

British Gas

Total British Gas

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Total customer accounts (period end) ('000)	23,602	24,289	(3)	23,602	24,289	(3)
Total customer households (period end) ('000)	10,751	11,086	(3)	10,751	11,086	(3)
Joint product households (period end) ('000)	2,101	2,257	(7)	2,101	2,257	(7)
Gross revenue (£m)	12,967	14,226	(9)	6,039	6,314	(4)
Operating cost (excluding bad debt) (£m)	1,425	1,392	2	721	706	2
Operating profit (£m)	823	1,030	(20)	368	461	(20)
Operating profit after tax (£m)	647	777	(17)	-	-	nm
Total consumption						
Gas (mmth)	4,085	5,126	(20)	1,710	1,891	(10)
Electricity (TWh)	39.1	42.4	(8)	19.0	20.4	(7)
Lost Time Injury Frequency Rate (per 100,000 hours worked)	0.16	0.11	45	-	-	nm

Residential energy supply

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Customer accounts (period end)						
Gas ('000)	8,314	8,561	(3)	8,314	8,561	(3)
Electricity ('000)	6,464	6,585	(2)	6,464	6,585	(2)
Total ('000)	14,778	15,146	(2)	14,778	15,146	(2)
Estimated market share (%)						
Gas	36.8	38.0	(1.2) ppts	36.8	38.0	(1.2) ppts
Electricity	23.8	24.3	(0.5) ppts	23.8	24.3	(0.5) ppts
Average consumption						
Gas (therms)	408	492	(17)	171	181	(6)
Electricity (kWh)	3,498	3,688	(5)	1,714	1,752	(2)
Total consumption						
Gas (mmth)	3,439	4,342	(21)	1,430	1,579	(9)
Electricity (GWh)	22,788	25,078	(9)	11,121	11,932	(7)
Gross revenue (£m)						
Gas	5,031	6,033	(17)	2,132	2,307	(8)
Electricity	3,297	3,454	(5)	1,645	1,694	(3)
Total	8,328	9,487	(12)	3,777	4,001	(6)
Operating profit (£m)	439	571	(23)	174	215	(19)
Operating profit after tax (£m)	344	423	(19)	-	-	nm
Post-tax margin (%)	4.1	4.5	(0.4) ppts	-	-	nm

2013 residential energy customer accounts have been restated to exclude 110,000 accounts subsequently reclassified as dormant

British Gas (continued)

Residential services

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Customer product holdings (period end)						
Central heating service contracts ('000)	4,445	4,575	(3)	4,445	4,575	(3)
Kitchen appliances care (no. of customers) ('000)	419	453	(8)	419	453	(8)
Plumbing and drains care ('000)	1,634	1,683	(3)	1,634	1,683	(3)
Home electrical care ('000)	1,375	1,420	(3)	1,375	1,420	(3)
Other contracts ('000)	97	96	1	97	96	1
Total holdings ('000)	7,970	8,227	(3)	7,970	8,227	(3)
Domestic central heating installations ('000)	104	101	3	53	55	(4)
Gross revenue (£m)						
Central heating service contracts	834	841	(1)	430	430	0
Central heating installations	284	263	8	149	142	5
Other	540	551	(2)	275	278	(1)
Total	1,658	1,655	0	854	850	0
Operating profit (£m)	270	318	(15)	141	183	(23)
Operating profit after tax (£m)	212	241	(12)	-	-	nm
Post-tax margin (%)	12.8	14.6	(1.8) ppts	-	-	nm

Business energy supply and services

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Customer supply points (period end)						
Gas ('000)	287	311	(8)	287	311	(8)
Electricity ('000)	567	605	(6)	567	605	(6)
Total ('000)	854	916	(7)	854	916	(7)
Average consumption						
Gas (therms)	2,144	2,476	(13)	956	996	(4)
Electricity (kWh)	27,807	28,852	(4)	13,611	14,201	(4)
Total consumption						
Gas (mmth)	646	784	(18)	280	312	(10)
Electricity (GWh)	16,326	17,260	(5)	7,839	8,504	(8)
Gross revenue (£m)						
Gas	766	904	(15)	335	373	(10)
Electricity	1,963	1,951	1	959	968	(1)
Business Services	252	229	10	114	122	(7)
Total	2,981	3,084	(3)	1,408	1,463	(4)
Operating profit (£m)	114	141	(19)	53	63	(16)
Operating profit after tax (£m)	91	113	(19)	-	-	nm
Post-tax margin (%)	3.1	3.7	(0.6) ppts	-	-	nm

2013 business energy supply points have been restated to include 4,000 supply points to align to industry reporting changes

Direct Energy

Total Direct Energy

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Total residential energy and services accounts (period end) ('000)	4,153	5,967	(30)	4,153	5,967	(30)
Gross revenue (£m)	11,838	7,325	62	5,369	4,134	30
Operating profit (£m)	150	276	(46)	109	111	(2)
Operating profit after tax (£m)	99	189	(48)	-	-	nm
Total consumption						
Gas (mmth)	8,163	3,883	110	3,637	2,192	66
Electricity (TWh)	116.3	83.4	39	57.4	46.3	24
Lost Time Injury Frequency Rate (per 100,000 hours worked)	0.02	0.12	(83)	-	-	nm

Residential energy supply

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Customer accounts (period end) ('000)						
Texas	758	787	(4)	758	787	(4)
Canada regulated	744	766	(3)	744	766	(3)
Canada deregulated	411	480	(14)	411	480	(14)
US North East	1,343	1,327	1	1,343	1,327	1
Total	3,256	3,360	(3)	3,256	3,360	(3)
Average consumption						
Gas (therms)	1,403	1,296	8	567	544	4
Electricity (kWh)	10,888	10,862	0	5,388	5,703	(6)
Total consumption						
Gas (mmth)	2,240	2,044	10	907	847	7
Electricity (GWh)	19,392	19,452	(0)	9,375	10,422	(10)
Gross revenue (£m)	2,571	2,517	2	1,172	1,209	(3)
Operating profit (£m)	90	163	(45)	42	64	(34)
Operating profit after tax (£m)	62	111	(44)	-	-	nm
Post-tax margin (%)	2.4	4.4	(2.0) ppts	-	-	nm
Post-tax underlying margin (%)	3.2	4.4	(1.2) ppts	-	-	nm

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 year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Gas sales (mmth)	5,923	1,839	222	2,730	1,345	103
Electricity sales (GWh)	96,944	63,919	52	48,050	35,920	34
Gross revenue (£m)	8,744	4,238	106	3,930	2,629	49
Operating profit (£m)	32	77	(58)	53	24	121
Operating profit after tax (£m)	17	53	(68)	-	-	nm
Post-tax margin (%)	0.2	1.3	(1.1) ppts	-	-	nm
Post-tax underlying margin (%)	0.9	1.8	(0.9) ppts	-	-	nm

FY 2013 post-tax underlying margin (%) excludes £25 million (£36 million pre-tax) relating to customer amortisation and integration costs associated with the Hess Energy Marketing acquisition

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

Residential and business services

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Contract relationships (period end) ('000)	897	2,608	(66)	897	2,608	(66)
On demand and installation jobs ('000)	668	748	(11)	317	398	(20)
Gross revenue (£m)	523	570	(8)	267	296	(10)
Operating profit (£m)	28	36	(22)	14	23	(39)
Operating profit after tax (£m)	20	25	(20)	-	-	nm
Post-tax margin (%)	3.8	4.4	(0.6) ppts	-	-	nm

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 (continued)

Direct Energy (with comparator year of 2013 restated to remove effect of foreign exchange movements)

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Gross revenue (£m)						
Residential energy supply	2,571	2,393	7	1,172	1,166	1
Business energy supply	8,744	4,001	119	3,930	2,516	56
Residential and business services	523	540	(3)	267	284	(6)
Direct Energy revenue	11,838	6,934	71	5,369	3,966	35
Operating profit (£m)						
Residential energy supply	90	156	(42)	42	63	(33)
Business energy supply	32	74	(57)	53	24	121
Residential and business services	28	34	(18)	14	23	(39)
Direct Energy operating profit	150	264	(43)	109	110	(1)

2013 figures restated at 2014 weighted average exchange rate

Bord Gáis Energy

Bord Gáis Energy

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Residential energy supply customer accounts (period end)						
Gas ('000)	332	-	nm	332	-	nm
Electricity ('000)	276	-	nm	276	-	nm
Total ('000)	608	-	nm	608	-	nm
Business energy services customer supply points (period end)	31	-	nm	31	-	nm
Total customer accounts (period end) ('000)	639	-	nm	639	-	nm
Residential energy supply average consumption						
Gas (therms)	127	-	nm	127	-	nm
Electricity (kWh)	2,373	-	nm	2,373	-	nm
Business energy services average consumption						
Gas (therms)	6,394	-	nm	6,394	-	nm
Electricity (kWh)	37,237	-	nm	37,237	-	nm
Total consumption						
Gas (mmth)	106	-	nm	106	-	nm
Electricity (GWh)	1,430	-	nm	1,430	-	nm
Power generated (GWh)	867	-	nm	867	-	nm
Gross revenue (£m)	391	-	nm	391	-	nm
Operating profit (£m)	7	-	nm	7	-	nm
Operating profit after tax (£m)	3	-	nm	-	-	nm

Centrica Energy

Total Centrica Energy

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Operating profit (£m)	737	1,326	(44)	211	524	(60)
Operating profit after tax (£m)	460	468	(2)	-	-	nm
Lost Time Injury Frequency Rate (per 100,000 hours worked)	0.19	0.10	90	-	-	nm

International gas

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Gas production volumes (mmth)						
UK and Netherlands	1,426	1,789	(20)	608	904	(33)
Norway	782	828	(6)	404	392	3
North America	1,283	701	83	667	449	49
Trinidad & Tobago	281	239	18	148	116	28
Total	3,772	3,557	6	1,827	1,861	(2)
Liquids production volumes (mmbœ)						
UK and Netherlands	4.3	6.3	(32)	1.9	2.8	(32)
Norway	10.5	11.0	(5)	5.4	5.2	4
North America	2.5	1.4	79	1.3	0.9	44
Total	17.3	18.7	(7)	8.6	8.9	(3)
Total production volumes (mmbœ)	79.5	77.3	3	38.6	39.7	(3)
Total production volumes (mmth)	4,822	4,690	3	2,350	2,399	(2)
Average achieved gas price (p/therm)						
Europe	53.9	65.0	(17)	51.5	64.2	(20)
North America and Trinidad & Tobago	22.9	20.9	10	21.7	21.2	2
Total	41.6	53.7	(23)	39.1	51.8	(25)
Average oil and condensate sales price (£/boe)						
Europe	54.2	62.9	(14)	45.1	60.6	(26)
North America and Trinidad & Tobago	42.5	43.3	(2)	38.2	41.3	(8)
Total	52.5	61.6	(15)	43.8	58.8	(26)
DDA costs (£/boe)						
Europe	12.8	12.9	(1)	13.1	13.0	1
North America and Trinidad & Tobago	5.0	6.1	(18)	4.8	5.5	(13)
Total	10.0	11.4	(12)	9.9	11	(10)
Lifting and other cash production costs (£/boe)						
Europe	16.0	13.5	19	17.6	14.0	26
North America and Trinidad & Tobago	8.9	9.7	(8)	8.5	10.4	(18)
Total	13.4	12.6	6	14.1	13.0	8
Exploration and appraisal costs (£m)	178	154	16	130	107	21
Operating profit (£m)	606	1,155	(48)	141	472	(70)
Operating profit after tax (£m)	302	325	(7)	-	-	nm
Return on total capital employed (%)	7.7	8.3	(0.6) ppts	-	-	nm
Total net proven and probable reserves (mmbœ)	585	711	(18)	-	-	nm

Lifting and other cash production costs include all cash costs except exploration and appraisal costs and the impact of underlift/overlift
Centrica's share of reserves, including a 60% share of Canadian assets owned in partnership with QPI, excluding Rough cushion gas of 30mmbœ

Centrica Energy (continued)

UK power

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Power generated (GWh)						
Gas-fired	9,983	8,897	12	5,925	4,366	36
Renewables	903	753	20	420	463	(9)
Nuclear	11,255	12,097	(7)	5,082	6,334	(20)
Total	22,141	21,747	2	11,427	11,163	2
Load factor						
Gas-fired	30%	27%	3.1 ppts	35%	26%	9.0 ppts
Renewables	36%	36%	(0.4) ppts	33%	38%	(5.3) ppts
Nuclear	72%	79%	(6.6) ppts	66%	82%	(15.6) ppts
Achieved clean spark spread (£/MWh)	9.0	11.7	(23)	8.9	13.4	(34)
Achieved power price (including ROCs) (£/MWh) - renewables	112.7	114.5	(2)	112.2	120.9	(7)
Achieved power price (£/MWh) - nuclear	51.2	51.9	(1)	51.4	51.7	(1)
Operating profit/(loss) (£m)						
Gas-fired	(120)	(133)	nm	(50)	(69)	nm
Renewables (operating assets)	27	36	(25)	4	24	(83)
Renewables (one-off write-offs, profit/loss on disposal)	(17)	(11)	nm	23	(35)	nm
Nuclear	210	250	(16)	85	128	(34)
Midstream	31	29	7	8	4	100
Operating profit (£m)	131	171	(23)	70	52	35
Operating profit after tax (£m)	158	143	10	-	-	nm

Centrica Storage

Total Centrica Storage

For the year ended 31 December	FY 2014	FY 2013	Δ%	H2 2014	H2 2013	Δ%
Average SBU price (in period) (pence)	21.1	26.7	(21)	20.0	23.3	(14)
Gross revenue (£m)						
SBU	95	121	(21)	45	52	(13)
Additional space/other	54	67	(19)	34	29	17
Total	149	188	(21)	79	81	(2)
Operating profit (£m)	29	63	(54)	19	16	19
Operating profit after tax (£m)	21	48	(56)	-	-	nm
Lost Time Injury Frequency Rate (per 100,000 hours worked)	0.09	0.06	50	-	-	nm