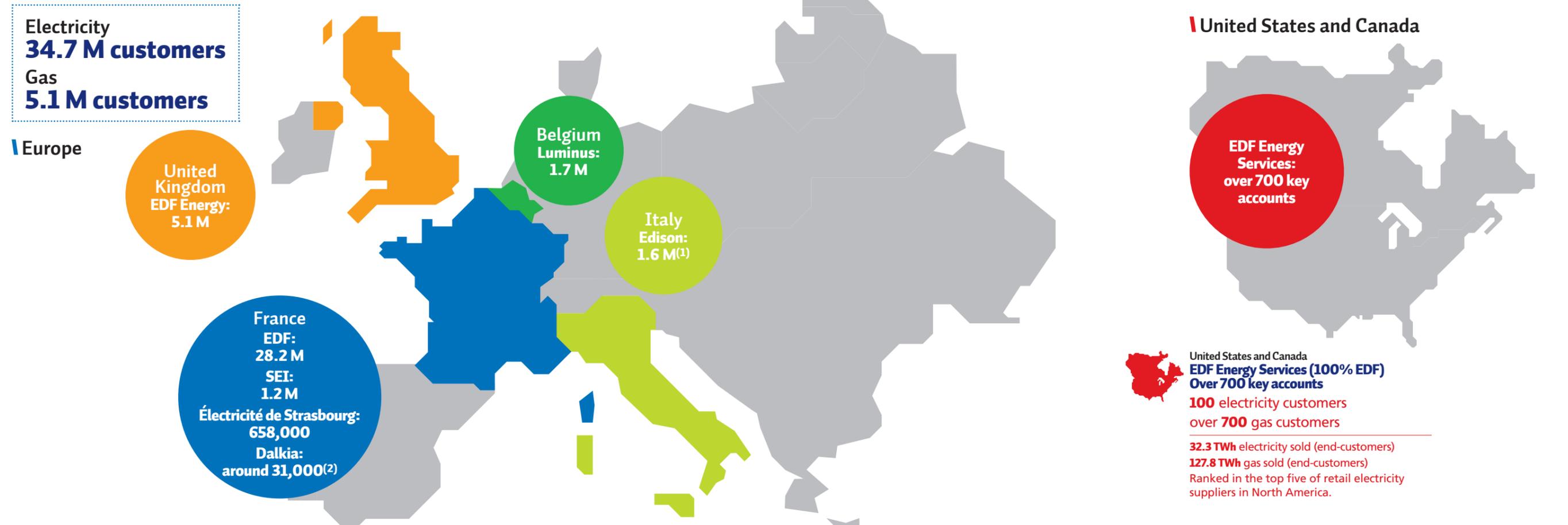


Supply of electricity, gas and heating to 39.8 million customers at 31/12/2018

EDF group supplies electricity and gas to nearly 40 million residential, business and local authority customers worldwide. It is a major energy supplier in the key European markets: Belgium, France, Italy and the United Kingdom. To meet the needs of its customers, increasingly actively engaged with their consumption, EDF offers more and more digital, innovative and local products and solutions.

This map shows the number of customers by site. A customer may have several delivery points: one or more for electricity and another for gas.



United Kingdom EDF Energy
3.2 M electricity customers
1.9 M gas customers

4.9 M residential customers
11.7 TWh electricity sold to residential customers, i.e. 11.2% market share
28.8 TWh gas sold to residential customers, i.e. 9% market share

Electricity market
3.0 M residential customers
0.2 M SME customers
2.1 TWh sold to SMEs
30.1 TWh sold to large industrial and business customers (a few thousand sites)

France EDF
26.7 M electricity customers
1.5 M gas customers

Over 280 TWh electricity sold, i.e. 65% market share
31 TWh gas sold, i.e. 6.6% market share

25.9 M residential customers (over 81% electricity market share)
1.5 M business customers (small business and industry customers, local authorities)

France SEI
1.2 M electricity customers⁽³⁾
26,000 gas customers

8,594 GWh consumed⁽⁴⁾
51% residential consumption
24% retail and service sector consumption
11% business consumption
14% public sector purchaser consumption

France Électricité de Strasbourg (ÉS)
0.5 M electricity customers
0.1 M gas customers

6 TWh electricity sold
4.5 TWh gas sold

461,000 residential customer contracts
43,000 small business customer contracts
12,000 local authorities customer contracts

France Dalkia group
31.2 TWh sold (27.1 TWh heating and cooling and 4.1 TWh electricity)

2,300 industrial sites
80,000 energy installations managed
330 district heating networks
2 M homes heated (energy services for buildings)

Italy Edison
0.66 M electricity customers
0.94 M gas customers

13.7 TWh electricity sold (end customers)
77.5 TWh gas sold (end customers)

Electricity market
0.49 M residential customers
0.17 M small business and industry customers

Gas market
0.93 M residential customers
0.01 M small business and industry customers

Belgium Luminus
1.1 M electricity customers
0.6 M gas customers

12.3 TWh electricity sold, i.e. 20% market share
14.9 TWh gas sold, i.e. 10.6% market share

Africa
80,000 customers, i.e. nearly 400,000 people supplied with electricity⁽⁴⁾

- Senegal ERA
- Togo BBOX
- Côte d'Ivoire ZECI
- Ghana ZEGHA
- South Africa KES

The values correspond to the expression to the first decimal or integer closest to the sum of the precise values, taking into account rounding.

(1) Including customers' service activities.
(2) Dalkia in France and excluding specialist subsidiaries.
(3) Excluding Saint-Pierre-et-Miquelon customers.
(4) Electricity mainly supplied through photovoltaic facilities and kits combined with a battery or solar electric power.