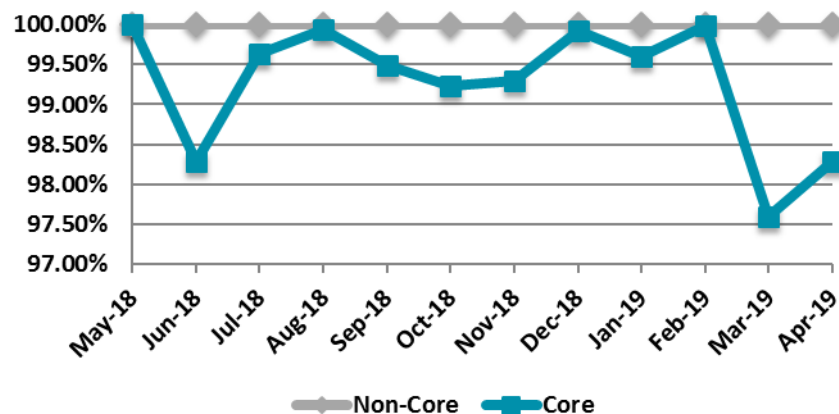
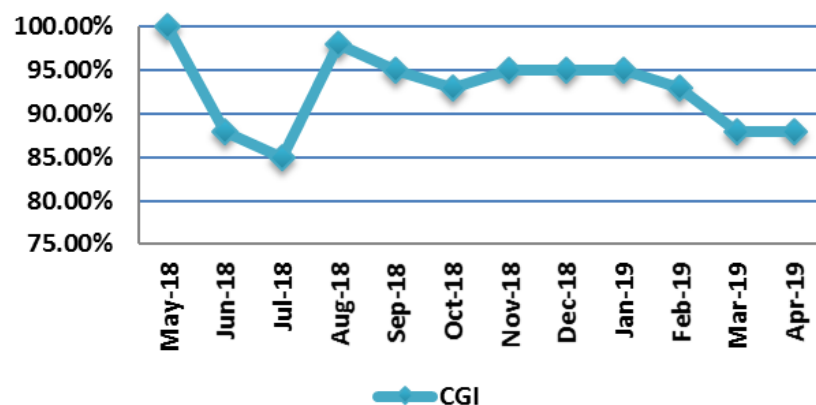


APRIL KPI REPORT

Core and Non-Core Settlement Systems



Service Provider SLA Performance 2018/2019



Core and Non-Core BSC Systems

In April, 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 - On the 22nd April, National Grid did not send the Gate Closure data for Settlement Period 13 and consequently BMRA could not execute the Settlement Calculations. The calculations were subsequently run once the files were received which resulted in failure in the SLA which measure accuracy and timeliness of Settlement Calculations. This resulted in 0.07% unavailability.

A routine restart of the Data Push Service took longer than expected, as it required a journal to be rebuilt. All services operated as expected and the delay in restarting Data Push Service accounted for the service being unavailable for 1.5 hours. Availability reduced to 99.8% for the month.

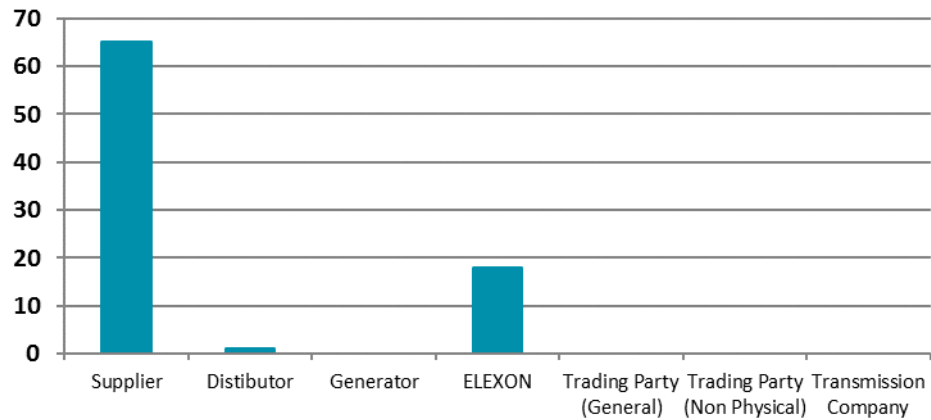
CRA - Operational error in the Central Registration Agent services resulted in an incorrect Generation/Demand Capacity registration for a single customer. The data was reported incorrectly for one Settlement Day and subsequently corrected.

CDCA - Credit Cover Volume Allocation Run was not completed for one Settlement Day resulting in the calculation using Final Physical Notification data rather than Metered Energy. The data was subsequently corrected.

SVAA - An operational process required on the short clock change day was not followed and affected the default data used for a daily Volume Allocation Run for II. The data was subsequently corrected for SF. A further issue occurred with the Volume Allocation Reports which were delayed for a single Settlement Day.

APRIL KPI REPORT

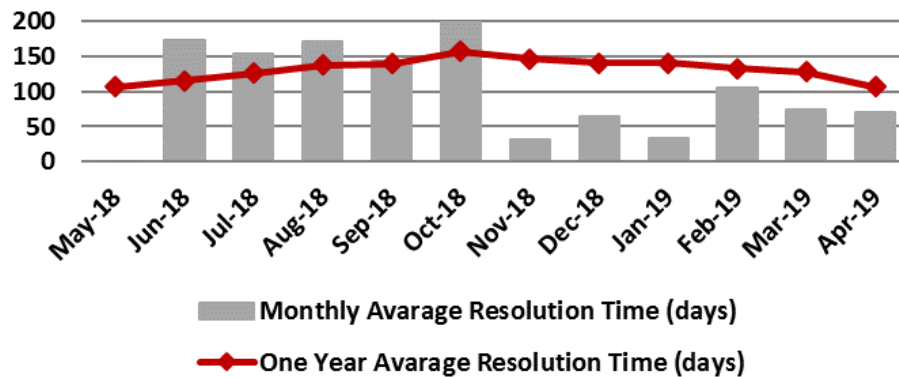
Disputes by Raising Party for May 18 - Apr 19



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

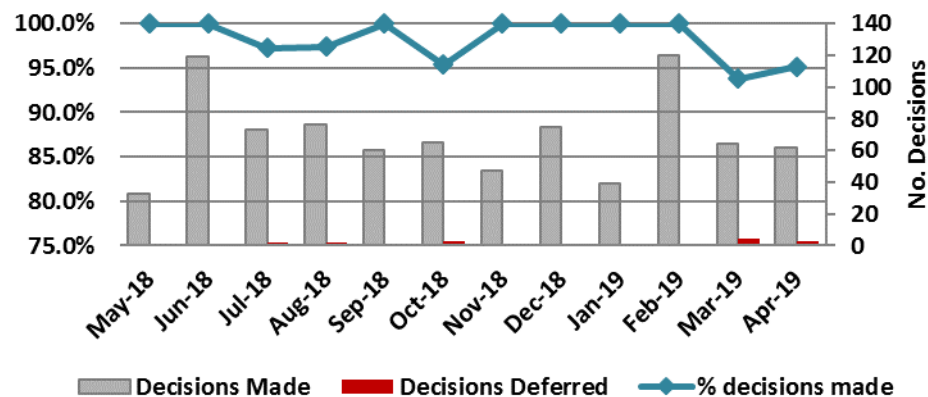


Disputes by Resolution Time

Seven disputes were closed in April and ten were opened. The annual average resolution time to April is 107 days (-21).

APRIL KPI REPORT

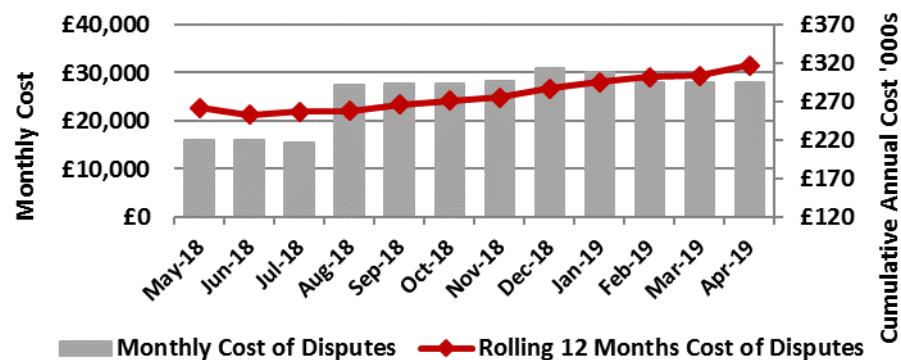
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of April 59 of 62 decisions submitted to the Panel and its committees were made.

Cost of Disputes for 2017/2018



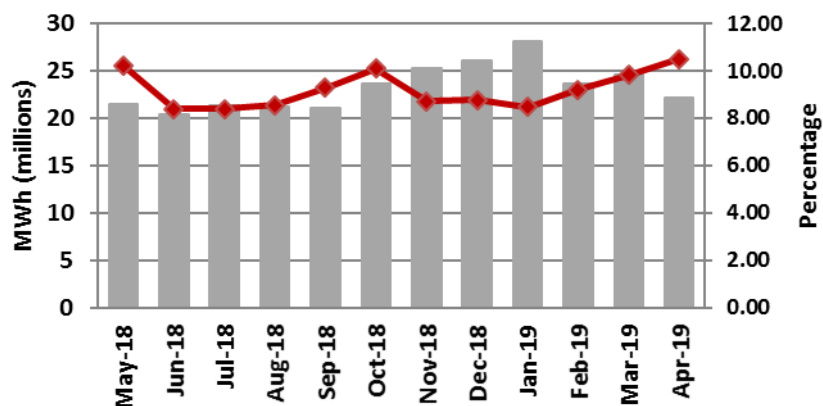
Cost of Processing Disputes

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 7.5 man days of dedicated resource. There is an additional 50 man days covering the administration around the monthly TDC meeting. A total of 57.5 man days expended for March. Using a day rate of £500 gives a monthly cost of £28,000.

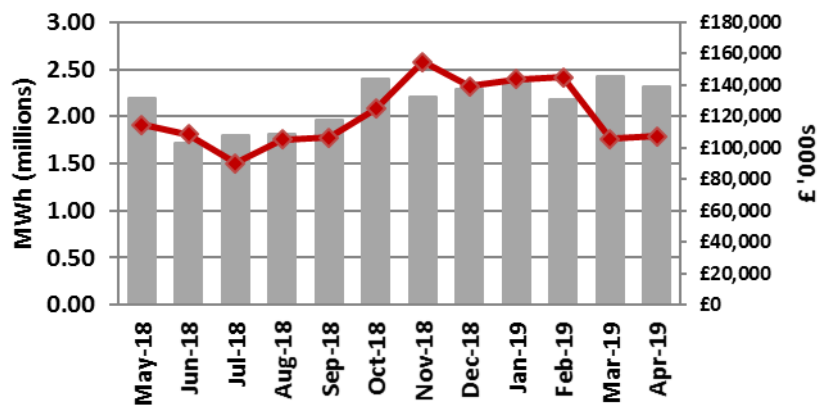
APRIL KPI REPORT

Total Demand and Party Imbalance Percentage



■ Total Demand (MWh) ◆ Party Imb Vol as % of Total Demand

Party Imbalance Volume and Cashflow



■ Party Imb Vol (MWh) ◆ Total Party Imbalance Cashflow (£)

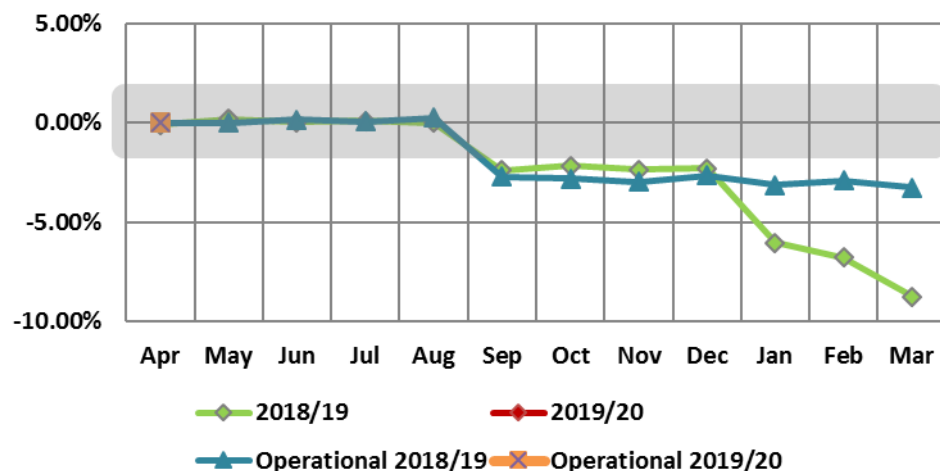
Value of Imbalance Settlement

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.

APRIL KPI REPORT

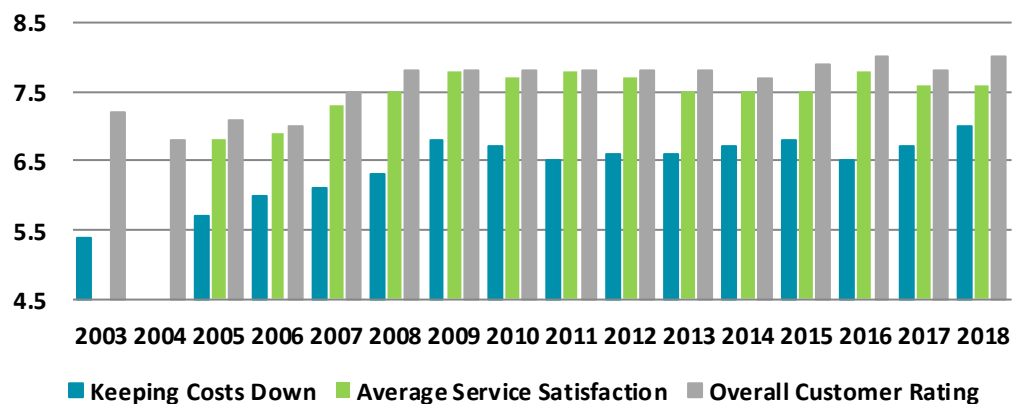
Percentage (Under)/Over Spend vs Budget



Financial Year 2019/20 Spend against Budget compared with 2018/19

ELEXON overall are on budget level for the financial year 2019-20. The operational forecast, Contracted costs, Market development costs, Demand led costs and System Strategy costs are all maintained on budget level.

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.