total</b>	<b>8.7</b>	<b>9.8</b>	<b>(11)</b>	<b>18.7</b>
<b>Total production volumes (mmbobe)</b>	<b>40.9</b>	<b>37.6</b>	<b>9</b>	<b>77.3</b>
<b>Average achieved gas price (p/therm)</b>				
Europe	56.0	65.8	(15)	65.0
North America and Trinidad & Tobago	24.1	20.5	18	20.9
<b>Total</b>	<b>44.0</b>	<b>55.7</b>	<b>(21)</b>	<b>53.7</b>
<b>Average oil and condensate sales price (£/boe)</b>				
Europe	59.9	64.5	(7)	62.9
North America and Trinidad & Tobago	47.1	46.8	1	43.3
<b>Total</b>	<b>58.4</b>	<b>63.7</b>	<b>(8)</b>	<b>61.6</b>
<b>DDA costs (£/boe)</b>				
Europe	12.5	12.9	(3)	12.9
North America and Trinidad & Tobago	5.2	7.0	(26)	6.1
<b>Total</b>	<b>10.0</b>	<b>11.9</b>	<b>(16)</b>	<b>11.4</b>
<b>Lifting and other cash production costs (£/boe)</b>				
Europe	14.6	13.0	12	13.5
North America and Trinidad & Tobago	9.2	8.5	8	9.7
<b>Total</b>	<b>12.8</b>	<b>12.2</b>	<b>5</b>	<b>12.6</b>
<b>Exploration &amp; appraisal costs (£m)</b>	<b>48</b>	<b>47</b>	<b>2</b>	<b>154</b>
<b>Operating profit (£m)</b>	<b>465</b>	<b>683</b>	<b>(32)</b>	<b>1,155</b>
<b>Operating profit after taxation (£m)</b>	<b>235</b>	<b>182</b>	<b>29</b>	<b>325</b>

**UK power**

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
<b>Power generated (GWh)</b>				
Gas-fired	4,058	4,531	(10)	8,897
Renewables	483	290	67	753
Nuclear	6,173	5,763	7	12,097
<b>Total</b>	<b>10,714</b>	<b>10,584</b>	<b>1</b>	<b>21,747</b>
<b>Load factor</b>				
Gas-fired	24%	27%	(2.9) ppts	27%
Renewables	38%	33%	5.4 ppts	36%
Nuclear	80%	76%	4.2 ppts	79%
<b>Achieved Clean Spark Spread (£/MWh)</b>	<b>9.8</b>	<b>10.0</b>	<b>(2)</b>	<b>11.7</b>
<b>Achieved power price (including ROCs) (£/MWh) - renewables</b>	<b>113.2</b>	<b>104.3</b>	<b>9</b>	<b>114.5</b>
<b>Achieved power price (£/MWh) - nuclear</b>	<b>51.0</b>	<b>52.1</b>	<b>(2)</b>	<b>51.9</b>
<b>Operating profit / (loss) (£m)</b>				
Gas-fired	(70)	(64)	nm	(133)
Renewables (operating assets)	23	12	92	36
Renewables (one off write-offs, profit/loss on disposal)	(40)	24	nm	(11)
Nuclear	125	122	2	250
Midstream	23	25	(8)	29
<b>Operating profit (£m)</b>	<b>61</b>	<b>119</b>	<b>(49)</b>	<b>171</b>

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<b>Operating profit after taxation (£m)</b>	<b>42</b>	<b>100</b>	<b>(58)</b>	<b>143</b>
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CENTRICA STORAGE

**Total Centrica Storage**

<b>For the period ended</b>	<b>H1 2014</b>	<b>H1 2013</b>	<b>Δ%</b>	<b>FY 2013</b>
<b>Average SBU price (in period) (pence)</b>	<b>22.2</b>	30.3	(27)	26.7
<b>Gross Revenue (£m)</b>				
Standard SBUs	50	69	(28)	121
Optimisation / other	20	38	(47)	67
<b>Total</b>	<b>70</b>	107	(35)	188
<b>Operating profit (£m)</b>	<b>10</b>	<b>47</b>	<b>(79)</b>	<b>63</b>
<b>Operating profit after taxation (£m)</b>	<b>7</b>	36	(81)	48
<b>Lost Time Injury Frequency Rate</b>	<b>0.07</b>	0.06	17	0.06