

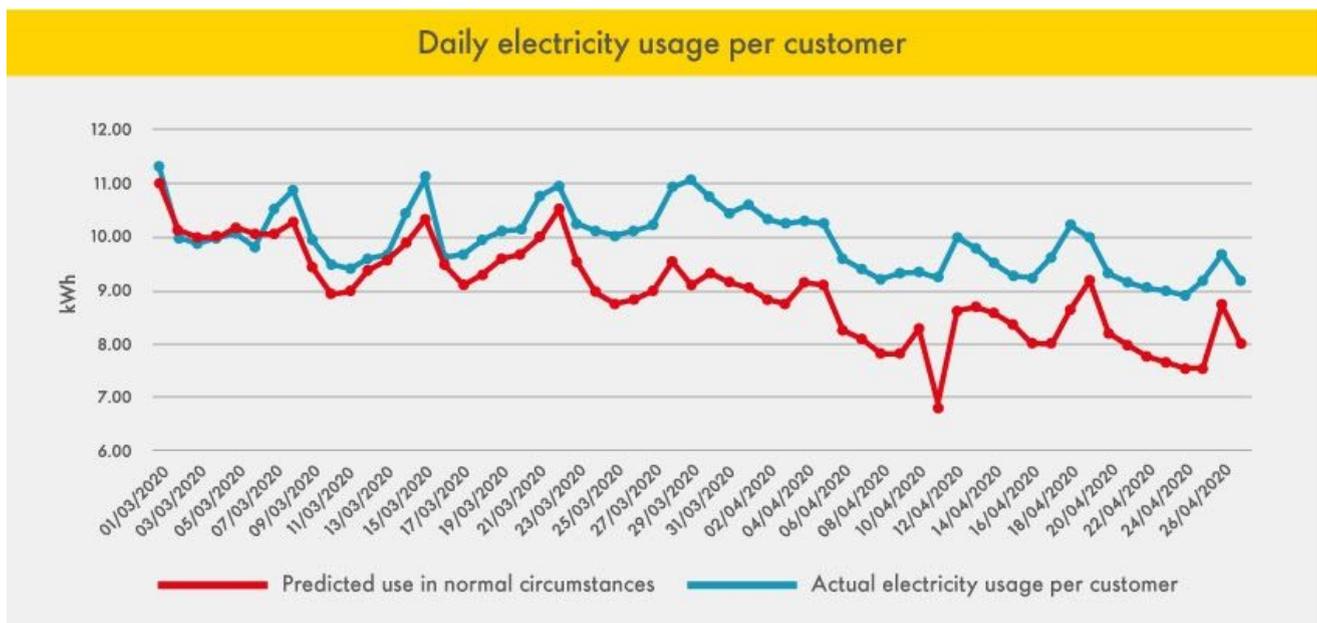


SHELL ENERGY REVEALS SCALE OF INCREASES IN ELECTRICITY, PHONE AND BROADBAND USAGE THROUGHOUT LOCKDOWN MONTH OF APRIL

- 15% increase in home electricity consumption recorded throughout April
- 41% uplift in calls made through the landline shows traditional methods of staying in touch are returning to favour
- 65% increase in broadband uploads shows impact of video conferencing on data use
- Shell Energy has pledged to support all customers who need help with their bills and to cap expenditure, but not usage, on landline calls

06 May 2020: As lockdown in the UK continues, Shell Energy Retail has released the latest figures for home electricity usage – which includes analysis of the month of April as a whole.

The data – based on 24,000¹ smart meters – shows a 15% increase in electricity usage across the month. This equates to an increased cost of around £6². Based on Shell Energy's current modelling, it is expecting May figures to show an increased cost of around £5.



Broadband and calls increase

Broadband and phone lines have become a key way for people to keep in touch with both friends and colleagues during lockdown, and the data³ clearly demonstrates a strong increase in usage.

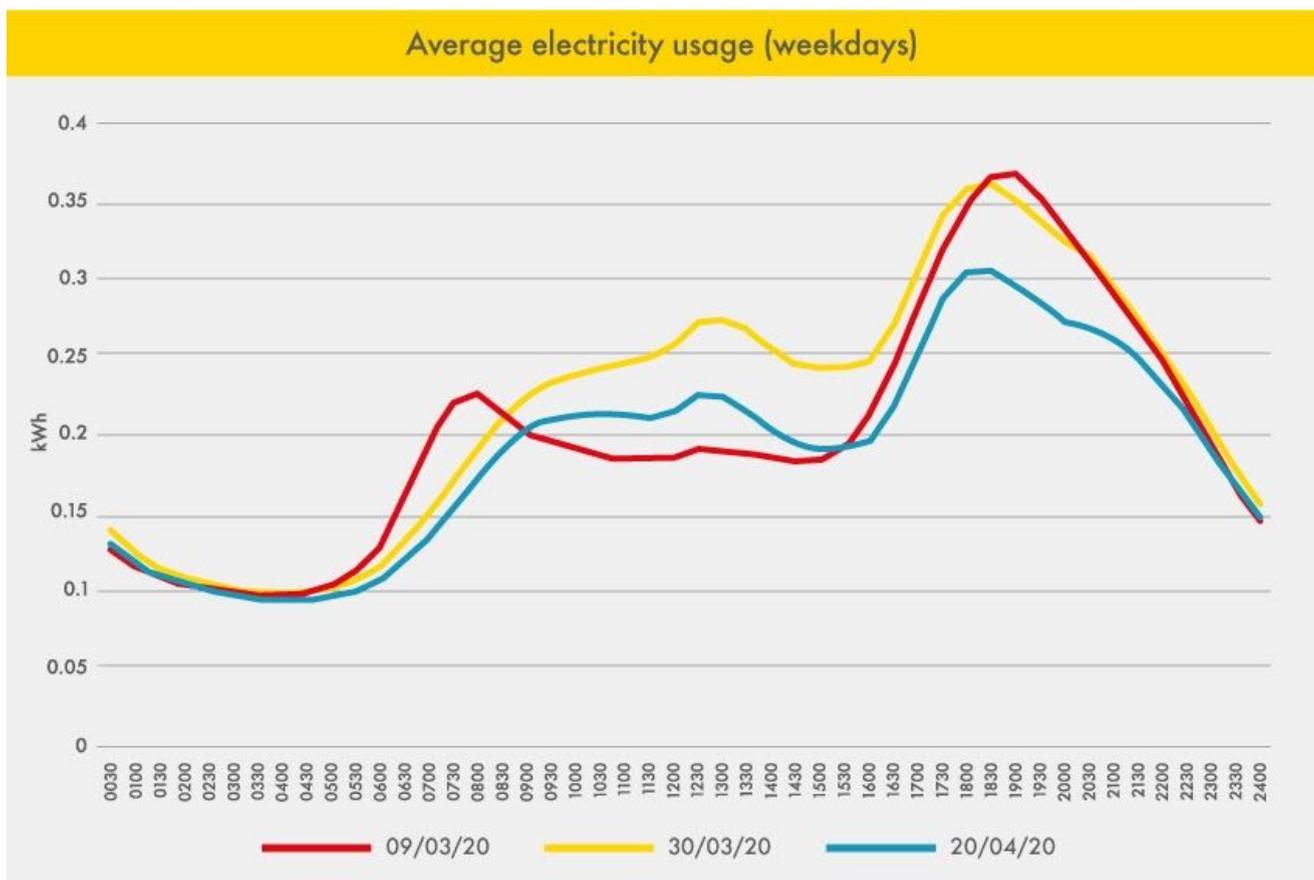
- The period from 16 March to 26 April shows a 41% increase in the volume of calls made compared to the five week period prior.
- The average duration of calls has increased by a fifth (20%). The biggest increase was noted in the first two weeks of lockdown – 58%.
- Internet usage has also increased significantly – with downloads up by nearly a third (29%) and uploads have surging by 65%. Likely due to the increase in video-conferencing calls, which require users to upload more data than they may usually do.



New daily routines shape usage

The power usage data also demonstrates a change in habits with the traditional morning spike evolving into a more gradual increase over the duration of the morning. It also shows a clear peak in home electricity usage occurring between 12.30pm and 1.30pm, as people prepare their lunch at home.

- As we all settle into more regular routines, electricity usage dips by an average of 1.5% at 8:00PM every weekday evening.
- Interestingly usage sees a more pronounced dip of 2% every Thursday evening at 8:00PM, perhaps as households across the UK take part in the weekly Clap For Our Carers campaign.



A similar trend is taking place for customers with prepayment meters. Over the past six weeks Shell Energy customers have been topping up their meters with an average of £14.50 a week, up slightly from an average of £13.

To provide additional support for customers who have a traditional prepayment meter and may be struggling, Shell Energy has been proactively calling elderly customers from its priority service register and customers with potential low credit balances to ensure they have access to credit.

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



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Colin Crooks, CEO of Shell Energy Retail, said: *“These new figures offer a fascinating insight into the changing habits of the country as a whole as we adapt to new ways of working, living and communicating.*

“We’re also acutely aware that this is a challenging time for many of our customers and we have a number of measures in place to support them – particularly the most vulnerable who may be struggling financially and we urge customers to get in touch. This support can be accessed via our website or over the phone for those who prefer to speak to our customer support team, who are working from home through this pandemic to support customers.”

For energy customers, support available includes:

- 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.

For broadband customers, support available includes:

- 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.

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NOTES TO EDITORS:

¹Based on electricity consumption data collected in April 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.

²Based 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.

³Based on data provided by TalkTalk, Shell Energy’s Broadband partner.

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.

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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 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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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.