

British Gas

Total British Gas

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Total customer accounts (period end) ('000)	23,372	23,856	(2)	23,602
Total customer households (period end) ('000)	10,605	10,898	(3)	10,751
Joint product households (period end) ('000)	2,008	2,173	(8)	2,101
Gross revenue (£m)	6,914	6,928	(0)	12,967
Operating cost (excluding bad debt) (£m)	737	704	5	1,425
Operating profit (£m)	656	455	44	823
Operating profit after tax (£m)	525	355	48	647
Total consumption				
Gas (mmth)	2,557	2,375	8	4,085
Electricity (TWh)	19.3	20.2	(4)	39.1
Lost time injury frequency rate (per 100,000 hours worked)	0.17	0.14	21	0.16

H1 2014 lost time injury frequency rate (per 100,000 hours worked) has been restated to reflect additional data assurance activity.

Residential energy supply

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Customer accounts (period end)				
Gas ('000)	8,261	8,408	(2)	8,314
Electricity ('000)	6,472	6,514	(1)	6,464
Total ('000)	14,733	14,922	(1)	14,778
Estimated market share (%)				
Gas	36.5	37.3	(0.8) ppts	36.8
Electricity	23.6	24.0	(0.4) ppts	23.8
Average consumption				
Gas (therms)	263	237	11	408
Electricity (kWh)	1,815	1,784	2	3,498
Total consumption				
Gas (mmth)	2,183	2,009	9	3,439
Electricity (GWh)	11,746	11,667	1	22,788
Gross revenue (£m)				
Gas	3,032	2,899	5	5,031
Electricity	1,659	1,652	0	3,297
Total	4,691	4,551	3	8,328
Operating profit (£m)	528	265	99	439
Operating profit after tax (£m)	423	207	104	344
Post-tax margin (%)	9.0	4.5	4.5 ppts	4.1

H1 2014 residential energy customer accounts have been restated to exclude 133,000 accounts subsequently reclassified as dormant.

H1 2014 average gas and electricity consumption per customer have been restated to reflect the above restatement.

British Gas (continued)

Residential services

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Customer product holdings (period end)				
Central heating service contracts ('000)	4,348	4,470	(3)	4,445
Kitchen appliances care (no. of customers) ('000)	409	432	(5)	419
Plumbing and drains care ('000)	1,619	1,652	(2)	1,634
Home electrical care ('000)	1,363	1,397	(2)	1,375
Other contracts ('000)	98	95	3	97
Total holdings ('000)	7,837	8,046	(3)	7,970
Domestic central heating installations ('000)	49	51	(4)	104
Gross revenue (£m)				
Central heating service contracts	405	404	0	834
Central heating installations	139	135	3	284
Other	258	265	(3)	540
Total	802	804	(0)	1,658
Operating profit (£m)	125	129	(3)	270
Operating profit after tax (£m)	100	101	(1)	212
Post-tax margin (%)	12.5	12.6	(0.1) ppts	12.8

Business energy supply and services

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Customer supply points (period end)				
Gas ('000)	268	302	(11)	287
Electricity ('000)	534	586	(9)	567
Total ('000)	802	888	(10)	854
Average consumption				
Gas (therms)	1,347	1,188	13	2,144
Electricity (kWh)	13,804	14,196	(3)	27,807
Total consumption				
Gas (mmth)	374	366	2	646
Electricity (GWh)	7,599	8,487	(10)	16,326
Gross revenue (£m)				
Gas	412	431	(4)	766
Electricity	896	1,004	(11)	1,963
Business Services	113	138	(18)	252
Total	1,421	1,573	(10)	2,981
Operating profit (£m)	3	61	(95)	114
Operating profit after tax (£m)	2	47	(96)	91
Post-tax margin (%)	0.1	3.0	(2.9) ppts	3.1

H1 2014 business energy supply points have been restated to exclude 12,000 supply points to align to industry reporting changes.

Direct Energy

Total Direct Energy

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Total residential energy and services accounts (period end) ('000)	4,092	6,079	(33)	4,153
Gross revenue (£m)	5,902	6,469	(9)	11,838
Operating profit (£m)	192	41	368	150
Operating profit after tax (£m)	111	26	327	99
Total consumption				
Gas (mmth)	4,574	4,526	1	8,163
Electricity (TWh)	55.0	58.9	(7)	116.3
Lost time injury frequency rate (per 100,000 hours worked)	0.02	0.09	(78)	0.02

Residential energy supply

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Customer accounts (period end) ('000)				
Texas	764	793	(4)	758
Canada regulated	736	758	(3)	744
Canada deregulated	383	446	(14)	411
US North East	1,305	1,457	(10)	1,343
Total	3,188	3,454	(8)	3,256
Average consumption				
Gas (therms)	784	836	(6)	1,403
Electricity (kWh)	5,205	5,500	(5)	10,888
Total consumption				
Gas (mmth)	1,210	1,333	(9)	2,240
Electricity (GWh)	8,675	10,017	(13)	19,392
Gross revenue (£m)	1,204	1,399	(14)	2,571
Operating profit (£m)	67	48	40	90
Operating profit after tax (£m)	36	30	20	62
Post-tax margin (%)	3.0	2.1	0.9 ppts	2.4
Post-tax underlying margin (%)	3.0	3.6	(0.6) ppts	3.2

H1 2014 and FY 2014 post-tax underlying margin (%) excludes £21 million (£32 million pre-tax) of costs associated with the polar vortex.

Business energy supply

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Gas sales (mmth)	3,364	3,193	5	5,923
Electricity sales (GWh)	46,324	48,894	(5)	96,944
Gross revenue (£m)	4,475	4,814	(7)	8,744
Operating profit (£m)	143	(21)	nm	32
Operating profit after tax (£m)	86	(14)	nm	17
Post-tax margin (%)	1.9	(0.3)	2.2 ppts	0.2
Post-tax underlying margin (%)	1.9	0.4	1.5 ppts	0.9

H1 2015 post-tax underlying margin (%) excludes (£1) million ((£1) million pre-tax) relating to amortisation of customer intangibles associated with the Hess Energy Marketing acquisition.

H1 2014 post-tax underlying margin (%) excludes £9 million (£13 million pre-tax) relating to amortisation of customer intangibles and integration costs associated with the Hess Energy Marketing acquisition and £22 million (£33 million pre-tax) of costs associated with the polar vortex.

FY 2014 post-tax underlying margin (%) excludes £36 million (£59 million pre-tax) relating to amortisation of customer intangibles and integration costs associated with the Hess Energy Marketing acquisition and £22 million (£33 million pre-tax) of costs associated with the polar vortex.

Direct Energy (continued)

Residential and business services

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Contract relationships (period end) ('000)	904	2,625	(66)	897
On demand and installation jobs ('000)	303	351	(14)	668
Gross revenue (£m)	223	256	(13)	523
Operating profit (£m)	(18)	14	nm	28
Operating profit after tax (£m)	(11)	10	nm	20
Post-tax margin (%)	(4.9)	3.9	(8.8) ppts	3.8

FY 2014 product holding reflects the disposal of the Ontario home services business, which had 1.9 million product holdings at the time of disposal.

Direct Energy (with comparator year of 2014 restated to remove effect of foreign exchange movements)

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Gross revenue (£m)				
Residential energy supply	1,204	1,530	(21)	2,776
Business energy supply	4,475	5,259	(15)	9,438
Residential and business services	223	281	(21)	566
Direct Energy revenue	5,902	7,070	(17)	12,780
Operating profit (£m)				
Residential energy supply	67	52	29	95
Business energy supply	143	(22)	nm	32
Residential and business services	(18)	15	nm	31
Direct Energy operating profit	192	45	327	158

2014 figures restated at 2015 average exchange rate.

Bord Gáis Energy

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Residential energy supply customer accounts (period end)				
Gas ('000)	326	-	nm	332
Electricity ('000)	275	-	nm	276
Total ('000)	600	-	nm	608
Business energy services customer supply points (period end)	33	-	nm	31
Total customer accounts (period end) ('000)	633	-	nm	639
Residential energy supply average consumption				
Gas (therms)	227	-	nm	127
Electricity (kWh)	2,328	-	nm	2,373
Business energy services average consumption				
Gas (therms)	8,886	-	nm	6,394
Electricity (kWh)	29,424	-	nm	37,237
Total consumption				
Gas (mmth)	162	-	nm	106
Electricity (GWh)	1,329	-	nm	1,430
Power generated (GWh)	1,143	-	nm	867
Gross revenue (£m)	400	-	nm	391
Operating profit (£m)	23	-	nm	7
Operating profit after tax (£m)	20	-	nm	3
Post-tax margin (%)	5.0	-	nm	0.8
Lost time injury frequency rate (per 100,000 hours worked)	0.07	-	nm	-

FY 2014 reflects only the H2 2014 performance due to the timing of the Bord Gáis Energy acquisition.

Centrica Energy

Total Centrica Energy

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Operating profit (£m)	116	526	(78)	737
Operating profit after tax (£m)	40	277	(86)	460
Lost time injury frequency rate (per 100,000 hours worked)	0.14	0.19	(26)	0.19

International gas

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Gas production volumes (mmth)				
UK and Netherlands	695	818	(15)	1,426
Norway	423	378	12	782
North America	666	616	8	1,283
Trinidad & Tobago	144	133	8	281
Total	1,928	1,945	(1)	3,772
Liquids production volumes (mmboe)				
UK and Netherlands	1.9	2.4	(21)	4.3
Norway	5.6	5.1	10	10.5
North America	1.5	1.2	25	2.5
Total	9.0	8.7	3	17.3
Total production volumes (mmboe)	40.7	40.9	(0)	79.5
Total production volumes (mmth)	2,471	2,472	(0)	4,822
Average achieved gas price (p/therm)				
Europe	48.8	56.0	(13)	53.9
North America and Trinidad & Tobago	14.9	24.1	(38)	22.9
Total	35.0	44.0	(20)	41.6
Average oil and condensate sales price (£/boe)				
Europe	40.3	59.9	(33)	54.2
North America and Trinidad & Tobago	29.3	47.1	(38)	42.5
Total	38.1	58.4	(35)	52.5
DDA costs (£/boe)				
Europe	11.8	12.5	(6)	12.8
North America and Trinidad & Tobago	4.9	5.2	(6)	5.0
Total	9.3	10.0	(7)	10.0
Lifting and other cash production costs (£/boe)				
Europe	15.6	14.6	7	16.0
North America and Trinidad & Tobago	8.2	9.2	(11)	8.9
Total	12.9	12.8	1	13.4
Exploration and appraisal costs (£m)	62	48	29	178
Operating profit (£m)	48	465	(90)	606
Operating profit after tax (£m)	(23)	235	nm	302

Lifting and other cash production costs include all cash costs except exploration and appraisal costs and the impact of underlift/overlift.

Production volumes include 100% share of Canadian assets owned in partnership with Qatar Petroleum.

Centrica Energy (continued)

UK power

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Power generated (GWh)				
Gas-fired	3,256	4,058	(20)	9,983
Renewables	435	483	(10)	903
Nuclear	6,069	6,173	(2)	11,255
Total	9,760	10,714	(9)	22,141
Load factor				
Gas-fired	21%	24%	(3.2) pts	30%
Renewables	40%	38%	1.9 pts	36%
Nuclear	78%	80%	(1.7) pts	72%
Achieved clean spark spread (£/MWh)	12.0	9.8	22	9.0
Achieved power price (including ROCs) (£/MWh) - renewables	118.2	113.2	4	112.7
Achieved power price (£/MWh) - nuclear	49.7	51.0	(3)	51.2
Operating profit/(loss) (£m)				
Gas-fired	(62)	(70)	nm	(120)
Renewables (operating assets)	18	23	(22)	27
Renewables (one-off write-offs, (loss)/profit on disposal)	-	(40)	nm	(17)
Nuclear	108	125	(14)	210
Midstream	4	23	(83)	31
Operating profit (£m)	68	61	11	131
Operating profit after tax (£m)	63	42	50	158

Centrica Storage

For the period ended	H1 2015	H1 2014	Δ%	FY 2014
Average SBU price (in period) (pence)	20.4	22.2	(8)	21.1
Gross revenue (£m)				
SBU	46	50	(8)	95
Additional space/other	25	20	25	54
Total	71	70	1	149
Operating profit (£m)	13	10	30	29
Operating profit after tax (£m)	10	7	43	21
Lost time injury frequency rate (per 100,000 hours worked)	0.19	0.07	171	0.09