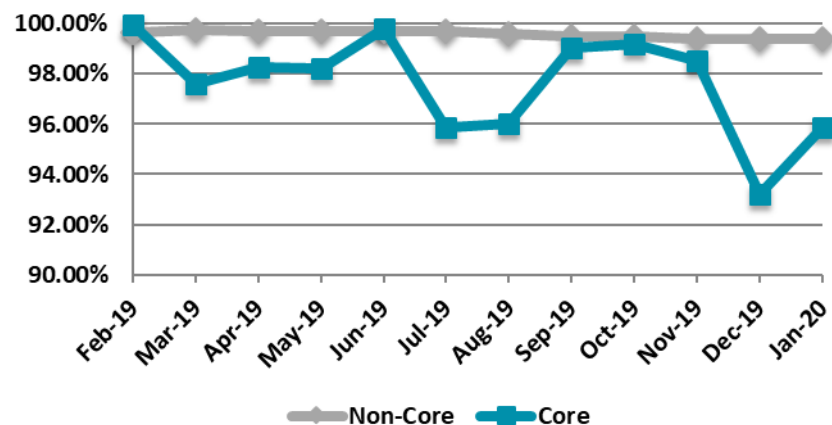


# JANUARY KPI REPORT

Agent Performance Against SLAs



## Supplier Performance

The overall service level performance of the BSC Central Systems remained similar to last month. BMRS, SAA and SVAA did not meet the required service levels in January, however the systems were available with no downtime. ELEXON is working with the Service Provider to prevent repeat incidents on the BMRS and SAA and improve the service across all BSC Central Systems for customers.

### Core Systems

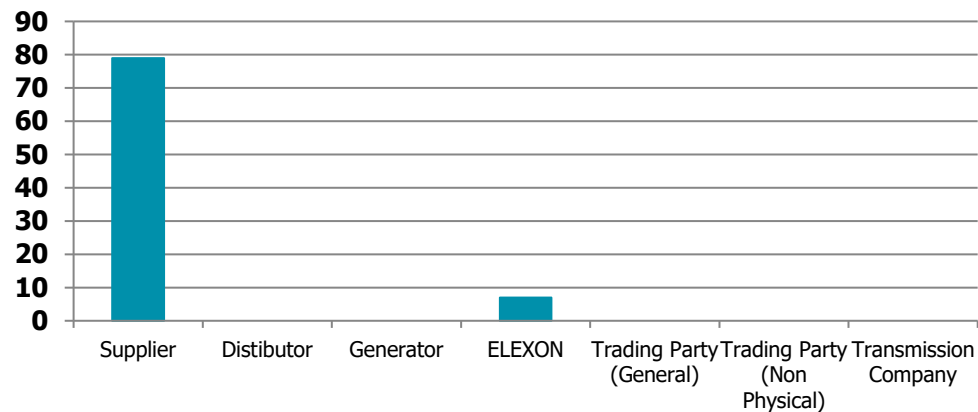
**BMRS:** A recurrent incident occurred on three occasions (4, 11 & 14 January) where BMRS could not load and publish Bid Offer Acceptance Level Flag (BOALF) data. The BOALF data is used in the Settlement Calculations and ELEXON suspended the BMRS Settlement Calculations while this issue was ongoing to prevent incorrect data, in particular the System Prices, being published. Other BMRS data remained unaffected and were available with no downtime in January.

**SAA:** There were four instances where the SAA Settlement Reports (SAA-I014) were not delivered in accordance with the Settlement Calendar. In addition to this, there was an IT related incident on one day where Physical Notification data was not loaded resulting in incorrect System Prices for one Settlement Period in the Interim Information (II) SAA-I014 (16 January 2020). Where this affected Credit Cover Percentage, ELEXON applied Material Doubt to prevent any material impact to BSC Parties. The report was re-issued to correct the data.

**SVAA:** The Daily Profile Production (DPP) was delayed for Settlement Date, 9 January 2020. The report

# JANUARY KPI REPORT

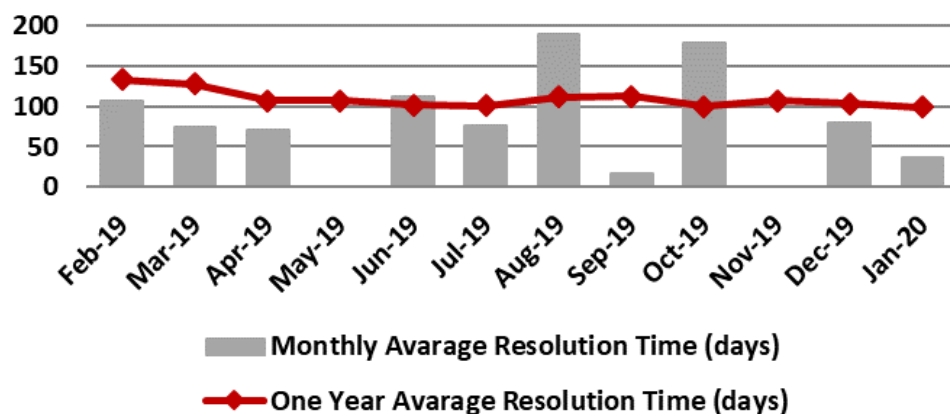
## Disputes by Raising Party for Feb 19 - Jan 20



## Disputes by Raising Party Type

This KPI shows all Disputes raised over the last 12 months by the type of participant who raised the Dispute.

## Dispute Resolution Time for past 12 months

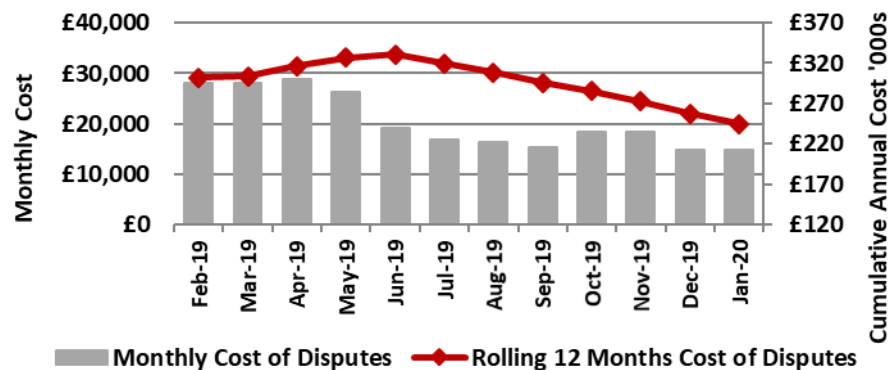


## Disputes by Resolution Time

Six disputes were closed in January and seven opened. The annual average resolution time to January is 99 days (-5).

# JANUARY KPI REPORT

Cost of Disputes for 2018/2019

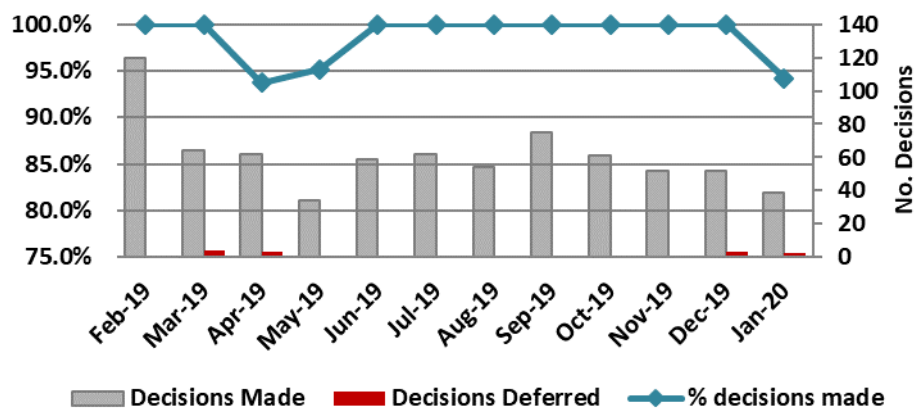


## Cost of Processing Disputes

Within the Metering and Disputes team there are two dedicated resources dealing with Trading Disputes with, going forward, some flexibility for others to help out.

The costs for January 2020 represent 2.5 man days of dedicated resource. There is an additional 27 man days covering the administration around the monthly TDC meeting. A total of 29.5 man days expended for October. Using a day rate of £500 gives a monthly cost of £14,750.

Panel & Panel Committee Decisions

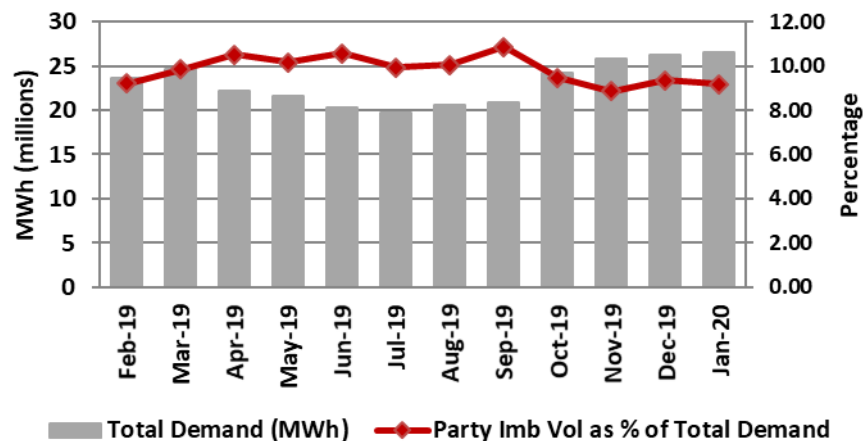


## Panel and Panel Committee Decisions

For the month of January 37 of 39 decisions submitted to the Panel and its committees were made.

# JANUARY KPI REPORT

Total Demand and Party Imbalance Percentage

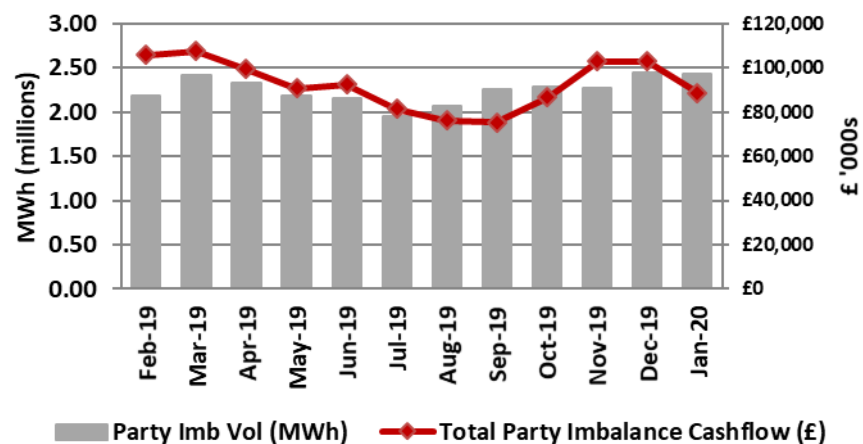


## Value of Imbalance Settlement

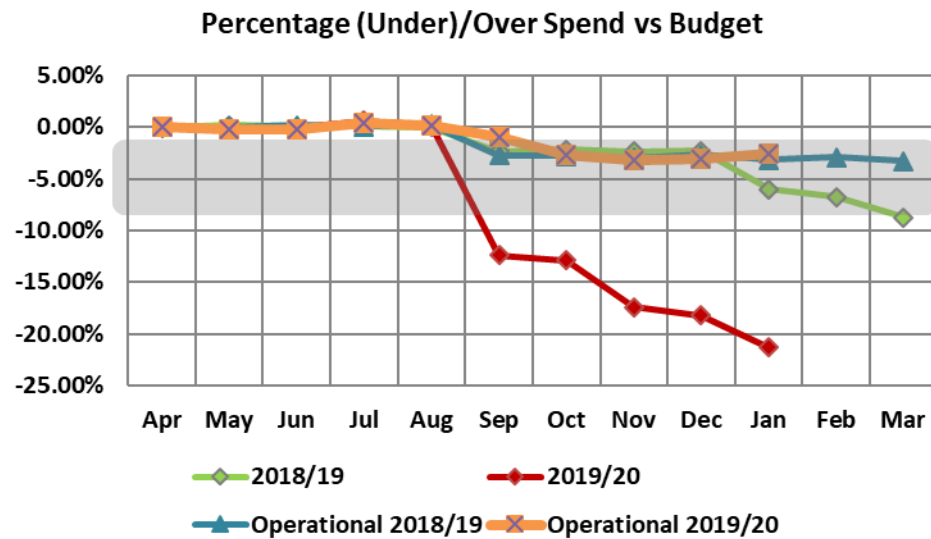
These graphs are for information only to put ELEXON's role into context. The graphs will also be reported in the Trading Operations Report.

Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are settled at the same price, therefore the imbalance volume and cashflow net off.

Party Imbalance Volume and Cashflow



# JANUARY KPI REPORT



## Financial Year 2019/20 Spend against Budget compared with 2018/19

ELEXON overall is 21.3% under budget for the financial year 2019-20. The operational forecast is 2.6% under budget, Contracted costs are 9.9% under budget, Demand led costs are 22.9% under budget, System Strategy costs are 76.1% under budget and Market Development costs are 53.0% under budget.

# JANUARY KPI REPORT

## ELEXON Annual Customer Survey

This graph has been updated to include the 2019 Customer Survey. ELEXON's scores for 2019 are overall 7.9 (-0.1) and average service satisfaction 7.9 (+0.2).

\*Based on average across 9 customer ratings included in all years since 2005

Base: Total sample

