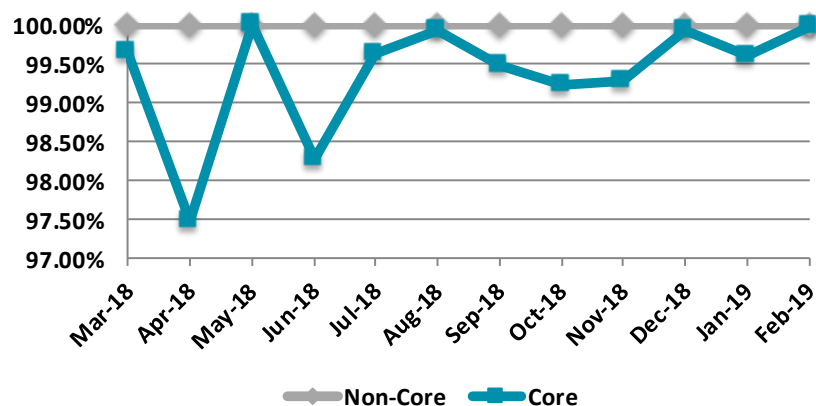


FEBRUARY KPI REPORT

Core and Non-Core Settlement Systems



Core and Non-Core BSC Systems

In February, Core and Non-Core Settlement was affected by Service Desk metrics of less than 100%. Please see below for more details.

Supplier Performance

We have experienced three service failures this month:

Core Systems

BMRA - On 17 February 2019, an incident prevented some data being included in the Settlement Calculations for Settlement Periods 16 & 17 respectively. This affected the accuracy of the Settlement Calculations resulting in SLA breach.

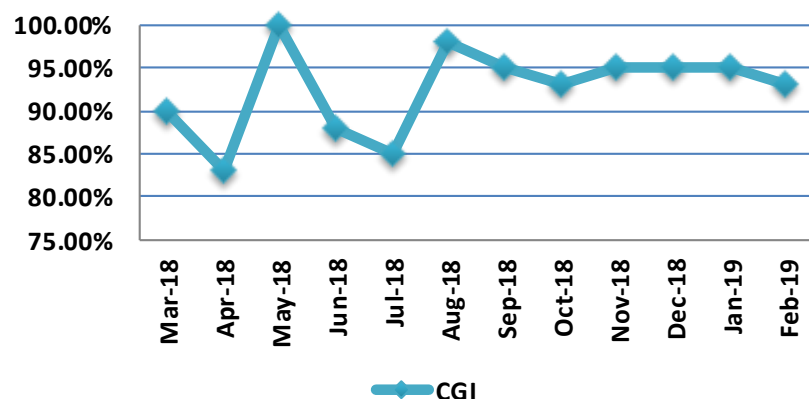
The other incident happened on 1 February where derived data was not sent via the Data Push Service for Settlement Period 32. This reduced the overall availability to 99.93% and did not result in an SLA breach for availability of the service.

FAA - On 22nd February, there was a failure to make a same day payment for Credit Cover refund, which caused a SLA failure.

Non-Core System

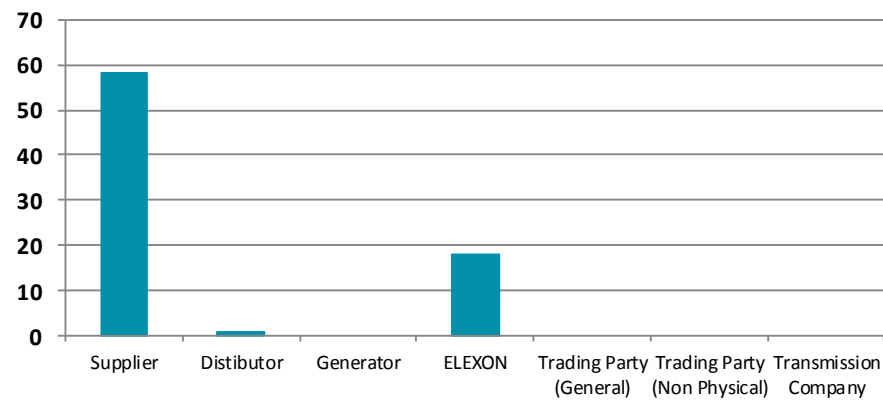
Change Management - 2 Impact assessment were not delivered in the required timescales of 10 working days, thus breaching one of the SLAs for Change management.

Service Provider SLA Performance 2018/2019



FEBRUARY KPI REPORT

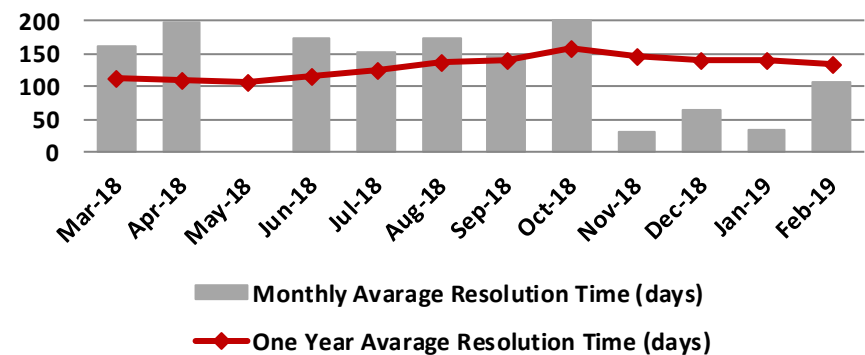
Disputes by Raising Party for Mar 18 - Feb 19



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

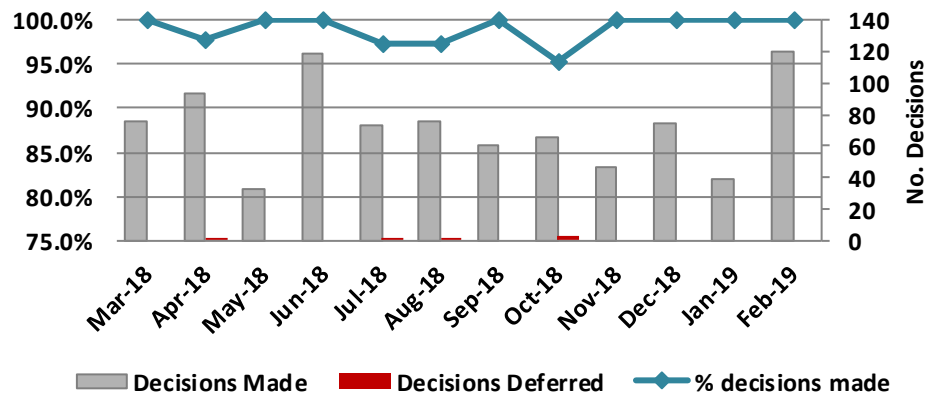


Disputes by Resolution Time

Two disputes were closed in February and nine were opened. The annual average resolution time to February is 133 days (-8).

FEBRUARY KPI REPORT

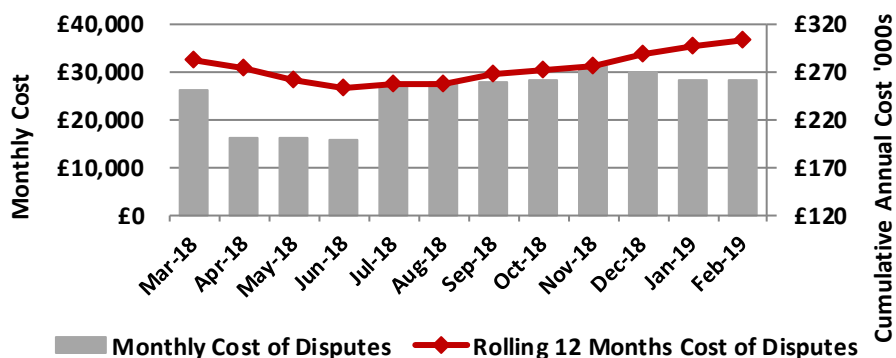
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of February all 120 decisions submitted to the Panel and its committees were made.

Cost of Disputes for 2017/2018



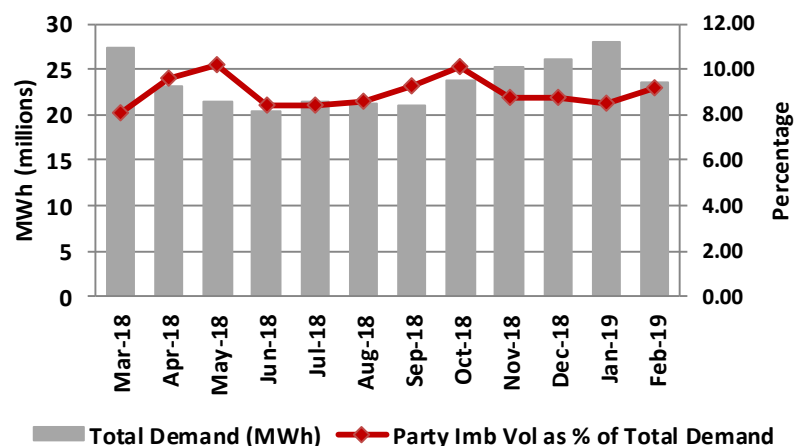
Cost of Processing Disputes

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 February 2018 represent 6 man days of dedicated resource. There is an additional 50 man days covering the administration around the monthly TDC meeting. A total of 56 man days expended for February. Using a day rate of £500 gives a monthly cost of £28,000.

FEBRUARY KPI REPORT

Total Demand and Party Imbalance Percentage

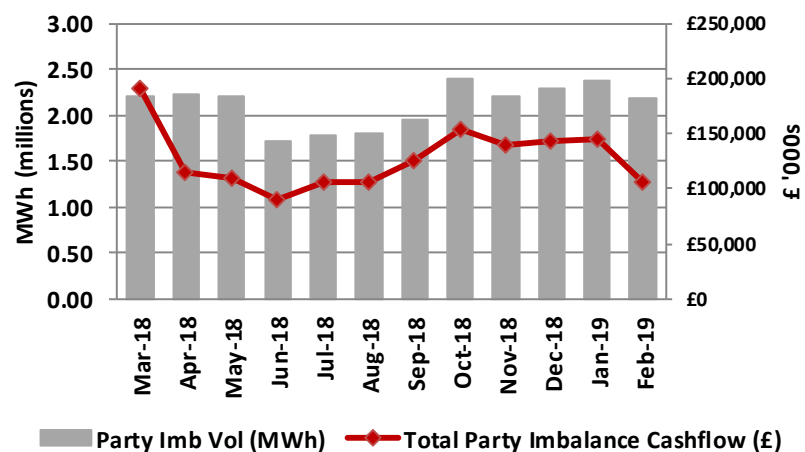


Value of Imbalance Settlement

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

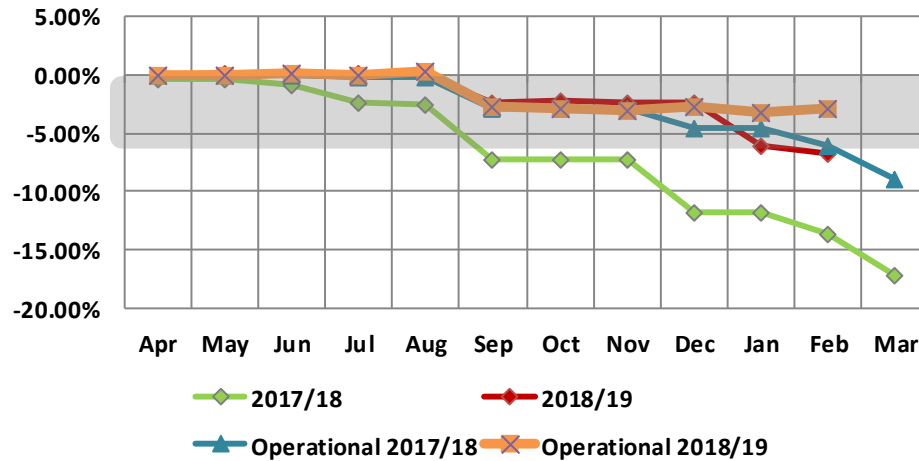
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

Party Imbalance Volume and Cashflow



FEBRUARY KPI REPORT

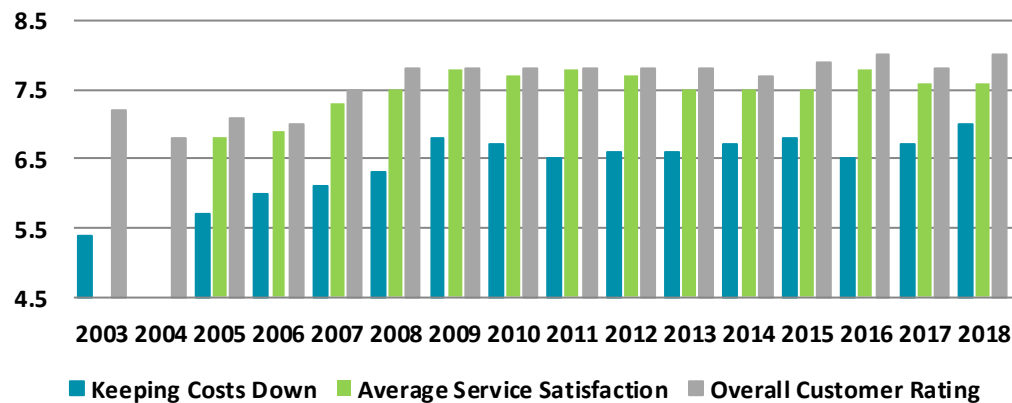
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall are 6.8% under budget for the financial year 2018/19, once the EMR grant income has been taken into account. The operational forecast is 2.9% under budget, Contracted costs are 3% under budget, Market development costs are 48.8% under budget, Demand led costs are 25.1% under budget and System Strategy costs are (12.1%) under budget.

ELEXON Customer Survey



ELEXON Annual Customer Survey

This graph has been updated to include the 2017 Customer Survey. ELEXON's scores for 2017 are overall 8.0 (+0.2), average service satisfaction 7.6 (0.0), and keeping costs down 7.0 (+0.3).

Note the scores above are average out of 10.