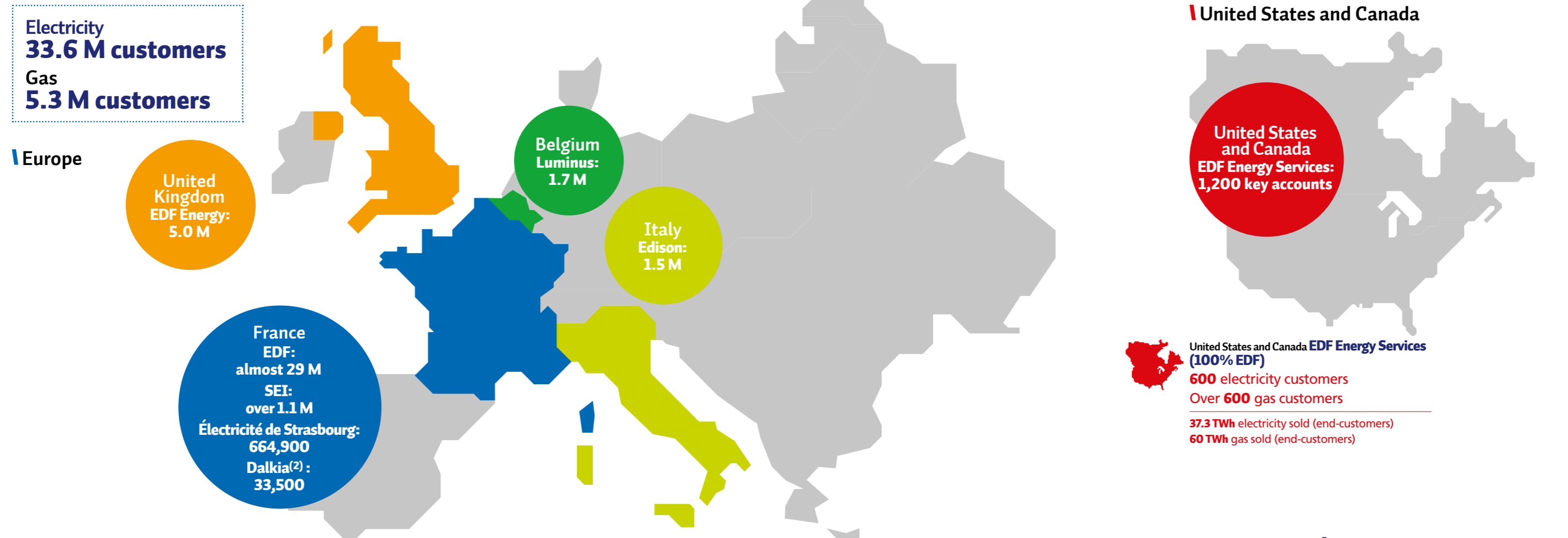


# Supply of electricity, gas and heating to 39 million customers at 31/12/2019

EDF group supplies electricity and gas to nearly 39 million residential, business and local authority customers worldwide. It is a major energy supplier in the key European markets: France, UK, Italy and Belgium. To meet the needs of its customers, who are increasingly actively engaged with their energy use, EDF offers more and more digital, innovative and local products and solutions.

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



**Electricity**  
33.6 M customers  
**Gas**  
5.3 M customers

## Europe

**United Kingdom**  
EDF Energy:  
5.0 M

**Belgium**  
Luminus:  
1.7 M

**Italy**  
Edison:  
1.5 M

**France**  
EDF:  
almost 29 M  
SEI:  
over 1.1 M  
Électricité de Strasbourg:  
664,900  
Dalkia<sup>(2)</sup> :  
33,500

## United States and Canada

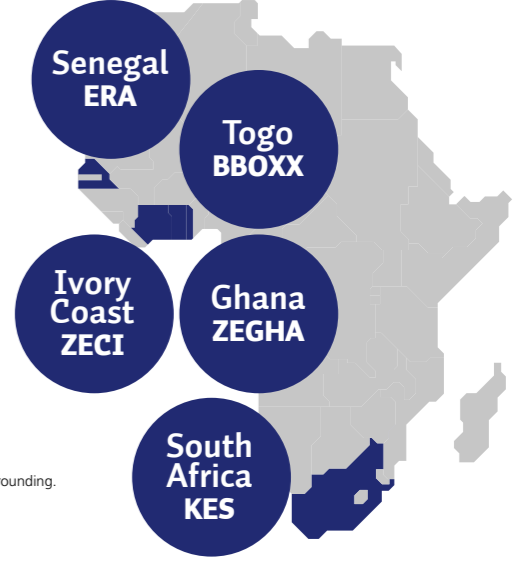


**United States and Canada**  
EDF Energy Services:  
1,200 key accounts

**United States and Canada EDF Energy Services (100% EDF)**  
600 electricity customers  
Over 600 gas customers  
37.3 TWh electricity sold (end-customers)  
60 TWh gas sold (end-customers)

## Africa

**104,000 customers,**  
i.e. nearly 520,000 people  
supplied with electricity<sup>(4)</sup>



**United Kingdom EDF Energy**  
3.0 M electricity customers  
2.0 M gas customers

5.0 M residential customer accounts  
9.45% market share for all accounts

**Electricity market**  
2.9 M residential customers  
11.0 TWh electricity sold to residential customers  
0.32 M small business customers  
2.1 TWh sold to 176,000 SME accounts  
31.3 TWh sold to large industrial and business customers

**Gas market**  
28.0 TWh gas sold to residential customers

**France EDF**  
27.5 M electricity customers  
1.5 M gas customers

264 TWh electricity sold  
31 TWh gas sold

**France SEI**  
Over 1.1 M electricity customers

8.7 TWh consumed  
46% residential  
22% retail and service sector  
19% businesses  
13% public sector

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

5.1 TWh electricity sold  
4.2 TWh gas sold

568,338 residential customer contracts  
83,031 small business customer contracts  
13,591 local authority customer contracts

**France Dalkia group**  
(excluding specialist subsidiaries)  
31.3 TWh sold  
26.9 TWh heating and cooling  
4.4 TWh electricity

2,000 industrial sites  
80,000 energy installations managed in France and other countries  
340 district heating networks  
2 M homes heated

**Italy Edison<sup>(1)</sup>**  
0.6 M electricity customers  
0.9 M gas customers

14.9 TWh electricity sold (end-customers)  
86 TWh gas sold (end-customers)

**Belgium Luminus**  
1.1 M electricity customers  
0.6 M gas customers

12.5 TWh electricity sold, i.e. around 20% of downstream electricity market  
13.4 TWh gas sold, i.e. around 10% market share

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.