

International Downstream

British Gas

Total British Gas

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Total customer accounts (period end) ('000)	24,933	25,176	(1.0)	24,944
Total customer households (period end) ('000)	11,334	11,526	(1.7)	11,379
Joint product households (period end) ('000)	2,364	2,423	(2.4)	2,393
Gross Revenue (£m)	7,912	7,207	10	13,857
Operating cost (excluding bad debt) (£m)	688	681	1.0	1,353
Operating profit (£m)	569	563	1.1	1,093

H1 2012 residential services customer product holdings have been restated to exclude the Water Supply Pipe product, which has been incorporated into the Plumbing and Drains product.

H1 2012 and FY 2012 residential energy supply customer accounts have been restated to exclude 30,000 and 38,000 accounts respectively, subsequently reclassified as dormant.

H1 2012 and FY 2012 operating costs have been restated to reflect the reallocation of certain costs from operating costs to cost of sales.

H1 2012 and FY 2012 total customer households and joint product households have been restated to reflect a revised alignment of products to households following the implementation of a new customer database.

Residential energy supply

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Customer accounts (period end):				
Gas ('000)	8,846	9,004	(1.8)	8,872
Electricity ('000)	6,828	6,781	0.7	6,746
Total ('000)	15,674	15,785	(0.7)	15,618
Estimated market share (%):				
Gas	39.3	40.8	(1.5) ppts	39.9
Electricity	25.3	25.5	(0.2) ppts	25.1
Average consumption per account:				
Gas (therms)	311	276	13	494
Electricity (kWh)	1,936	1,919	0.9	3,794
Total consumption:				
Gas (mmth)	2,763	2,515	10	4,460
Electricity (GWh)	13,146	12,987	1.2	25,683
Gross Revenue (£m):				
Gas	3,726	3,216	16	5,884
Electricity	1,760	1,591	11	3,237
Total	5,486	4,807	14	9,121
Transmission and metering costs (£m):				
Gas	680	651	4.5	1,327
Electricity	495	438	13	915
Total	1,175	1,089	8	2,242
Total environmental costs (£m)	529	385	37	732
Total social costs (£m)	51	60	(15)	89
Operating profit (£m)	356	345	3.2	606
Operating margin (%)	6.5	7.2	(0.7) ppts	6.6

Total environmental costs include ECO, CERT, CESP, renewable obligations, carbon, FIT, and LCNF costs. H1 2012 figures have been restated accordingly.

H1 2012 and FY 2012 residential energy supply customer accounts have been restated to exclude 30,000 and 38,000 accounts respectively, subsequently reclassified as dormant.

British Gas (continued)

Residential services

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Customer product holdings (period end):				
Central heating service contracts ('000)	4,617	4,662	(1.0)	4,663
Kitchen appliances care (no. of customers) ('000)	460	470	(2.1)	465
Plumbing and drains care ('000)	1,711	1,715	(0.2)	1,714
Home electrical care ('000)	1,445	1,451	(0.4)	1,444
Other contracts ('000)	114	119	(4.2)	116
Total holdings ('000)	8,347	8,417	(0.8)	8,402
Domestic central heating installations ('000)	46	44	4.5	94
Gross Revenue (£m):				
Central heating service contracts	411	404	1.7	839
Central heating installations	121	121	0.0	258
Other	273	286	(4.5)	577
Total	805	811	(0.7)	1,674
Operating profit (£m)	135	125	8	312
Operating margin (%)	16.8	15.4	1.4 ppts	18.6

H1 2012 residential services customer product holdings have been restated to exclude the Water Supply Pipe product, which has been incorporated into the Plumbing and Drains product.

Business energy supply and services

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Customer supply points (period end):				
Gas ('000)	317	343	(8)	322
Electricity ('000)	595	631	(6)	602
Total ('000)	912	974	(6)	924
Average consumption per account:				
Gas (therms)	1,480	1,581	(6)	2,737
Electricity (kWh)	14,651	13,507	8	27,521
Total consumption:				
Gas (mmth)	472	541	(13)	940
Electricity (GWh)	8,756	8,529	2.7	17,110
Gross Revenue (£m):				
Gas	531	571	(7)	1,014
Electricity	980	912	7	1,841
Business services	110	106	3.8	207
Total	1,621	1,589	2.0	3,062
Transmission and metering costs (£m):				
Gas	79	93	(15)	178
Electricity	225	197	14	409
Total	304	290	4.8	587
Operating profit (£m)	78	93	(16)	175
Operating margin (%)	4.8	5.9	(1.1) ppts	5.7

Direct Energy

Total Direct Energy

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Total residential energy and services accounts (period end) ('000)	5,838	5,630	3.7	5,856
Gross revenue (£m)	3,191	2,763	15	5,684
Operating profit (£m)	165	155	6	310

To align with a new organisational structure, the North American Upstream Gas business is now reported in Centrica Energy and the North American Power and Midstream & Trading businesses are now reported in Direct Energy Business energy supply. Prior period comparatives have been restated accordingly.

Residential energy supply

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Customer accounts (period end) ('000)	3,397	3,240	4.8	3,455
Gross revenue (£m)	1,308	1,210	8	2,357
Operating profit (£m)	99	101	(2.0)	156
Operating margin (%)	7.6	8.3	(0.7) ppts	6.6

Business energy supply

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Gas sales (mmth)	494	421	17	793
Electricity sales (GWh)	27,999	23,935	17	51,378
Gross revenue (£m)	1,609	1,300	24	2,795
Operating profit (£m)	53	43	23	121
Operating margin (%)	3.3	3.3	0.0 ppts	4.3

Residential and business services

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Contract relationships (period end) ('000)	2,441	2,390	2.1	2,401
On demand and installation jobs ('000)	350	310	12.9	670
Gross revenue (£m)	274	253	8	532
Operating profit (£m)	13	11	18	33
Operating margin (%)	4.7	4.3	0.4 ppts	6.2

H1 2012 On demand and installation jobs have been restated to reflect management reporting.

Direct Energy with H1 2012 restated to remove effect of foreign exchange movements

For the period ended 30 June	H1 2013	H1 2012	Δ%
Gross revenue (£m)			
Residential energy supply	1,308	1,228	7
Business energy supply	1,609	1,395	15
Residential and business services	274	258	6
Direct Energy gross revenue	3,191	2,881	11
Operating profit (£m)			
Residential energy supply	99	102	(2.9)
Business energy supply	53	44	20
Residential and business services	13	12	8
Direct Energy operating profit	165	158	4.4

2012 figures restated at 2013 weighted average exchange rate.

International Upstream

Centrica Energy

Total Centrica Energy

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Operating profit (£m)	802	693	16	1,251

International Gas

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Gas production volumes (mmth)				
East Irish Sea	344	362	(5)	740
Other UK and Netherlands	541	480	13	883
Norway	436	176	148	557
North America	252	279	(10)	549
Trinidad & Tobago	123	130	(5)	261
Total	1,696	1,427	19	2,990
Liquids production volumes (mmboe)				
UK and Netherlands	3.5	3.9	(10)	7.4
Norway	5.8	3.0	93	8.9
North America	0.5	0.6	(17)	1.1
Total	9.8	7.5	31	17.4
Total gas and liquids production volumes (mmboe)	37.6	30.9	22	66.8
Average gas sales price (p/therm)	55.7	46.9	19	49.0
Average liquids sales price (£/boe)	63.7	60.5	5	61.7
DDA costs (£/boe)	11.9	9.0	32	9.3
Lifting and other cash production costs (£/boe)	12.2	10.9	12	12.4
Exploration and appraisal costs (£m)	47	33	42	143
Operating profit (£m)	683	519	32	940

To align with a new organisational structure, the North American Upstream Gas business is now reported in Centrica Energy. Prior period comparatives have been restated accordingly. Lifting and other cash production costs include all cash costs except exploration and appraisal costs and the impact of underlift/overlift. Prior period comparatives have been restated accordingly.

UK Power

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Power generated (GWh)				
Gas-fired	4,531	4,906	(8)	8,952
Renewables	290	246	18	533
Nuclear	5,763	5,954	(3.2)	12,004
Total	10,584	11,106	(4.7)	21,489
Achieved Clean Spark Spread (£/MWh)	10.0	10.3	(2.9)	10.7
Achieved power price (including ROCs) (£/MWh) - renewables	104.3	99.2	5	105.7
Achieved power price (£/MWh) - nuclear	52.1	49.2	6	49.6
Operating profit / (loss) (£m)				
Gas-fired	(64)	(4)	nm	(4)
Renewables	36	45	(20)	58
Nuclear	122	118	3.4	237
Midsteam trading	25	15	67	20
Operating profit (£m)	119	174	(32)	311

Centrica Storage

Total Centrica Storage

For the period ended 30 June	H1 2013	H1 2012	Δ%	FY 2012
Average SBU price (in period) (pence)	30.3	28.1	8	31.0
Gross Revenue (£m)				
Standard SBUs	69	64	8	141
Other	38	27	41	61
Total	107	91	18	202
Operating profit (£m)	47	36	31	89