

British Gas

Total British Gas

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Total customer accounts (period end) ('000)	23,135	23,643	(2)	23,135	23,643	(2)
Total customer households (period end) ('000)	10,611	10,751	(1)	10,611	10,751	(1)
Joint product households (period end) ('000)	1,992	2,101	(5)	1,992	2,101	(5)
Gross revenue (£m)	12,446	12,967	(4)	5,532	6,039	(8)
Operating cost (excluding bad debt) (£m)	1,485	1,425	4	748	721	4
Operating profit (£m)	809	823	(2)	153	368	(58)
Operating profit after tax (£m)	650	647	0	125	292	(57)
Total consumption						
Gas (mmth)	4,151	4,085	2	1,594	1,710	(7)
Electricity (TWh)	36.8	39.1	(6)	17.5	19.0	(8)
Total recordable injury frequency rate (per 200,000 hours worked)	1.06	0.92	15	-	-	nm

2014 residential services product holdings have been restated to include 41,000 holdings following data assurance activity of our analytical system.

Residential energy supply

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Customer accounts (period end)						
Gas ('000)	8,185	8,314	(2)	8,185	8,314	(2)
Electricity ('000)	6,474	6,464	0	6,474	6,464	0
Total ('000)	14,659	14,778	(1)	14,659	14,778	(1)
Estimated market share (%)						
Gas	35.9	36.8	(0.9) ppts	35.9	36.8	(0.9) ppts
Electricity	23.5	23.8	(0.3) ppts	23.5	23.8	(0.3) ppts
Average consumption						
Gas (therms)	427	408	5	164	171	(4)
Electricity (kWh)	3,496	3,498	(0)	1,681	1,714	(2)
Total consumption						
Gas (mmth)	3,531	3,439	3	1,348	1,430	(6)
Electricity (GWh)	22,642	22,788	(1)	10,896	11,121	(2)
Gross revenue (£m)						
Gas	4,940	5,031	(2)	1,908	2,132	(11)
Electricity	3,309	3,297	0	1,650	1,645	0
Total	8,249	8,328	(1)	3,558	3,777	(6)
Operating profit (£m)	574	439	31	46	174	(74)
Operating profit after tax (£m)	461	344	34	38	137	(72)
Post-tax margin (%)	5.6	4.1	1.5 ppts	1.1	3.6	(2.5) ppts

British Gas (continued)

Residential services

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Customer product holdings (period end)						
Central heating service contracts ('000)	4,239	4,421	(4)	4,239	4,421	(4)
Kitchen appliances care (no. of customers) ('000)	485	497	(2)	485	497	(2)
Plumbing and drains care ('000)	1,569	1,628	(4)	1,569	1,628	(4)
Home electrical care ('000)	1,318	1,368	(4)	1,318	1,368	(4)
Other contracts ('000)	102	97	5	102	97	5
Total holdings ('000)	7,713	8,011	(4)	7,713	8,011	(4)
Domestic central heating installations ('000)	101	104	(3)	52	53	(2)
Gross revenue (£m)						
Central heating service contracts	832	834	(0)	427	430	(1)
Central heating installations	285	284	0	146	149	(2)
Other	617	540	14	359	275	31
Total	1,734	1,658	5	932	854	9
Operating profit (£m)	257	270	(5)	132	141	(6)
Operating profit after tax (£m)	207	212	(2)	107	111	(4)
Post-tax margin (%)	11.9	12.8	(0.9) ppts	11.5	13.0	(1.5) ppts

2015 revenue includes a reclassification of public sector installation revenue from business energy supply and services to residential services.

2014 residential services product holdings have been restated to include 41,000 holdings following data assurance activity of our analytical system.

Business energy supply and services

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Customer supply points (period end)						
Gas ('000)	251	287	(13)	251	287	(13)
Electricity ('000)	512	567	(10)	512	567	(10)
Total ('000)	763	854	(11)	763	854	(11)
Average consumption						
Gas (therms)	2,308	2,144	8	961	956	1
Electricity (kWh)	26,332	27,807	(5)	12,528	13,611	(8)
Total consumption						
Gas (mmth)	620	646	(4)	246	280	(12)
Electricity (GWh)	14,205	16,326	(13)	6,606	7,839	(16)
Gross revenue (£m)						
Gas	678	766	(11)	266	335	(21)
Electricity	1,683	1,963	(14)	787	959	(18)
Business Services	102	252	(60)	(11)	114	nm
Total	2,463	2,981	(17)	1,042	1,408	(26)
Operating profit/(loss) (£m)	(22)	114	nm	(25)	53	nm
Operating profit/(loss) after tax (£m)	(18)	91	nm	(20)	44	nm
Post-tax margin (%)	(0.7)	3.1	nm	(1.9)	3.1	nm

2015 revenue includes a reclassification of public sector installation revenue from business energy supply and services to residential services.

Direct Energy

Total Direct Energy

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Total residential energy and services accounts (period end) ('000)	4,036	4,153	(3)	4,036	4,153	(3)
Gross revenue (£m)	10,587	11,838	(11)	4,685	5,369	(13)
Operating profit (£m)	328	150	119	136	109	25
Operating profit after tax (£m)	187	99	89	76	73	4
Total consumption						
Gas (mmth)	7,732	8,163	(5)	3,158	3,637	(13)
Electricity (TWh)	112.1	116.3	(4)	57.1	57.4	(1)
Total recordable injury frequency rate (per 200,000 hours worked)	1.58	1.48	7	-	-	nm

Residential energy supply

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Customer accounts (period end) ('000)						
Texas	743	758	(2)	743	758	(2)
Canada regulated	726	744	(2)	726	744	(2)
Canada deregulated	348	411	(15)	348	411	(15)
US North East	1,216	1,343	(9)	1,216	1,343	(9)
Total	3,033	3,256	(7)	3,033	3,256	(7)
Average consumption						
Gas (therms)	1,266	1,403	(10)	482	567	(15)
Electricity (kWh)	11,158	10,888	2	5,953	5,388	10
Total consumption						
Gas (mmth)	1,930	2,240	(14)	720	907	(21)
Electricity (GWh)	18,114	19,392	(7)	9,439	9,375	1
Gross revenue (£m)	2,175	2,571	(15)	971	1,172	(17)
Operating profit (£m)	111	90	23	44	42	5
Operating profit after tax (£m)	58	62	(6)	22	32	(31)
Post-tax margin (%)	2.7	2.4	0.3 ppts	2.3	2.7	(0.4) ppts

Business energy supply

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Customer supply points (period end)						
Gas ('000)	161	169	(5)	161	169	(5)
Electricity ('000)	436	431	1	436	431	1
Total ('000)	597	600	(1)	597	600	(1)
Gas sales (mmth)	5,802	5,923	(2)	2,438	2,730	(11)
Electricity sales (GWh)	94,000	96,944	(3)	47,676	48,050	(1)
Gross revenue (£m)	7,932	8,744	(9)	3,457	3,930	(12)
Operating profit (£m)	251	32	684	108	53	104
Operating profit after tax (£m)	151	17	788	65	31	110
Post-tax margin (%)	1.9	0.2	1.7 ppts	1.9	0.8	1.1 ppts

Residential and business services

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Contract relationships (period end) ('000)	1,003	897	12	1,003	897	12
On demand and installation jobs ('000)	683	668	2	380	317	20
Gross revenue (£m)	480	523	(8)	257	267	(4)
Operating profit/(loss) (£m)	(34)	28	nm	(16)	14	nm
Operating profit/(loss) after tax (£m)	(22)	20	nm	(11)	10	nm
Post-tax margin (%)	(4.6)	3.8	nm	(4.3)	3.7	nm

Direct Energy (continued)

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

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Gross revenue (£m)						
Residential energy supply	2,175	2,772	(22)	971	1,244	(22)
Business energy supply	7,932	9,423	(16)	3,457	4,173	(17)
Residential and business services	480	565	(15)	257	284	(10)
Direct Energy revenue	10,587	12,760	(17)	4,685	5,701	(18)
Operating profit/(loss) (£m)						
Residential energy supply	111	95	17	44	42	5
Business energy supply	251	32	684	108	54	100
Residential and business services	(34)	31	nm	(16)	16	nm
Direct Energy operating profit	328	158	108	136	112	21

2014 figures restated at 2015 average exchange rate.

Bord Gáis Energy

Bord Gáis Energy

For the period ended	FY 2015	6 month period to 31 December 2014	Δ%	H2 2015	H2 2014	Δ%
Residential energy supply customer accounts (period end)						
Gas ('000)	331	332	(0)	331	332	(0)
Electricity ('000)	298	276	8	298	276	8
Total ('000)	629	608	3	629	608	3
Business energy services customer supply points (period end)	36	31	16	36	31	16
Total customer accounts (period end) ('000)	665	639	4	665	639	4
Residential energy supply average consumption						
Gas (therms)	366	127	nm	139	127	nm
Electricity (kWh)	4,550	2,373	nm	2,222	2,373	nm
Business energy services average consumption						
Gas (therms)	17,439	6,394	nm	8,553	6,394	nm
Electricity (kWh)	59,194	37,237	nm	29,770	37,237	nm
Total consumption						
Gas (mmth)	294	106	nm	132	106	nm
Electricity (GWh)	2,634	1,430	nm	1,305	1,430	nm
Power generated (GWh)	2,536	1,025	nm	1,393	1,025	nm
Gross revenue (£m)	733	391	nm	333	391	nm
Operating profit (£m)	30	7	nm	7	7	nm
Operating profit after tax (£m)	24	3	nm	4	3	nm
Post-tax margin (%)	3.3	0.8	nm	1.2	0.8	nm
Total recordable injury frequency rate (per 200,000 hours worked)	0.66	0.26	nm	-	-	nm

FY 2014 reflects only the H2 2014 performance as Bord Gáis Energy was acquired on 30th June 2014.

2014 total power generated has been restated by 0.1TWh based on market schedule quantity (MSQ).

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

For the period ended	FY 2015	6 month period to 31 December 2014	Δ%	H2 2015	H2 2014	Δ%
Gross revenue (£m)	733	359	nm	333	356	nm
Operating profit (£m)	30	6	nm	7	6	nm

2014 figures restated at 2015 average exchange rate.

Centrica Energy

Total Centrica Energy

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Operating profit (£m)	255	648	(61)	169	167	1
Operating profit after tax (£m)	140	401	(65)	124	154	(19)
Total recordable injury frequency rate (per 200,000 hours worked)	0.68	0.84	(19)	-	-	nm

The 2014 comparatives have been restated to include depreciation of fair value uplifts to property, plant and equipment from Strategic Investments.

International gas

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Gas production volumes (mmth)						
UK and Netherlands	1,204	1,426	(16)	509	608	(16)
Norway	933	782	19	510	404	26
North America	1,260	1,283	(2)	594	667	(11)
Trinidad & Tobago	267	281	(5)	123	148	(17)
Total	3,664	3,772	(3)	1,736	1,827	(5)
Liquids production volumes (mmboe)						
UK and Netherlands	4.1	4.3	(5)	2.2	1.9	16
Norway	11.7	10.5	11	6.1	5.4	13
North America	2.7	2.5	8	1.2	1.3	(8)
Total	18.5	17.3	7	9.5	8.6	10
Total production volumes (mmboe)	78.6	79.5	(1)	37.9	38.6	(2)
Total production volumes (mmth)	4,766	4,822	(1)	2,295	2,350	(2)
Average achieved gas price (p/therm)						
Europe	45.7	53.9	(15)	42.3	51.5	(18)
North America and Trinidad & Tobago	14.2	22.9	(38)	13.4	21.7	(38)
Total	33.1	41.6	(20)	30.8	39.1	(21)
Average oil and condensate sales price (£/boe)						
Europe	36.2	54.2	(33)	33.6	45.1	(25)
North America and Trinidad & Tobago	27.8	42.5	(35)	26.0	38.2	(32)
Total	34.9	52.5	(34)	32.7	43.8	(25)
DDA costs (£/boe)						
Europe	12.2	13.4	(9)	12.5	13.7	(9)
North America and Trinidad & Tobago	4.7	5.0	(6)	4.6	4.8	(4)
Total	9.5	10.4	(9)	9.8	10.3	(5)
Lifting and other cash production costs (£/boe)						
Europe	15.2	16.0	(5)	14.8	17.6	(16)
North America and Trinidad & Tobago	7.7	8.9	(13)	7.1	8.5	(16)
Total	12.5	13.4	(7)	12.1	14.1	(14)
Exploration and appraisal costs (£m)	106	178	(40)	44	130	(66)
Operating profit (£m)	153	575	(73)	106	127	(17)
Operating profit after tax (£m)	45	290	(84)	69	62	11
Return on total capital employed (%)	2.7	7.3	(4.6) ppts	-	-	nm
Total net proven and probable reserves (mmboe)	528	585	(10)	-	-	nm

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

Centrica's share of reserves, including a 60% share of Canadian assets owned in partnership with QPI, and excluding Rough cushion gas of 29mmboe.

The 2014 comparatives have been restated to include depreciation of fair value uplifts to property, plant and equipment from Strategic Investments.

Centrica Energy (continued)

UK power

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Power generated (GWh)						
Gas-fired	6,337	9,983	(37)	3,081	5,925	(48)
Renewables	878	903	(3)	443	420	5
Nuclear	12,126	11,255	8	6,057	5,082	19
Total	19,341	22,141	(13)	9,581	11,427	(16)
Load factor						
Gas-fired	21%	30%	(8.7) ppts	21%	35%	(14.0) ppts
Renewables	41%	36%	5.4 ppts	41%	33%	8.1 ppts
Nuclear	77%	72%	5.0 ppts	77%	66%	10.5 ppts
Achieved clean spark spread (£/MWh)	12.4	9.0	38	13.1	8.9	47
Achieved power price (including ROCs) (£/MWh) - renewables	114.7	112.7	2	111.3	112.2	(1)
Achieved power price (£/MWh) - nuclear	49.2	51.2	(4)	48.7	51.4	(5)
Operating profit/(loss) (£m)						
Gas-fired	(118)	(120)	nm	(56)	(50)	nm
Renewables (operating assets)	29	27	7	11	4	175
Renewables (one-off write-offs, profit/loss on disposal)	-	(17)	nm	-	23	nm
Nuclear	173	152	14	94	55	71
Midstream	18	31	(42)	14	8	75
Operating profit (£m)	102	73	40	63	40	58
Operating profit after tax (£m)	95	111	(14)	55	92	(40)

The 2014 comparatives have been restated to include depreciation of fair value uplifts to property, plant and equipment from Strategic Investments.

Centrica Storage

Total Centrica Storage

For the period ended	FY 2015	FY 2014	Δ%	H2 2015	H2 2014	Δ%
Average SBU price (in period) (pence)	20.7	21.1	(2)	21.1	20.0	5.5
Gross revenue (£m)						
SBU	94	95	(1)	48	45	7
Cushion gas	24	-	nm	24	-	nm
Additional space/other	38	54	(30)	13	34	(62)
Total	156	149	5	85	79	8
Operating profit (£m)	37	29	28	24	19	26
Operating profit after tax (£m)	25	21	19	15	14	7
Total recordable injury frequency rate (per 200,000 hours worked)	1.30	1.02	27	-	-	nm