

British Gas Residential

For the year ended 31 December	FY 2008	FY 2007	Δ%	H2 2008	H2 2007	Δ%
Customer numbers (period end):						
Gas ('000)	9,508	10,018	(5)	9,508	10,018	(5)
Electricity ('000)	6,062	6,019	0.7	6,062	6,019	0.7
Total ('000)	15,570	16,037	(2.9)	15,570	16,037	(2.9)
Estimated market share (%):						
Gas	43.5	46.4	(2.9) ppts	43.5	46.4	(2.9) ppts
Electricity	22.2	22.4	(0.2) ppts	22.2	22.4	(0.2) ppts
Average consumption:						
Gas (therms)	547	541	1.1	234	248	(6)
Electricity (kWh)	3,957	3,945	0.3	1,964	1,990	(1.3)
Total consumption:						
Gas (mmth)	5,345	5,443	(1.8)	2,226	2,477	(10)
Electricity (GWh)	23,880	23,001	3.8	11,839	11,765	0.6
Revenue (£m):						
Gas	5,211	4,296	21	2,606	1,849	41
Electricity	2,558	2,161	18	1,340	1,111	21
Total	7,769	6,457	20	3,946	2,960	33
Commodity costs (£m):	4,799	3,352	43	2,484	1,698	46
Transmission and metering costs (£m):						
Gas	1,264	1,193	6	600	564	6
Electricity	598	541	11	298	273	9
Total	1,862	1,734	7	898	837	7
Operating costs (£m):	729	800	(9)	351	387	(9)
Operating profit (£m)*	379	571	(34)	213	38	461
Operating margin (%)	4.9	8.8	(3.9) ppts	5.4	1.3	4.1 ppts

British Gas Business

For the year ended 31 December	FY 2008	FY 2007	Δ%	H2 2008	H2 2007	Δ%
Customer supply points (period end):						
Gas ('000)	415	412	0.7	415	412	0.7
Electricity ('000)	624	542	15	624	542	15
Total ('000)	1,039	954	9	1,039	954	9
Average consumption:						
Gas (therms)	3,833	3,729	2.8	1,604	1,602	0.1
Electricity (kWh)	33,771	32,644	3.5	16,976	16,750	1.3
Total consumption:						
Gas (mmth)	1,585	1,524	4.0	667	665	0.3
Electricity (GWh)	19,051	17,356	10	9,882	9,056	9
Revenue (£m):						
Gas	1,288	1,037	24	613	441	39
Electricity	1,775	1,394	27	1,006	723	39
Total	3,063	2,431	26	1,619	1,164	39
Transmission and metering costs (£m):						
Gas	224	186	20	115	96	20
Electricity	345	298	16	184	156	18
Total	569	484	18	299	252	19
Operating profit (£m)*	143	120	19	88	72	22
Operating margin (%)	4.7	4.9	(0.2) ppts	5.4	6.2	(0.8) ppts

British Gas Services

For the year ended 31 December	FY 2008	FY 2007	Δ%	H2 2008	H2 2007	Δ%
Customer product holdings (period end):						
Central heating service contracts ('000)	4,571	4,525	1.0	4,571	4,525	1.0
Kitchen appliances care (no. of customers) ('000)	413	414	(0.2)	413	414	(0.2)
Plumbing and drains care ('000)	1,630	1,536	6	1,630	1,536	6
Home electrical care ('000)	1,305	1,173	11	1,305	1,173	11
Insurance contracts ('000)	133	0	nm	133	0	nm
Total holdings ('000)	8,052	7,648	5	8,052	7,648	5
Central heating installations ('000)	111	113	(1.8)	57	58	(1.7)
Revenue (£m):						
Central heating service contracts	736	688	7	376	352	7
Central heating installations	351	348	0.9	177	187	(5)
Other	262	243	8	132	124	6
Total	1,349	1,279	5	685	663	3.3
Engineering staff employed	9,500	9,209	3.2	9,500	9,209	3.2
Operating profit (£m)*	195	151	29	110	88	25
Operating margin (%)	14.5	11.8	2.7 ppts	16.1	13.3	2.8 ppts

Centrica Energy

For the year ended 31 December	FY 2008	FY 2007	Δ%	H2 2008	H2 2007	Δ%
Gas production						
Gas production volumes (mmth)						
Morecambe	1,716	1,574	9	696	832	(16)
Other	702	686	2.3	309	374	(17)
Total	2,418	2,260	7	1,005	1,206	(17)
Average gas sales price (p/therm)	59.1	30.4	94	67.8	36.5	86
Oil and condensate production volumes (Mboe)	6.5	5.6	16	3.2	2.6	23
Average oil and condensate sales price (£/boe)	45.0	33.3	35	46.6	33.6	39
Revenue (£m)	1,784	923	93	859	557	54
External revenue (£m)	466	299	56	229	162	41
Operating costs (£m)						
Volume related production costs	325	291	12	144	163	(12)
Other production costs	295	203	45	189	88	115
Total	620	494	26	333	251	33
Operating profit (£m)*	1,164	429	171	526	306	72
Power generation						
Power generated (GWh)	23,366	19,845	18	11,830	8,122	46
Operating profit / (loss) (£m)*	7	46	(85)	12	(1)	nm
Industrial and commercial						
External sales volumes (mmth)	2,493	2,260	10	1,150	1,202	(4.3)
Average sales price (p/therm)	41.6	35.7	17	43.7	35.3	24
External revenue (£m)	1,036	838	24	511	443	15
Operating (loss) / profit (£m)*	(329)	179	nm	(173)	31	nm
Accord						
Operating profit (£m)*	37	9	311	10	(10)	nm
Centrica Energy operating profit (£m)*	879	663	33	375	326	15

Centrica Storage

For the year ended 31 December	FY 2008	FY 2007	Δ%	H2 2008	H2 2007	Δ%
Average SBU price (calendar year) pence	43.8	57.4	(24)	38.8	53.4	(27)
Revenue (£m)						
Standard SBUs	199	261	(24)	89	122	(27)
Extra space	20	28	(29)	11	11	0
Optimisation	1	11	(91)	3	8	(63)
Cushion Gas sales	26	0	nm	23	0	nm
Other	34	27	26	15	15	0
Total^	280	327	(14)	141	156	(10)
External turnover (£m)^	221	270	(18)	101	130	(22)
Cost of gas (£m)^	22	11	100	11	7	57
Operating profit (£m)*	195	240	(19)	102	112	(9)

^ restated to net off gas sales and purchases made as a result of optimisation activity

Direct Energy

For the year ended 31 December	FY 2008	FY 2007	Δ%	H2 2008	H2 2007	Δ%
Mass Markets						
Customer numbers (period end) ('000)	3,092	3,005	2.9	3,092	3,005	2.9
Revenue (£m)	2,652	2,437	9	1,281	1,098	17
Operating profit (£m)*	137	123	11	76	35	117
Operating margin (%)	5.2	5.0	0.2 ppts	5.9	3.2	2.7 ppts
Commercial and Industrial Energy						
Commercial and industrial gas sales (mmth)	603	627	(3.8)	241	271	(11)
Commercial and industrial electricity sales (GWh)	27,411	13,925	97	18,183	7,372	147
Revenue (£m)	2,015	978	106	1,303	495	163
Operating profit (£m)*	11	1	1,000	3	2	50
Operating margin (%)	0.5	0.1	0.4 ppts	0.2	0.4	(0.2) ppts
Home and Business Services						
Customer numbers (period end) ('000)	2,140	2,033	5	2,140	2,033	5
Revenue (£m)	375	351	7	207	182	14
Operating profit (£m)*	16	17	(6)	13	14	(7)
Operating margin (%)	4.3	4.8	(0.5) ppts	6.3	7.7	(1.4) ppts
Upstream and Wholesale Energy						
Gas production volumes (mmth)	365	297	23	182	147	24
Power generated (GWh)	4,688	5,053	(7)	2,342	2,504	(6)
Revenue (£m)	782	226	246	581	144	303
Operating profit (£m)*	51	46	11	32	26	23
Direct Energy turnover (£m)*	5,824	3,992	46	3,372	1,919	76
Direct Energy operating profit (£m)*	215	187	15	124	77	61
Operating margin (%)	3.7	4.7	(1.0) ppts	3.7	4.0	(0.3) ppts

Direct Energy

For the year ended 31 December	FY 2008	FY 2007 [^]	Δ%
£m, at constant currency			
Revenue			
Mass Markets	2,652	2,667	(0.6)
Commercial and Industrial Energy	2,015	1,073	88
Home and Business Services	375	380	(1.3)
Upstream and Wholesale Energy	782	259	202
Direct Energy turnover	5,824	4,379	33
Operating profit*			
Mass Markets	137	135	1.5
Commercial and Industrial Energy	11	2	450
Home and Business Services	16	20	(20)
Upstream and Wholesale Energy	51	50	2.0
Direct Energy operating profit*	215	207	3.9

[^] restated at 2008 weighted average exchange rate