

RELIANCE SERVICES P/L - FINANCIAL INFORMATION

Year/Financial Measure	Plan/Not Actual			
	2007	2008	2009	2010
((\$M))				
Revenue (in\$M)	\$24.03	\$25.97	\$22.51	\$25.85
South Australia	\$12.59	\$13.57	\$11.94	\$12.91
Victoria	\$11.43	\$12.40	\$10.57	\$12.94
Gross Profit (in\$M)	\$6.60	\$6.90	\$5.29	\$7.20
South Australia	\$4.10	\$4.20	\$3.62	\$4.10
Victoria	\$2.50	\$2.70	\$1.67	\$3.10
Expenses (in \$M)	\$17.43	\$19.07	\$17.22	\$18.65
South Australia	\$8.49	\$9.37	\$8.32	\$8.81
Victoria	\$8.93	\$9.70	\$8.90	\$9.84
SMALL COMMERCIAL	2007	2008	2009	2010
SA - Revenue	\$10.20	\$10.70	\$9.64	\$10.15
Hot Water Services	\$1.10	\$1.15	\$1.03	\$0.95
Air conditioning	\$1.90	\$1.85	\$1.60	\$1.60
Hot Water Services with Satefy Switches	\$2.60	\$2.70	\$2.50	\$2.60
Mobile Heaters with Satefy Switches	\$1.60	\$1.80	\$1.50	\$1.70
Maintenance Contracts	\$3.00	\$3.20	\$3.01	\$3.30
Vic - Revenue	\$4.20	\$4.85	\$4.21	\$4.91
Hot Water Services	\$1.80	\$1.85	\$1.75	\$1.80
Air conditioning	\$1.50	\$1.65	\$1.55	\$1.75
Hot Water Services with Satefy Switches	\$0.50	\$0.90	\$0.50	\$0.90
Mobile Heaters with Satefy Switches	\$0.40	\$0.45	\$0.41	\$0.46
Maintenance Contracts				
DOMESTIC	2007	2008	2009	2010
South Australia	\$2.39	\$2.87	\$2.30	\$2.76
Hot Water Services	\$0.38	\$0.46	\$0.37	\$0.44
Air conditioning	\$0.51	\$0.61	\$0.49	\$0.59
Hot Water Services with Satefy Switches	\$1.08	\$1.30	\$1.04	\$1.24
Mobile Heaters with Satefy Switches	\$0.42	\$0.50	\$0.40	\$0.48
Victoria	\$7.23	\$7.55	\$6.36	\$8.03
Hot Water Services	\$2.38	\$2.50	\$2.12	\$2.78
Air conditioning	\$3.75	\$3.85	\$3.28	\$4.20
Hot Water Services with Satefy Switches	\$0.80	\$0.85	\$0.64	\$0.70
Mobile Heaters with Satefy Switches	\$0.30	\$0.35	\$0.32	\$0.35