

British Gas Residential

For the period ended 30 June 2008	H1 2008	H1 2007	Δ%	FY 2007
Customer numbers (period end):				
Gas ('000)	9,763	10,004	(2.4)	10,018
Electricity ('000)	6,004	5,817	3.2	6,019
Total ('000)	15,767	15,821	(0.3)	16,037
Estimated market share (%):				
Gas	44.8	46.3	(1.5) pts	46.4
Electricity	22.1	21.6	0.5 pts	22.4
Average consumption:				
Gas (therms)	313	293	7	541
Electricity (kWh)	1,993	1,955	1.9	3,945
Total consumption:				
Gas (mmth)	3,119	2,966	5	5,443
Electricity (GWh)	12,041	11,236	7	23,001
Revenue (£m):				
Gas	2,605	2,447	6	4,296
Electricity	1,218	1,050	16	2,161
Total	3,823	3,497	9	6,457
Commodity costs (£m):	2,246	1,612	39	3,282
Transmission & metering costs (£m):				
Gas	664	629	6	1,193
Electricity	300	268	12	541
Total	964	897	7	1,734
Operating costs (£m):	378	413	(8)	800
Operating profit (£m)*	166	533	(69)	571
Operating margin (%)	4.3	15.2	(10.9) pts	8.8

British Gas Business

For the period ended 30 June 2008	H1 2008	H1 2007	Δ%	FY 2007
Customer supply points (period end):				
Gas ('000)	406	408	(0.5)	412
Electricity ('000)	551	548	0.5	542
Total ('000)	957	956	0.1	954
Average consumption:				
Gas (therms)	2,229	2,137	4.3	3,729
Electricity (kWh)	16,795	15,416	9	32,644
Total consumption:				
Gas (mmth)	918	859	7	1,524
Electricity (GWh)	9,169	8,300	10	17,356
Revenue (£m):				
Gas	675	596	13	1,037
Electricity	769	671	15	1,394
Total	1,444	1,267	14	2,431
Transmission & metering costs (£m):				
Gas	109	90	21	186
Electricity	161	142	13	298
Total	270	232	16	484
Operating profit (£m)*	55	48	15	120
Operating margin (%)	3.8	3.8	0.0 ppts	4.9

British Gas Services

For the period ended 30 June 2008	H1 2008	H1 2007	Δ%	FY 2007
Customer product holdings (period end):				
Central heating service contracts ('000)	4,511	4,444	1.5	4,525
Kitchen appliances care (no. of customers) ('000)	409	405	1.0	414
Plumbing and drains care ('000)	1,589	1,452	9	1,536
Home electrical care ('000)	1,246	1,072	16	1,173
Total holdings ('000)	7,755	7,373	5	7,648
Central heating installations ('000)	54	55	(1.8)	113
Revenue (£m):				
Central heating service contracts	360	336	7	688
Central heating installations	174	161	8	348
Other	130	119	9	243
Total	664	616	8	1,279
Engineering staff employed	9,231	9,151	0.9	9,209
Operating profit (£m)*	85	63	35	151
Operating margin (%)	12.8	10.2	2.6 ppts	11.8

Centrica Energy

For the period ended 30 June 2008	H1 2008	H1 2007	Δ%	FY 2007
Gas Production				
Gas production volumes (mmth)				
Morecambe	1,020	742	37	1,574
Other	393	312	26	686
Total	1,413	1,054	34	2,260
Average gas sales price (p/therm)	52.9	23.7	123	30.4
Oil and condensate production volumes (Mboe)	3.3	3.0	10	5.6
Average oil and condensate sales price (£/boe)	43.5	33.1	31	33.3
Revenue (£m)	925	366	153	923
External revenue (£m)	237	137	73	299
Operating costs (£m)				
Volume related production costs	181	128	41	291
Other production costs	106	115	(8)	203
Total	287	243	18	494
Operating profit (£m)*	638	123	419	429
Power generation				
Power generated (GWh)	11,536	11,723	(1.6)	19,845
Operating (loss) / profit (£m)*	(5)	47	nm	46
Industrial & commercial				
External sales volumes (mmth)	1,343	1,058	27	2,260
Average sales price (p/therm)	38.5	36.3	6	35.7
External revenue (£m)	525	395	33	838
Operating (loss) / profit (£m)*	(156)	148	nm	179
Accord				
Operating profit (£m)*	27	19	42	9
Centrica Energy operating profit (£m)*	504	337	50	663

Centrica Storage

For the period ended 30 June 2008	H1 2008	H1 2007	Δ%	FY 2007
Average SBU price (calendar year) pence	48.5	61.5	(21)	57.4
Revenue (£m)				
Standard SBUs	110	139	(21)	261
Extra space	9	17	(47)	28
Gas sales	106	28	279	87
Other	19	12	58	27
Total	244	196	24	403
External turnover (£m)	212	162	31	340
Cost of gas (£m)	116	29	300	87
Operating profit (£m)*	93	128	(27)	240

Direct Energy

For the period ended 30 June 2008	H1 2008	H1 2007	Δ%	FY 2007
Customer numbers (period end):				
Mass markets energy ('000)	3,034	3,187	(4.8)	3,005
Home and business services ('000)	2,112	2,000	6	2,033
Volumes:				
Commercial & industrial gas sales (mmth)	362	356	1.7	627
Commercial & industrial electricity sales (GWh)	9,228	6,553	41	13,925
Gas production (mmth)	183	150	22	297
Power generation (GWh)	2,346	2,549	(8)	5,053
Revenue (£m):				
Mass markets energy	1,371	1,339	2.4	2,437
Commercial & industrial energy	712	483	47	978
Home and business services	168	169	(0.6)	351
Upstream and wholesale energy	201	82	145	226
Total	2,452	2,073	18	3,992
Operating profit / (loss) (£m)*:				
Mass markets energy	61	88	(31)	123
Commercial & industrial energy	8	(1)	nm	1
Home and business services	3	3	0	17
Upstream and wholesale energy	19	20	(5)	46
Total	91	110	(17)	187
Operating margin (%)	3.7	5.3	(1.6) pts	4.7