

DOWNSHEAM OK						
Total downstream UK						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Total customer accounts ('000)	25,740	25,211	2.1	25,740	25,211	2.1
Total customer households ('000)	12,206	12,226	(0.2)	12,206	12,226	(0.2)
Joint product households ('000)	2,164	2,043	6	2,164	2,043	6
Gross Revenue (£m):	12,730	12,565	1.3	5,996	5,688	5
Operating cost (excluding bad debt) (£m)	1,358	1,313	3.4	661	652	1.4
Operating profit (£m)*	1,216	1,011	20	374	539	(31)
Backlandal accompany						
Residential energy supply	E)/ 00/10	EV 0000	A 0 /	110 0040	110,0000	A 0/
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Customer accounts (period end):						
Gas ('000)	9,332	9,378	(0.5)	9,332	9,378	(0.5)
Electricity ('000)	6,646	6,333	4.9	6,646	6,333	4.9
Total ('000)	15,978	15,711	1.7	15,978	15,711	1.7
Estimated market share (%):						<i>(</i> 5 . 0) .
Gas	42.4	42.8	(0.4) ppts	42.4	42.8	(0.4) ppts
Electricity	25.3	24.0	1.3 ppts	25.3	24.0	1.3 ppts
Average consumption:	504	500	4.4	0.45	044	40
Gas (therms)	564	506	11	245	211	16
Electricity (kWh)	3,982	3,892	2.3	1,970	1,932	2.0
Total consumption:	E 204	4 771	11	2 204	1 002	16
Gas (mmth)	5,291	4,771	11 8	2,294	1,983	16
Electricity (GWh)	26,002	24,021	0	13,016	12,106	8
Gross Revenue (£m): Gas	5,570	5,286	5	2,460	2,197	12
Electricity	2,789	2,625	6	1,416	1,288	10
Total	8,359	7,911	6	3,876	3,485	11
Transmission and metering costs (£m):	6,339	7,311	- 0	3,070	3,403	
Gas	1,231	1,239	(0.6)	620	612	1.3
Electricity	714	617	16	378	313	21
Total	1,945	1,856	4.8	998	925	8
Operating profit (£m)*	742	598	24	157	300	(48)
Operating margin (%)	8.9	7.6	1.3 ppts	4.1	8.6	(4.5) ppts
	0.0	1.0	1.0 pp.to		0.0	(iio) ppio
Residential services	E)/ 00/10	EV 0000	A 0 /	110 0040	110,0000	A 0/
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Customer product holdings (period end):	4.004	4 500	4.0	4.004	4 500	1.0
Central heating service contracts ('000)	4,684	4,598	1.9	4,684	4,598	1.9
Kitchen appliances care (no. of customers) ('000)	438	433 1,724	1.2 3.3	438 1,781	433 1,724	1.2 3.3
Plumbing and drains care ('000) Home electrical care ('000)	1,781 1,480	1,724	3.5	1,480	1,724	3.5
Other contracts (1000)	335	268	25	335	268	25
Total holdings ('000)	8,718	8,453	3.1	8,718	8,453	3.1
Domestic central heating installations ('000)	124	95	31	71	52	37
Gross Revenue (£m):						
Central heating service contracts	774	725	7	403	366	10
Central heating installations	324	289	12	180	157	15
Other	366	324	13	190	169	12
Total	1,464	1,338	9	773	692	12
Engineering staff employed	9,954	9,295	7.1	9,954	9,295	7.1
Operating profit (£m)*	241	230	5	132	121	9
Operating margin (%)	16.5	17.2	(0.7) ppts	17.1	17.5	(0.4) ppts
Business energy supply and services						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Customer supply points (period end):				_		
Gas ('000)	389	400	(2.8)	389	400	(2.8)
Electricity ('000)						
	655	647	1.2	655	647	1.2
	655 1,044	647 1,047		655 1,044	1,047	
Total ('000) Average consumption:	655 1,044		(0.3)			(0.3)
Total ('000)						
Total ('000) Average consumption:	1,044	1,047	(0.3)	1,044	1,047	(0.3)
Total ('000) Average consumption: Gas (therms) Electricity (kWh)	1,044 3,152	1,047 3,134	0.6	1,044	1,047 1,295	5.6
Total ('000) Average consumption: Gas (therms)	1,044 3,152	1,047 3,134	0.6	1,044	1,047 1,295	5.6
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption:	1,044 3,152 29,326	3,134 32,275	(0.3) 0.6 (9)	1,044 1,368 14,415	1,047 1,295 15,947	5.6 (10)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth)	1,044 3,152 29,326 1,250	1,047 3,134 32,275 1,275	(0.3) 0.6 (9) (2.0)	1,044 1,368 14,415	1,047 1,295 15,947 519	(0.3) 5.6 (10) 3.7
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh)	1,044 3,152 29,326 1,250	1,047 3,134 32,275 1,275	(0.3) 0.6 (9) (2.0)	1,044 1,368 14,415	1,047 1,295 15,947 519	(0.3) 5.6 (10) 3.7
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m):	1,044 3,152 29,326 1,250 19,060	1,047 3,134 32,275 1,275 20,512	(0.3) 0.6 (9) (2.0) (7)	1,044 1,368 14,415 538 9,388	1,047 1,295 15,947 519 10,245	(0.3) 5.6 (10) 3.7 (8) 1.1 (16)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Total	1,044 3,152 29,326 1,250 19,060	1,047 3,134 32,275 1,275 20,512 1,170	(0.3) 0.6 (9) (2.0) (7)	1,044 1,368 14,415 538 9,388	1,047 1,295 15,947 519 10,245	(0.3) 5.6 (10) 3.7 (8)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Total Transmission and metering costs (£m):	1,044 3,152 29,326 1,250 19,060 1,062 1,845 2,907	1,047 3,134 32,275 1,275 20,512 1,170 2,146 3,316	(0.3) 0.6 (9) (2.0) (7) (9) (14) (12)	1,044 1,368 14,415 538 9,388 459 888 1,347	1,047 1,295 15,947 519 10,245 454 1,057 1,511	(0.3) 5.6 (10) 3.7 (8) 1.1 (16) (11)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Total Transmission and metering costs (£m): Gas	1,044 3,152 29,326 1,250 19,060 1,062 1,845 2,907	1,047 3,134 32,275 1,275 20,512 1,170 2,146 3,316	(0.3) 0.6 (9) (2.0) (7) (9) (14) (12)	1,044 1,368 14,415 538 9,388 459 888 1,347	1,047 1,295 15,947 519 10,245 454 1,057 1,511	(0.3) 5.6 (10) 3.7 (8) 1.1 (16) (11) (9.3)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Total Transmission and metering costs (£m): Gas Electricity	1,044 3,152 29,326 1,250 19,060 1,062 1,845 2,907 189 382	1,047 3,134 32,275 1,275 20,512 1,170 2,146 3,316 204 418	(0.3) 0.6 (9) (2.0) (7) (9) (14) (12) (7) (9)	1,044 1,368 14,415 538 9,388 459 888 1,347 88 184	1,047 1,295 15,947 519 10,245 454 1,057 1,511 97 208	(0.3) 5.6 (10) 3.7 (8) 1.1 (16) (11) (9.3) (12)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Total Transmission and metering costs (£m): Gas Electricity Total	1,044 3,152 29,326 1,250 19,060 1,062 1,845 2,907 189 382 571	1,047 3,134 32,275 1,275 20,512 1,170 2,146 3,316 204 418 622	(0.3) 0.6 (9) (2.0) (7) (9) (14) (12) (7) (9) (8)	1,044 1,368 14,415 538 9,388 459 888 1,347 88 184 272	1,047 1,295 15,947 519 10,245 454 1,057 1,511 97 208 305	(0.3) 5.6 (10) 3.7 (8) 1.1 (16) (11) (9.3) (12) (11)
Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Total Transmission and metering costs (£m): Gas Electricity	1,044 3,152 29,326 1,250 19,060 1,062 1,845 2,907 189 382	1,047 3,134 32,275 1,275 20,512 1,170 2,146 3,316 204 418	(0.3) 0.6 (9) (2.0) (7) (9) (14) (12) (7) (9)	1,044 1,368 14,415 538 9,388 459 888 1,347 88 184	1,047 1,295 15,947 519 10,245 454 1,057 1,511 97 208	(0.3) 5.6 (10) 3.7 (8) 1.1 (16) (11) (9.3) (12)

Upstream UK

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Total upstream UK						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Operating profit (£m)*	771	525	47	286	191	50
Upstream gas and oil						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Gas production sales volumes (mmth)						
Morecambe	1,381	847	63	645	294	119
Other	1,152	861	34	567	475	19
Total	2,533	1,708	48	1,212	769	58
Average gas sales price (p/therm)	41.6	48.9	(15)	43.6	40.5	8
Oil and condensate production sales volumes (mmboe)	11.1	8.8	26	5.1	5.6	(9)
Average oil and condensate sales price (£/boe)	46.8	38.1	23	52.6	43.0	22
Production costs (£m)	980	734	34	509	447	14
Operating profit (£m)*	581	444	31	267	98	172
Estimated net proven and probable reserves of gas (BCF)	2,187	2,018	8	nm	nm	nm
Estimated net proven and probable reserves of gas (Bor) Estimated net proven and probable reserves of liquids (mmboe)	69	63	10	nm	nm	nm
Reserves include Rough cushion gas	- 03	- 03	10		11111	11111
Power generation						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Power generated (GWh)						
Gas-fired	22,786	23,203	(1.8)	10,458	13,552	(23)
Renewables	493	821	(40)	284	435	(35)
British Energy	9,655	1,128	nm	4,695	1,128	nm
Total	32,934	25,152	31	15,437	15,115	2.1
Achieved Clean Spark Spread (£/MWh)	11.6	11.7	(1)	11.4	11.7	(2.6)
Achieved power price (including ROC's) (£/MWh) - renewables	109.1	97.3	12	119.4	91.2	31
Achieved power price (£/MWh) - British Energy	42.9	45.9	nm	42.9	45.9	nm
Operating profit (£m)*	226	147	54	99	104	(5)
Industrial and commercial						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
UK I&C external sales volumes (mmth)	1,070	1,268	(16)	342	651	(47)
UK I&C Average sales price (p/therm)	48.4	45.8	6	49.5	42.6	16
Operating profit / (loss) (£m)*	(36)	(93)	nm	(82)	(4)	nm
Drawiotowy energy trading						
Proprietary energy trading	FY 2010	FY 2009	Λ0/	H2 2010	H2 2009	Λ0/
For the year ended 31 December			Δ%			Δ%
Operating profit / (loss) (£m)*	0	27	nm	2	(7)	nm
Storage UK						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Average SBU price (in period) (pence)	42.1	44.2	(4.8)	39.7	46.8	(15)
Gross Revenue (£m)			. ,			,
Standard SBUs	191	201	(5)	91	107	(15)
Optimisation / other	76	65	17	28	35	(20)
Total	267	266	0.4	119	142	(16)
External revenue (£m)					101	3.0
	232	196	18	104	101	3.0
Cost of gas (£m)	15	196 19	(21)	6	8	(25)

North America

Total North America						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Revenue (£m)	5,997	6,197	(3.2)	2,914	2,801	4.0
Operating profit (£m)*	234	153	53	95	87	(
Residential energy supply						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Customer numbers (period end) ('000)	2,855	3,075	(7)	2,855	3,075	(7
Revenue (£m)	2,502	2,644	(5)	1,133	1,190	(4.8
Operating profit (£m)*	177	94	88	67	48	40
Operating margin (%)	7.1	3.6	3.5 ppts	5.9	4.0	1.9 ppt
Business energy supply						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Gas sales (mmth)	633	689	(8)	272	289	(6
Electricity sales (GWh)	39,722	33,430	19	21,442	17,942	20
Revenue (£m)	2,682	2,491	8	1,363	1,180	16
Operating profit (£m)*	88	34	159	44	14	214
Operating margin (%)	3.3	1.4	1.9 ppts	3.2	1.2	2.0 ppt:
Residential and business services For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Contract relationships (period end) ('000)	2,300	2,111	9	2,300	2,111	
On demand jobs ('000)	582	142	nm	469	71	nn
Revenue (£m)	485	406	19	277	205	3
Operating profit (£m)*	15	18	(17)	7	15	(53
Operating margin (%)	3.1	4.4	(1.3) ppts	2.5	7.3	(4.8) ppts
2010 contract relationships and on demand jobs include customers obtained following the Clockwork acquisition			(1.0) ppto	2.0	7.0	(1.0) ppt
Upstream and wholesale energy						
For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Gas production volumes (mmth)	409	375	9	232	189	23
Power generated (GWh)	3,851	4,982	(23)	1,661	2,775	(40
Revenue (£m)						
Nevenue (Lill)	328	656	(50)	141	226	(38
Operating profit (£m)*	328 (46)	656 7	(50) nm	141 (23)	226 10	(38 nn
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Operating profit (£m)*	(46)	7	nm	(23)	10	nn
Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF)	(46) 538 6	7 377 5	nm 43 20	(23) nm nm	10 nm	nn
Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to a	(46) 538 6	7 377 5	nm 43 20	(23) nm nm	10 nm	nn nn nn
Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to 1 For the year ended 31 December	(46) 538 6 remove effect o	7 377 5 f foreign e	nm 43 20 xchange mo	nm nm	nm nm	nn nn nn
Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to 1 For the year ended 31 December Revenue (£m)	(46) 538 6 remove effect o	7 377 5 f foreign e	nm 43 20 xchange mo	nm nm nm Dvements	nm nm	nn nn nn
Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to 1 For the year ended 31 December Revenue (£m) Residential energy supply	(46) 538 6 remove effect o FY 2010 2,502	7 377 5 f foreign e: FY 2009	nm 43 20 xchange mo	(23) nm nm nm Dvements H2 2010	10 nm nm H2 2009	nπ nn nn Δ%
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Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to a For the year ended 31 December Revenue (£m) Residential energy supply Business energy supply Residential and business services	(46) 538 6 remove effect o FY 2010 2,502	7 377 5 f foreign e: FY 2009	nm 43 20 xchange mo Δ% (11)	(23) nm nm nm Dvements H2 2010	10 nm nm H2 2009	nm nm nm Δ% (11 % 28
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Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to 1 For the year ended 31 December Revenue (£m) Residential energy supply Business energy supply Residential and business services	(46) 538 6 remove effect o FY 2010 2,502 2,682 485 328	7 377 5 f foreign ex FY 2009 2,803 2,553 437	nm 43 20 xchange mα Δ% (11) 5 11	(23) nm nm nm Dvements H2 2010 1,133 1,363 277	H2 2009 1,278 1,245 221	nm nn n
Operating profit (£m)* Estimated net proven and probable reserves of gas (BCF) Estimated net proven and probable reserves of liquids (mmboe) North America with comparator year of 2009 restated to 1 For the year ended 31 December Revenue (£m) Residential energy supply Business energy supply Residential and business services Upstream and wholesale energy Direct Energy revenue Operating profit (£m)*	(46) 538 6 remove effect o FY 2010 2,502 2,682 485 328	7 377 5 f foreign ex FY 2009 2,803 2,553 437 577	nm 43 20 xchange mo Δ% (11) 5 11 (43)	(23) nm nm nm Description: H2 2010 1,133 1,363 277 141	H2 2009 1,278 1,245 221 192	nn
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Direct Energy operating profit*