

BRITISH GAS

Performance indicators for the period ended	H1 2014	H1 2013	Δ%	FY 2013
Total customer accounts (period end) ('000)	24,001	24,933	(4)	24,395
Total customer households (period end) ('000)	10,961	11,334	(3)	11,120
Joint product households (period end) ('000)	2,174	2,364	(8)	2,257
Gross Revenue (£m)	6,928	7,912	(12)	14,226
Operating cost (excluding bad debt) (£m)	704	686	3	1,392
Operating profit (£m)	455	569	(20)	1,030
Operating profit after taxation (£m)	355	436	(19)	777
Lost Time Injury Frequency Rate	0.12	0.15	(20)	0.11

Residential energy supply

8,466 6,589 15,055	8,846 6,828 15,674	(4) (4) (4)	8,603 6,653 15,256
6,589	6,828	(4)	6,653
			-
15,055	15,674	(4)	15,256
37.6	39.3	(1.7) ppts	38.2
24.3	25.3	(1.0) ppts	24.5
236	311	(24)	492
1,765	1,936	(9)	3,688
2,009	2,763	(27)	4,342
11,667	13,146	(11)	25,078
2,899	3,726	(22)	6,033
1,652	1,760	(6)	3,454
4,551	5,486	(17)	9,487
265	356	(26)	571
207	273	(24)	423
4.5	5.0	(0.5) ppts	4.5
	24.3 236 1,765 2,009 11,667 2,899 1,652 4,551 265 207	24.3 25.3 236 311 1,765 1,936 2,009 2,763 11,667 13,146 2,899 3,726 1,652 1,760 4,551 5,486 265 356 207 273	24.3 25.3 (1.0) ppts 236 311 (24) 1,765 1,936 (9) 2,009 2,763 (27) 11,667 13,146 (11) 2,899 3,726 (22) 1,652 1,760 (6) 4,551 5,486 (17) 265 356 (26) 207 273 (24)



BRITISH GAS (continued)

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Customer product holdings (period end):	-			
Central heating service contracts ('000)	4,470	4,617	(3)	4,575
Kitchen appliances care (no. of customers) ('000)	432	460	(6)	453
Plumbing and drains care ('000)	1,652	1,711	(3)	1,683
Home electrical care ('000)	1,397	1,445	(3)	1,420
Other contracts ('000)	95	114	(17)	96
Total holdings ('000)	8,046	8,347	(4)	8,227
Domestic central heating installations ('000)	51	46	11	101
Gross Revenue (£m):				
Central heating service contracts	404	411	(2)	841
Central heating installations	135	121	12	263
Other	265	273	(3)	551
Total	804	805	(0)	1,655
Operating profit (£m)	129	135	(4)	318
Operating profit after taxation (£m)	101	103	(2)	241
Post-tax margin (%)	12.6	12.8	(0.2) ppts	14.6
For the year ended Customer supply points (period end):	H1 2014	H1 2013	Δ%	FY 2013
•	H1 2014	H1 2013	Δ%	FY 2013
Gas ('000)	307	317	(3)	310
Gas ('000) Electricity ('000)	307 593	317 595	(3) (0)	
Electricity ('000)	307 593 900	595	(0)	602
Electricity ('000) Total ('000)	593	-		310 602 912
Electricity ('000) Total ('000) Average consumption:	593 900	595 912	(0) (1)	602 912
Electricity ('000) Total ('000) Average consumption: Gas (therms)	593 900 1,188	595	(0) (1) (20)	602 912 2,476
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh)	593 900	595 912 1,480	(0) (1)	602 912
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh)	593 900 1,188	595 912 1,480	(0) (1) (20)	602 912 2,476 28,852
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption:	593 900 1,188 14,196	595 912 1,480 14,651	(0) (1) (20) (3)	602 912 2,476 28,852 784
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh)	593 900 1,188 14,196 366	595 912 1,480 14,651 472	(0) (1) (20) (3) (22)	602 912 2,476
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh)	593 900 1,188 14,196 366	595 912 1,480 14,651 472	(0) (1) (20) (3) (22)	602 912 2,476 28,852 784 17,260
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m):	593 900 1,188 14,196 366 8,487	595 912 1,480 14,651 472 8,756	(0) (1) (20) (3) (22) (3)	602 912 2,476 28,852 784 17,260
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas	593 900 1,188 14,196 366 8,487 431	595 912 1,480 14,651 472 8,756 531	(0) (1) (20) (3) (22) (3) (19)	602 912 2,476 28,852 784 17,260 904 1,951
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity	593 900 1,188 14,196 366 8,487 431 1,004	595 912 1,480 14,651 472 8,756 531 983	(0) (1) (20) (3) (22) (3) (19) 2	602 912 2,476 28,852 784 17,260 904
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Business Services Total Operating profit (£m)	593 900 1,188 14,196 366 8,487 431 1,004 138	595 912 1,480 14,651 472 8,756 531 983 107	(0) (1) (20) (3) (22) (3) (19) 2 29	602 912 2,476 28,852 784 17,260 904 1,951 229
Electricity ('000) Total ('000) Average consumption: Gas (therms) Electricity (kWh) Total consumption: Gas (mmth) Electricity (GWh) Gross Revenue (£m): Gas Electricity Business Services Total	593 900 1,188 14,196 366 8,487 431 1,004 138 1,573	595 912 1,480 14,651 472 8,756 531 983 107 1,621	(0) (1) (20) (3) (22) (3) (19) 2 29 (3)	602 912 2,476 28,852 784 17,260 904 1,951 229 3,084



DIRECT ENERGY

Total Direct Energy				
For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Total residential energy and services accounts (period end) ('000)	6,079	5,838	4	5,967
Gross revenue (£m)	6,469	3,191	103	7,325
Operating profit (£m)	41	165	(75)	276
Operating profit after taxation (£m)	26	103	(75)	189
Lost Time Injury Frequency Rate	0.09	0.13	(31)	0.12
Posidential energy supply				
Residential energy supply For the period ended	LI1 2014	H1 2013	Δ%	FY 2013
Customer accounts (period end) ('000)	H1 2014	HI 2013	Δ%	FT 2013
Texas	793	719	10	787
Canada regulated	758	719	(3)	766
-	446	501	(3)	480
Canada deregulated US North East	-	1,398	(11)	480 1,327
Total	1,457 3,454	3,397	2	3,360
Gross revenue (£m)	1,399	1,308	7	2,517
Operating profit (£m)	48	99	(52)	163
Operating profit after taxation (£m)		99 62	. ,	103
Post-tax margin (%)	<u> </u>		(52)	
		4.7	(2.6) ppts	4.4
Post-tax underlying margin (%) H1 2014 post-tax underlying margin (%) excludes £21m (£33m pre-tax) of costs relating to the Polar Vortex	3.6	4.7	(1.1) ppts	4.4
Business energy supply				
For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Gas sales (mmth)	3,193	494	546	1,839
Electricity sales (GWh)	48,894	27,999	75	63,919
Electricity sales (GWh) Gross revenue (£m)	48,894 4,814	27,999 1,609	75 199	-
	,	÷	-	4,238
Gross revenue (£m)	4,814	1,609	199	4,238 77
Gross revenue (£m) Operating profit / (loss) (£m)	4,814 (21)	1,609 53	199 nm nm (2.4) ppts	4,238 77 53
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%)	4,814 (21) (14) (0.3) 0.4	1,609 53 33 2.1 2.1	199 nm nm (2.4) ppts (1.7) ppts	63,919 4,238 77 53 1.3 1.8
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar	4,814 (21) (14) (0.3) 0.4 nd integration costs associat	1,609 53 33 2.1 2.1 ed with the Hess Ence	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisiti	4,238 77 53 1.3 1.8
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat	1,609 53 33 2.1 2.1 ed with the Hess Ence	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisiti	4,238 77 53 1.3 1.8
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (21m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex.	4,814 (21) (14) (0.3) 0.4 nd integration costs associat	1,609 53 33 2.1 2.1 ed with the Hess Ence	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisiti	4,238 77 53 1.3 1.8
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services	4,814 (21) (14) (0.3) 0.4 nd integration costs associat	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisiti	4,238 77 53 1.3 1.8 ion and £22m
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles at (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014	1,609 53 33 2.1 2.1 ed with the Hess End ted with the Hess End H1 2013	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisitiergy Marketing acquisiti	4,238 77 53 1.3 1.8 on. tion and £22m
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles a (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625	1,609 53 33 2.1 2.1 ed with the Hess End ted with the Hess End H1 2013 2,441	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisit	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles a (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625 351	1,609 53 33 2.1 2.1 ed with the Hess End ted with the Hess End H1 2013	199 nm nm (2.4) ppts (1.7) ppts ergy Marketing acquisitient Δ% 8 0	4,238 77 53 1.3 1.8 on. tion and £22m
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene H1 2013 2,441 350 274	199 nm nm (2.4) ppts (1.7) ppts ergy Marketing acquisitient Δ% 8	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit (£m)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat ind integration costs associat H1 2014 2,625 351 256 14	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene H1 2013 2,441 350	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisit ergy Marketing acquisit Δ% 8 0 (7)	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles at H1 2014 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles at (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat nd integration costs associat H1 2014 2,625 351 256	1,609 53 33 2.1 2.1 ed with the Hess Ene ted	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisit ergy Marketing acquisit Δ% 8 0 (7) 8	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles a (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit after taxation (£m) Post-tax margin (%)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625 351 256 14 10 3.9	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene H1 2013 2,441 350 274 13 8 2.9	199 nm nm (2.4) ppts (1.7) ppts orgy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles at (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit (£m) Operating profit after taxation (£m) Post-tax margin (%)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene H1 2013 2,441 350 274 13 8 2.9 xchange mo	199 nm nm (2.4) ppts (1.7) ppts argy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25 4.4
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (21m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (21m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit after taxation (£m) Post-tax margin (%) Direct Energy (with comparator year of 2013 restated to remove effor the period ended	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625 351 256 14 10 3.9	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene H1 2013 2,441 350 274 13 8 2.9	199 nm nm (2.4) ppts (1.7) ppts orgy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25 4.4
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (213m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit after taxation (£m) Post-tax margin (%)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat nd integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e H1 2014	1,609 53 33 2.1 2.1 ed with the Hess Ene ted	199 nm nm (2.4) ppts (1.7) ppts orgy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts Δ%	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25 4.4 FY 2013
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles at 12014 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles at (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit after taxation (£m) Post-tax margin (%) Direct Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Residential energy supply	4,814 (21) (14) (0.3) 0.4 nd integration costs associat nd integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e H1 2014 1,399	1,609 53 33 2.1 2.1 ed with the Hess Ene ted	199 nm nm (2.4) ppts (1.7) ppts orgy Marketing acquisitient Δ% 8 0 (7) 8 0 (7) 8 25 1.0 ppts ovements) Δ%	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25 4.4 FY 2013 2,301
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Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (213m pre-tax) relating to amortisation of customer intangibles ar (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit after taxation (£m) Post-tax margin (%) Direct Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Residential energy supply Residential energy supply Residential energy supply Residential end business services	4,814 (21) (14) (0.3) 0.4 (0.3) 0.5 (0.4) 0.5 (0.5)(0.5) 0.5 (0.5)(0.5)(0.5)(0.5)(0.5)(0.5)(0.5)(0.5)	1,609 53 33 2.1 2.1 ed with the Hess Ene ted	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisit ergy Marketing acquisit A% 8 0 (7) 8 25 1.0 ppts vements) Δ% 20 231 4	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25 4.4 FY 2013 2,301 3,924 520
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax underlying margin (%) excludes £25m (£13m pre-tax) relating to amortisation of customer intangibles ar (#12014 post-tax with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit after taxation (£m) Post-tax margin (%) Direct Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Residential energy supply Business energy supply Residential and business services	4,814 (21) (14) (0.3) 0.4 nd integration costs associat and integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e H1 2014 1,399 4,814	1,609 53 33 2.1 2.1 ed with the Hess End ted with ted wit	199 nm nm (2.4) ppts (1.7) ppts rgy Marketing acquisit rgy Marketing acquisit acquisit A% 8 0 (7) 8 25 1.0 ppts vements) Δ% 20 231	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 25 4.4 FY 2013 2,301 3,924 520
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles ar H1 2014 post-tax underlying margin (%) excludes £25m (213m pre-tax) relating to amortisation of customer intangibles at (£33m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit (£m) Operating profit after taxation (£m) Post-tax margin (%) Direct Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Residential and business services Direct Energy supply Residential energy supply Residential and business services Direct Energy revenue Operating profit / (loss) (£m)	4,814 (21) (14) (0.3) 0.4 nd integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e H1 2014 1,399 4,814 256 6,469	1,609 53 33 2.1 2.1 ed with the Hess Ene ted with the Hess Ene H1 2013 2,441 350 274 13 8 2.9 xchange mo H1 2013 1,168 1,456 245 2,869	199 nm nm (2.4) ppts (1.7) ppts argy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts Δ% 20 231 4 125	4,238 77 53 1.3 1.8 on. ion and £22m FY 2013 2,608 748 570 36 255 4.4 FY 2013 2,301 3,924 520 6,745
Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles a (£3m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit (£m) Operating profit after taxation (£m) Post-tax margin (%) Birect Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Operating profit and business services Direct Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Residential energy supply Residential and business services Direct Energy revenue Operating profit / (loss) (£m) Residential energy supply Residential en	4,814 (21) (14) (0.3) 0.4 nd integration costs associat and integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e H1 2014 1,399 4,814 256 6,469 48	1,609 53 33 2.1 2.1 ed with the Hess Ene ted	199 nm nm (2.4) ppts (1.7) ppts argy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts Δ% 20 231 4 125 (47)	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748 570 36 255 4.4 FY 2013 2,301 3,924 520 6,745 152
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Gross revenue (£m) Operating profit / (loss) (£m) Operating profit / (loss) after taxation (£m) Post-tax margin (%) Post-tax underlying margin (%) FY 2013 post-tax underlying margin (%) excludes £25m (36m pre-tax) relating to amortisation of customer intangibles a (£3m pre-tax) of costs associated with the Polar Vortex. Residential and business services For the period ended Contract relationships (period end) ('000) On demand and installation jobs ('000) Gross revenue (£m) Operating profit (£m) Operating profit after taxation (£m) Post-tax margin (%) Birect Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Operating profit and business services Direct Energy (with comparator year of 2013 restated to remove effor the period ended Gross revenue (£m) Residential energy supply Residential and business services Direct Energy revenue Operating profit / (loss) (£m) Residential energy supply Residential en	4,814 (21) (14) (0.3) 0.4 nd integration costs associat and integration costs associat H1 2014 2,625 351 256 14 10 3.9 ffect of foreign e H1 2014 1,399 4,814 256 6,469 48	1,609 53 33 2.1 2.1 ed with the Hess Ene ted	199 nm nm (2.4) ppts (1.7) ppts argy Marketing acquisitient Δ% 8 0 (7) 8 25 1.0 ppts Δ% 20 231 4 125 (47)	4,238 77 53 1.3 1.8 ion and £22m FY 2013 2,608 748



CENTRICA ENERGY

Total Centrica Energy For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Operating profit (£m)	526	802	(34)	1,326
Operating profit after taxation (£m)	277	282	(34)	468
Lost Time Injury Frequency Rate	0.19	0.18	(2)	0.10
	0.19	0.10	0	0.10
International gas				
For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Gas production volumes (mmth)				
East Irish Sea	328	344	(5)	718
Other UK and Netherlands	490	541	(9)	1,071
Norway	378	436	(13)	828
North America	616	252	144	701
Trinidad & Tobago Total	133	123	<u> </u>	239
Liquids production volumes (mmboe)	1,945	1,696	15	3,557
UK and Netherlands	2.4	3.5	(31)	6.3
Norway	2.4 5.1	5.8	(31)	11.0
North America	1.2	0.5	(12)	1.4
Total	8.7	9.8	(11)	18.7
Total production volumes (mmboe)	40.9	37.6	9	77.3
Average achieved gas price (p/therm)	-0.0	01.0		11.0
Europe	56.0	65.8	(15)	65.0
North America and Trinidad & Tobago	24.1	20.5	18	20.9
Total	44.0	55.7	(21)	53.7
Average oil and condensate sales price (£/boe)				
Europe	59.9	64.5	(7)	62.9
North America and Trinidad & Tobago	47.1	46.8	1	43.3
Total	58.4	63.7	(8)	61.6
DDA costs (£/boe)				
Europe	12.5	12.9	(3)	12.9
North America and Trinidad & Tobago	5.2	7.0	(26)	6.1
Total	10.0	11.9	(16)	11.4
Lifting and other cash production costs (£/boe)				
Europe	14.6	13.0	12	13.5
North America and Trinidad & Tobago	9.2	8.5	8	9.7
Total	12.8	12.2	5	12.6
Exploration & appraisal costs (£m)	48	47	2	154
Operating profit (£m) Operating profit after taxation (£m)	465 235	683 182	(32) 29	1,155 325
Operating pront after taxation (Em)	235	102	29	325
UK power				
For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Power generated (GWh)				
Gas-fired	4,058	4,531	(10)	8,897
Renewables	483	290	67	753
Nuclear	6,173	5,763	7	12,097
Total	10,714	10,584	1	21,747
Load factor				
Gas-fired	24%	27%	(2.9) ppts	27%
Renewables	38%	33%	5.4 ppts	36%
Nuclear	80%	76%	4.2 ppts	79%
Achieved Clean Spark Spread (£/MWh)	9.8	10.0	(2)	11.7
Achieved power price (including ROCs) (£/MWh) - renewables	113.2	104.3	9	114.5
Achieved power price (£/MWh) - nuclear	51.0	52.1	(2)	51.9
Operating profit / (loss) (£m)			. ,	
Gas-fired	(70)	(64)	nm	(133)
Renewables (operating assets)	23	12	92	36
Renewables (one off write-offs, profit/loss on disposal)	(40)	24	nm	(11)
	(40)	122	2	250
Nuclear		144	<u> </u>	200
Nuclear Midstream			(ឧ)	20
Midstream Operating profit (£m)	23	25 119	(8) (49)	29 171





CENTRICA STORAGE

Total Centrica Storage

For the period ended	H1 2014	H1 2013	Δ%	FY 2013
Average SBU price (in period) (pence)	22.2	30.3	(27)	26.7
Gross Revenue (£m)				
Standard SBUs	50	69	(28)	121
Optimisation / other	20	38	(47)	67
Total	70	107	(35)	188
Operating profit (£m)	10	47	(79)	63
Operating profit after taxation (£m)	7	36	(81)	48
Lost Time Injury Frequency Rate	0.07	0.06	17	0.06