

British Gas Residential

For the period ended 31 December	FY 2007	FY 2006	Δ%	H2 2007	H2 2006	Δ%
Customer numbers (period end):						
Residential gas ('000)	10,018	10,263	(2.4)	10,018	10,263	(2.4)
Residential electricity ('000)	6,019	5,759	4.5	6,019	5,759	4.5
Total ('000)	16,037	16,022	0.1	16,037	16,022	0.1
Estimated market share (%):						
Residential gas [^]	46.4	47.9	(1.5) ppts	46.4	47.9	(1.5) ppts
Residential electricity [^]	22.4	21.6	0.8 ppts	22.4	21.6	0.8 ppts
Average consumption:						
Residential gas (therms)	541	569	(4.9)	248	205	21
Residential electricity (kWh)	3,945	4,069	(3.0)	1,990	1,940	2.6
Total consumption:						
Residential gas (mmth)	5,443	6,120	(11)	2,477	2,158	15
Residential electricity (GWh)	23,001	23,842	(3.5)	11,765	11,268	4.4
Transportation & distribution costs (£m):						
Residential gas	1,172	1,110	6	566	472	20
Residential electricity	541	511	6	273	257	6
Total	1,713	1,621	6	839	729	15
Energy Efficiency Commitment (£m):						
EEC	91	90	1.1	48	45	7
Operating costs (£m):						
British Gas Residential	800	939	(15)	387	496	(22)
Revenue (£m):						
Residential gas	4,296	4,832	(11)	1,849	1,948	(5)
Residential electricity	2,161	2,280	(5)	1,111	1,126	(1.3)
Total	6,457	7,112	(9)	2,960	3,074	(3.7)
Operating profit/(loss) (£m)*						
British Gas Residential	571	95	501	38	238	(84)
Operating margin (%)						
British Gas Residential	8.8	1.3	7.5 ppts	1.3	7.7	(6.4) ppts

[^] Market shares for 2006 are based on a gas market size of 21,403,959 and an electricity market size of 26,695,229, as stated by Ofgem in its Domestic Market Retail Report - March 2006.

[^] Market shares for 2007 are based on a gas market size of 21,567,261 and an electricity market size of 26,917,561, as stated by Ofgem in its Domestic Market Retail Report - June 2007.

British Gas Business

For the period ended 31 December	FY 2007	FY 2006	Δ%	H2 2007	H2 2006	Δ%
Customer supply points (period end):						
Gas ('000)	412	400	3.0	412	400	3.0
Electricity ('000)	542	532	1.9	542	532	1.9
Total ('000)	954	932	2.4	954	932	2.4
Average consumption:						
Gas (therms)	3,729	4,015	(7)	1,602	1,707	(6)
Electricity (kWh)	32,644	30,464	7	16,750	15,455	8
Total consumption:						
Gas (mmth)	1,524	1,597	(4.6)	665	682	(2.5)
Electricity (GWh)	17,356	15,864	9	9,056	8,095	12
Transportation & distribution costs (£m):						
Gas	174	149	17	89	71	25
Electricity	298	261	14	156	137	14
Total	472	410	15	245	208	18
Revenue (£m):						
Gas	1,037	1,115	(7)	441	492	(10)
Electricity	1,394	1,188	17	723	642	13
Total	2,431	2,303	6	1,164	1,134	2.6
Operating profit (£m)*						
British Gas Business	120	87	38	72	76	(5)
Operating margin (%)						
British Gas Business	4.9	3.8	1.1 ppts	6.2	6.7	(0.5) ppts

British Gas Services

For the period ended 31 December	FY 2007	FY 2006	Δ%	H2 2007	H2 2006	Δ%
Customer product holdings (period end):						
Central heating service contracts ('000)	4,525	4,392	3.0	4,525	4,392	3.0
Kitchen appliances care (no. of customers) ('000)	414	387	7	414	387	7
Plumbing and drains care ('000)	1,536	1,384	11	1,536	1,384	11
Home electrical care ('000)	1,173	986	19	1,173	986	19
Total holdings ('000)	7,648	7,149	7	7,648	7,149	7
Central heating installations ('000)	113	91	24	58	49	18
Revenue (£m):						
Central heating service contracts	688	614	12	352	316	11
Central heating installations	348	264	32	187	150	25
Other	243	226	8	124	117	6
Total	1,279	1,104	16	663	583	14
Engineering staff employed	9,209	8,676	6	9,209	8,676	6
Operating profit (£m)*						
British Gas Services	151	102	48	88	58	52
Operating margin (%)						
British Gas Services	11.8	9.2	2.6 ppts	13.3	9.9	3.4 ppts

Centrica Energy

For the period ended 31 December	FY 2007	FY 2006	Δ%	H2 2007	H2 2006	Δ%
Gas production:						
Gas production volumes (mmth)						
Morecambe	1,574	1,207	30	832	270	208
Other	686	709	(3.2)	374	282	33
Total	2,260	1,916	18	1,206	552	118
Average gas sales price (p/therm)	30.4	53.1	(43)	36.5	38.1	(4.2)
Oil and condensate production volumes (Mboe)	5.6	5.6	-	2.6	2.9	(10)
Average oil and condensate sales price (£/boe)	33.3	33.8	(1.5)	33.6	32.7	2.8
Revenue (£m)	923	1,291	(29)	557	360	55
External Revenue (£m)	299	323	(7)	162	171	(5)
Operating costs (£m):						
Volume related production costs	291	262	11	163	111	47
Other production costs	203	165	23	88	89	(1.1)
Total	494	427	16	251	200	26
Operating profit (£m)*	429	864	(50)	306	160	91
Power generation:						
Power generated (GWh)	19,845	14,567	36	8,122	8,079	0.5
Operating profit (£m)*	46	n/a	-	(1)	n/a	-
Industrial & commercial:						
External sales volumes (mmth)	2,260	2,667	(15)	1,202	1,135	6
Average sales price (p/therm)	35.7	31.3	14	35.3	32.3	9
Revenue (£m)	838	n/a	-	443	n/a	-
Operating profit / (loss) (£m)*	179	n/a	-	31	n/a	-
Industrial sales & wholesale:						
Operating profit / (loss) (£m)*	n/a	(210)	-	n/a	(78)	-
Accord:						
Operating profit (£m)*	9	32	(72)	(10)	25	n/m
Centrica Energy operating profit (£m)*	663	686	(3.4)	326	107	205

Centrica Storage

For the period ended 31 December	FY 2007	FY 2006	Δ%	H2 2007	H2 2006	Δ%
Average SBU price (calendar year) (pence)	57.4	56.5	1.6	53.4	65.6	(19)
Revenue (£m):						
Standard SBUs	261	254	2.8	122	147	(17)
Extra space	28	30	(7)	11	17	(35)
Gas sales	77	58	33	49	33	48
Other	37	16	131	25	10	150
Total	403	358	13	207	207	-
External Revenue (£m)	340	294	16	178	168	6
Cost of gas (£m)	87	58	50	58	30	93
Operating profit (£m)*	240	228	5	112	135	(17)

Direct Energy

For the period ended 31 December	FY 2007	FY 2006	Δ%	H2 2007	H2 2006	Δ%
Customer numbers (period end):						
Mass market energy ('000)	3,005	3,386	(11)	3,005	3,386	(11)
Home and business services ('000)	2,033	1,964	3.5	2,033	1,964	3.5
Volumes:						
C&I gas sales (mmth)	627	557	13	271	257	5
C&I electricity sales (GWh)	13,925	11,221	24	7,372	6,981	6
Gas production (mmth)	297	304	(2.3)	147	155	(5)
Power generation (GWh)	5,053	4,450	14	2,504	2,192	14
Revenue (£m):						
Mass market energy	2,437	2,765	(12)	1,098	1,297	(15)
Commercial and industrial energy	978	847	15	495	477	3.8
Home and business services	351	378	(7)	182	189	(3.7)
Upstream and wholesale energy	226	60	277	144	23	526
Total	3,992	4,050	(1.4)	1,919	1,986	(3.4)
Operating profit/(loss) (£m)*:						
Mass market energy	123	157	(22)	35	68	(49)
Commercial and industrial energy	1	(12)	n/m	2	(6)	n/m
Home and business services	17	9	89	14	10	40
Upstream and wholesale energy	46	19	142	26	9	189
Total excluding income fund	187	173	8	77	81	(5)
The Consumers' waterheater income fund	39	50	(22)	17	21	(19)
Operating margin (%)*						
Total Direct Energy	4.7	4.3	0.4 ppt	4.0	4.1	(0.1 ppt)