

## Downstream UK

### Total downstream UK

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Total customer accounts ('000)</b>	<b>25,883</b>	25,542	1.3	25,740
<b>Total customer households ('000)</b>	<b>12,167</b>	12,268	(0.8)	12,206
<b>Joint product households ('000)</b>	<b>2,195</b>	2,094	5	2,164
<b>Revenue (£m):</b>	<b>6,325</b>	6,734	(6)	12,730
<b>Operating cost (excluding bad debt) (£m)</b>	<b>747</b>	697	7	1,358
<b>Operating profit (£m)*</b>	<b>518</b>	<b>842</b>	<b>(38)</b>	<b>1,216</b>

### Residential energy supply

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Customer accounts (period end):</b>				
Gas ('000)	<b>9,320</b>	9,385	(0.7)	9,332
Electricity ('000)	<b>6,817</b>	6,549	4.1	6,646
Total ('000)	<b>16,137</b>	15,934	1.3	15,978
<b>Estimated market share (%):</b>				
Gas	<b>42.0</b>	42.5	(0.5) ppts	42.4
Electricity	<b>25.5</b>	24.7	0.8 ppts	25.3
<b>Average consumption:</b>				
Gas (therms)	<b>262</b>	319	(18)	564
Electricity (kWh)	<b>1,947</b>	2,012	(3.2)	3,982
<b>Total consumption:</b>				
Gas (mmth)	<b>2,430</b>	2,997	(19)	5,291
Electricity (GWh)	<b>13,002</b>	12,986	0.1	26,002
<b>Revenue (£m):</b>				
Gas	<b>2,738</b>	3,110	(12)	5,570
Electricity	<b>1,447</b>	1,373	5	2,789
Total	<b>4,185</b>	4,483	(7)	8,359
<b>Transmission and metering costs (£m):</b>				
Gas	<b>601</b>	611	(1.6)	1,231
Electricity	<b>381</b>	336	13	714
Total	<b>982</b>	947	3.7	1,945
<b>Operating profit (£m)*</b>	<b>270</b>	<b>585</b>	<b>(54)</b>	<b>742</b>
<b>Operating margin (%)</b>	<b>6.5</b>	13.0	(6.5) ppts	8.9

## Downstream UK (cont)

### Residential services

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Customer product holdings (period end):</b>				
Central heating service contracts ('000)	4,655	4,593	1.3	4,684
Kitchen appliances care (no. of customers) ('000)	476	434	10	438
Plumbing and drains care ('000)	1,766	1,745	1.2	1,781
Home electrical care ('000)	1,462	1,460	0.1	1,480
Other contracts ('000)	361	328	10	335
Total holdings ('000)	8,720	8,560	1.9	8,718
<b>Central heating installations ('000)</b>	<b>54</b>	<b>53</b>	<b>1.9</b>	<b>124</b>
<b>Revenue (£m):</b>				
Central heating service contracts	396	371	7	774
Central heating installations	151	144	4.9	324
Other	202	176	15	366
Total	749	691	8	1,464
<b>Engineering staff employed</b>	<b>9,926</b>	<b>9,440</b>	<b>5</b>	<b>9,954</b>
<b>Operating profit (£m)*</b>	<b>111</b>	<b>109</b>	<b>1.8</b>	<b>241</b>
<b>Operating margin (%)</b>	<b>14.8</b>	<b>15.8</b>	<b>(1.0) ppts</b>	<b>16.5</b>

### Business energy supply and services

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Customer supply points (period end):</b>				
Gas ('000)	373	398	(6)	389
Electricity ('000)	653	650	0.5	655
Total ('000)	1,026	1,048	(2.1)	1,044
<b>Average consumption:</b>				
Gas (therms)	1,499	1,784	(16)	3,152
Electricity (kWh)	12,837	14,911	(14)	29,326
<b>Total consumption:</b>				
Gas (mmth)	573	712	(20)	1,250
Electricity (GWh)	8,411	9,672	(13)	19,060
<b>Revenue (£m):</b>				
Gas	515	603	(15)	1,062
Electricity	876	957	(8)	1,845
Total	1,391	1,560	(11)	2,907
<b>Transmission and metering costs (£m):</b>				
Gas	94	101	(7)	189
Electricity	184	198	(7)	382
Total	278	299	(7)	571
<b>Operating profit (£m)*</b>	<b>137</b>	<b>148</b>	<b>(7)</b>	<b>233</b>
<b>Operating margin (%)</b>	<b>9.8</b>	<b>9.5</b>	<b>0.3 ppts</b>	<b>8.0</b>

## Upstream UK

### Total upstream UK

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Operating profit (£m)*</b>	<b>531</b>	<b>485</b>	<b>9</b>	<b>771</b>

### Gas

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Gas production sales volumes (mmth)</b>				
Morecambe	399	736	(46)	1,381
Other	680	585	16	1,152
<b>Total</b>	<b>1,079</b>	<b>1,321</b>	<b>(18)</b>	<b>2,533</b>
<b>Average gas sales price (p/therm)</b>	<b>50.7</b>	<b>39.8</b>	<b>27</b>	<b>41.6</b>
<b>Oil and condensate production sales volumes (mmboe)</b>	<b>6.9</b>	<b>6.0</b>	<b>15</b>	<b>11.1</b>
<b>Average oil and condensate sales price (£/boe)</b>	<b>57.4</b>	<b>41.9</b>	<b>37</b>	<b>46.8</b>
<b>Production costs (£m)</b>	<b>583</b>	<b>471</b>	<b>24</b>	<b>980</b>
<b>Operating profit (£m)*</b>	<b>414</b>	<b>362</b>	<b>14</b>	<b>566</b>

### Power

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Power generated (GWh)</b>				
Gas-fired	7,431	12,328	(40)	22,786
Renewables	275	209	32	493
British Energy	6,191	4,960	25	9,655
<b>Total</b>	<b>13,897</b>	<b>17,497</b>	<b>(21)</b>	<b>32,934</b>
<b>Achieved Clean Spark Spread (£/MWh)</b>	<b>11.1</b>	<b>11.5</b>	<b>(3.5)</b>	<b>11.6</b>
<b>Achieved power price (including ROCs) (£/MWh) - renewables</b>	<b>95.3</b>	<b>86.5</b>	<b>10</b>	<b>109.1</b>
<b>Achieved power price (£/MWh) - British Energy</b>	<b>47.1</b>	<b>42.9</b>	<b>10</b>	<b>42.9</b>
<b>Operating profit (£m)*</b>	<b>117</b>	<b>123</b>	<b>(4.9)</b>	<b>205</b>

### Storage UK

For the period ended 30 June	H1 2011	H1 2010	Δ%	FY 2010
<b>Average SBU price (in period) (pence)</b>	<b>34.8</b>	<b>44.4</b>	<b>(22)</b>	<b>42.1</b>
<b>Gross Revenue (£m)</b>				
Standard SBUs	78	100	(22)	191
Optimisation / other	19	48	(60)	76
<b>Total</b>	<b>97</b>	<b>148</b>	<b>(34)</b>	<b>267</b>
<b>External revenue (£m)</b>	<b>88</b>	<b>128</b>	<b>(31)</b>	<b>232</b>
<b>Cost of gas (£m)</b>	<b>13</b>	<b>9</b>	<b>44</b>	<b>15</b>
<b>Operating profit (£m)*</b>	<b>39</b>	<b>97</b>	<b>(60)</b>	<b>169</b>

## 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 supply 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 transfer 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

### Upstream and wholesale energy

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 <sup>^</sup>	Δ%
<b>Gross Revenue (£m)</b>			
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
<b>Direct Energy revenue</b>	<b>3,096</b>	<b>3,002</b>	<b>3.1</b>
<b>Operating profit (£m)*</b>			
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
<b>Direct Energy operating profit*</b>	<b>174</b>	<b>135</b>	<b>29</b>

<sup>^</sup> restated at 2011 weighted average exchange rate