

To be a sustainable business we must be profitable, delivering economic benefits for our shareholder and stakeholders. In the face of increasing competition and fluctuating energy prices, we've demonstrated our commitment to long-term sustainability by making decisions for a low-carbon future.

“ During 2008/2009 we are investing around £450 million in electricity networks as part of a projected investment of almost £2.1 billion over five years.

Laurent Ferrari Chief Operating Officer, Networks

EDF Energy is a wholly-owned subsidiary of EDF. As an integrated energy company we generate, distribute and supply electricity and gas in the UK through our Energy, Networks and Customers branches.

In 2008 we were the leading distributor of electricity in the UK (in terms of electricity distributed and regulated asset value) and the third largest electricity supplier (in terms of TWh sold). We are also a significant electricity generator, with a nameplate capacity (excluding PPAs) of 4.9GW.

In 2008 we distributed electricity to more than 8 million homes and businesses in London and the east and south-east of England, via a 182,000 km network, supplying 52.1 TWh of electricity and 30.3 TWh of gas in total. At the end of the year we had 5.6 million customer product accounts, including residential customers, small and medium enterprises (SMEs) and major business account holders.

Our total sales in 2008 were £6,621 million. We employed 13,406 people in full-time employment.

At 31st December	2008	2007	2006
Sales (£million)	6,621	5,744	5,673
Electricity	4701	3,895	4,000
Gas	859	685	606
Other	1061	1,163	1,066
Profit before tax (£million)	189	342	405
Electricity (GWh)	52,069	52,435	53,462
Gas (GWh)	30,298	28,685	25,849
Number of customer accounts (thousands)	5,560	5,539	5,497
Employees	13,406	13,158	12,319
Networks Regulated Asset Value (£billion)	3.5	3.2	3.1

## Fuel Labelling

All electricity suppliers in the UK are required to publish information on the generation sources of the electricity they provide to their customers. The table below shows how the energy used from April 2007 to March 2008 by our residential and business and residential customers was generated. Our customers' total electricity demand comes from two sources: half is generated from our own generation portfolio; the remainder is purchased from other power generators via the wholesale market. Fuel Mix disclosure in the UK was introduced in 2005 and therefore there is no data available prior to this period.

Fuel Source	EDF Energy Fuel Mix	UK Fuel Mix
Coal	49%	33%
Nuclear	12%	16%
Gas	31%	43%
Renewable	6%	6%
Other	2%	2%

We buy and sell power, purchasing gas, coal and other commodities on the wholesale markets to meet the demands of our generating plants and customers. We operate three major power plants in the UK, with a combined generating capacity of 4.9 GW.

Commodity prices were extremely volatile throughout 2008, more so in the UK than in France or Germany, because of their strong correlation with gas prices here and our limited interconnection capacity. Energy prices rose strongly during the first half of the year, reflecting a steep rise in global oil prices – the result of tight supply margins as demand increased, particularly in China. From early July, energy prices fell sharply, reflecting deteriorating global economic conditions, although depreciation in sterling has reduced decline in UK energy prices compared to other global energy commodities.

## Generation

We operate gas-fired and coal-fired power plants, undertaking base load and cycling duties. We have three major power plants in the UK, with a total generating capacity of 4.9 GW:

- Sutton Bridge, Cambridgeshire: a Combined Cycle Gas Turbine Plant with a capacity of 803 MW, commissioned May 1999
- Cottam, Nottinghamshire: a coal-fired plant with four units generating a capacity of 2,008 MW, commissioned 1970
- West Burton, Nottinghamshire: a coal-fired plant with four units and two open cycle gas turbines, delivering a total capacity of 2,052 MW, commissioned 1970

In 2008 we generated 27.2 TWh of electricity for sales. Output from our generation plants effectively meets demand from our residential and SME customers; demand from our large business customers (with consumption measured on a half-hour basis) is met through wholesale market purchases.

## Risk management

For residential and SME customers we determine our minimum exposure to the risk of energy cost variations in advance and set maximum and minimum hedging levels along with clear limits to provide the basis for a supply strategy that covers all raw materials.

## Electricity

In addition to the electricity we generate, we also purchase it through a number channels:

- Long-term contracts with Barking (London) and Teesside CCGT (north-east) power stations as well as Scottish and Southern Electricity, to purchase approximately 4.8 TWh annually
- Contracts with generators connected directly to distribution networks that require no transmission network, primarily those using renewable energy sources, which allow us to source electricity close to the point of demand in order to reduce costs – providing approximately 2.6 TWh annually
- Wholesale purchase contracts based on quantities and variable periods, within the bounds of risk parameters set in advance, providing approximately 28.2 TWh annually

Losses of approximately 3.6 TWh are incurred annually during the distribution of generated and purchased electricity.

## Gas and coal

Gas for end-users and our Sutton Bridge power plant is purchased through a diversified contract portfolio. Coal purchases are based on the generation forecast and coal stock targets. We purchase around 40% of our coal in the UK and the rest from international sources.

The UK government has set its vision for the future of energy supply, emphasising its support for a stronger EU Emissions Trading Scheme after 2012 and for the construction of a new generation of nuclear power stations. It is now taking action to ensure that new nuclear power stations can be built in the UK.

### Combined Cycle Gas Turbine generation

We reviewed our future energy generation requirements as early as 2005, taking into account the risk of limited liquidity in the wholesale market and our sustainability aspirations. Consequently, we committed to build a new Combined Cycle Gas Turbine generation (CCGT) power station, which will come into service by 2011. We may invest in a second CCGT station of similar size to enter service at a later date. The CCGT station at West Burton received government consent in October 2007. It will comprise three 437MW multi-shaft units with a combined capacity of 1.3 GW. The plant will be designed to our specifications with EDF CIT operating as construction engineering and procurement manager.

### Renewables

Our joint venture company, EDF Energy Renewables, currently owns or has consent to build wind farms with an expected capacity of 218MW and with other projects currently in development we plan to increase our renewable power generation capacity to 1,000MW.

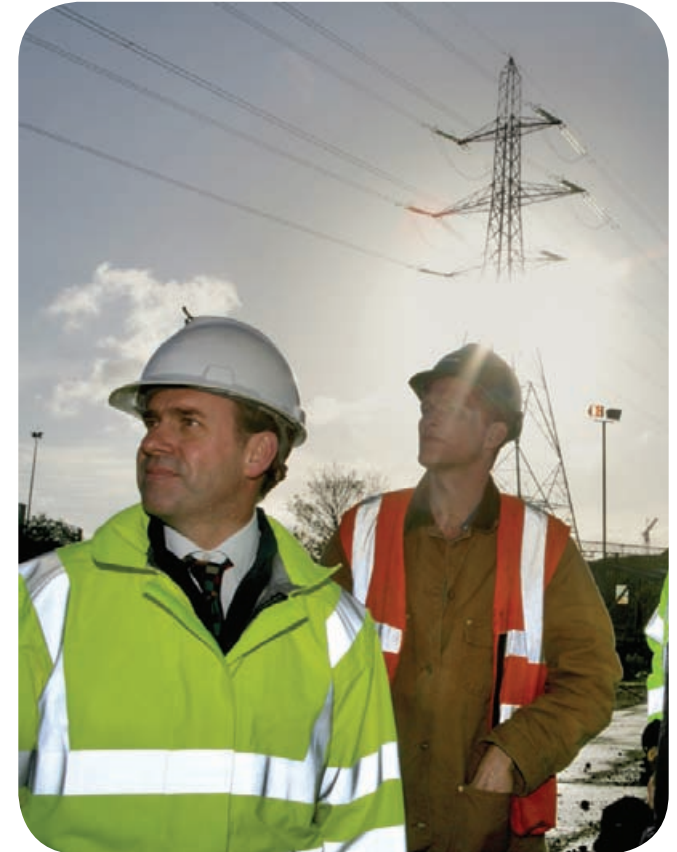
### Nuclear power

The UK government is committed to developing new nuclear generation capacity and has concluded that the electricity industry should be allowed to build and operate new stations, subject to normal planning and regulatory requirements.

We aspire to build and operate four new EPR nuclear plants in the UK, deploying the same technology that is being used at an EPR station in Northern France in order to maximise standardization of design, construction and operation. Together with AREVA, we've submitted an application to the relevant UK authorities for certification of an EPR plant model in the UK and also ordered critical components required to build two EPR plants. Our first station could enter service in 2017.

EDF Development Company Ltd, a wholly owned subsidiary of EDF International established during 2008 has acquired land on which it intends to build new nuclear stations, alongside existing nuclear facilities at Hinkley Point and at Wylfa. Following our acquisition of British Energy, we also have access to eight further sites on which new stations could also be built. British Energy's four priority sites are in the south of England at Sizewell, Hinkley Point, Dungeness and Bradwell and data is already being collected in order to carry out environmental impact assessments at each location. Transmission connection and construction agreements with the National Grid for approximately 10.8GW gross capacity from 2016 at these sites is also in place.

The construction of new nuclear power stations at all EDF Energy and British Energy sites remains subject to the government's Strategic Siting Assessment and the granting of appropriate planning authorizations.



**We do not partake in support or receiving financial support from political parties, however we do engage fully in government and EU programmes and are in principle supporters of such trade mechanisms for facilitating sustainability-related changes in the energy sector.**

Our policy on such programme is that we will work with other companies, Ofgem and other bodies and play an active part in the consultation process for any improvement programmes. For example we worked on the Energy Demand Research Project EDRP smart metering initiative; four major energy suppliers, EDF Energy, E.ON, Scottish Power and Scottish and Southern Energy are leading trials examining how customers respond to better information about their energy consumption. Across these suppliers the project is funded by £10m from the Government, matched by equivalent funding from the companies, and the trials are being managed by Ofgem on behalf of the Government.

On EDRP, a quarterly claim is submitted and EDF Energy and its partners have submitted claims for £1.6m relating to costs incurred over 2008.

We have also participated in some other smaller Smart Metering initiatives in conjunction with partners which are in part funded by the Technology Strategy Board (TSB). The funding on these projects is not as high, but we cannot disclose full details due to confidentiality disclosures that have to be agreed with all partners.

## Strategic Supply Planning

Planning and energy demand forecasting is a fundamental activity within our company as we seek to provide a seamless energy utility service. Our assets are multi-million pound investments which may operate, once built, for between thirty to sixty years. We need to manage and balance our future demand forecasts, with assets of different generation capacity, portfolio mix and lifecycle, with the aim of optimising the value of short-term production and managing the risks of supplying our customers in the short, medium and long term, and making a significant contribution to meeting the UK's energy needs in a secure, affordable, low carbon manner.

## Supply Capacity & Demand Management

We can supply our customers with electricity from our own power stations or can purchase electricity generated by other companies on the wholesale market; we can also sell the electricity from our power stations on the wholesale markets. During 2008, we supplied more electricity than we generated and so we purchased more than we sold on the wholesale market. Following the acquisition of British Energy in early 2009, the position is reversed and we will generate more electricity than we supply to customers.

In deciding how much power we will generate and how much we will buy or sell on the market, we seek to optimise our financial performance, thus minimising the cost of the energy needed to supply our customers.

In view of this, our investment planning does not attempt to achieve an exact match between customer demand and generation capacity but does need to consider the balance between generation and demand as part of the management of strategic risk.

EDF Energy also has to purchase the gas and coal needed for its generation assets and the gas needed by its gas customers. As EDF Energy does not own gas or coal production assets, we purchase these fuels.

## Existing and planned generation assets

In 2008, we owned and operated 5GW of generating capacity, of which the major components are the coal-fired power stations at Cottam and West Burton in Nottinghamshire (2000MW each) and the combined cycle gas turbine (CCGT) power station at Sutton Bridge in Lincolnshire (800MW). A further 1300 MW CCGT plant at West Burton is under construction and is planned to be operational in 2011.

EDF Energy intends to lead the revival of nuclear generation in the UK with the objective of building four European Pressurised Reactor (EPR) nuclear plants of 1600MW each, with the first plant to be operational by the end of 2017. We are working to secure the necessary site licences and planning consents to enable construction to start in 2011.

In addition, we plan to develop 1000MW of renewable generation through EDF Energy Renewables Ltd, a joint venture between EDF Energy and EDF Energies Nouvelles.

Following the acquisition of British Energy, we have added 9 GW of existing nuclear generating capacity to our portfolio. However, as a condition of the acquisition of British Energy, we have agreed to sell Sutton Bridge power station within the next few years and also to sell British Energy's 2000MW coal fired power station at Eggborough.

## Long term capacity planning

In planning investment in new generation capacity and the decommissioning of existing generation capacity, we have to take account of a number of factors related to both the UK's overall generation mix including:-

- There was a fall in electricity demand in 2008 as a result of the economic downturn and there is significant uncertainty over the likely recovery from the downturn.
- The expected closure during the next decade of a significant volume of generating capacity, including some 12GW of coal and oil fired generation required to close by 31 December 2015 by the Large Combustion Plant Directive.
- The need to replace existing means of generation by zero or very low carbon generation as an essential element of the Government's target of an 80% reduction in greenhouse gas emissions by 2050.
- The UK's need to maintain a diverse generation mix to assist to ensure security of supply.
- The development of Government policies in support of reductions in carbon emission, promotion of renewable energy and security of supply and the expected impact of these policies on the economics of various forms of power generation.

Although we do not necessarily need to match our generation capacity and customer demand, our investment planning does take account of the expected balance between generation and demand over the medium to long term. In considering this balance and also the right mix of plant within our portfolio, we will consider factors such as:-

- The impact on carbon emissions
- Load shape (How well suited is the generation portfolio to meeting the variations in customer demand in a cost-effective manner?)
- The expected lifetimes of our existing plant
- The risk exposure of our portfolio (e.g. to changes in fuel prices) and the value of retaining diversity in our portfolio to manage risk.
- The lead time for obtaining consents for, and constructing, new power stations and the value of retaining options for new development to ensure that we are able to make the right investment decisions at the right time.

Recognising the inherent uncertainties in long term planning, we will review our investment strategy and individual investment decisions to check that they are robust against a range of scenarios and that proposed projects will meet our financial criteria. EDF Energy works with other companies in the EDF Group to develop a set of internally consistent scenarios for this purpose.

As well as investment in new generation assets, the choices for structuring our energy generation and demand portfolio will include investment in our existing generation assets and entering into long term contracts to buy or sell power.

For example, we invested in our coal fired power stations to fit Flue Gas Desulphurisation (FGD) and making modifications to reduce oxides of nitrogen to ensure that we were able to meet emissions standards introduced from 1 January 2008 by the Large Combustion Plant Directive. This means that, unlike a number of other coal fired power stations whose output has been constrained, Cottam and West Burton can meet emissions limits on nitrogen and sulphur oxides with no significant restrictions on output until 31 December 2015. We are currently considering the possible further tightening of emissions constraints by the European Commission after 2015 to enable us to decide the best strategy for these power stations; to do this, we are not only assessing the available technical choices but are also engaging in dialogue with the UK Government and the European Commission. The post-2015 strategy may require significant investment to achieve further improvements in emissions performance or it may require us to operate the power stations at reduced load factors after 2015 and it will ultimately lead to closure of these power stations at some date after 2015. As part of this strategy, we shall plan for the responsible decommissioning of these power stations.

This report does not describe any nuclear decommissioning process, costs and management policy and processes, as we did not acquire the nuclear power stations as part of British Energy until after the end of 2008.

Our strategy is implemented through the Medium Term Planning process, resulting in detailed plans and annual budgets against which performance is managed.

### Short to Medium Term Capacity Planning

From about three years ahead of the time that we will supply customers, we are able to start customer demand forecasts for gas and electricity as the basis of hedging decisions to manage risk.

As explained above, our planned electricity generation is not directly linked to our expected customer demand. We buy or sell from the wholesale market to manage risk and to optimise our financial performance taking into account both customer demand and expected generation output.

We schedule our generation plant in response to price signals and not directly in response to demand; nevertheless, it will generally be true that the “spread” between the price of power and the price of fuel and carbon emissions permits will be higher when demand is higher. However, this spread will depend on the specific costs and the thermal efficiency of each generating unit.

We also need to take account of other factors such as the need for planned maintenance outage and the risk of unplanned outages.

In planning maintenance outages, we take account of the statutory requirements for boiler inspections, our monitoring of the condition and performance of our plant and opportunities for improvements in efficiency or availability. The timing of outages depends partly on market conditions, with the major outages on our coal fired plant, typically taking place during the summer, when demand is lower and wholesale power prices are usually lower. However, we also have to take account of, and plan carefully for, the availability of labour and materials. The work programme during a major outage requires very detailed planning to enable us to carry out the necessary work in as short a period as possible so that we can return the unit to service on time. Particular attention is paid in this planning to ensuring that the work will be carried out safely, in accordance with our zero harm approach and to work closely with the contractors we employ to make sure that they work to our standards.

As a result, our electricity generation will be heavily influenced by national customer demand although not following it directly. As demand varies seasonally and at different times of day and is also affected by weather, electricity generation will respond to these variations. Generation plant that has low marginal costs or that is unable to operate flexibly will tend to operate as baseload plant whereas other generation will tend to operate more flexibly to match customer demand. For example, the operation of our coal fired generation will depend very much on market conditions, operating at baseload when demand and power prices are high but running much more flexibly when demand and power prices are lower.

We operate three neighbouring distribution networks in the UK. In line with Ofgem requirements, they are operated as a separate legal entity from the rest of EDF Energy through our Networks branch, to ensure that competition is not restrained, hindered or distorted. We also deliver commercial and technical solutions for infrastructure projects and electrical distribution network projects.

### Public networks

Our network covers over 29,000 km<sup>2</sup> and distributes 87 TWh of electricity annually through 47,000 km of overhead wires and 135,000 km of underground cables. We are the largest distributor (in terms of volume and regulated asset value) in the UK, bringing electricity to 8 million customers.

Our distribution networks all work in very different locations: a concentrated urban network in London; a mix of rural and urban networks in the east and south-east of England. We invested £530 million in asset replacement, reinforcement and network extensions during 2008. Our network performance is strongest in London, where almost the entire supply network is underground and unaffected by the weather.

Our Networks business generates income through Distribution Use of System charges to the supply companies, who in turn contract with the end customer. Our charges are among the lowest in the UK.

The regulated businesses are subject to a five year price control, which is agreed following data analysis and negotiation. The next price control comes into effect from April 1 2010, with initial proposals from Ofgem the industry regulator, expected during 2009.

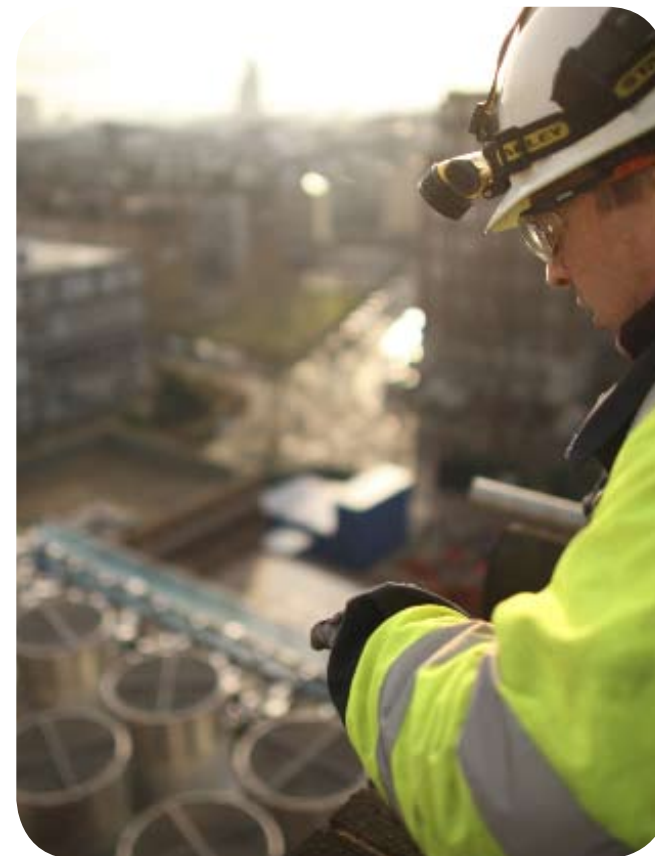
### Private networks and initiatives

We provide a wide range of commercial and technical solutions for infrastructure projects and electrical distribution network projects, including those for:

- Heathrow, Gatwick and London airports
- Docklands Light Railway Lewisham extension
- Several commercial buildings in the London Docklands

We're also involved in a number of joint venture investment projects. We hold an 80% interest in the Powerlink consortium, a 30-year contract to maintain and upgrade the London Underground's high voltage distribution system. We also have a 49% interest in MUJV Ltd, a venture with Veolia Water to design and lay all water, wastewater, gas and electricity pipes and cables to a new building being constructed by Aspire Defence for the Ministry of Defence.

Our contracting business has several major contracts with customers that include Network Rail (Power Supply Upgrade), Pfizer, London Underground and Islington Highway Lighting.



## Company Incentive Plan

We operate a company bonus scheme (CIP) for all employees including our Executive Team. This is approved by the Company Remuneration Committee. The scheme comprises a balanced set of measures relating to the five Ambitions of EDF Energy at Company and Business Unit level.

Typically 40% of bonus is determined by Company and Business Unit financial performance, with the remaining 60% judged against performance across the Company's other four Ambitions; Safe for All, Customer's Choice, High Performing People and Sustainable Performance."

## Accounting for sustainability

In 2006 we launched our Sustainable Future project with three key objectives in mind: to make corporate responsibility a true driver for improved business performance; to make EDF Energy a sustainable energy business that adds economic, social and environmental value: and to put sustainability in our 'DNA'.

## Our Commitments

We launched Our Climate Commitments in June 2007, explaining how we intend to reduce our own environmental impacts and how our customers can reduce their energy consumption. As part of an ambitious package of initiatives, we committed to achieve a 60% reduction in our power stations' carbon dioxide emissions intensity by 2020.

In February 2008 we added to Our Climate Commitments with the launch of Our Social Commitments – an equally extensive and ambitious statement of intent.

## Inspiring our people

People make a business successful and a modern, knowledge-based business like ours has to engage and inspire its employees, rather than 'instruct' or 'tell' them what to do. We aim to make EDF Energy a company that employees feel to be clearly connected with their aspirations, in which they are engaged to deliver improved business performance.

## Connected Reporting Framework

Throughout 2008 we've used our Connected Reporting Framework (CRF) to report progress to our Executive on the delivery of Our Climate and Social Commitments. The CRF was launched by The Prince's Accounting for Sustainability Project in December 2007. It provides a reporting model that presents key sustainability information alongside more conventional financial data to give a more rounded and balanced picture of an organisation's overall performance. We have also provided feedback to the Prince's Accounting for Sustainability Project about our experience of using the tool in order to support its improvement in future.

## Shareholders

EDF Energy plc is a wholly owned subsidiary of EDF SA and we comply with our obligation to hold an Annual General Meeting within 6 months of the accounting reference date. Shareholders have the right to call a General Meeting to discuss any matters arising including those to amend the constitution of the company.



EDF Energy has the mission “to bring sustainable energy solutions home to everyone”. This guiding principle shapes the way we do business.

To help us achieve it, we developed five ambitions, each of which relates to one or more of our stakeholders. These five ambitions are:

- Safe for All
- Shareholder’s Expectation
- Customers’ Choice
- Sustainable Performance
- High Performing People

These ambitions represent our balanced view of business success. This section shows “At a Glance” how through our Key Performance Indicators (KPIs) and supporting measures how we have progressed in delivering our vision. Each measure is linked to a section of the report.

Our Climate and Social Commitments are shown under Sustainable Performance.

AMBITION	MEASURE	KPI	2008	2007
<b>Safe for All</b>	Days of zero harm	Days	259	N/A
	Lost Time Incident Rates	/100,000hr	0.33	0.39
<b>Shareholder’s Expectation</b>	Profit before tax	£M	189	342
	Turnover	£M	6,616	5,744
<b>Customers Choice</b>	Preference rate	%	82.8	82.6
	Customer product accounts	millions	5.6	5.5
	Networks customer satisfaction	%	64.7%	69.5%
	Distribution customer interruptions	number per customer per year.	194	191
	Distribution customer minutes lost	minutes. per customer per year	224	204

AMBITION	MEASURE	KPI	2008	2007
<b>Sustainable Performance</b>	CO2 from power stations	millions tonnes	21.9	21.5
	CO2 from building energy use	'000 tonnes	22.1	22.5
	CO2 from transport	'000 tonnes	25.4	26.8
	CO2 per customer account	tonnes	6.1	6.1
	Employee involvement	Index %	39.2	25.2
	Ash to landfill	'000 tonnes	673	701
	Street-works waste to landfill	%	18.6	35.4
	Managed building waste to landfill	%	37.9	47.1
	Eligible customers on social tariff	No.	126,723	
	Packages of support to vulnerable customers	No.	632	
	Children educated in electrical safety	No.	112,980	
	Children registered on Sustainable Schools programme	No.	53,698	
	<b>High Performing People</b>	Employee engagement survey	% engaged	63.7
No. of employees		Headcount	13,406	13,158

Key Measure	Definition
Buildings and depot waste	Office and depot waste is any waste that arises from EDF Energy business activities undertaken at an office or depot. It includes office waste streams such as paper, cardboard, IT equipment, furniture and plastic cups, depot waste streams such as metals and transport waste, and operational projects where EDF Energy has the Duty of Care for the waste. It excludes by-products, such as ash from power generation and spoil from street works. Office and depot waste is re-used, recycled or disposed of through assigned, dedicated and specialist disposal routes managed as part of a contract with waste service providers. The volumes of waste are supplied to EDF Energy by its waste contractors.
Streetworks waste	Any spoil produced in the process of EDF Energy Networks excavation of the highway, including waste produced by sub-contractors, can be divided into the three categories of re-usable on site, recovered for recycling, and disposed waste. The percentage of excavated spoil re-used and recycled is measured against the total volume of spoil excavated. The volumes of waste are supplied to EDF Energy by its waste contractors
SO2	The emissions of SO2 from our coal-fired power stations are regulated by the Environment Agency under the Pollution Prevention and Control (PPC) permits and in accordance with the Environment Agency document "A Framework for the Regulation of Existing Large Coal- and Oil-Fired Combustion Plant at Power Stations in England and Wales: 2008-15". Data is audited periodically by Deloitte on behalf of the EDF Group.
NOx	The emissions of NOx from our coal-fired power stations are regulated by the Environment Agency under the Pollution Prevention and Control (PPC) permits and in accordance with the Environment Agency document "A Framework for the Regulation of Existing Large Coal- and Oil-Fired Combustion Plant at Power Stations in England and Wales: 2008-15". Data is audited periodically by Deloitte on behalf of the EDF Group.
Particulate	The emissions of Particulates from our coal-fired power stations are regulated by the Environment Agency under the Pollution Prevention and Control (PPC) permits and in accordance with the Environment Agency document "A Framework for the Regulation of Existing Large Coal- and Oil-Fired Combustion Plant at Power Stations in England and Wales: 2008-15". Data is audited periodically by Deloitte on behalf of the EDF Group.
Pulverised Fuel Ash and Furnace Bottom Ash	Ash data is reported to the Environment Agency in accordance with the Pollution Prevention and Control (PPC) permit requirements. Data is audited periodically by Deloitte on behalf of the EDF Group.
CO2	The CO2 emissions from EDF Energy's generating plants are determined in accordance with the site specific Environment Agency permits issued under the "Greenhouse Gas Emissions Trading Scheme Regulations 2005 (S.I.2005 No 925) (The "ETS Regulations"). The UKAS accredited organisation CICS conduct annual verification audits of the Greenhouse Gas emissions data reported by EDF Energy, which once verified are submitted to the Environment Agency and entered onto the EU ETS Registry.
MP survey	Results are the independent findings from an externally commissioned report.
LTI Frequency Rate	The Lost Time Incident Rate is the number of lost time incidents per 100,000 hours worked. Lost Time Incidents are defined as the number of workplace accidents that lead to a day or more off work. A day represents the next full working day following the accident. The measure covers all staff – employees, agency and contractors. To convert the reported performance to the GRI standard LTI rate multiply by 2.
School children	We have a team of Education Advisors who communicate our safety message via school visits and safety events. Data relating these school visits and safety events is sourced from an online reporting system called CCS. The number of children reached through the competition of an online Quiz on our Powerup! Website are captured by an automatically generated report from the website.

Key Measure	Definition
CERT	CERT Performance against target is reported externally every quarter to Ofgem who use the information from all suppliers to create a combined quarterly report. At the end of each 3 year programme all the CERT Measure information is submitted to Ofgem through the 'banking and closedown' procedure to verify that the target has been met. The banking procedure is done using templates that Ofgem provide which contains the details for each measure type in terms of CO2 savings. We use these templates to monitor our own progress internally throughout the duration of the programme. The programme is split into Priority Group and Non-Priority Group customers of which 40% of the CO2 savings must be delivered to the Priority Group. Priority Group customers are defined by Ofgem as in receipt of certain benefits or over the age of 70.
Energy Assist	EDF Energy's vulnerable customers assisted by means of our social tariff are defined as those customers living in or at risk of fuel poverty. The UK Government definition of a household in fuel poverty is one who spends more than 10% of their net income on gas, electricity or other fuels in order to keep warm – this in turn is defined using the World Health Organisation definition that in order to keep warm, a home should be heated to 21 degrees in the lounge and 18 degrees in all other rooms. It is our assumption that households living on income support or pension credit benefits are very likely to be spending more than 10% of their income on energy bills. The social tariff, Energy Assist, therefore benefits vulnerable customers who are in receipt of income support or pension credit, or who can otherwise prove that they are fuel poor.
London Warm Zone	Based on the government warmfront assessment criteria.
Customer satisfaction	National research performed by GfK (UK) who are a global research company. It encompasses supply companies from across the country.
Major Business Customer satisfaction	The result is solely based on an independent research survey of Major Electricity Users in Britain. These businesses were interviewed by Datamonitor in the 1st and 3rd quarters of 2008. A combined total of 221 EDF energy customers were surveyed.
Customer minutes lost and customer interruptions	Data is governed by and compliant with the Quality of Service regulations defined by Ofgem. It covers calendar year rather than regulatory year reported to Ofgem.
Work causal ill health rate	The Work Causal Ill-Health Rate is the number of musculoskeletal or mental ill-health incidents per 1,000 employees. Incidents are classified by our health service providers and only those where work is considered to be the most significant causal factor are included. Contractors and agency staff are excluded.
Helping Hands	Based on headcount of employees at 31 December 2008.
Responsible Procurement	On time is the % of invoices paid within contractual terms agreed with each supplier.