Downstream UK

Total downstream UK				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Total customer accounts ('000)	25,883	25,542	1.3	25,740
Total customer households ('000)	12,167	12,268	(8.0)	12,206
Joint product households ('000)	2,195	2,094	5	2,164
Revenue (£m):	6,325	6,734	(6)	12,730
Operating cost (excluding bad debt) (£m)	747	697	7	1,358
Operating profit (£m)*	518	842	(38)	1,216
Residential energy supply				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Customer accounts (period end):				
Gas ('000)	9,320	9,385	(0.7)	9,332
Electricity ('000)	6,817	6,549	4.1	6,646
Total ('000)	16,137	15,934	1.3	15,978
Estimated market share (%):				
Gas	42.0	42.5	(0.5) ppts	42.4
Electricity	25.5	24.7	0.8 ppts	25.3
Average consumption:				
Gas (therms)	262	319	(18)	564
Electricity (kWh)	1,947	2,012	(3.2)	3,982
Total consumption:				
Gas (mmth)	2,430	2,997	(19)	5,291
Electricity (GWh)	13,002	12,986	0.1	26,002
Revenue (£m):				
Gas	2,738	3,110	(12)	5,570
Electricity	1,447	1,373	5	2,789
Total	4,185	4,483	(7)	8,359
Transmission and metering costs (£m):				
Gas	601	611	(1.6)	1,231
Electricity	381	336	13	714
Total	982	947	3.7	1,945
Operating profit (£m)*	270	585	(54)	742
Operating margin (%)	6.5	13.0	(6.5) ppts	8.9

Downstream UK (cont)

Customer product holdings (period end): 4,655 4,593 1.3 4,656 Central heating service contracts (000) 476 434 10 446 Kitchen appliances care (no. of customers) (1000) 1,766 1,745 1.2 1,766 Plumbing and drains care (1000) 1,462 1,460 0.1 1,48 Other contracts (1000) 361 328 10 33 Total holdings (1000) 54 53 1.9 8,72 Central heating installations (1000) 54 53 1.9 12 Central heating installations (1000) 373 396 371 7 7 Central heating installations 151 144 4.9 33 Other 202 176 15 34 Total 749 691 8 1,44 Engineering staff employed 9,926 9,440 5 9,936 Operating profit (Em)* 111 109 1.8 22 Englishering staff employed 3,23 <	Residential services				
Central heating service contracts (000) 4,655 4,593 1.3 4,665 Kitchen appliances care (no. of customers) (000) 476 434 10 43 Plumbing and drains care (000) 1,766 1,745 1.2 1,775 Home electrical care (000) 361 328 10 33 Other contracts (000) 361 328 10 33 Total holdings (000) 54 53 1.9 8.72 Central heating installations ('000) 54 53 1.9 8.72 Central heating installations ('000) 396 371 7 7.7 Central heating installations 151 144 4.9 33 Other 202 176 15 33 Central heating installations 151 144 4.9 33 Other 202 176 15 33 Central heating installations 151 144 4.9 33 Other 202 1,76 15 33 <th>For the period ended 30 June</th> <th>H1 2011</th> <th>H1 2010</th> <th>Δ%</th> <th>FY 2010</th>	For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Kitchen appliances care (no. of customers) (000) 476 434 10 4.76 Plumbing and drains care (000) 1,766 1,745 1.2 1,70 Home electrical care (000) 1,462 1,460 0.1 1,44 Other contracts (000) 361 328 10 33 Total holdings (000) 54 53 1.9 11 Central heating installations (000) 54 53 1.9 11 Revenue (Em): 396 371 7 7 Central heating service contracts 396 371 7 7 Central heating installations 151 144 4.9 33 Other 202 176 15 36 Total heating service contracts 398 371 7 7 Central heating installations 151 144 4.9 33 Other 202 176 15 36 Total heating service contracts 39,226 9,40 5 9,826 <t< td=""><td>Customer product holdings (period end):</td><td></td><td></td><td></td><td></td></t<>	Customer product holdings (period end):				
Plumbing and drains care ('000) 1,766 1,745 1.2 1,766 1,745 1.2 1,766 1,462 1,460 0.1 1,445 1,462 1,460 0.1 1,445 1,462 1,460 0.1 1,445 1,462 1,460 0.1 1,445 1,462 1,460 0.1 1,445 1,462 1,460 1,462 1,460 1,462 1,460 1,462 1,460 1,462 1,460 1,462 1,460 1,462	Central heating service contracts ('000)	4,655	4,593	1.3	4,684
Home electrical care ('000) 1,462 1,460 0.1 1,462 0.14 0.15 0.	Kitchen appliances care (no. of customers) ('000)	476	434	10	438
Other contracts ('000) 361 328 10 33 Total holdings ('000) 8,720 8,560 1.9 8,72 Central heating installations ('000) 54 53 1.9 1.1 Revenue (£m): Central heating service contracts 396 371 7 7.7 Central heating installations 151 144 4.9 33 Other 202 176 15 33 Total 749 691 8 1,4 Engineering staff employed 9,926 9,440 5 9,93 Operating profit (£m)* 111 109 1.8 2,4 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services 5 650 0.5 66 For the period ended 30 June H1 2011 H1 2010 ∆% FY 20 Customer supply points (period end): 2 653 650 0.5 66 Electricity ('000) 653 65	Plumbing and drains care ('000)	1,766	1,745	1.2	1,781
Total holdings ('000)	Home electrical care ('000)	1,462	1,460	0.1	1,480
Central heating installations ('000) 54 53 1.9 12 Revenue (£m): Central heating service contracts 396 371 7 77 Central heating installations 151 144 4.9 33 Other 202 176 15 36 Total 749 691 8 1,44 Engineering staff employed 9,926 9,440 5 9,93 Operating profit (£m)* 111 109 1.8 22 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services 4 11 1019 1.8 22 Costomer supply points (period end): 4 1.0 Δ FY 20 Customer supply points (period end): 373 398 (6) 33 Electricity ('000) 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,0 Average consumption: 3 1,499	Other contracts ('000)	361	328	10	335
Revenue (£m): 396 371 7 77 Central heating service contracts 151 144 4.9 33 Central heating installations 151 144 4.9 33 Other 202 176 15 33 Total 749 691 8 1,46 Engineering staff employed 9,926 9,440 5 9,93 Operating profit (£m)* 111 109 1.8 2.2 Operating margin (%) 14.8 15.8 (1.0 ppts 16 Business energy supply and services For the period ended 30 June H1 2011 H1 2010 Δ% FY 20 Customer supply points (period end): Gas ('000) 373 398 (6) 36 Total ('000) 5 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,0 Average consumption: 3 1,491 (14) 29,3 Total con	Total holdings ('000)	8,720	8,560	1.9	8,718
Central heating service contracts 396 371 7 77 Central heating installations 151 144 4.9 33 Other 202 176 15 36 Total 749 691 18 1,44 Engineering staff employed 9,926 9,440 5 9,936 Operating profit (£m)* 111 109 1.8 2 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services 8 4 100 A% FY 20 Customer supply points (period endd): 8 1 1 100 A% FY 20 Customer supply points (period endd): 373 398 (6) 36 Electricity (Y000) 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,04 Average consumption: 3 1,499 1,784 (16) 3,15 Electricity (KWh) 573 712 <td>Central heating installations ('000)</td> <td>54</td> <td>53</td> <td>1.9</td> <td>124</td>	Central heating installations ('000)	54	53	1.9	124
Central heating installations 151 144 4.9 33 Other 202 176 15 33 Total 749 691 8 1,46 Engineering staff employed 9,926 9,440 5 9,94 Operating profit (£m)* 111 109 1.8 2 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services *** *** *** FY 20** Customer supply points (period end): *** *** *** FY 20** Customer supply points (period end): *** *** *** FY 20** Customer supply points (period end): *** <t< td=""><td>Revenue (£m):</td><td></td><td></td><td></td><td></td></t<>	Revenue (£m):				
Other 202 176 15 36 Total 749 691 8 1,44 Engineering staff employed 9,926 9,440 5 9,936 Operating profit (£m)* 111 109 1.8 22 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services For the period ended 30 June H1 2011 H1 2010 ∆% FY 2010 Customer supply points (period end): Gas ('000) 373 398 (6) 38 Electricity ('000) 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,0 Average consumption: 3 1,499 1,784 (16) 3,18 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mnth) 573 712 (20) 1,28 Electricity (GWh) 8,411 9,672 (Central heating service contracts	396	371	7	774
Total 749 691 8 1,46 Engineering staff employed 9,926 9,440 5 9,93 Operating profit (£m)* 111 109 1.8 22 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services Business energy supply and services H1 2011 H1 2010 Δ% FY 2010 Customer supply points (period end): Business energy supply and services H1 2011 H1 2010 Δ% FY 2010 Customer supply points (period end): Business energy supply and services B1 2011 H1 2010 Δ% FY 2010 Customer supply points (period end): 373 398 (6) 33 Electricity ('000) 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,0 Average consumption: 237 14,911 (14 29,3 Total consumption: 2573 712 (20) 1,25 Electricity (kWh) 573 712	Central heating installations	151	144	4.9	324
Engineering staff employed 9,926 9,440 5 9,936 Operating profit (£m)* 111 109 1.8 2.2 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services For the period ended 30 June H1 2011 H1 2010 Δ% FY 207 Customer supply points (period end): 373 398 (6) 33 26 20 <th< td=""><td>Other</td><td>202</td><td>176</td><td>15</td><td>366</td></th<>	Other	202	176	15	366
Operating profit (£m)* 111 109 1.8 22 Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services For the period ended 30 June H1 2011 H1 2010 ∆% FY 20 Customer supply points (period end): 373 398 (6) 38 Electricity ('000) 653 650 0.5 65 Total ('000) 1,026 1,048 (2.1) 1,04 Average consumption: 31 4,991 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: 573 712 (20) 1,25 Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): 36 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391	Total	749	691	8	1,464
Operating margin (%) 14.8 15.8 (1.0) ppts 16 Business energy supply and services For the period ended 30 June H1 2011 H1 2010 ∆% FY 201 Customer supply points (period end): Customer supply points (period end): Gas (*000) 373 398 (6) 36 Electricity (*000) 653 650 0.5 66 Total (*000) 1,026 1,048 (2.1) 1,04 Average consumption: 31,499 1,784 (16) 3,18 Electricity (kWh) 12,837 14,911 (14) 29,37 Total consumption: 573 712 (20) 1,28 Gas (mmth) 573 712 (20) 1,28 Revenue (£m): 3411 9,672 (13) 19,06 Revenue (£m): 375 603 (15) 1,06 Electricity 876 957 (8) 1,8 Total 1,391 1,560 (11) 2,90 <	Engineering staff employed	9,926	9,440	5	9,954
Business energy supply and services For the period ended 30 June H1 2011 H1 2010 A% FY 20 CUstomer supply points (period end):	Operating profit (£m)*	111	109	1.8	241
For the period ended 30 June H1 2011 H1 2010 ∆% FY 2010 Customer supply points (period end): 373 398 (6) 38 Electricity ('000) 653 650 0.5 68 Total ('000) 1,026 1,048 (2.1) 1,04 Average consumption: 31,499 1,784 (16) 3,18 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: 363 712 (20) 1,28 Electricity (gWh) 8,411 9,672 (13) 19,06 Revenue (£m): 36 957 (8) 1,84 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,96 Transmission and metering costs (£m): 36 94 101 (7) 18 Electricity 184 198 (7) 36 Electricity 278 299 (7) 55 Operating	Operating margin (%)	14.8	15.8	(1.0) ppts	16.5
Customer supply points (period end): Gas ('000) 373 398 (6) 38 Electricity ('000) 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,04 Average consumption: Gas (therms) 1,499 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,8 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 38 Electricity 278 299 (7) 55 Operating profit (£m)* 13	Business energy supply and services				
Gas ('000) 373 398 (6) 33 Electricity ('000) 653 650 0.5 66 Total ('000) 1,026 1,048 (2.1) 1,02 Average consumption: Gas (therms) 1,499 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 36 Electricity 278 299 (7) 55 Operating profit (£m)* 137 148 (7) 25 <td>For the period ended 30 June</td> <td>H1 2011</td> <td>H1 2010</td> <td>Δ%</td> <td>FY 2010</td>	For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Electricity ('000) 653 650 0.5 660 Total ('000) 1,026 1,048 (2.1) 1,04 Average consumption: Gas (therms) 1,499 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 36 Electricity 278 299 (7) 56 Operating profit (£m)* 137 148 (7) 25	Customer supply points (period end):				
Electricity ('000) 653 650 0.5 660 Total ('000) 1,026 1,048 (2.1) 1,04 Average consumption: Gas (therms) 1,499 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 36 Electricity 278 299 (7) 56 Operating profit (£m)* 137 148 (7) 25	Gas ('000)	373	398	(6)	389
Total ('000) 1,026 1,048 (2.1) 1,026 Average consumption: 3,1499 1,784 (16) 3,15 3,15 1,491 (14) 29,32 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): 94 101 (7) 18 Electricity 184 198 (7) 38 Electricity 184 198 (7) 38 Coperating profit (£m)* 137 148 (7) 25		653	650		655
Gas (therms) 1,499 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): 94 101 (7) 18 Electricity 184 198 (7) 36 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 25	Total ('000)	1,026	1,048	(2.1)	1,044
Gas (therms) 1,499 1,784 (16) 3,15 Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): 94 101 (7) 18 Electricity 184 198 (7) 36 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 25		· ·	-	, ,	
Electricity (kWh) 12,837 14,911 (14) 29,32 Total consumption: Gas (mmth) Electricity (GWh) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 36 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 25		1,499	1,784	(16)	3,152
Total consumption: Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23		12,837	14,911	(14)	29,326
Gas (mmth) 573 712 (20) 1,25 Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): 6as 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23	• • •	,		, ,	·
Electricity (GWh) 8,411 9,672 (13) 19,06 Revenue (£m): Section of the property of the	Gas (mmth)	573	712	(20)	1,250
Revenue (£m): Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,96 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 36 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23		8,411	9,672	(13)	19,060
Gas 515 603 (15) 1,06 Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23		· ·	-	, ,	
Electricity 876 957 (8) 1,84 Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23		515	603	(15)	1,062
Total 1,391 1,560 (11) 2,90 Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23	Electricity	876	957		1,845
Transmission and metering costs (£m): Gas 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23	Total	1,391	1,560		2,907
Gas 94 101 (7) 18 Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23	Transmission and metering costs (£m):	· -	· · ·	, ,	
Electricity 184 198 (7) 38 Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23	• • • • • • • • • • • • • • • • • • • •	94	101	(7)	189
Total 278 299 (7) 57 Operating profit (£m)* 137 148 (7) 23	Electricity	184	198		382
Operating profit (£m)* 137 148 (7) 23					571
	Operating profit (£m)*				233
Operating margin (%) 9.8 9.5 0.3 ppts 8	Operating margin (%)	9.8	9.5	0.3 ppts	8.0

Upstream UK

•				
Total upstream UK				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Operating profit (£m)*	531	485	9	771
Gas				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Gas production sales volumes (mmth)				
Morecambe	399	736	(46)	1,381
Other	680	585	16	1,152
Total	1,079	1,321	(18)	2,533
Average gas sales price (p/therm)	50.7	39.8	27	41.6
Oil and condensate production sales volumes (mmboe)	6.9	6.0	15	11.1
Average oil and condensate sales price (£/boe)	57.4	41.9	37	46.8
Production costs (£m)	583	471	24	980
Operating profit (£m)*	414	362	14	566
Power				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Power generated (GWh)				
Gas-fired	7,431	12,328	(40)	22,786
Renewables	275	209	32	493
British Energy	6,191	4,960	25	9,655
Total	13,897	17,497	(21)	32,934
Achieved Clean Spark Spread (£/MWh)	11.1	11.5	(3.5)	11.6
Achieved power price (including ROCs) (£/MWh) - renewables	95.3	86.5	10	109.1
Achieved power price (£/MWh) - British Energy	47.1	42.9	10	42.9
Operating profit (£m)*	117	123	(4.9)	205
Storago IIV				
Storage UK	114 0044	114 0040	A 0/	E)/ 0040
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Average SBU price (in period) (pence)	34.8	44.4	(22)	42.1
Gross Revenue (£m)			(0.0)	
Standard SBUs	78	100	(22)	191
Optimisation / other	19	48	(60)	76
Total	97	148	(34)	267
External revenue (£m)	88	128	(31)	232
Cost of gas (£m)	13	9	44	15
Operating profit (£m)*	39	97	(60)	169

North America

Total North America

Total North America				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Gross Revenue (£m)	3,096	3,083	0.4	5,997
Operating profit (£m)*	174	139	25	234
Residential energy supply				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Customer numbers (period end) ('000)	2,966	2,945	0.7	2,855
Gross Revenue (£m)	1,290	1,369	(6)	2,502
Operating profit (£m)*	105	110	(4.5)	177
Operating margin (%)	8.1	8.0	0.1 ppts	7.1
H1 2011 period end customer numbers exclude 59,000 customers re-classified as business energy supp	oly customers in H1 2011			
Business energy supply				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Gas sales (mmth)	417	361	16	633
Electricity sales (GWh)	22,191	18,280	21	39,722
Gross Revenue (£m)	1,376	1,319	4.3	2,682
Operating profit (£m)*	58	44	32	88
Operating margin (%)	4.2	3.3	0.9 ppts	3.3
H1 2011 electricity sales include 138GWh and H1 2011 gas sales include 38mmth associated with the tr	ansfer of customers from residential	energy supply		
Residential and business services				
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Contract relationships (period end) ('000)	2,291	2,069	11	2,300
On demand jobs ('000)	578	69	nm	582
Gross Revenue (£m)	249	208	20	485
Operating profit (£m)*	9	8	13	15
Operating margin (%)	3.6	3.8	(0.2) ppts	3.1
Hastoness and other leads an entire				
Upstream and wholesale energy	114 6544	114 0040	A.C./	E)/ 0010
For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
Gas production volumes (mmth)	280	177	58	409
Power generated (GWh)	2,323	2,190	6	3,851
Gross Revenue (£m)	181	187	(3.2)	328
Operating profit / (loss) (£m)*	2	(23)	nm	(46)

North America with comparator period of 2010 restated to remove effect of foreign exchange movements

For the period ended 30 June	H1 2011	H1 2010^	Δ%
Gross Revenue (£m)			
Residential energy supply	1,290	1,362	(5)
Business energy supply	1,376	1,258	9
Residential and business services	249	204	22
Upstream and wholesale energy	181	178	1.7
Direct Energy revenue	3,096	3,002	3.1
Operating profit (£m)*			
Residential energy supply	105	109	(3.7)
Business energy supply	58	40	45
Residential and business services	9	7	29
Upstream and wholesale energy	2	(21)	nm
Direct Energy operating profit*	174	135	29

[^] restated at 2011 weighted average exchange rate