

## Downstream UK

For the period ended 30 June	H1 2010	H1 2009	Δ%	FY 2009
<b>Downstream UK</b>				
Total customer accounts ('000)	25,542	24,780	3.1	25,211
Total customer households ('000)	12,268	12,114	1.3	12,226
Joint product households ('000)	2,094	1,955	7	2,043
Revenue (£m):	6,733	6,877	(2.1)	12,565
Operating cost (excluding bad debt) (£m)	697	661	5	1,313
Operating profit (£m)*	842	472	78	1,011
<b>For the period ended 30 June</b>				
<b>Residential energy supply</b>				
Customer accounts (period end):				
Gas ('000)	9,385	9,382	0.0	9,378
Electricity ('000)	6,549	6,137	7	6,333
Total ('000)	15,934	15,519	2.7	15,711
Estimated market share (%):				
Gas	43.5	43.5	0.0 ppts	43.4
Electricity	25.1	23.6	1.5 ppts	24.2
Average consumption:				
Gas (therms)	319	295	8	506
Electricity (kWh)	2,012	1,960	2.7	3,892
Total consumption:				
Gas (mmth)	2,997	2,788	7	4,771
Electricity (GWh)	12,986	11,915	9	24,021
Revenue (£m):				
Gas	3,075	3,047	0.9	5,218
Electricity	1,373	1,337	2.7	2,625
Total	4,448	4,384	1.5	7,843
Transmission and metering costs (£m):				
Gas	611	627	(2.6)	1,239
Electricity	336	304	11	617
Total	947	931	1.7	1,856
Operating profit (£m)*	585	295	98	595
Operating margin (%)	13.2	6.7	6.5 ppts	7.6

## Downstream UK (cont)

For the period ended 30 June	H1 2010	H1 2009	Δ%	FY 2009
<b>Residential services</b>				
Customer product holdings (period end):				
Central heating service contracts ('000)	4,593	4,555	0.8	4,598
Kitchen appliances care (no. of customers) ('000)	434	422	2.8	433
Plumbing and drains care ('000)	1,745	1,671	4.4	1,724
Home electrical care ('000)	1,460	1,363	7	1,430
Other contracts ('000)	328	203	62	268
Total holdings ('000)	8,560	8,214	4.2	8,453
Central heating installations ('000)	63	54	17	114
Revenue (£m):				
Central heating service contracts	371	359	3.3	725
Central heating installations	179	169	6	351
Other	176	160	10	330
Total	726	688	6	1,406
Engineering staff employed	9,440	9,339	1.1	9,295
Operating profit (£m)*	109	112	(2.7)	233
Operating margin (%)	15.0	16.3	(1.3) ppts	16.6

For the period ended 30 June	H1 2010	H1 2009	Δ%	FY 2009
<b>Business energy supply and services</b>				
Customer supply points (period end):				
Gas ('000)	398	408	(2.5)	400
Electricity ('000)	650	639	1.7	647
Total ('000)	1,048	1,047	0.1	1,047
Average consumption:				
Gas (therms)	1,784	1,839	(3.0)	3,134
Electricity (kWh)	14,911	16,328	(9)	32,275
Total consumption:				
Gas (mmth)	712	756	(6)	1,275
Electricity (GWh)	9,672	10,267	(6)	20,512
Revenue (£m):				
Gas	603	716	(16)	1,170
Electricity	956	1,089	(12)	2,146
Total	1,559	1,805	(14)	3,316
Transmission and metering costs (£m):				
Gas	101	107	(6)	204
Electricity	198	210	(6)	418
Total	299	317	(6)	622
Operating profit (£m)*	148	65	128	183
Operating margin (%)	9.5	3.6	5.9 ppts	5.5

## Upstream UK

For the period ended 30 June	H1 2010	H1 2009	Δ%	FY 2009
<b>Upstream gas and oil</b>				
Gas production volumes (mmth)				
Morecambe	736	553	33	847
Other	585	386	52	861
<b>Total</b>	<b>1,321</b>	<b>939</b>	<b>41</b>	<b>1,708</b>
Average gas sales price (p/therm)	39.8	55.7	(29)	48.9
Oil and condensate production volumes (mmboe)	6.0	3.2	88	8.8
Average oil and condensate sales price (£/boe)	41.9	29.7	41	38.1
Production costs (£m)	504	309	63	796
<b>Operating profit (£m)*</b>	<b>314</b>	<b>346</b>	<b>(9)</b>	<b>444</b>
<b>Power generation</b>				
Power generated (GWh)				
Gas-fired	12,328	9,651	28	23,203
Renewables	209	386	(46)	821
British Energy	4,960	0	nm	1,128
<b>Total</b>	<b>17,497</b>	<b>10,037</b>	<b>74</b>	<b>25,152</b>
Achieved Clean Spark Spread (£/MWh)	11.5	11.7	(1.7)	11.7
Achieved power price (including ROCs) (£/MWh) - renewables	98.7	103.4	(4.5)	97.3
Achieved power price (£/MWh) - British Energy	42.9	n/a	nm	45.9
<b>Operating profit (£m)*</b>	<b>127</b>	<b>43</b>	<b>195</b>	<b>147</b>
<b>Industrial and commercial</b>				
UK I&C external sales volumes (mmth)	728	617	18	1,268
UK I&C Average sales price (p/therm)	47.8	49.1	(2.6)	45.8
<b>Operating profit / (loss) (£m)*</b>	<b>46</b>	<b>(89)</b>	<b>nm</b>	<b>(93)</b>
<b>Proprietary energy trading</b>				
Operating (loss) / profit (£m)*	(2)	34	nm	27
<b>Upstream UK operating profit (£m)*</b>	<b>485</b>	<b>334</b>	<b>45</b>	<b>525</b>

## Storage UK

For the period ended 30 June	H1 2010	H1 2009	Δ%	FY 2009
Average SBU price (in period) (pence)	44.4	41.5	7	44.2
<b>Gross Revenue (£m)</b>				
Standard SBUs	100	94	6	201
Optimisation / other	48	30	60	65
<b>Total</b>	<b>148</b>	<b>124</b>	<b>19</b>	<b>266</b>
External revenue (£m)	128	95	35	196
Cost of gas (£m)	9	11	(18)	19
<b>Operating profit (£m)*</b>	<b>97</b>	<b>73</b>	<b>33</b>	<b>168</b>

## North America

For the period ended 30 June	H1 2010	H1 2009	Δ%	FY 2009
<b>Residential energy supply</b>				
Customer numbers (period end) ('000)	2,945	3,115	(5)	3,075
Revenue (£m)	1,369	1,454	(6)	2,644
Operating profit (£m)*	110	46	139	94
Operating margin (%)	8.0	3.2	4.8 ppts	3.6
<b>Business energy supply</b>				
Gas sales (mmth)	361	400	(10)	689
Electricity sales (GWh)	18,280	15,488	18	33,430
Revenue (£m)	1,319	1,311	0.6	2,491
Operating profit (£m)*	44	20	120	34
Operating margin (%)	3.3	1.5	1.8 ppts	1.4
<b>Residential and business services</b>				
Customer numbers (period end) ('000)	2,069	2,167	(4.5)	2,111
Revenue (£m)	208	201	3.5	406
Operating profit (£m)*	8	3	167	18
Operating margin (%)	3.8	1.5	2.3 ppts	4.4
<b>Upstream and wholesale energy</b>				
Gas production volumes (mmth)	177	186	(4.8)	375
Power generated (GWh)	2,190	2,207	(0.8)	4,982
Revenue (£m)	149	385	(61)	567
Operating (loss) / profit (£m)*	(23)	(3)	nm	7
<b>North America revenue (£m)</b>	<b>3,045</b>	<b>3,351</b>	<b>(9)</b>	<b>6,108</b>
<b>North America operating profit (£m)*</b>	<b>139</b>	<b>66</b>	<b>111</b>	<b>153</b>

## North America with comparator year of 2009 restated to remove effect of foreign exchange movements

For the period ended 30 June	H1 2010	H1 2009 <sup>^</sup>	Δ%
<b>Revenue (£m)</b>			
Residential energy supply	1,369	1,525	(10)
Business energy supply	1,319	1,308	0.8
Residential and business services	208	215	(3.3)
Upstream and wholesale energy	149	385	(61)
<b>Direct Energy revenue</b>	<b>3,045</b>	<b>3,433</b>	<b>(11)</b>
<b>Operating profit / (loss) (£m)*</b>			
Residential energy supply	110	43	156
Business energy supply	44	19	132
Residential and business services	8	4	100
Upstream and wholesale energy	(23)	(3)	nm
<b>Direct Energy operating profit*</b>	<b>139</b>	<b>63</b>	<b>121</b>

<sup>^</sup> restated at 2010 weighted average exchange rate