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NEWS RELEASE

SHELL ENERGY REVEALS ENERGY USE AND BROADBAND DATA THAT HIGHLIGHTS CHANGING HABITS DURING LOCKDOWN

- Since the UK entered a period of lockdown there has been a 15 per cent increase in home electricity consumption as people spend more time at home
- A 64 percent uplift in calls made through the landline shows traditional methods of staying in touch are proving popular alongside video conferencing
- Shell Energy has pledged to support all customers who need help with their bills and to cap expenditure, but not usage on landline calls

16 April 2020: As we all adapt to new ways of living, data released today by Shell Energy Retail has revealed how the UK's energy and broadband consumption habits have changed in the past few weeks.

Energy usage

Based on data collected from over 24,000 smart meters across the UK, Shell Energy Retail found there was a 15 per cent increase¹ in electricity usage in the four days immediately after the Prime Minister announced the UK would enter a period of lockdown. Based on the average annual electricity bill, this means Brits will spend an additional £6 a month, if they continue using energy at their current rate².

The data shows a change in habits with the traditional morning spike of usage evolving into a more gradual increase throughout the morning, with peaks in home energy usage occurring between 12.30pm and 1.30pm, as people prepare their lunch at home.

To help customers who may be impacted financially during the COVID-19 pandemic, Shell Energy is putting in place a number of measures to provide assistance, pledging to support all customers who genuinely need it and encouraging anyone who needs help to get in touch.

Measures include:

- Offering discretionary credit up to £50, for pre-payment customers who cannot afford to top up their meter.
- Introducing payment plans for pre-payment customers. Based on the customers circumstances, debt recovery may be paused for up to three months, as well as offering short term payment holidays to customers.
- Sending engineers to assist customers who cannot access a paypoint outlet to top up their pre-pay meter.
- Similarly, for credit customers in difficulty, Shell Energy may be able to reduce their monthly Direct Debit amount and spread payment over a longer period, or offer payment holidays.
- Allowing those who notify Shell Energy to be excluded from a Direct Debit reassessment, for a period of up to 90 days, if the reassessment has not taken place already.

Broadband consumption

When it comes to talking with business colleagues or keeping in touch with friends and family, it seems we are rediscovering older ways of communicating with each other, alongside the rise in videoconferencing. Data from Shell Energy Retail indicates a 64 per cent³ increase in the number of people making calls from their landlines, and the average call length has also increased by 50% as Brits return to their landline to catch up with each other.

To help customers manage their bills, Shell Energy is identifying customers that have increased their landline call usage in recent weeks, to move them on to call plans which will cap their expenditure, ensuring they do not overspend on their tariff or get into debt.

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Other measures Shell Energy Retail is taking to support broadband customers include:

- Providing payment plans as required, including; a possible payment holiday of up to 90 days or ad-hoc payments being accepted on a case by case basis.
- Waiving standard contract termination charges for customers forced to move out of their rental property due to COVID-19, provided their account is not in debt.

Colin Crooks, CEO of Shell Energy Retail, said: “This is a challenging time for everyone and we are working hard to alleviate the pressure on our customers, providing help to everyone. All our customer service teams are set up to support our customers from home and so far we haven’t seen any impact on our service levels. But we do ask that those customers who can use our app or website to self serve do that so those who really need to talk to us can take preference. My message to all of our customers is - if you are genuinely struggling as a result of the impact then we are here to help.”

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NOTES TO EDITORS:

¹ Based on electricity consumption data collected between 24th and 28th March 2020 from a selection of 24,000 smart meters across the 60,000 smart meter customers from Shell Energy Retail.

The 15% increase in annual electricity usage would correspond to a 7% increase in the average annual dual fuel bill, due to the standing charge not changing. Gas was kept as unchanged as it has been roughly in line with where it would normally be at this time of year, based on the temperature

² Based on the average annual bill for an average customer as reported by Shell Energy Retail in April 2020. This increase is an approximate and will vary based on customers usage. Cost was based on a weighted average over all tariffs

³ Based on data provided by TalkTalk, Shell Energy’s Broadband partner between 23rd March - 5th April

For further information and pricing visit: <https://www.shellenergy.co.uk>

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About Shell Energy Retail Ltd

Shell Energy Retail Ltd, trading under the Shell Energy brand, supplies 100% renewable electricity, as well as gas, smart home technology and broadband to households across Britain. The Shell Energy brand is also shared by Shell’s energy marketing and trading business. This separate entity provides more and cleaner energy solutions across a global portfolio of gas, power, environmental products and energy efficiency offers to meet current and future energy needs of Shell’s large-scale customers: energy producers, asset owners, traders, wholesalers, and large industrial customers.

About Royal Dutch Shell plc

Royal Dutch Shell plc is incorporated in England and Wales, has its headquarters in The Hague and is listed on the London, Amsterdam, and New York stock exchanges. Shell companies have operations in more than 70 countries and territories with businesses including oil and gas exploration and production; production and

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marketing of liquefied natural gas and gas to liquids; manufacturing, marketing and shipping of oil products and chemicals and renewable energy projects. For further information, visit www.shell.com.

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The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate legal entities. In this release “Shell”, “Shell group” and “Royal Dutch Shell” are sometimes used for convenience where references are made to Royal Dutch Shell plc and its subsidiaries in general. Likewise, the words “we”, “us” and “our” are also used to refer to subsidiaries in general or to those who work for them. These expressions are also used where no useful purpose is served by identifying the particular company or companies. “Subsidiaries”, “Shell subsidiaries” and “Shell companies” as used in this release refer to companies over which Royal Dutch Shell plc either directly or indirectly has control. Entities and unincorporated arrangements over which Shell has joint control are generally referred to as “joint ventures” and “joint operations” respectively. Entities over which Shell has significant influence but neither control nor joint control are referred to as “associates”. The term “Shell interest” is used for convenience to indicate the direct and/or indirect ownership interest held by Shell in a venture, partnership or company, after exclusion of all third-party interest.

This release contains forward-looking statements concerning the financial condition, results of operations and businesses of Royal Dutch Shell. All statements other than statements of historical fact are, or may be deemed to be, forward-looking statements. Forward-looking statements are statements of future expectations that are based on management’s current expectations and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in these statements. Forward-looking statements include, among other things, statements concerning the potential exposure of Royal Dutch Shell to market risks and statements expressing management’s expectations, beliefs, estimates, forecasts, projections and assumptions. These forward-looking statements are identified by their use of terms and phrases such as “anticipate”, “believe”, “could”, “estimate”, “expect”, “goals”, “intend”, “may”, “objectives”, “outlook”, “plan”, “probably”, “project”, “risks”, “schedule”, “seek”, “should”, “target”, “will” and similar terms and phrases. There are a number of factors that could affect the future operations of Royal Dutch Shell and could cause those results to differ materially from those expressed in the forward-looking statements included in this release, including (without limitation): (a) price fluctuations in crude oil and natural gas; (b) changes in demand for Shell’s products; (c) currency fluctuations; (d) drilling and production results; (e) reserves estimates; (f) loss of market share and industry competition; (g) environmental and physical risks; (h) risks associated with the identification of suitable potential acquisition properties and targets, and successful negotiation and completion of such transactions; (i) the risk of doing business in developing countries and countries subject to international sanctions; (j) legislative, fiscal and regulatory developments including regulatory measures addressing climate change; (k) economic and financial market conditions in various countries and regions; (l) political risks, including the risks of expropriation and renegotiation of the terms of contracts with governmental entities, delays or advancements in the approval of projects and delays in the reimbursement for shared costs; and (m) changes in trading conditions. There can be no assurance that future dividend payments will match or exceed previous dividend payments. All forward-looking statements contained in this release are expressly qualified in their entirety by the cautionary statements contained or referred to in this section. Readers should not place undue reliance on forward-looking statements. Additional risk factors that may affect future results are contained in Royal Dutch Shell’s 20-F for the year ended December 31, 2018 (available at www.shell.com/investor and www.sec.gov). These risk factors also expressly qualify all forward looking statements contained in this release and should be considered by the reader. Each forward-looking statement speaks only as of the date of this release, April 19, 2019. Neither Royal Dutch Shell plc nor any of its subsidiaries undertake any obligation to publicly update or revise any forward-looking statement as a result of new information, future events or other information. In light of these risks, results could differ materially from those stated, implied or inferred from the forward-looking statements contained in this release.

We may have used certain terms, such as resources, in this release that United States Securities and Exchange Commission (SEC) strictly prohibits us from including in our filings with the SEC. U.S. Investors are urged to consider closely the disclosure in our Form 20-F, File No 1-32575, available on the SEC website www.sec.gov.

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