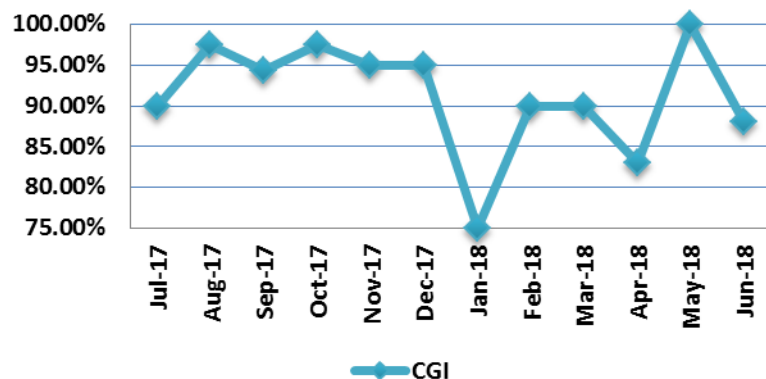
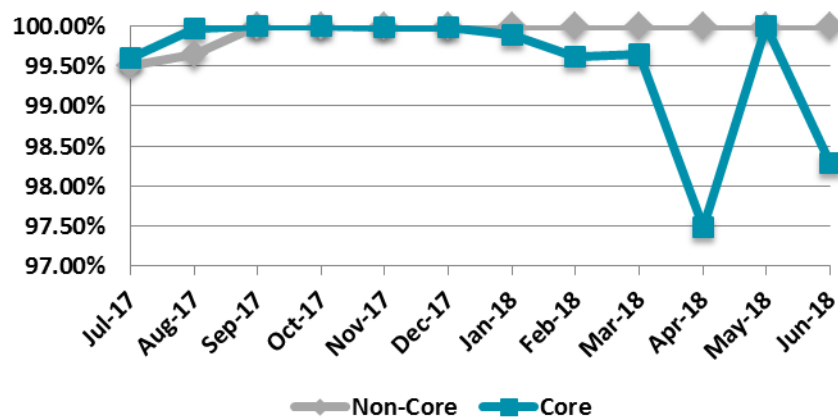


JUNE KPI REPORT

Service Provider SLA Performance 2017/2018



Core and Non-Core Settlement Systems



Supplier Performance

We have experienced three service failures this month:

BMRA - There was a process failure within the system in sending the Market Index Data content into the Settlement Calculations for BMRS which resulted in inaccurate data published for Settlement Period 26 & 27 on the 6 June.

SAA - On the 27 June, the SAA application could not load a flow that was required for EMR processes. Manual attempts to reload the file failed and this was due to the temporary tables within the database required to be truncated. The archive and purge functionality was missing in this table when the BSC Change for EMR was implemented in June 2014. All the impacted temporary tables were truncated and this step will be repeated in the future to prevent reoccurrence.

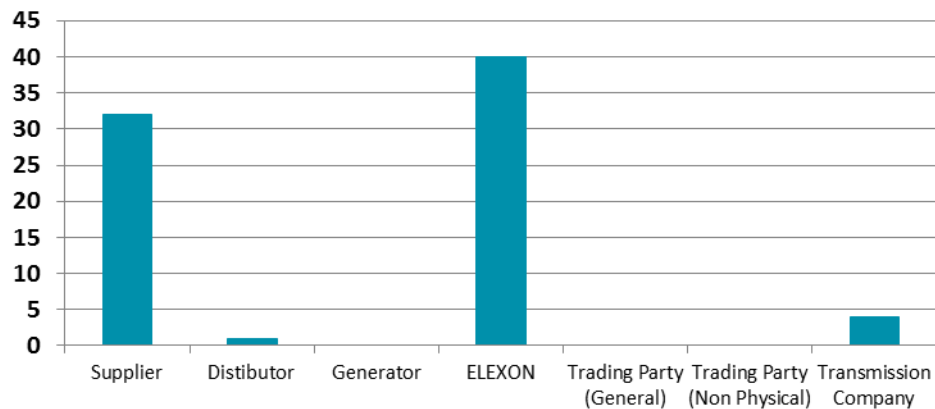
SVAA - On 6 June, it was noted the MDD (version 269) was published with incorrect dates for Average Fraction of Yearly Consumption (AYFC). The correct data was required by Parties for 17 July.

Core and Non-Core BSC Systems

In June, Core Settlement was affected by Service Desk metrics of less than 100%. Please see above for more details.

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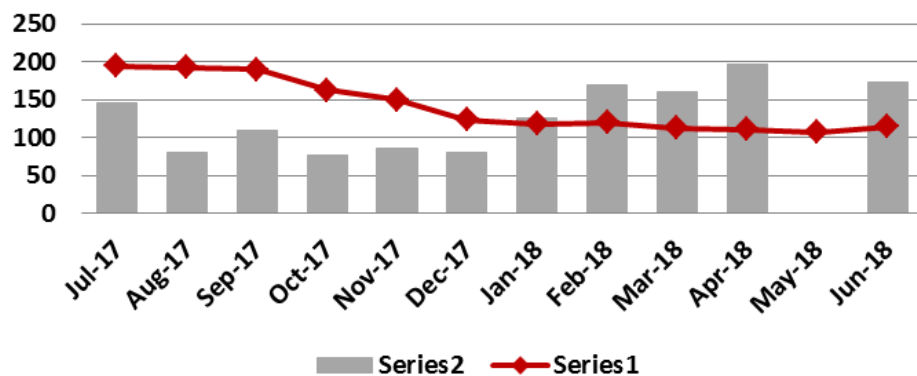
Disputes by Raising Party for Jul 17 - Jun 18



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

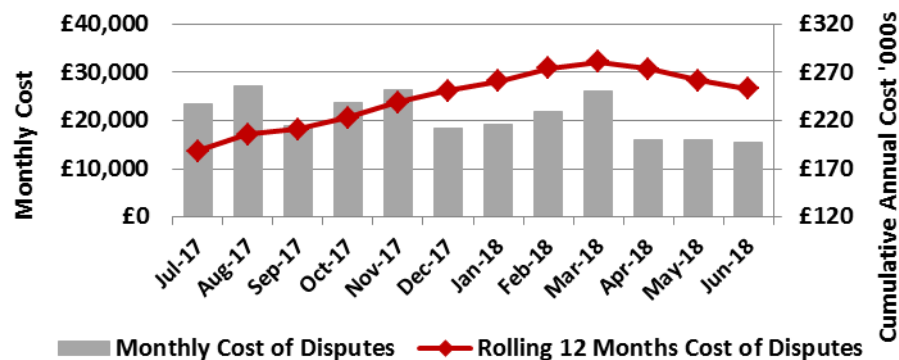


Disputes by Resolution Time

Zero disputes were closed in June and three were opened. The annual average resolution time to June is 115 days (+8).

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Cost of Disputes for 2017/2018

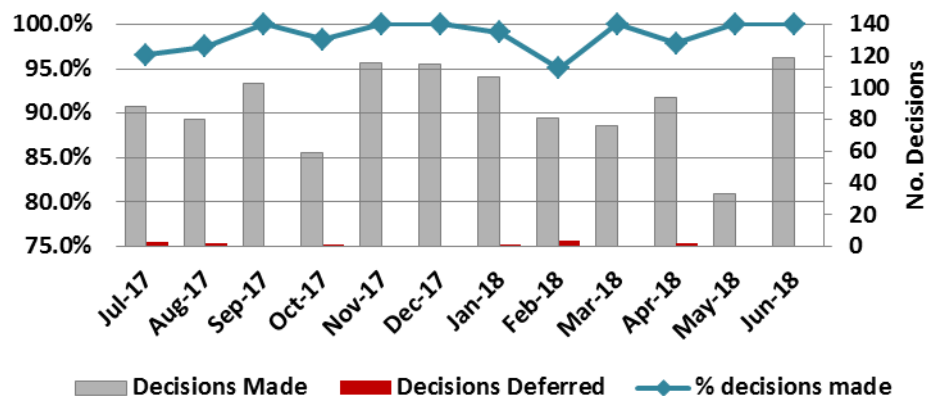


Cost of Processing Disputes

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 June 2018 represent 10 man days of dedicated resource. There is an additional 21 man days covering the administration around the monthly TDC meeting. A total of 31 man days expended for June. Using a day rate of £500 gives a monthly cost of £15,500.

Panel & Panel Committee Decisions

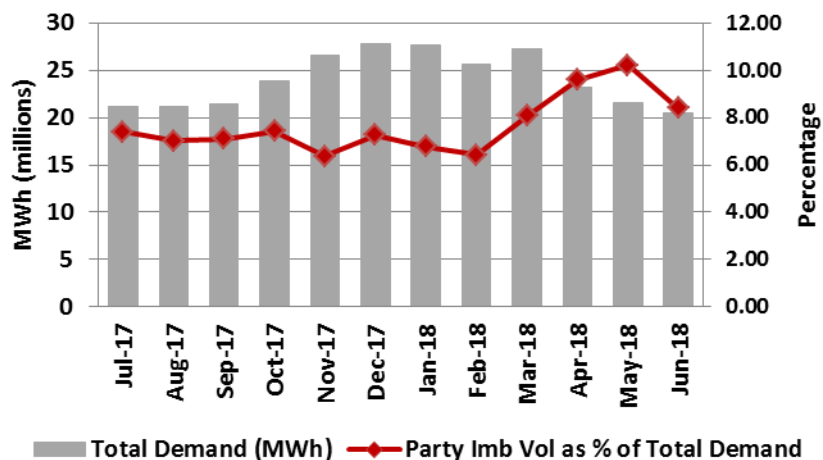


Panel and Panel Committee Decisions

For the month of June 119 of 119 decisions submitted to the Panel and its committees were made.

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Total Demand and Party Imbalance Percentage

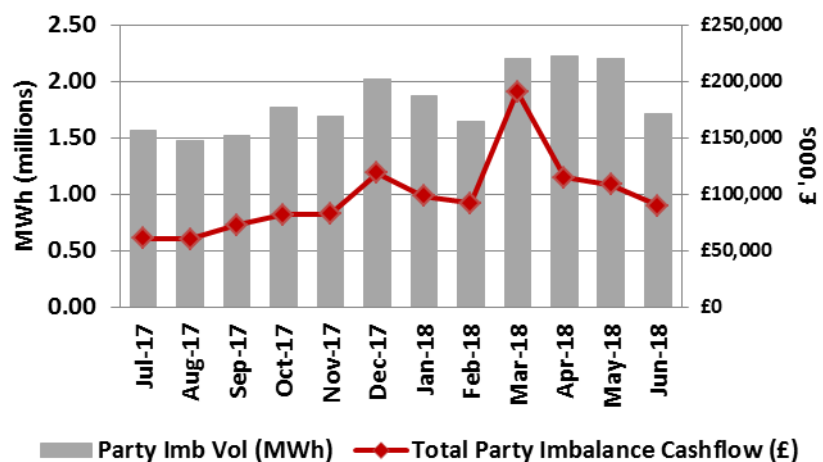


Value of Imbalance Settlement

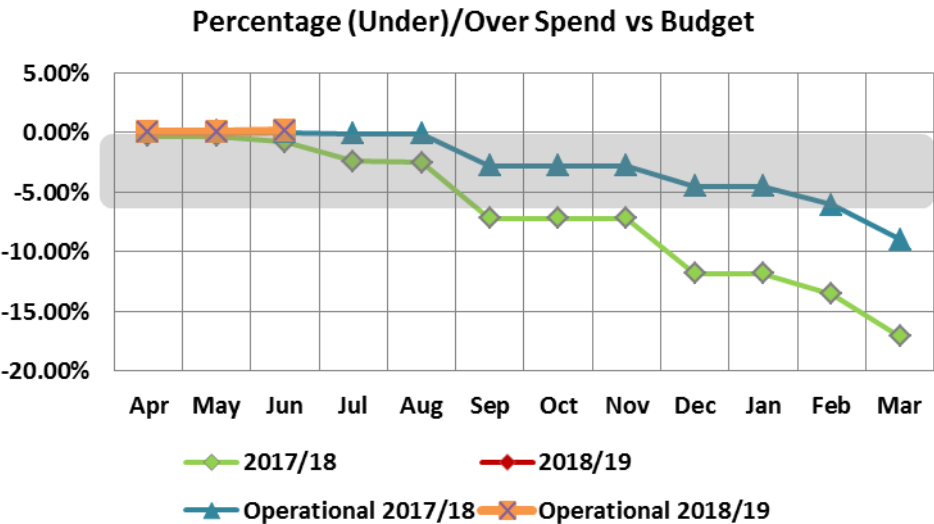
These graphs are for information only to put ELEXON's role into context. The graphs will also be reported in the Trading Operations Report.

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

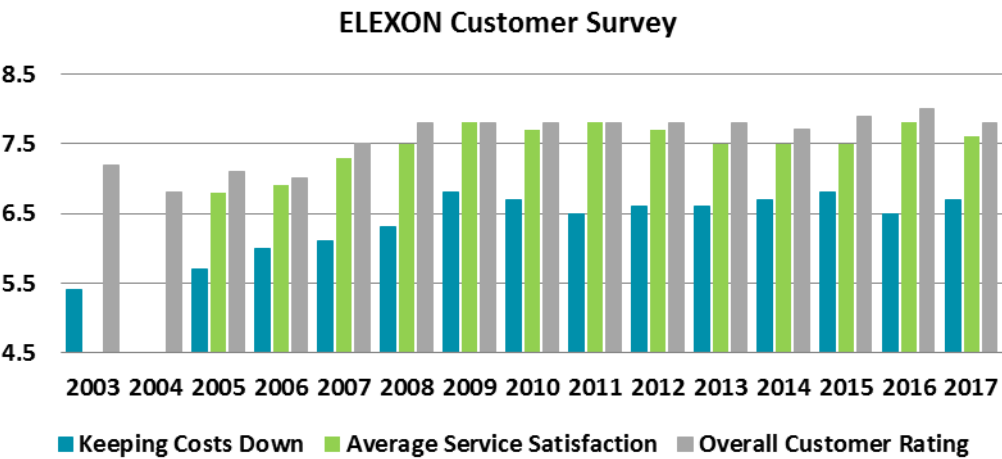


JUNE KPI REPORT



Financial Year 2018/19 Spend against Budget compared with 2017/18

ELEXON overall forecast is 0.1% over budget for the financial year 2018/19, once the EMR grant income has been taken into account. Operational forecast is 0.2% over budget, Contracted costs is 0.1% under budget and Market development costs, Demand led costs, System Strategy costs shows no variance against budget.



ELEXON Annual Customer Survey

This graph has been updated to include the 2017 Customer Survey. ELEXON's scores for 2017 are overall 7.8 (-0.2), average service satisfaction 7.6 (-0.2), and keeping costs down 6.7 (+0.2).

Note, the scores above are average out of 10.