

Downstream UK

Total Downstream UK

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Total customer accounts (period end) ('000)	25,661	25,883	(0.9)	25,742
Total customer households (period end) ('000)	11,903	12,167	(2.2)	11,997
Joint product households (period end) ('000)	2,187	2,195	(0.4)	2,207
Gross Revenue (£m):	7,207	6,354	13	12,403
Operating cost (excluding bad debt) (£m)	711	747	(4.8)	1,425
Operating profit (£m)*	563	518	9	1,005

Residential energy supply

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Customer accounts (period end):				
Gas ('000)	9,032	9,320	(3.1)	9,139
Electricity ('000)	6,783	6,817	(0.5)	6,742
Total ('000)	15,815	16,137	(2.0)	15,881
Estimated market share (%):				
Gas	40.8	42.0	(1.2) ppts	41.2
Electricity	25.5	25.5	0.0 ppts	25.2
Average consumption:				
Gas (therms)	276	262	5	443
Electricity (kWh)	1,919	1,947	(1.4)	3,805
Total consumption:				
Gas (mmth)	2,515	2,430	3.5	4,099
Electricity (GWh)	12,987	13,002	(0.1)	25,602
Gross Revenue (£m):				
Gas	3,216	2,655	21	4,903
Electricity	1,591	1,447	10	3,027
Total	4,807	4,102	17	7,930
Transmission and metering costs (£m):				
Gas	651	601	8	1,212
Electricity	438	381	15	782
Total	1,089	982	11	1,994
Total environmental costs (£m)	284	161	76	413
Total social costs (£m)	60	38	58	78
Operating profit (£m)*	345	281	23	544
Operating margin (%)	7.2	6.9	0.3 ppts	6.9

2011 revenue and operating profit* restated to reflect the reclassification of the British Gas New Energy business from Residential energy supply to Residential services and the reclassification of the British Gas Community Energy business from Residential energy supply to Business energy supply and services

Downstream UK (continued)

Residential services

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Customer product holdings (period end):				
Central heating service contracts ('000)	4,662	4,655	0.2	4,696
Kitchen appliances care (no. of customers) ('000)	470	476	(1.3)	476
Plumbing and drains care ('000)	1,958	1,766	11	1,884
Home electrical care ('000)	1,451	1,462	(0.8)	1,462
Other contracts ('000)	331	361	(8)	344
Total holdings ('000)	8,872	8,720	1.7	8,862
Domestic central heating installations ('000)	44	54	(19)	105
Gross Revenue (£m):				
Central heating service contracts	404	396	2.0	807
Central heating installations	121	151	(20)	295
Other	286	264	8	542
Total	811	811	0.0	1,644
Engineering staff employed (period end)	9,526	9,926	(4.0)	9,800
Operating profit (£m)*	125	110	14	269
Operating margin (%)	15.4	13.6	1.8 ppts	16.4

2011 revenue and operating profit* restated to reflect the reclassification of the British Gas New Energy business from Residential energy supply to Residential services

Business energy supply and services

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Customer supply points (period end):				
Gas ('000)	343	373	(8)	363
Electricity ('000)	631	653	(3.4)	636
Total ('000)	974	1,026	(5)	999
Average consumption:				
Gas (therms)	1,581	1,499	5	2,629
Electricity (kWh)	13,507	12,837	5	25,732
Total consumption:				
Gas (mmth)	541	573	(6)	986
Electricity (GWh)	8,529	8,411	1.4	16,731
Gross Revenue (£m):				
Gas	571	515	11	931
Electricity	1,018	926	10	1,898
Total	1,589	1,441	10	2,829
Transmission and metering costs (£m):				
Gas	93	94	(1.1)	188
Electricity	197	184	7	372
Total	290	278	4.3	560
Operating profit (£m)*	93	127	(27)	192
Operating margin (%)	5.9	8.8	(2.9) ppts	6.8

2011 revenue and operating profit* restated to reflect the reclassification of the British Gas Community Energy business from Residential energy supply to Business energy supply and services

Upstream UK

Total Upstream UK

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Operating profit (£m)*	682	531	28	1,023

Gas

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Gas production volumes (mmth)				
Morecambe	362	399	(9)	817
Other	786	680	16	1,343
Total	1,148	1,079	6	2,160
Oil and condensate production volumes (mmboe)	6.9	6.9	0.0	12.5
Total production volumes (mmboe)	25.7	25.0	2.8	48.2
Average gas sales price (p/therm)	52.4	50.7	3.4	51.6
Average oil and condensate sales price (£/boe)	61.8	57.4	8	57.2
Production costs (£m)	571	583	(2.1)	1,127
Operating profit (£m)*	508	414	23	769

Power

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Power generated (GWh)				
Gas-fired	4,906	7,431	(34)	14,973
Renewables	246	275	(11)	596
Nuclear	5,954	6,191	(3.8)	11,157
Total	11,106	13,897	(20)	26,726
Achieved Clean Spark Spread (£/MWh)	10.3	11.1	(7)	10.1
Achieved power price (including ROCs) (£/MWh) - renewables	99.2	95.3	4.1	111.2
Achieved power price (£/MWh) - nuclear	49.2	47.1	4.5	48.5
Operating profit (£m)*	174	117	49	254

Storage UK

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Average SBU price (in period) (pence)	28.1	34.8	(19)	30.0
Gross Revenue (£m)				
Standard SBUs	64	78	(18)	136
Optimisation / other	27	19	42	48
Total	91	97	(6)	184
External revenue (£m)	76	88	(14)	164
Cost of gas (£m)	9	13	(31)	19
Operating profit (£m)*	36	39	(8)	75

North America

Total North America

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Revenue (£m)	2,919	3,096	(6)	6,117
Operating profit (£m)*	166	174	(4.6)	312

Residential energy supply

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Customer accounts (period end) ('000)	3,240	2,966	9	3,364
Revenue (£m)	1,210	1,290	(6)	2,416
Operating profit (£m)*	101	105	(3.8)	161
Operating margin (%)	8.3	8.1	0.2 pts	6.7

Business energy supply

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Gas sales (mmth)	421	417	1.0	714
Electricity sales (GWh)	23,935	22,191	8	46,350
Revenue (£m)	1,296	1,376	(6)	2,748
Operating profit (£m)*	60	58	3.4	110
Operating margin (%)	4.6	4.2	0.4 pts	4.0

Residential and business services

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Contract relationships (period end) ('000)	2,390	2,291	4.3	2,283
On demand jobs ('000)	627	578	8	703
Revenue (£m)	253	249	1.6	520
Operating profit (£m)*	11	9	22	28
Operating margin (%)	4.3	3.6	0.7 pts	5.4

Upstream and wholesale energy

For the period ended 30 June	H1 2012	H1 2011	Δ%	FY 2011
Gas production volumes (mmth)	279	280	(0.4)	567
Oil and liquids production volumes (mmboe)	0.6	0.3	100	0.7
Total production volumes (mmboe)	5.2	4.9	6	10.0
Power generated (GWh)	3,320	2,323	43	5,247
Revenue (£m)	160	181	(12)	433
Operating profit (£m)*	(6)	2	nm	13

North America with comparator year of 2011 restated to remove effect of foreign exchange movements

For the period ended 30 June	H1 2012	H1 2011	Δ%
Revenue (£m)			
Residential energy supply	1,210	1,297	(7)
Business energy supply	1,296	1,404	(8)
Residential and business services	253	251	0.8
Upstream and wholesale energy	160	185	(14)
Direct Energy revenue	2,919	3,137	(7)
Operating profit (£m)*			
Residential energy supply	101	106	(4.7)
Business energy supply	60	59	1.7
Residential and business services	11	9	22
Upstream and wholesale energy	(6)	2	nm
Direct Energy operating profit*	166	176	(6)

2011 figures restated at 2012 weighted average exchange rate