ELEXON

SERVING CUSTOMERS

WE MANAGE THE BALANCING AND SETTLEMENT CODE (BSC) AND WHOLESALE ELECTRICITY MARKET ARRANGEMENTS

WE SERVE 501 MARKET PARTICIPANTS

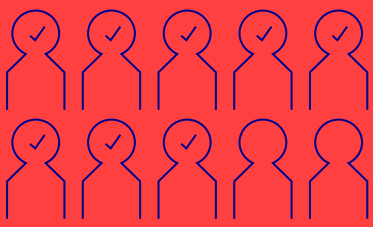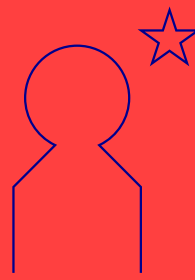| 167	132	100	28	4	7
Suppliers	Generators	Non-physical traders	Distributors	Virtual Lead Parties (VLPs)	Interconnector administrators and 75 interconnector users

OUR 2020 SURVEY OF CUSTOMER VIEWS SHOWED THAT

66%
Overall satisfaction with our service (where 66% rated our service 8 or more out of 10)
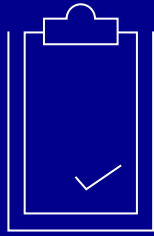
94%
Of respondents said that our Operational Support Managers are either meeting their expectations or exceeding them.

LEADING CUSTOMER SERVICE PROVIDER AMONG CODE ADMINISTRATORS

We came top of Ofgem's Code administrators' performance survey for the third year in a row in 2019

86% of respondents said they are satisfied with our performance

HELPING MARKET ENTRY

In 2019/20 we helped 37 new companies enter the market

FIND OUT MORE AT WWW.ELEXON.CO.UK