

## BRITISH GAS

### Total British Gas

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Total customer accounts (period end) ('000)</b>	<b>24,395</b>	24,944	(2)	24,395	24,944	(2)
<b>Total customer households (period end) ('000)</b>	<b>11,120</b>	11,379	(2)	11,120	11,379	(2)
<b>Joint product households (period end) ('000)</b>	<b>2,257</b>	2,393	(6)	2,257	2,393	(6)
<b>Gross Revenue (£m):</b>	<b>14,226</b>	13,857	3	6,314	6,650	(5)
<b>Operating cost (excluding bad debt) (£m)</b>	<b>1,392</b>	1,353	3	706	672	5
<b>Operating profit (£m)</b>	<b>1,030</b>	<b>1,093</b>	<b>(6)</b>	<b>461</b>	<b>530</b>	<b>(13)</b>
<b>Operating profit after taxation (£m)</b>	<b>777</b>	823	(6)	nm	nm	nm

FY 2012 residential energy customer accounts have been restated to exclude 38,000 accounts subsequently reclassified as dormant.

FY 2012 total customer households and joint product households have been restated to reflect a revised alignment of products to households following the implementation of a new customer database.

FY 2012 operating costs have been restated to reflect the reallocation of certain costs from operating costs to cost of sales.

### Residential energy supply

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Customer accounts (period end):</b>						
Gas ('000)	<b>8,603</b>	8,872	(3)	8,603	8,872	(3)
Electricity ('000)	<b>6,653</b>	6,746	(1)	6,653	6,746	(1)
Total ('000)	<b>15,256</b>	15,618	(2)	15,256	15,618	(2)
<b>Estimated market share (%):</b>						
Gas	<b>38.2</b>	39.9	(1.7) ppts	38.2	39.9	(1.7) ppts
Electricity	<b>24.5</b>	25.1	(0.6) ppts	24.5	25.1	(0.6) ppts
<b>Average consumption:</b>						
Gas (therms)	<b>492</b>	494	(0)	181	218	(17)
Electricity (kWh)	<b>3,688</b>	3,794	(3)	1,752	1,875	(7)
<b>Total consumption:</b>						
Gas (mmth)	<b>4,342</b>	4,460	(3)	1,579	1,945	(19)
Electricity (GWh)	<b>25,078</b>	25,683	(2)	11,932	12,696	(6)
<b>Gross Revenue (£m):</b>						
Gas	<b>6,033</b>	5,884	3	2,307	2,668	(14)
Electricity	<b>3,454</b>	3,237	7	1,694	1,646	3
Total	<b>9,487</b>	9,121	4	4,001	4,314	(7)
<b>Operating profit (£m)</b>	<b>571</b>	<b>606</b>	<b>(6)</b>	<b>215</b>	<b>261</b>	<b>(18)</b>
<b>Operating profit after taxation (£m)</b>	<b>423</b>	457	(7)	nm	nm	nm
<b>Post-tax margin (%)</b>	<b>4.5</b>	5.0	(0.5) ppts	nm	nm	nm

FY2012 residential energy customer accounts have been restated to exclude 38,000 accounts subsequently reclassified as dormant.

Further detail on costs can be found in the Ofgem Consolidated statement on page 74 of the Preliminary Results announcement and on the Centrica website.

**BRITISH GAS (continued)**
**Residential services**

<b>For the year ended 31 December</b>	<b>FY 2013</b>	<b>FY 2012</b>	<b>Δ%</b>	<b>H2 2013</b>	<b>H2 2012</b>	<b>Δ%</b>
<b>Customer product holdings (period end):</b>						
Central heating service contracts ('000)	4,575	4,663	(2)	4,575	4,663	(2)
Kitchen appliances care (no. of customers) ('000)	453	465	(3)	453	465	(3)
Plumbing and drains care ('000)	1,683	1,714	(2)	1,683	1,714	(2)
Home electrical care ('000)	1,420	1,444	(2)	1,420	1,444	(2)
Other contracts ('000)	96	116	(17)	96	116	(17)
Total holdings ('000)	8,227	8,402	(2)	8,227	8,402	(2)
<b>Domestic central heating installations ('000)</b>	<b>101</b>	<b>94</b>	<b>7</b>	<b>55</b>	<b>50</b>	<b>10</b>
<b>Gross Revenue (£m):</b>						
Central heating service contracts	841	839	0	430	435	(1)
Central heating installations	263	258	2	142	137	4
Other	551	577	(5)	278	291	(4)
Total	1,655	1,674	(1)	850	863	(2)
<b>Operating profit (£m)</b>	<b>318</b>	<b>312</b>	<b>2</b>	<b>183</b>	<b>187</b>	<b>(2)</b>
<b>Operating profit after taxation (£m)</b>	<b>241</b>	<b>236</b>	<b>2</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>
<b>Post-tax margin (%)</b>	<b>14.6</b>	<b>14.1</b>	<b>0.5 ppts</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>

**Business energy supply and services**

<b>For the year ended 31 December</b>	<b>FY 2013</b>	<b>FY 2012</b>	<b>Δ%</b>	<b>H2 2013</b>	<b>H2 2012</b>	<b>Δ%</b>
<b>Customer supply points (period end):</b>						
Gas ('000)	310	322	(4)	310	322	(4)
Electricity ('000)	602	602	0	602	602	0
Total ('000)	912	924	(1)	912	924	(1)
<b>Average consumption:</b>						
Gas (therms)	2,476	2,737	(10)	996	1,156	(14)
Electricity (kWh)	28,852	27,521	5	14,201	14,014	1
<b>Total consumption:</b>						
Gas (mmth)	784	940	(17)	312	399	(22)
Electricity (GWh)	17,260	17,110	1	8,504	8,581	(1)
<b>Gross Revenue (£m):</b>						
Gas	904	1,014	(11)	373	443	(16)
Electricity	1,951	1,841	6	968	929	4
Business Services	229	207	11	122	101	21
Total	3,084	3,062	1	1,463	1,473	(1)
<b>Operating profit (£m)</b>	<b>141</b>	<b>175</b>	<b>(19)</b>	<b>63</b>	<b>82</b>	<b>(23)</b>
<b>Operating profit after taxation (£m)</b>	<b>113</b>	<b>130</b>	<b>(13)</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>
<b>Post-tax margin (%)</b>	<b>3.7</b>	<b>4.2</b>	<b>(0.5) ppts</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>

Further detail on costs can be found in the Ofgem Consolidated statement on page 74 of the Preliminary Results announcement and on the Centrica website.

## DIRECT ENERGY

### Total Direct Energy

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
Total residential energy and services accounts (period end) ('000)	5,967	5,856	2	5,967	5,856	2
Gross revenue (£m)	7,325	5,684	29	4,134	2,921	42
Operating profit (£m)	276	310	(11)	111	155	(28)
Operating profit after taxation (£m)	189	203	(7)	nm	nm	nm

### Residential energy supply

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
Customer accounts (period end) ('000)	3,360	3,455	(3)	3,360	3,455	(3)
Gross revenue (£m)	2,517	2,357	7	1,209	1,147	5
Operating profit (£m)	163	156	4	64	55	16
Operating profit after taxation (£m)	111	103	8	nm	nm	nm
Post-tax margin (%)	4.4	4.4	0.0 ppts	nm	nm	nm

### Business energy supply

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
Gas sales (mmth)	1,839	793	132	1,345	372	262
Electricity sales (GWh)	63,919	51,378	24	35,920	27,443	31
Gross revenue (£m)	4,238	2,795	52	2,629	1,495	76
Operating profit (£m)	77	121	(36)	24	78	(69)
Operating profit after taxation (£m)	53	78	(32)	nm	nm	nm
Post-tax margin (%)	1.3	2.8	(1.5) ppts	nm	nm	nm
Post-tax underlying margin (%)	1.8	2.8	(1.0) ppts	nm	nm	nm

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

### Residential and business services

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
Contract relationships (period end) ('000)	2,608	2,401	9	2,608	2,401	9
On demand and installation jobs ('000)	748	670	12	398	360	11
Gross revenue (£m)	570	532	7	296	279	6
Operating profit (£m)	36	33	9	23	22	5
Operating profit after taxation (£m)	25	22	14	nm	nm	nm
Post-tax margin (%)	4.4	4.1	0.3 ppts	nm	nm	nm

### Direct Energy (with comparator year of 2012 restated to remove effect of foreign exchange movements)

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Revenue (£m)</b>						
Residential energy supply	2,517	2,360	7	1,209	1,132	7
Business energy supply	4,238	2,989	42	2,629	1,594	65
Residential and business services	570	534	7	296	276	7
<b>Direct Energy revenue</b>	<b>7,325</b>	<b>5,883</b>	<b>25</b>	<b>4,134</b>	<b>3,002</b>	<b>38</b>
<b>Operating profit (£m)</b>						
Residential energy supply	163	157	4	64	55	16
Business energy supply	77	121	(36)	24	77	(69)
Residential and business services	36	33	9	23	22	5
<b>Direct Energy operating profit</b>	<b>276</b>	<b>311</b>	<b>(11)</b>	<b>111</b>	<b>154</b>	<b>(28)</b>

2012 figures restated at 2013 weighted average exchange rate.

**CENTRICA ENERGY**
**Total Centrica Energy**

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Operating profit (£m)</b>	<b>1,326</b>	1,251	6	524	558	(6)
<b>Operating profit after taxation (£m)</b>	<b>468</b>	<b>441</b>	<b>6</b>	<b>nm</b>	<b>nm</b>	<b>nm</b>

**International gas**

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Gas production volumes (mmth)</b>						
East Irish Sea	718	740	(3)	374	378	(1)
Other UK and Netherlands	1,071	883	21	530	403	32
Norway	828	557	49	392	381	3
North America	701	549	28	449	270	66
Trinidad & Tobago	239	261	(8)	116	131	(11)
<b>Total</b>	<b>3,557</b>	2,990	19	1,861	1,563	19
<b>Liquids production volumes (mmboe)</b>						
UK and Netherlands	6.3	7.4	(15)	2.8	3.5	(20)
Norway	11.0	8.9	24	5.2	5.9	(12)
North America	1.4	1.1	27	0.9	0.5	80
<b>Total</b>	<b>18.7</b>	17.4	7	8.9	9.9	(10)
<b>Total production volumes (mmboe)</b>	<b>77.3</b>	66.8	16	39.7	35.9	11
<b>Average achieved gas price (p/therm)</b>						
Europe	65.0	57.6	13	64.2	59.3	8
North America and Trinidad & Tobago	20.9	23.2	(10)	21.2	22.4	(5)
<b>Total</b>	<b>53.7</b>	49.0	10	51.8	50.9	2
<b>Average oil and condensate sales price (£/boe)</b>						
Europe	62.9	62.8	0	60.6	63.4	(4)
North America and Trinidad & Tobago	43.3	45.5	(5)	41.3	46.9	(12)
<b>Total</b>	<b>61.6</b>	61.7	0	58.8	62.5	(6)
<b>DDA costs (£/boe)</b>						
Europe	12.9	10.2	26	13.0	10.5	24
North America and Trinidad & Tobago	6.1	6.2	(2)	5.5	5.8	(5)
<b>Total</b>	<b>11.4</b>	9.3	23	11.0	9.6	15
<b>Lifting and other cash production costs (£/boe)</b>						
Europe	13.5	13.8	(2)	14.0	15.0	(7)
North America and Trinidad & Tobago	9.7	7.4	31	10.4	8.0	30
<b>Total</b>	<b>12.6</b>	12.4	2	13.0	13.6	(4)
<b>Exploration &amp; appraisal costs (£m)</b>	<b>154</b>	143	8	107	110	(3)
<b>Operating profit (£m)</b>	<b>1,155</b>	<b>940</b>	<b>23</b>	<b>472</b>	<b>421</b>	<b>12</b>
<b>Operating profit after taxation (£m)</b>	<b>325</b>	198	64	nm	nm	nm
<b>Return on total capital employed (%)</b>	<b>8.3</b>	5.6	2.7 ppts	nm	nm	nm
<b>Total net proven and probable reserves (mmboe)</b>	<b>711</b>	633	12	nm	nm	nm

To align with a new organisational structure, the North American Upstream gas business is now reported in Centrica Energy. Prior year comparatives have been restated accordingly. Lifting and other cash production costs include all cash costs except exploration and appraisal costs and the impact of underlift / overlift. Prior year comparatives have been restated. Centrica's share of proven and probable reserves excludes Rough cushion gas of 30mmboe, and includes the 60% share of Canadian assets acquired from Suncor.

**UK power**

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Power generated (GWh)</b>						
Gas-fired	8,897	8,952	(1)	4,366	4,046	8
Renewables	753	533	41	463	287	61
Nuclear	12,097	12,004	1	6,334	6,050	5
<b>Total</b>	<b>21,747</b>	21,489	1	11,163	10,383	8
<b>Achieved Clean Spark Spread (£/MWh)</b>	<b>11.7</b>	10.7	9	13.4	11.2	20
<b>Achieved power price (including ROCs) (£/MWh) - renewables</b>	<b>114.5</b>	105.7	8	120.9	111.3	9
<b>Achieved power price (£/MWh) - nuclear</b>	<b>51.9</b>	49.6	5	51.7	49.8	4
<b>Operating profit / (loss) (£m)</b>						
Gas-fired	(133)	(4)	nm	(69)	0	nm
Renewables	25	56	(55)	(10)	11	nm
Nuclear	250	237	5	128	119	8
Midstream	29	22	32	3	7	(57)
<b>Operating profit (£m)</b>	<b>171</b>	<b>311</b>	<b>(45)</b>	<b>52</b>	<b>137</b>	<b>(62)</b>
<b>Operating profit after taxation (£m)</b>	<b>143</b>	243	(41)	nm	nm	nm
<b>Return on total capital employed (%)</b>	<b>3.8</b>	6.7	(2.9) ppts	nm	nm	nm

Midstream includes results from trading and from bilateral arrangements with third party owners of power generation assets in the UK and Europe.

**Centrica Storage**

For the year ended 31 December	FY 2013	FY 2012	Δ%	H2 2013	H2 2012	Δ%
<b>Average SBU price (in period) (pence)</b>	<b>26.7</b>	31.0	(14)	23.3	33.9	(31)
<b>Gross Revenue (£m)</b>						
Standard SBUs	121	141	(14)	52	77	(32)
Optimisation / other	67	61	10	29	34	(15)
<b>Total</b>	<b>188</b>	202	(7)	81	111	(27)
<b>Operating profit (£m)</b>	<b>63</b>	<b>89</b>	<b>(29)</b>	<b>16</b>	<b>53</b>	<b>(70)</b>
<b>Operating profit after taxation (£m)</b>	<b>48</b>	67	(28)	nm	nm	nm
<b>Return on total capital employed (%)</b>	<b>11.0</b>	13.0	(2.0) ppts	nm	nm	nm

