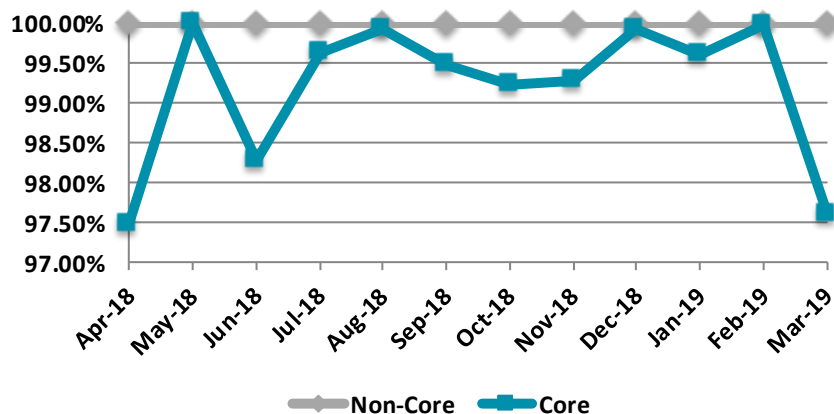


MARCH KPI REPORT

Core and Non-Core Settlement Systems



Core and Non-Core BSC Systems

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

Supplier Performance

We have experienced four service failures this month:

Core Systems

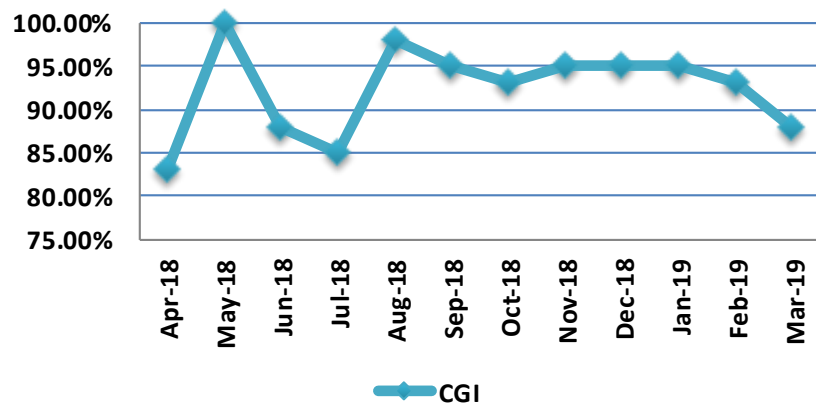
BMRA - There was a delay in the publication of two Transparency Regulation reports on the BMRS for Settlement Period 43 on the 26 March. This resulted in the overall availability of the BMRS to drop below the expected level. In this instance, there was minimal impact to users as those the data reported in those flows (Imbalance volume and System Prices) are duplicated from the main System Prices report, which was published as expected.

CDCA - The CDCA run was performed one day earlier, which is not in accordance to the Settlement Calendar.

SAA - There were two instances where the Bid Offer Acceptance (BOA) as part of BSCP18 were incorrectly processed, which resulted in incorrect data being reported by SAA on the 1 and 18 March.

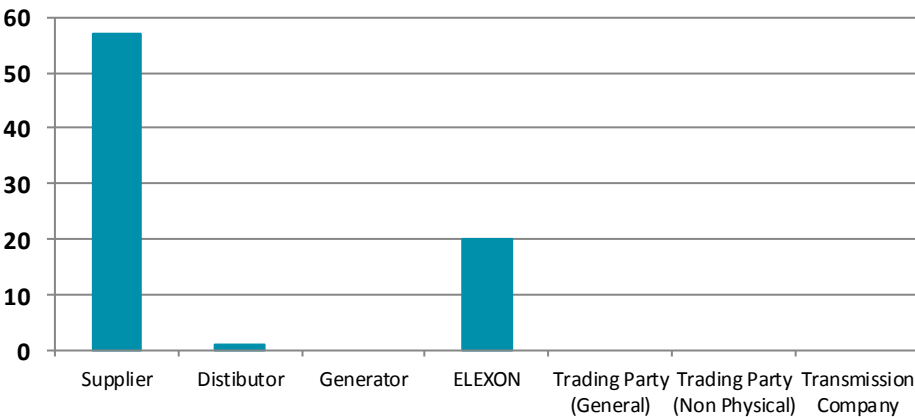
SVAA - On 12 March, the Daily Profile Production (DPP) run was duplicated resulting in participants receiving the same report twice. Furthermore, on 18 March, the MDD was published with an erroneous GSP and required a republish. These two incidents resulted in failure for both SVAA SLAs.

Service Provider SLA Performance 2018/2019



MARCH KPI REPORT

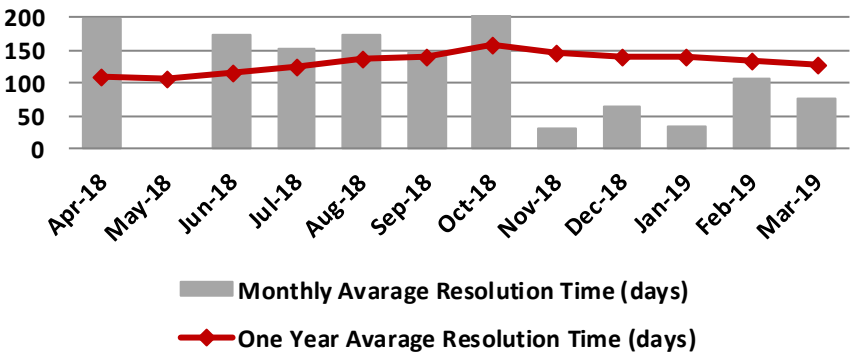
Disputes by Raising Party for Apr 18 - Mar 19



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

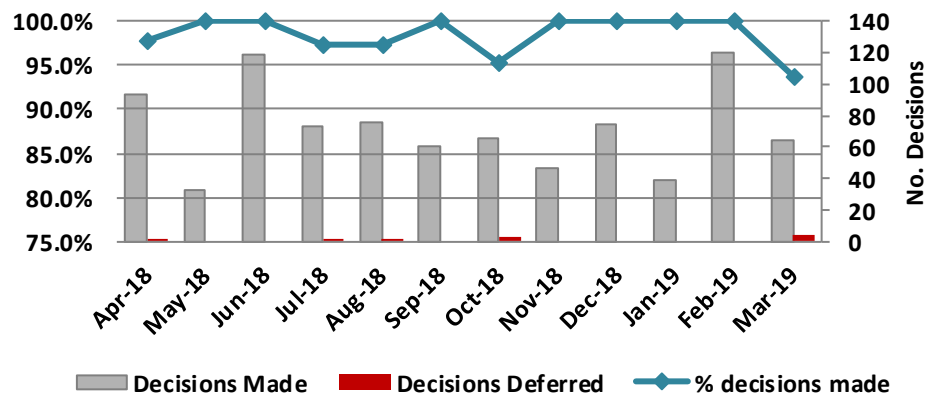


Disputes by Resolution Time

Seven disputes were closed in March and ten were opened. The annual average resolution time to March is 128 days (-5).

MARCH KPI REPORT

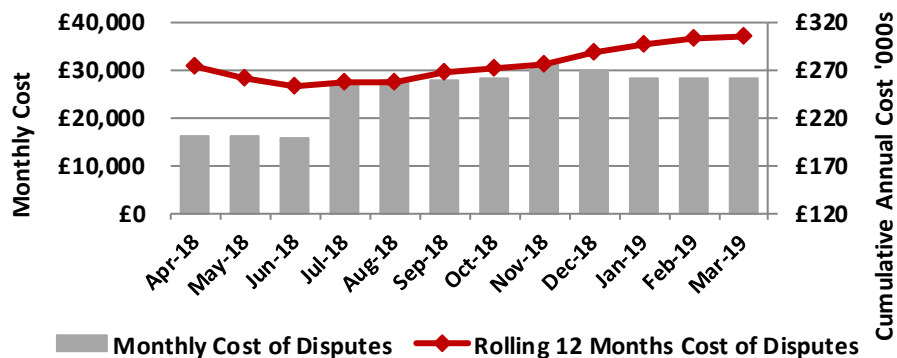
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of March 60 of 64 decisions submitted to the Panel and its committees were made.

Cost of Disputes for 2017/2018



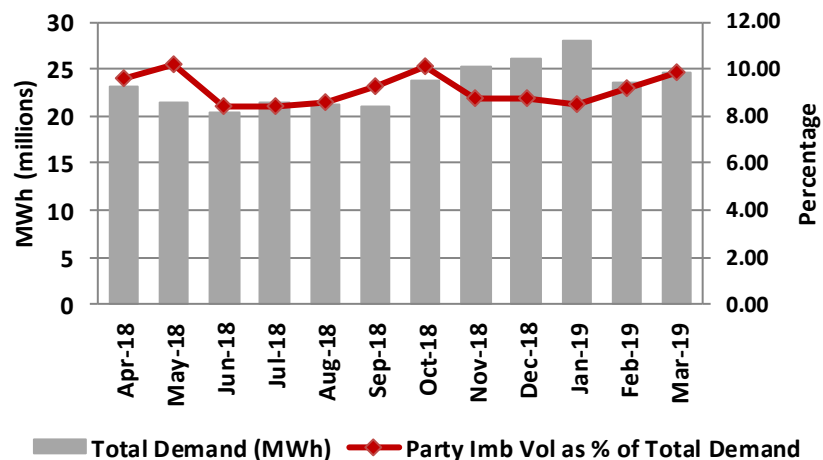
Cost of Processing Disputes

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 March 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 March. Using a day rate of £500 gives a monthly cost of £28,000.

MARCH KPI REPORT

Total Demand and Party Imbalance Percentage

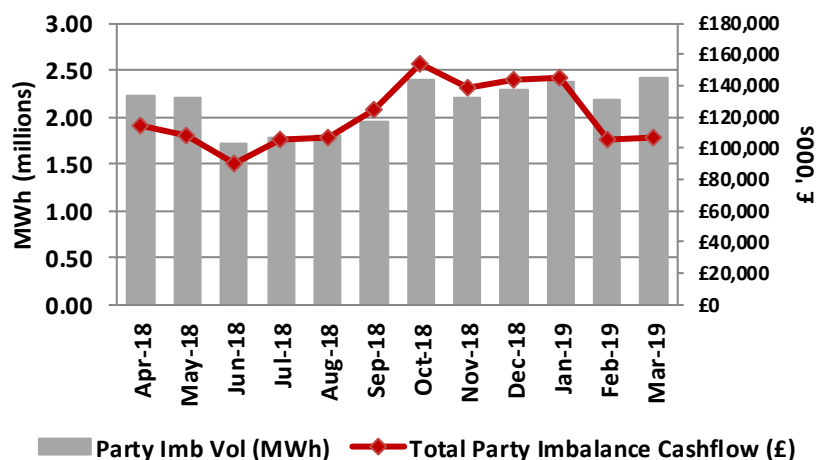


Value of Imbalance Settlement

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

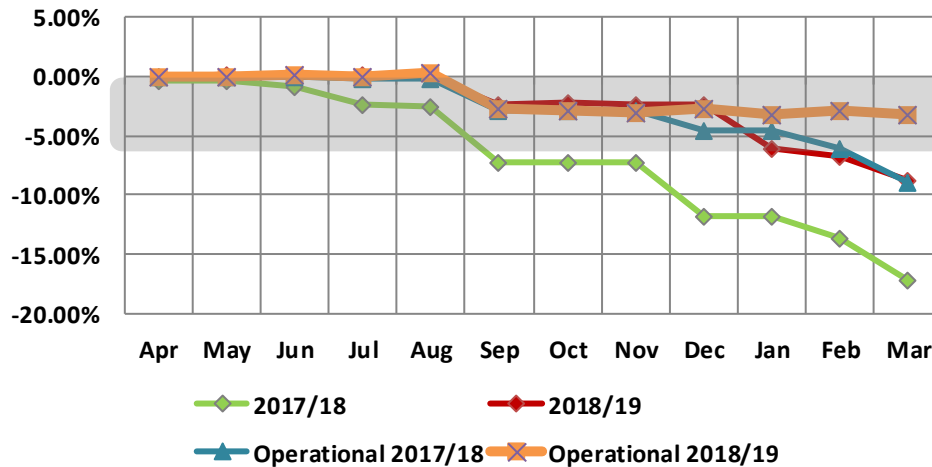
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

Party Imbalance Volume and Cashflow



MARCH KPI REPORT

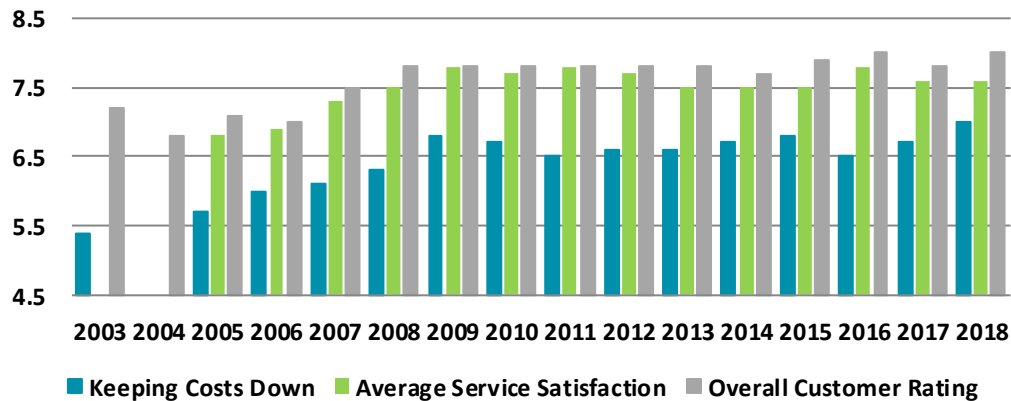
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall are 8.8% under budget for the financial year 2018/19, once the EMR grant income has been taken into account. The operational Actual is 3.3% under budget, Contracted costs are 4.7% under budget, Market development costs are 64.6% under budget, Demand led costs are 28.3% under budget and System Strategy costs are 18.5% under budget.

ELEXON Customer Survey



ELEXON Annual Customer Survey

This graph has been updated to include the 2018 Customer Survey. ELEXON's scores for 2018 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.