

## Downstream UK

For the year ended 31 December	FY 2009	FY 2008	Δ%	H2 2009	H2 2008	Δ%
<b>Residential energy supply<sup>^</sup></b>						
Customer accounts (period end):						
Gas ('000)	9,378	9,508	(1.4)	9,378	9,508	(1.4)
Electricity ('000)	6,333	6,062	4.5	6,333	6,062	4.5
Total ('000)	15,711	15,570	0.9	15,711	15,570	0.9
Estimated market share (%):						
Gas	43.4	43.5	(0.1) ppts	43.4	43.5	(0.1) ppts
Electricity	24.2	22.2	2.0 ppts	24.2	22.2	2.0 ppts
Average consumption:						
Gas (therms)	506	547	(7)	211	234	(10)
Electricity (kWh)	3,892	3,957	(1.6)	1,932	1,964	(1.6)
Total consumption:						
Gas (mmth)	4,771	5,345	(11)	1,983	2,226	(11)
Electricity (GWh)	24,021	23,880	0.6	12,106	11,839	2.3
Revenue (£m):						
Gas	5,218	5,221	(0.1)	2,171	2,616	(17)
Electricity	2,625	2,558	2.6	1,288	1,340	(3.9)
Total	7,843	7,779	0.8	3,459	3,956	(13)
Transmission and metering costs (£m):						
Gas	1,239	1,232	0.6	612	585	4.6
Electricity	617	595	3.7	313	300	4.3
Total	1,856	1,827	1.6	925	885	4.5
Operating profit (£m)*	595	376	58	300	212	42
Operating margin (%)	7.6	4.8	2.8 ppts	8.7	5.4	3.3 ppts

<sup>^</sup> includes British Gas New Energy

For the year ended 31 December	FY 2009	FY 2008 <sup>‡</sup>	Δ%	H2 2009	H2 2008	Δ%
<b>Residential services</b>						
Customer product holdings (period end):						
Central heating service contracts ('000)	4,598	4,571	0.6	4,598	4,571	0.6
Kitchen appliances care (no. of customers) ('000)	433	413	4.8	433	413	4.8
Plumbing and drains care ('000)	1,724	1,630	6	1,724	1,630	6
Home electrical care ('000)	1,430	1,305	10	1,430	1,305	10
Other contracts ('000)	268	133	102	268	133	102
Total holdings ('000)	8,453	8,052	5.0	8,453	8,052	5.0
Central heating installations ('000)	114	120	(5)	59	62	(4.8)
Revenue (£m):						
Central heating service contracts	725	694	4.5	366	352	4.0
Central heating installations	351	374	(6)	182	189	(3.7)
Other	330	279	18	170	142	20
Total	1,406	1,347	4.4	718	683	5
Engineering staff employed	9,295	9,500	(2.2)	9,295	9,500	(2.2)
Operating profit (£m)*	233	193	21	121	108	12
Operating margin (%)	16.6	14.3	2.3 ppts	16.9	15.8	1.1 ppts

<sup>‡</sup> restated to reflect change in British Gas Services Limited revenue recognition policy, as explained in note 3

Installations numbers include domestic and local authority installations. Revenue associated with non-contract central heating service work is included in other.

## Downstream UK (continued)

For the year ended 31 December	FY 2009	FY 2008	Δ%	H2 2009	H2 2008	Δ%
<b>Business energy supply and services</b>						
Customer supply points (period end):						
Gas ('000)	400	415	(3.6)	400	415	(3.6)
Electricity ('000)	647	624	3.7	647	624	3.7
Total ('000)	1,047	1,039	0.8	1,047	1,039	0.8
Average consumption:						
Gas (therms)	3,134	3,833	(18)	1,295	1,604	(19)
Electricity (kWh)	32,275	33,771	(4.4)	15,947	16,976	(6)
Total consumption:						
Gas (mmth)	1,275	1,585	(20)	519	667	(22)
Electricity (GWh)	20,512	19,051	8	10,245	9,882	3.7
Revenue (£m):						
Gas	1,170	1,268	(8)	454	600	(24)
Electricity	2,146	1,795	20	1,057	1,019	3.7
Total	3,316	3,063	8	1,511	1,619	(7)
Transmission and metering costs (£m):						
Gas	204	210	(2.9)	97	106	(8)
Electricity	418	345	21	208	184	13
Total	622	555	12	305	290	5
Operating profit (£m)*	183	143	28	118	88	34
Operating margin (%)	5.5	4.7	0.8 ppts	7.8	5.4	2.4 ppts
<b>For the year ended 31 December</b>						
<b>Downstream UK</b>						
Total customer accounts ('000)	25,211	24,661	2.2	25,211	24,661	2.2
Total customer households ('000)	12,226	12,034	1.6	12,226	12,034	1.6
Joint product households ('000)	2,043	1,879	9	2,043	1,879	9
Revenue (£m):	12,565	12,189	3.1	5,688	6,258	(9)
Operating cost (excluding bad debt) (£m)	1,313	1,290	1.8	652	616	6
Operating profit (£m)*	1,011	712	42	539	408	32

## Upstream UK

For the year ended 31 December	FY 2009	FY 2008	Δ%	H2 2009	H2 2008	Δ%
<b>Upstream gas and oil</b>						
Gas production volumes (mmth)						
Morecambe	847	1,716	(51)	294	696	(58)
Other	861	702	23	475	309	54
Total	1,708	2,418	(29)	769	1,005	(23)
Average gas sales price (p/therm)	48.9	59.1	(17)	40.5	67.8	(40)
Oil and condensate production volumes (mmboe)	8.8	6.5	35	5.6	3.2	75
Average oil and condensate sales price (£/boe)	38.1	45.0	(15)	43.0	46.6	(8)
Production costs (£m)	796	620	28	487	333	46
Operating profit (£m)*	444	1,164	(62)	98	526	(81)
<b>Power generation</b>						
Power generated (GWh)						
Gas-fired	23,203	22,817	1.7	13,552	11,464	18
Renewables	821	549	50	435	366	19
British Energy	1,128	0	nm	1,128	0	nm
Total	25,152	23,366	8	15,115	11,830	28
Achieved Clean Spark Spread (£/MWh)	11.7	7.3	60	11.7	7.7	52
Achieved power price (including ROC's) (£/MWh) - renewables	97.3	124.2	(22)	104.9	145.4	(28)
Achieved power price (£/MWh) - British Energy	45.9	n/a	nm	45.9	n/a	nm
Operating profit (£m)*	147	11	1,236	104	15	593
<b>Industrial and commercial</b>						
UK I&C external sales volumes (mmth)	1,268	2,493	(49)	651	1,150	(43)
UK I&C Average sales price (p/therm)	45.8	41.6	10	42.6	43.7	(2.5)
Operating (loss) (£m)*	(93)	(331)	nm	(4)	(173)	nm
<b>Proprietary energy trading</b>						
Operating profit (£m)*	27	37	(27)	(7)	10	nm
<b>Upstream UK operating profit (£m)*</b>	<b>525</b>	<b>881</b>	<b>(40)</b>	<b>191</b>	<b>378</b>	<b>(49)</b>

## Storage UK

For the year ended 31 December	FY 2009	FY 2008	Δ%	H2 2009	H2 2008	Δ%
Average SBU price (in period) (pence)	44.2	43.8	0.9	46.8	38.8	21
<b>Gross Revenue (£m)</b>						
Standard SBUs	201	199	1.0	107	89	20
Optimisation / other	65	55	18	35	29	21
Cushion Gas sales	0	26	nm	0	23	nm
Total	266	280	(5)	142	141	0.7
External revenue (£m)	196	221	(11)	101	101	0.0
Cost of gas (£m)	19	22	(14)	8	11	(27)
Operating profit (£m)*	168	195	(14)	95	102	(7)

## North America

For the year ended 31 December	FY 2009	FY 2008	Δ%	H2 2009	H2 2008	Δ%
<b>Residential energy supply</b>						
Customer numbers (period end) ('000)	3,075	3,092	(0.5)	3,075	3,092	(0.5)
Revenue (£m)	2,644	2,652	(0.3)	1,190	1,281	(7)
Operating profit (£m)*	94	137	(31)	48	76	(37)
Operating margin (%)	3.6	5.2	(1.6) ppts	4.0	5.9	(1.9) ppts
<b>Business energy supply</b>						
Gas sales (mmth)	689	603	14	289	241	20
Electricity sales (GWh)	33,430	27,411	22	17,942	18,183	(1.3)
Revenue (£m)	2,491	2,015	24	1,180	1,303	(9)
Operating profit (£m)*	34	11	209	14	3	367
Operating margin (%)	1.4	0.5	0.9 ppts	1.2	0.2	1.0 ppts
<b>Residential and business services</b>						
Customer numbers (period end) ('000)	2,111	2,140	(1.4)	2,111	2,140	(1.4)
Revenue (£m)	406	375	8	205	207	(1.0)
Operating profit (£m)*	18	16	13	15	13	15
Operating margin (%)	4.4	4.3	0.1 ppts	7.3	6.3	1.0 ppts
<b>Upstream and wholesale energy</b>						
Gas production volumes (mmth)	375	365	2.7	189	182	3.8
Power generated (GWh)	4,982	4,688	6	2,775	2,342	18
Revenue (£m)	567	782	(27)	182	581	(69)
Operating profit (£m)*	7	51	(86)	10	32	(69)
<b>North America revenue (£m)</b>	<b>6,108</b>	<b>5,824</b>	<b>4.9</b>	<b>2,757</b>	<b>3,372</b>	<b>(18)</b>
<b>North America operating profit (£m)*</b>	<b>153</b>	<b>215</b>	<b>(29)</b>	<b>87</b>	<b>124</b>	<b>(30)</b>

## North America with comparator year of 2008 restated to remove effect of foreign exchange movements

For the year ended 31 December	FY 2009	FY 2008 <sup>^</sup>	Δ%	H2 2009	H2 2008 <sup>^</sup>	Δ%
<b>Revenue</b>						
Residential energy supply	2,644	3,006	(12)	1,190	1,373	(13)
Business energy supply	2,491	2,283	9	1,180	1,392	(15)
Residential and business services	406	423	(4.0)	205	222	(8)
Upstream and wholesale energy	567	889	(36)	182	630	(71)
<b>Direct Energy revenue</b>	<b>6,108</b>	<b>6,601</b>	<b>(7)</b>	<b>2,757</b>	<b>3,617</b>	<b>(24)</b>
<b>Operating profit*</b>						
Residential energy supply	94	157	(40)	48	75	(36)
Business energy supply	34	14	143	14	2	600
Residential and business services	18	18	0.0	15	14	7
Upstream and wholesale energy	7	57	(88)	10	35	(71)
<b>Direct Energy operating profit*</b>	<b>153</b>	<b>246</b>	<b>(38)</b>	<b>87</b>	<b>126</b>	<b>(31)</b>

<sup>^</sup> restated at 2009 weighted average exchange rate