

British Gas

Total British Gas

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Total customer accounts (period end) ('000)	24,982	25,364	(1.5)	24,982	25,364	(1.5)
Total customer households (period end) ('000)	11,745	11,997	(2.1)	11,745	11,997	(2.1)
Joint product households (period end) ('000)	2,149	2,207	(2.6)	2,149	2,207	(2.6)
Gross Revenue (£m):	13,857	12,403	12	6,650	6,049	10
Operating cost (excluding bad debt) (£m)	1,418	1,425	(0.5)	707	678	4.3
Operating profit (£m)	1,093	1,005	9	530	487	9

2011 gross revenue has been restated to reflect the reclassification of the British Gas New Energy business from Residential energy supply to Residential services and the reclassification of the British Gas Community Energy business from Residential energy supply to Business energy supply and services.

Total customer accounts has been restated to exclude the Water Supply Pipe product, which has been incorporated into the Plumbing and Drains product.

Residential energy supply

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Customer accounts (period end):						
Gas ('000)	8,905	9,139	(2.6)	8,905	9,139	(2.6)
Electricity ('000)	6,751	6,742	0.1	6,751	6,742	0.1
Total ('000)	15,656	15,881	(1.4)	15,656	15,881	(1.4)
Estimated market share (%):						
Gas	39.9	41.2	(1.3) ppts	39.9	41.2	(1.3) ppts
Electricity	25.1	25.2	(0.1) ppts	25.1	25.2	(0.1) ppts
Average consumption:						
Gas (therms)	494	443	12	218	181	20
Electricity (kWh)	3,794	3,805	(0.3)	1,875	1,858	0.9
Total consumption:						
Gas (mmth)	4,460	4,099	9	1,945	1,669	17
Electricity (GWh)	25,683	25,602	0.3	12,696	12,600	0.8
Gross Revenue (£m):						
Gas	5,884	4,903	20	2,668	2,248	19
Electricity	3,237	3,027	7	1,646	1,580	4.2
Total	9,121	7,930	15	4,314	3,828	13
Transmission and metering costs (£m):						
Gas	1,327	1,212	9	676	611	11
Electricity	915	782	17	477	401	19
Total	2,242	1,994	12	1,153	1,012	14
Total environmental costs (£m)	732	599	22	347	347	0.0
Total social costs (£m)	89	78	14	29	40	(28)
Operating profit (£m)	606	544	11	261	263	(0.8)
Operating margin (%)	6.6	6.9	(0.3) ppts	6.1	6.9	(0.8) ppts

2011 gross revenue and operating profit have been restated to reflect the reclassification of the British Gas New Energy business from Residential energy supply to Residential services and the reclassification of the British Gas Community Energy business from Residential energy supply to Business energy supply and services.

The definition of total environmental costs has been restated and includes CERT, CESP, ROCs, carbon and FIT costs.

British Gas (continued)

Residential services

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Customer product holdings (period end):						
Central heating service contracts ('000)	4,663	4,696	(0.7)	4,663	4,696	(0.7)
Kitchen appliances care (no. of customers) ('000)	465	476	(2.3)	465	476	(2.3)
Plumbing and drains care ('000)	1,714	1,728	(0.8)	1,714	1,728	(0.8)
Home electrical care ('000)	1,444	1,462	(1.2)	1,444	1,462	(1.2)
Other contracts ('000)	116	122	(4.9)	116	122	(4.9)
Total holdings ('000)	8,402	8,484	(1.0)	8,402	8,484	(1.0)
Domestic central heating installations ('000)	94	105	(10)	50	51	(2.0)
Gross Revenue (£m):						
Central heating service contracts	839	807	4.0	435	411	6
Central heating installations	258	295	(13)	137	144	(4.9)
Other	577	542	6	291	278	5
Total	1,674	1,644	1.8	863	833	3.6
Operating profit (£m)	312	269	16	187	159	18
Operating margin (%)	18.6	16.4	2.2 ppts	21.7	19.1	2.6 ppts

2011 gross revenue and operating profit have been restated to reflect the reclassification of the British Gas New Energy business from Residential energy supply to Residential services. UK residential 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 year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Customer supply points (period end):						
Gas ('000)	322	363	(11)	322	363	(11)
Electricity ('000)	602	636	(5)	602	636	(5)
Total ('000)	924	999	(8)	924	999	(8)
Average consumption:						
Gas (therms)	2,737	2,629	4.1	1,156	1,130	2.3
Electricity (kWh)	27,521	25,732	7	14,014	12,895	9
Total consumption:						
Gas (mmth)	940	986	(4.7)	399	413	(3.4)
Electricity (GWh)	17,110	16,731	2.3	8,581	8,320	3.1
Gross Revenue (£m):						
Gas	1,014	931	9	443	416	6
Electricity	1,841	1,713	7	929	866	7
Business services	207	185	12	101	106	(5)
Total	3,062	2,829	8	1,473	1,388	6
Transmission and metering costs (£m):						
Gas	178	188	(5)	85	94	(10)
Electricity	409	372	10	212	188	13
Total	587	560	5	297	282	5
Operating profit (£m)	175	192	(9)	82	65	26
Operating margin (%)	5.7	6.8	(1.1) ppts	5.6	4.7	0.9 ppts

2011 gross revenue and operating profit have been restated to reflect the reclassification of the British Gas Community Energy business from Residential energy supply to Business energy supply and services.

Centrica Energy

Total Centrica Energy

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Operating profit (£m)	1,230	1,023	20	548	492	11

Gas

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Gas production volumes (mmth)						
Morecambe	740	817	(9)	378	418	(10)
Other UK and Netherlands	883	933	(5)	403	419	(3.8)
Norway	557	164	240	381	82	365
Trinidad & Tobago	261	246	6	131	162	(19)
Total	2,441	2,160	13	1,293	1,081	20
Oil and condensate production volumes (mmboe)						
UK and Netherlands	7.4	7.8	(5)	3.5	3.5	0.0
Norway	8.9	4.7	89	5.9	2.1	181
Total	16.3	12.5	30	9.4	5.6	68
Total production volumes (mmboe)	56.7	48.2	18	31.0	23.2	34
Average gas sales price (p/therm)	54.7	51.6	6	56.7	52.5	8
Average oil and condensate sales price (£/boe)	62.8	57.2	10	63.4	56.9	11
DDA costs (£/boe)	9.8	10.1	(3.0)	10.1	9.5	6
Lifting costs (£/boe)	9.7	9.9	(2.0)	10.1	10.1	0.0
Total production and overhead costs (£m)	1,374	1,127	22	803	544	48
Exploration and appraisal costs (£m)	139	97	43	108	51	112
Operating profit (£m)	919	769	20	411	355	16
Estimated net proven and probable reserves of gas (BCF)	2,376	2,019	18	nm	nm	nm
Estimated net proven and probable reserves of liquids (mmboe)	129	73	77	nm	nm	nm
Total net proven and probable reserves (mmboe)	525	410	28	nm	nm	nm

Power

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Power generated (GWh)						
Gas-fired	8,952	14,973	(40)	4,046	7,542	(46)
Renewables	533	596	(11)	287	321	(11)
Nuclear	12,004	11,157	8	6,050	4,966	22
Total	21,489	26,726	(20)	10,383	12,829	(19)
Achieved Clean Spark Spread (£/MWh)	10.7	10.1	6	11.2	9.3	20
Achieved power price (including ROCs) (£/MWh) - renewables	105.7	111.2	(4.9)	111.3	124.7	(11)
Achieved power price (£/MWh) - nuclear	49.6	48.5	2.3	49.8	50.4	(1.2)
Operating profit (£m)	311	254	22	137	137	0.0

Centrica Storage

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Average SBU price (in period) (pence)	31.0	30.0	3.3	33.9	25.2	35
Gross Revenue (£m)						
Standard SBUs	141	136	3.7	77	58	33
Other	61	48	27	34	29	17
Total	202	184	10	111	87	28
Operating profit (£m)	89	75	19	53	36	47

Direct Energy

Total Direct Energy

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Total residential energy and services accounts (period end) ('000)	5,856	5,647	3.7	5,856	5,647	3.7
Gross revenue (£m)	6,015	6,117	(1.7)	3,096	3,021	2.5
Operating profit (£m)	331	312	6	165	138	20

Residential energy supply

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Customer accounts (period end) ('000)	3,455	3,364	2.7	3,455	3,364	2.7
Gross revenue (£m)	2,357	2,416	(2.4)	1,147	1,126	1.9
Operating profit (£m)	156	161	(3.1)	55	56	(1.8)
Operating margin (%)	6.6	6.7	(0.1) ppts	4.8	5.0	(0.2) ppts

Business energy supply

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Gas sales (mmth)	793	714	11	372	297	25
Electricity sales (GWh)	51,378	46,350	11	27,443	24,159	14
Gross revenue (£m)	2,690	2,748	(2.1)	1,394	1,372	1.6
Operating profit (£m)	129	110	17	69	52	33
Operating margin (%)	4.8	4.0	0.8 ppts	4.9	3.8	1.1 ppts

Residential and business services

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Contract relationships (period end) ('000)	2,401	2,283	5	2,401	2,283	5
On demand and installation jobs ('000)	670	703	(5)	316	372	(15)
Gross revenue (£m)	532	520	2.3	279	271	3.0
Operating profit (£m)	33	28	18	22	19	16
Operating margin (%)	6.2	5.4	0.8 ppts	7.9	7.0	0.9 ppts

On demand and installation jobs has been restated to reflect management reporting.

Upstream and wholesale energy

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Gas production volumes (mmth)	549	567	(3.2)	270	287	(6)
Oil and liquids production volumes (mmboe)	1.1	0.7	57	0.5	0.4	25
Total production volumes (mmboe)	10.1	10.0	1.0	4.9	5.1	(3.9)
Power generated (GWh)	6,336	5,247	21	3,016	2,924	3.1
Gross Revenue (£m)	436	433	0.7	276	252	10
Operating profit (£m)	13	13	0.0	19	11	73
Estimated net proven and probable reserves of gas (BCF)	581	603	(3.6)	nm	nm	nm
Estimated net proven and probable reserves of liquids (mmboe)	11	8	38	nm	nm	nm
Total net proven and probable reserves (mmboe)	108	109	(0.9)	nm	nm	nm

Direct Energy with comparator year of 2011 restated to remove effect of foreign exchange movements

For the year ended 31 December	FY 2012	FY 2011	Δ%	H2 2012	H2 2011	Δ%
Revenue (£m)						
Residential energy supply	2,357	2,425	(2.8)	1,147	1,128	1.7
Business energy supply	2,690	2,782	(3.3)	1,394	1,378	1.2
Residential and business services	532	523	1.7	279	272	2.6
Upstream and wholesale energy	436	437	(0.2)	276	252	10
Direct Energy revenue	6,015	6,167	(2.5)	3,096	3,030	2.2
Operating profit (£m)						
Residential energy supply	156	163	(4.3)	55	56	(1.8)
Business energy supply	129	111	16	69	52	33
Residential and business services	33	28	18	22	19	16
Upstream and wholesale energy	13	13	0.0	19	11	73
Direct Energy operating profit	331	315	5	165	138	20

2011 figures restated at 2012 weighted average exchange rate.