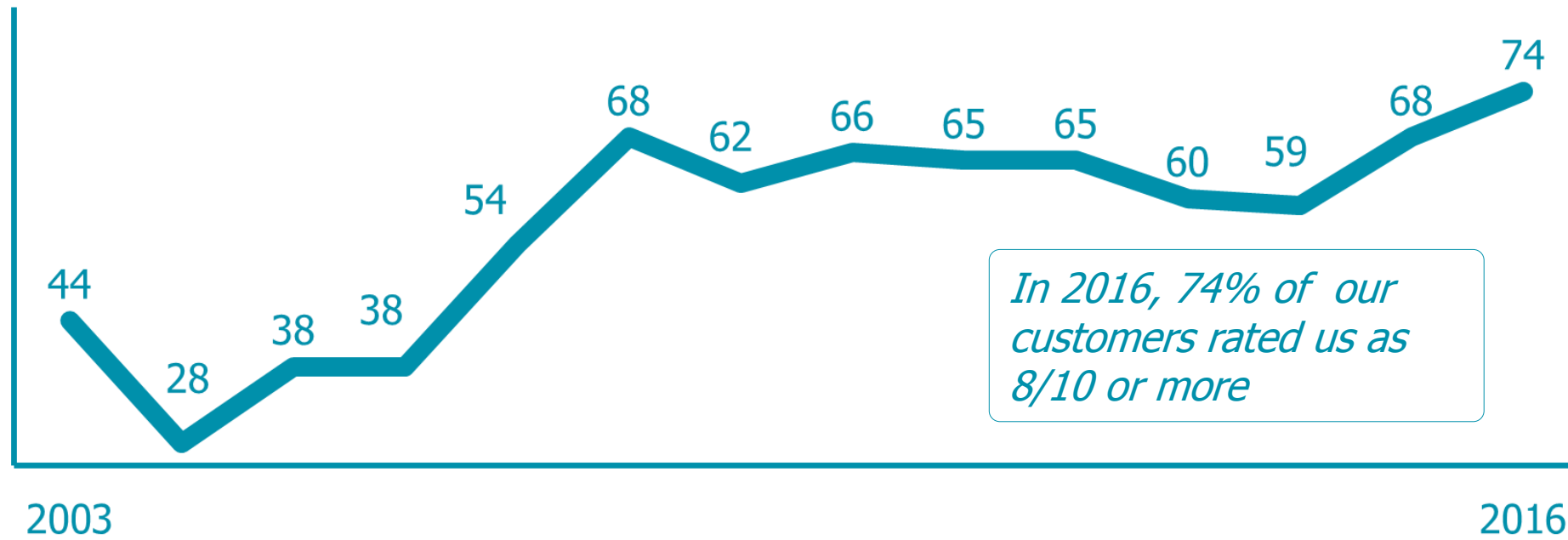


# Our customers rate us as the best code manager



Overall satisfaction rating (%)



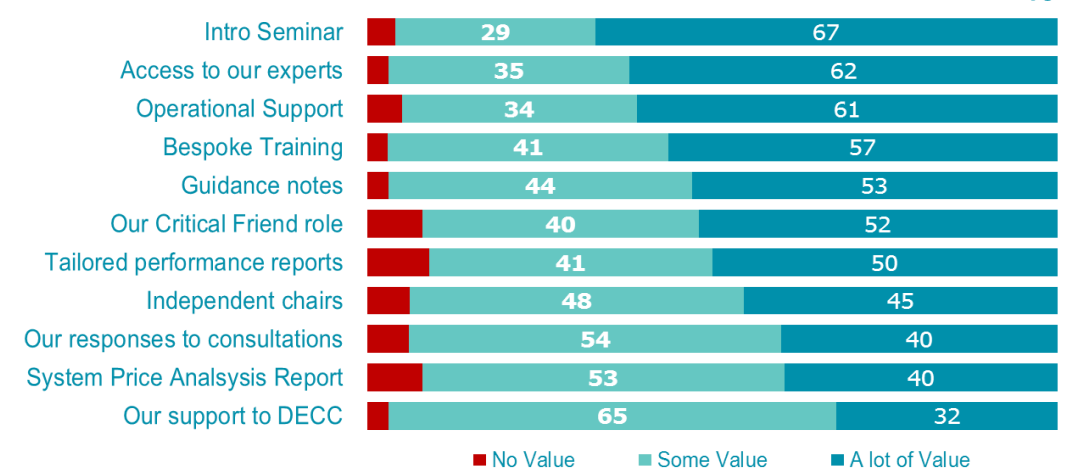
Net Advocacy is at its **highest point ever**

Our advice and guidance services are **FREE**

2016 is our **strongest customer satisfaction score** to date

**Highest customer satisfaction rating** in Ofgem's cross-code performance survey

Activities where ELEXON adds most value %



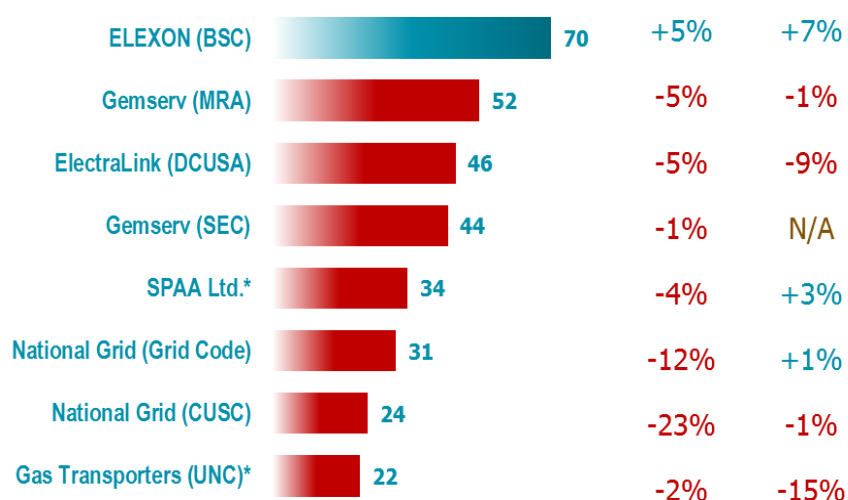
Comparative rating of Management Codes & Agreements

SCALE 1 to 10  
1 = Poor/ 10 = Excellent  
8+ Scores shown

2016

Change versus

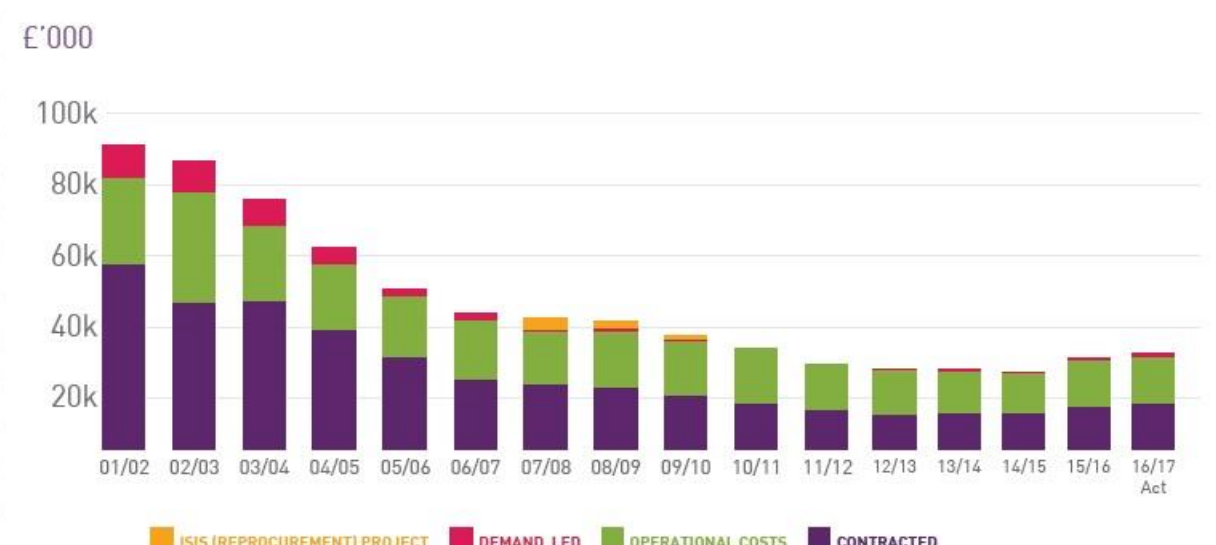
2015 2008



Our rating is rising...

...while other codes stayed the same or are falling

COSTS OF REGULAR ELEXON ACTIVITY SINCE NETA GO LIVE (IN 17/18 MONEY)



We continually **review our costs** to provide **best value for money**

**ELEXON: trusted, independent, reliable market experts**

All data relates to financial year 2016/17. Where applicable, data is taken from the 2016 independent Annual Customer Survey or the 16/17 Annual BSC Report.

# Our end-to-end expertise

drives efficiency and effectiveness for the benefit of industry and the consumer



## We are proactive

Six years ago we made the case for establishing a review group to investigate Half Hourly Settlement and drive forward the agenda, which has led directly to industry change.

## We deliver

ELEXON has consistently delivered industry-driven change on time (even under constrained deadlines) including EMR and Ofgem's Electricity Balancing Significant Code Review (P305).

## We provide an end-to-end service

(from concept to design to implementation)

Govern

Design  
Assess

Implement

Operate

Monitor  
Report

## Our good working practice is a template for improvement



forward views  
of change



independent  
chairs

## Our design authority considers current system and future system needs



industry  
change reports

## We beat the system availability targets for our 24/7 operation

Balancing  
Mechanism  
Reporting  
Service



Energy  
Contract  
Volume  
Allocation  
Agent



BSC  
Service  
Desk



**We have in-house specialist code, legal, technical and design resources.**

**We operate end-to-end helpdesk and customer support mechanisms across our service areas.**

**We flex our resources to meet changing priorities.**

**ELEXON: trusted, independent, reliable market experts**

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# We provide key energy market infrastructure



## Our service areas

### Code Administration



- Industry rules management
- Trusted critical friend
- Dedicated customer support/training

### Code Operation



- 24/7 settlement
- Design/change implementation
- Assurance services
- Dedicated customer support/training

### Policy Delivery Support



- Impartial, expert advice/guidance
- Market scanning
- Providing support to deliver policy outcomes



#### Trusted

We are not owned or controlled by incumbents from industry

We have full transparency on our strategy, budget and costs

Our experts have over 300 years experience in the energy market



#### Expert

Our expertise encompasses market operations, settlement, metering, assurance and code governance

We are focused on service to industry and customers rather than on returns to shareholders



#### Customer Focused

**‘ELEXON is a very credible, professional, capable and expert organisation with excellent staff, strong leadership and flexible in its delivery.’**

‘Big 6’ supplier,  
ELEXON Customer Survey 2016

**ELEXON: trusted, independent, reliable market experts**

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# We facilitate competition and deliver settlement services for the electricity industry

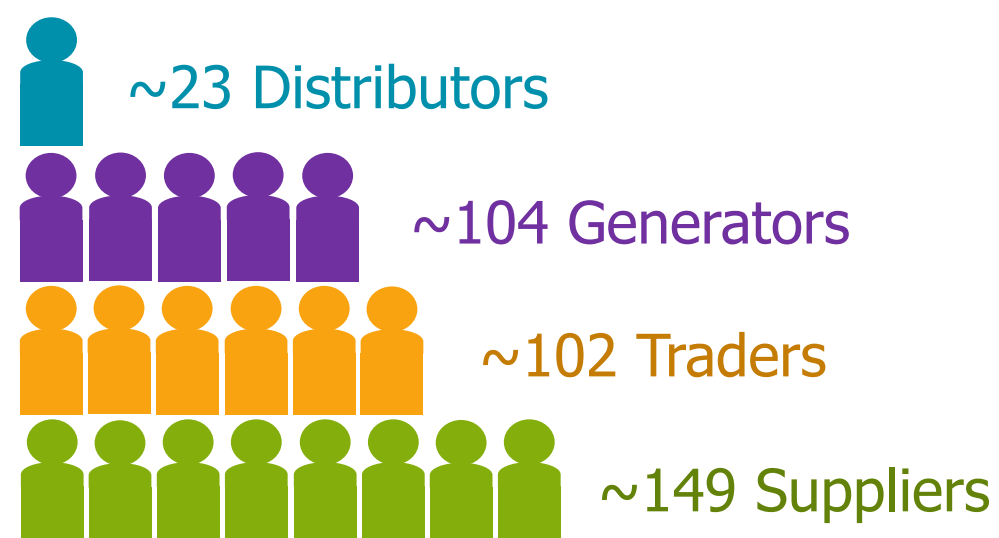
**ELEXON**

We serve

**392** Market Participants



We helped **65** new parties enter the market in 16/17



## annual activity



**40**

Changes assessed

**7**

Investigations and escalations relating to BSC Party under-performance

**2**

Major policy programmes that use our expertise (HH Settlement and Faster Switching)

**60**

BSC change consultations issued

**140**

Meetings chaired

**9**

Major system changes delivered

**3**

Policy areas in which we are a delivery body (The Capacity Market, Contracts for Difference and Warm Homes reconciliation)

**150**

BSC documents amended

**80**

BSC Party Rectification plans tracked

**150**

Guidance notes published

**2.2k**

Settlement runs performed

**85**

Industry consultations reviewed

**500**

BSC consultation responses reviewed

**13k**

Helpdesk calls resolved

**160**

Meetings attended to track European developments

**700**

Papers published

**6m**

Energy volume files processed

We settle around **37TWh** each year in balancing actions and imbalance volumes



That's approximately



**£1.7bn**

of settlement transactions



Enough to power **6m** homes

We will settle **803MW** of capacity in 2016/17



**£22m**

Capacity Payments



Enough to power **1.1m** homes

**ELEXON: trusted, independent, reliable market experts**

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