

### Total Downstream UK

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Total customer accounts (period end) ('000)</b>	<b>25,742</b>	25,740	0.0	25,742	25,740	0.0
<b>Total customer households (period end) ('000)</b>	<b>11,997</b>	12,206	(1.7)	11,997	12,206	(1.7)
<b>Joint product households (period end) ('000)</b>	<b>2,207</b>	2,164	2.0	2,207	2,164	2.0
<b>Gross Revenue (£m):</b>	<b>12,319</b>	12,730	(3.2)	5,994	5,996	(0.0)
<b>Operating cost (excluding bad debt) (£m)</b>	<b>1,425</b>	1,358	4.9	678	661	2.6
<b>Operating profit (£m)*</b>	<b>1,005</b>	<b>1,216</b>	(17)	<b>487</b>	<b>374</b>	<b>30</b>

### Residential energy supply

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Customer accounts (period end):</b>						
Gas ('000)	<b>9,139</b>	9,332	(2.1)	9,139	9,332	(2.1)
Electricity ('000)	<b>6,742</b>	6,646	1.4	6,742	6,646	1.4
Total ('000)	<b>15,881</b>	15,978	(0.6)	15,881	15,978	(0.6)
<b>Estimated market share (%):</b>						
Gas	<b>41.2</b>	42.2	(1.0) ppts	41.2	42.2	(1.0) ppts
Electricity	<b>25.2</b>	25.0	0.2 ppts	25.2	25.0	0.2 ppts
<b>Average consumption:</b>						
Gas (therms)	<b>443</b>	564	(21)	181	245	(26)
Electricity (kWh)	<b>3,805</b>	3,982	(4.4)	1,858	1,970	(6)
<b>Total consumption:</b>						
Gas (mmth)	<b>4,099</b>	5,291	(23)	1,669	2,294	(27)
Electricity (GWh)	<b>25,602</b>	26,002	(1.5)	12,600	13,016	(3.2)
<b>Gross Revenue (£m):</b>						
Gas	<b>5,086</b>	5,570	(9)	2,348	2,460	(4.6)
Electricity	<b>3,027</b>	2,789	9	1,580	1,416	12
Total	<b>8,113</b>	8,359	(2.9)	3,928	3,876	1.3
<b>Transmission and metering costs (£m):</b>						
Gas	<b>1,212</b>	1,231	(1.5)	611	620	(1.5)
Electricity	<b>782</b>	714	10	401	378	6
Total	<b>1,994</b>	1,945	2.5	1,012	998	1.4
<b>Total environmental costs (£m)</b>	<b>429</b>	288	49	260	138	88
<b>Total social costs (£m)</b>	<b>78</b>	42	86	40	25	60
<b>Operating profit (£m)*</b>	<b>522</b>	<b>742</b>	<b>(30)</b>	<b>252</b>	<b>157</b>	<b>61</b>
<b>Operating margin (%)</b>	<b>6.4</b>	8.9	(2.5) ppts	6.4	4.1	2.3 ppts

Total environmental costs include CERT, CESP and ROCs

Total social costs include social and warm home discounts and winter rebate

### Residential services

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Customer product holdings (period end):</b>						
Central heating service contracts ('000)	4,696	4,684	0.3	4,696	4,684	0.3
Kitchen appliances care (no. of customers) ('000)	476	438	9	476	438	9
Plumbing and drains care ('000)	1,884	1,781	6	1,884	1,781	6
Home electrical care ('000)	1,462	1,480	(1.2)	1,462	1,480	(1.2)
Other contracts ('000)	344	335	2.7	344	335	2.7
Total holdings ('000)	8,862	8,718	1.7	8,862	8,718	1.7
<b>Domestic central heating installations ('000)</b>	<b>105</b>	<b>124</b>	<b>(15)</b>	<b>51</b>	<b>71</b>	<b>(28)</b>
<b>Gross Revenue (£m):</b>						
Central heating service contracts	807	774	4.3	411	403	2.0
Central heating installations	295	324	(9)	144	180	(20)
Other	402	366	10	200	190	5
Total	1,504	1,464	2.7	755	773	(2.3)
<b>Engineering staff employed (period end)</b>	<b>9,800</b>	<b>9,954</b>	<b>(1.5)</b>	<b>9,800</b>	<b>9,954</b>	<b>(1.5)</b>
<b>Operating profit (£m)*</b>	<b>264</b>	<b>241</b>	<b>10</b>	<b>153</b>	<b>132</b>	<b>16</b>
<b>Operating margin (%)</b>	<b>17.6</b>	<b>16.5</b>	<b>1.1 ppts</b>	<b>20.3</b>	<b>17.1</b>	<b>3.2 ppts</b>

### Business energy supply and services

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Customer supply points (period end):</b>						
Gas ('000)	363	389	(7)	363	389	(7)
Electricity ('000)	636	655	(2.9)	636	655	(2.9)
Total ('000)	999	1,044	(4.3)	999	1,044	(4.3)
<b>Average consumption:</b>						
Gas (therms)	2,629	3,152	(17)	1,130	1,368	(17)
Electricity (kWh)	25,732	29,326	(12)	12,895	14,415	(11)
<b>Total consumption:</b>						
Gas (mmth)	986	1,250	(21)	413	538	(23)
Electricity (GWh)	16,731	19,060	(12)	8,320	9,388	(11)
<b>Gross Revenue (£m):</b>						
Gas	931	1,062	(12)	416	459	(9)
Electricity	1,771	1,845	(4.0)	895	888	0.8
Total	2,702	2,907	(7)	1,311	1,347	(2.7)
<b>Transmission and metering costs (£m):</b>						
Gas	188	189	(0.5)	94	88	7
Electricity	372	382	(2.6)	188	184	2.2
Total	560	571	(1.9)	282	272	3.7
<b>Operating profit (£m)*</b>	<b>219</b>	<b>233</b>	<b>(6)</b>	<b>82</b>	<b>85</b>	<b>(3.5)</b>
<b>Operating margin (%)</b>	<b>8.1</b>	<b>8.0</b>	<b>0.1 ppts</b>	<b>6.3</b>	<b>6.3</b>	<b>0.0 ppts</b>

### Total Upstream UK

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Operating profit (£m)*</b>	<b>1,023</b>	<b>771</b>	<b>33</b>	<b>492</b>	<b>286</b>	<b>72</b>

### Gas

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Gas production volumes (mmth)</b>						
Morecambe	817	1,381	(41)	418	645	(35)
Other	1,343	1,169	15	663	572	16
<b>Total</b>	<b>2,160</b>	<b>2,550</b>	<b>(15)</b>	<b>1,081</b>	<b>1,217</b>	<b>(11)</b>
<b>Average gas sales price (p/therm)</b>	<b>51.6</b>	<b>41.6</b>	<b>24</b>	<b>52.5</b>	<b>43.6</b>	<b>20</b>
<b>Oil and condensate production volumes (mmboe)</b>	<b>12.5</b>	<b>11.8</b>	<b>6</b>	<b>5.6</b>	<b>5.5</b>	<b>1.8</b>
<b>Average oil and condensate sales price (£/boe)</b>	<b>57.2</b>	<b>46.8</b>	<b>22</b>	<b>56.9</b>	<b>52.6</b>	<b>8</b>
<b>Production costs (£m)</b>	<b>1,127</b>	<b>980</b>	<b>15</b>	<b>544</b>	<b>509</b>	<b>7</b>
<b>Operating profit (£m)*</b>	<b>769</b>	<b>566</b>	<b>36</b>	<b>355</b>	<b>204</b>	<b>74</b>
<b>Estimated net proven and probable reserves of gas (BCF)</b>	<b>2,201</b>	<b>2,187</b>	<b>0.6</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>
<b>Estimated net proven and probable reserves of liquids (mmboe)</b>	<b>73</b>	<b>69</b>	<b>6</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>

2010 Gas and liquid production volumes restated from sales of production basis; reserves include Rough cushion gas

### Power

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Power generated (GWh)</b>						
Gas-fired	14,973	22,786	(34)	7,542	10,458	(28)
Renewables	596	493	21	321	284	13
Nuclear	11,157	9,655	16	4,966	4,695	6
<b>Total</b>	<b>26,726</b>	<b>32,934</b>	<b>(19)</b>	<b>12,829</b>	<b>15,437</b>	<b>(17)</b>
<b>Achieved Clean Spark Spread (£/MWh)</b>	<b>10.1</b>	<b>11.6</b>	<b>(13)</b>	<b>9.3</b>	<b>11.4</b>	<b>(18)</b>
<b>Achieved power price (including ROC's) (£/MWh) - renewables</b>	<b>111.2</b>	<b>109.1</b>	<b>1.9</b>	<b>124.7</b>	<b>125.4</b>	<b>(0.6)</b>
<b>Achieved power price (£/MWh) - Nuclear</b>	<b>48.5</b>	<b>42.9</b>	<b>13</b>	<b>50.4</b>	<b>42.9</b>	<b>17</b>
<b>Operating profit (£m)*</b>	<b>254</b>	<b>205</b>	<b>24</b>	<b>137</b>	<b>82</b>	<b>67</b>

### Storage UK

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Average SBU price (in period) (pence)</b>	<b>30.0</b>	<b>42.1</b>	<b>(29)</b>	<b>25.2</b>	<b>39.7</b>	<b>(37)</b>
<b>Gross Revenue (£m)</b>						
Standard SBUs	136	191	(29)	58	91	(36)
Optimisation / other	48	76	(37)	29	28	4
<b>Total</b>	<b>184</b>	<b>267</b>	<b>(31)</b>	<b>87</b>	<b>119</b>	<b>(27)</b>
<b>External revenue (£m)</b>	<b>164</b>	<b>232</b>	<b>(29)</b>	<b>76</b>	<b>104</b>	<b>(27)</b>
<b>Cost of gas (£m)</b>	<b>19</b>	<b>15</b>	<b>27</b>	<b>6</b>	<b>6</b>	<b>0.0</b>
<b>Operating profit (£m)*</b>	<b>75</b>	<b>169</b>	<b>(56)</b>	<b>36</b>	<b>72</b>	<b>(50)</b>

**Total North America**

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
Revenue (£m)	6,117	5,997	2.0	3,021	2,914	3.7
Operating profit (£m)*	312	234	33	138	95	45

**Residential energy supply**

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
Customer accounts (period end) ('000)	3,364	2,855	18	3,364	2,855	18
Revenue (£m)	2,416	2,502	(3.4)	1,126	1,133	(0.6)
Operating profit (£m)*	161	177	(9)	56	67	(16)
Operating margin (%)	6.7	7.1	(0.4) ppts	5.0	5.9	(0.9) ppts

2011 period end customer numbers exclude 66,000 customers re-classified as business energy supply customers

**Business energy supply**

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
Gas sales (mmth)	714	633	13	297	272	9
Electricity sales (GWh)	46,350	39,722	17	24,159	21,442	13
Revenue (£m)	2,748	2,682	2.5	1,372	1,363	0.7
Operating profit (£m)*	110	88	25	52	44	18
Operating margin (%)	4.0	3.3	0.7 ppts	3.8	3.2	0.6 ppts

**Residential and business services**

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
Contract relationships (period end) ('000)	2,283	2,300	(0.7)	2,283	2,300	(0.7)
On demand customers ('000)	703	582	21	658	469	40
Revenue (£m)	520	485	7	271	277	(2.2)
Operating profit (£m)*	28	15	87	19	7	171
Operating margin (%)	5.4	3.1	2.3 ppts	7.0	2.5	4.5 ppts

**Upstream and wholesale energy**

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
Gas production volumes (mmth)	567	409	39	287	232	24
Power generated (GWh)	5,247	3,851	36	2,924	1,661	76
Revenue (£m)	433	328	32	252	141	79
Operating profit / (loss) (£m)*	13	(46)	nm	11	(23)	nm
Estimated net proven and probable reserves of gas (BCF)	603	538	12	nm	nm	nm
Estimated net proven and probable reserves of liquids (mmboe)	8	6	33	nm	nm	nm

**North America with comparator year of 2010 restated to remove effect of foreign exchange movements**

For the year ended 31 December	FY 2011	FY 2010	Δ%	H2 2011	H2 2010	Δ%
<b>Revenue (£m)</b>						
Residential energy supply	2,416	2,488	(2.9)	1,126	1,126	0.0
Business energy supply	2,748	2,591	6	1,372	1,333	2.9
Residential and business services	520	479	9	271	275	(1.5)
Upstream and wholesale energy	433	316	37	252	138	83
<b>North America revenue</b>	<b>6,117</b>	<b>5,874</b>	<b>4</b>	<b>3,021</b>	<b>2,872</b>	<b>5</b>
<b>Operating profit (£m)*</b>						
Residential energy supply	161	174	(7)	56	65	(14)
Business energy supply	110	83	33	52	43	21
Residential and business services	28	15	87	19	8	138
Upstream and wholesale energy	13	(44)	nm	11	(23)	nm
<b>North America operating profit*</b>	<b>312</b>	<b>228</b>	<b>37</b>	<b>138</b>	<b>93</b>	<b>48</b>

2010 figures restated at 2011 weighted average exchange rate