

## British Gas

For the period ended 30 June	H1 2009	H1 2008	Δ%	FY 2008
<b>British Gas Residential</b>				
Customer numbers (period end):				
Gas ('000)	9,382	9,763	(3.9)	9,508
Electricity ('000)	6,137	6,004	2.2	6,062
Total ('000)	15,519	15,767	(1.6)	15,570
Estimated market share (%):				
Gas	43.5	44.8	(1.3) pts	43.5
Electricity	23.6	22.1	1.5 pts	22.2
Average consumption:				
Gas (therms)	295	313	(6)	547
Electricity (kWh)	1,960	1,993	(1.7)	3,957
Total consumption:				
Gas (mmth)	2,788	3,119	(11)	5,345
Electricity (GWh)	11,915	12,041	(1.0)	23,880
Revenue (£m):				
Gas	3,043	2,605	17	5,211
Electricity	1,337	1,218	10	2,558
Total	4,380	3,823	15	7,769
Transmission and metering costs (£m):				
Gas	627	647	(3.1)	1,232
Electricity	304	295	3.1	595
Total	931	942	(1.2)	1,827
Operating profit (£m)*	299	166	80	379
Operating margin (%)	6.8	4.3	2.5 pts	4.9

For the period ended 30 June	H1 2009	H1 2008	Δ%	FY 2008
<b>British Gas Business</b>				
Customer supply points (period end):				
Gas ('000)	408	406	0.5	415
Electricity ('000)	639	551	16	624
Total ('000)	1,047	957	9	1,039
Average consumption:				
Gas (therms)	1,839	2,229	(17)	3,833
Electricity (kWh)	16,328	16,795	(2.8)	33,771
Total consumption:				
Gas (mmth)	756	918	(18)	1,585
Electricity (GWh)	10,267	9,169	12	19,051
Revenue (£m):				
Gas	716	675	6	1,288
Electricity	1,089	769	42	1,775
Total	1,805	1,444	25	3,063
Transmission and metering costs (£m):				
Gas	107	104	2.9	210
Electricity	210	161	30	345
Total	317	265	20	555
Operating profit (£m)*	65	55	18	143
Operating margin (%)	3.6	3.8	(0.2) pts	4.7

For the period ended 30 June	H1 2009	H1 2008	Δ%	FY 2008
<b>British Gas Services</b>				
Customer product holdings (period end):				
Central heating service contracts ('000)	4,555	4,511	1.0	4,571
Kitchen appliances care (no. of customers) ('000)	422	409	3.2	413
Plumbing and drains care ('000)	1,671	1,589	5	1,630
Home electrical care ('000)	1,363	1,246	9	1,305
Other contracts ('000)	203	0	nm	133
Total holdings ('000)	8,214	7,755	6	8,052
Central heating installations ('000)	50	54	(7)	111
Revenue (£m):				
Central heating service contracts	387	360	8	736
Central heating installations	159	174	(9)	351
Other	142	130	9	262
Total	688	664	3.6	1,349
Engineering staff employed	9,339	9,231	1.2	9,500
Operating profit (£m)*	112	85	32	195
Operating margin (%)	16.3	12.8	3.5 ppts	14.5
<b>For the period ended 30 June</b>				
<b>British Gas</b>				
Total customer accounts ('000)	24,780	24,479	1.2	24,661
Revenue (£m):	6,873	5,931	16	12,181
Operating cost (excluding bad debt) (£m)	653	672	(2.8)	1,260
Operating profit (£m)*	476	306	56	717

## Centrica Energy

For the period ended 30 June	H1 2009	H1 2008	Δ%	FY 2008
<b>Gas production</b>				
Gas production volumes (mmth)				
Morecambe	553	1,020	(46)	1,716
Other	386	393	(1.8)	702
Total	939	1,413	(34)	2,418
Average gas sales price (p/therm)	55.7	52.9	5.3	59.1
Oil and condensate production volumes (Mboe)	3.2	3.3	(3.0)	6.5
Average oil and condensate sales price (£/boe)	29.7	43.5	(32)	45.0
Gross Revenue (£m)	655	925	(29)	1,784
External revenue (£m)	195	237	(18)	466
Operating costs (£m)				
Volume related production costs	182	181	0.6	325
Other production costs	127	106	20	295
Total	309	287	8	620
Operating profit (£m)*	346	638	(46)	1,164
<b>Power generation</b>				
Power generated (GWh)	10,037	11,536	(13)	23,366
Operating profit / (loss) (£m)*	41	(5)	nm	7
<b>Industrial and commercial</b>				
External sales volumes (mmth)	617	1,343	(54)	2,493
Average sales price (p/therm)	49.1	38.5	28	41.6
External revenue (£m)	312	525	(41)	1,036
Operating (loss) / profit (£m)*	(89)	(156)	nm	(329)
<b>Accord</b>				
Operating profit (£m)*	34	27	26	37
<b>Centrica Energy operating profit (£m)*</b>	<b>332</b>	<b>504</b>	<b>(34)</b>	<b>879</b>

## Centrica Storage

For the period ended 30 June	H1 2009	H1 2008	Δ%	FY 2008
Average SBU price (in period) (pence)	41.5	48.5	(14)	43.8
<b>Gross Revenue (£m)</b>				
Standard SBUs	94	110	(15)	199
Extra space	9	9	0	20
Optimisation	8	(2)	nm	1
Cushion Gas sales	0	3	nm	26
Other	13	19	(32)	34
<b>Total</b>	<b>124</b>	<b>139</b>	<b>(11)</b>	<b>280</b>
External revenue (£m)	95	120	(21)	221
Cost of gas (£m)	11	11	0	22
<b>Operating profit (£m)*</b>	<b>73</b>	<b>93</b>	<b>(22)</b>	<b>195</b>

## Direct Energy

For the period ended 30 June	H1 2009	H1 2008	Δ%	FY 2008
<b>Mass markets</b>				
Customer numbers (period end) ('000)	3,115	3,034	2.7	3,092
Revenue (£m)	1,454	1,371	6	2,652
Operating profit (£m)*	46	61	(25)	137
Operating margin (%)	3.2	4.4	(1.2) ppts	5.2
<b>Commercial and industrial energy</b>				
Commercial and industrial gas sales (mmth)	400	362	10	603
Commercial and industrial electricity sales (GWh)	15,488	9,228	68	27,411
Revenue (£m)	1,311	712	84	2,015
Operating profit (£m)*	20	8	150	11
Operating margin (%)	1.5	1.1	0.4 ppts	0.5
<b>Home and business services</b>				
Customer numbers (period end) ('000)	2,167	2,112	2.6	2,140
Revenue (£m)	201	168	20	375
Operating profit (£m)*	3	3	0	16
Operating margin (%)	1.5	1.8	(0.3) ppts	4.3
<b>Upstream and wholesale energy</b>				
Gas production volumes (mmth)	186	183	1.6	365
Power generated (GWh)	2,207	2,346	(6)	4,688
Revenue (£m)	385	201	92	782
Operating profit (£m)*	(3)	19	nm	51
<b>Direct Energy revenue (£m)</b>	<b>3,351</b>	<b>2,452</b>	<b>37</b>	<b>5,824</b>
<b>Direct Energy operating profit (£m)*</b>	<b>66</b>	<b>91</b>	<b>(27)</b>	<b>215</b>
<b>Operating margin (%)</b>	<b>2.0</b>	<b>3.7</b>	<b>(1.7) ppts</b>	<b>3.7</b>

## Direct Energy with comparator year of 2008 restated to remove effect of foreign exchange movements

For the period ended 30 June	H1 2009	H1 2008 <sup>^</sup>	Δ%
<b>Revenue</b>			
Mass markets	1,454	1,633	(11)
Commercial and industrial energy	1,311	891	47
Home and business services	201	201	0
Upstream and wholesale energy	385	259	49
<b>Direct Energy revenue</b>	<b>3,351</b>	<b>2,984</b>	<b>12</b>
<b>Operating profit*</b>			
Mass markets	46	81	(43)
Commercial and industrial energy	20	12	67
Home and business services	3	4	(25)
Upstream and wholesale energy	(3)	23	nm
<b>Direct Energy operating profit*</b>	<b>66</b>	<b>120</b>	<b>(45)</b>

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