

Downstream UK



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)

Residential energy supply

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 (%):						
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:						
Gas (therms)	564	506	11	245	211	16
Electricity (kWh)	3,982	3,892	2.3	1,970	1,932	2.0
Total consumption:						
Gas (mmth)	5,291	4,771	11	2,294	1,983	16
Electricity (GWh)	26,002	24,021	8	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):						
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

Residential services

For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Customer product holdings (period end):						
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	1.2	438	433	1.2
Plumbing and drains care ('000)	1,781	1,724	3.3	1,781	1,724	3.3
Home electrical care ('000)	1,480	1,430	3.5	1,480	1,430	3.5
Other contracts ('000)	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
Total ('000)	1,044	1,047	(0.3)	1,044	1,047	(0.3)
Average consumption:						
Gas (therms)	3,152	3,134	0.6	1,368	1,295	5.6
Electricity (kWh)	29,326	32,275	(9)	14,415	15,947	(10)
Total consumption:						
Gas (mmth)	1,250	1,275	(2.0)	538	519	3.7
Electricity (GWh)	19,060	20,512	(7)	9,388	10,245	(8)
Gross Revenue (£m):						
Gas	1,062	1,170	(9)	459	454	1.1
Electricity	1,845	2,146	(14)	888	1,057	(16)
Total	2,907	3,316	(12)	1,347	1,511	(11)
Transmission and metering costs (£m):						
Gas	189	204	(7)	88	97	(9.3)
Electricity	382	418	(9)	184	208	(12)
Total	571	622	(8)	272	305	(11)
Operating profit (£m)*	233	183	27	85	118	(28)
Operating margin (%)	8.0	5.5	2.5 ppts	6.3	7.8	(1.5) ppts

Upstream UK

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 liquids (mmboe)	69	63	10	nm	nm	nm

Reserves include Rough cushion gas

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

Proprietary energy trading

For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	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)	232	196	18	104	101	3.0
Cost of gas (£m)	15	19	(21)	6	8	(25)
Operating profit (£m)*	169	168	0.6	72	95	(24)

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	9

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 ppts

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 ppts

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	9
On demand jobs ('000)	582	142	nm	469	71	nm
Revenue (£m)	485	406	19	277	205	35
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 which completed on 1 July 2010

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)	328	656	(50)	141	226	(38)
Operating profit (£m)*	(46)	7	nm	(23)	10	nm
Estimated net proven and probable reserves of gas (BCF)	538	377	43	nm	nm	nm
Estimated net proven and probable reserves of liquids (mmbobe)	6	5	20	nm	nm	nm

North America with comparator year of 2009 restated to remove effect of foreign exchange movements

For the year ended 31 December	FY 2010	FY 2009	Δ%	H2 2010	H2 2009	Δ%
Revenue (£m)						
Residential energy supply	2,502	2,803	(11)	1,133	1,278	(11)
Business energy supply	2,682	2,553	5	1,363	1,245	9
Residential and business services	485	437	11	277	221	25
Upstream and wholesale energy	328	577	(43)	141	192	(27)
Direct Energy revenue	5,997	6,370	(6)	2,914	2,936	(0.7)
Operating profit (£m)*						
Residential energy supply	177	94	88	67	51	31
Business energy supply	88	33	167	44	14	214
Residential and business services	15	20	(25)	7	16	(56)
Upstream and wholesale energy	(46)	8	nm	(23)	11	nm
Direct Energy operating profit*	234	154	52	95	91	4

2009 figures restated at 2010 weighted average exchange rate