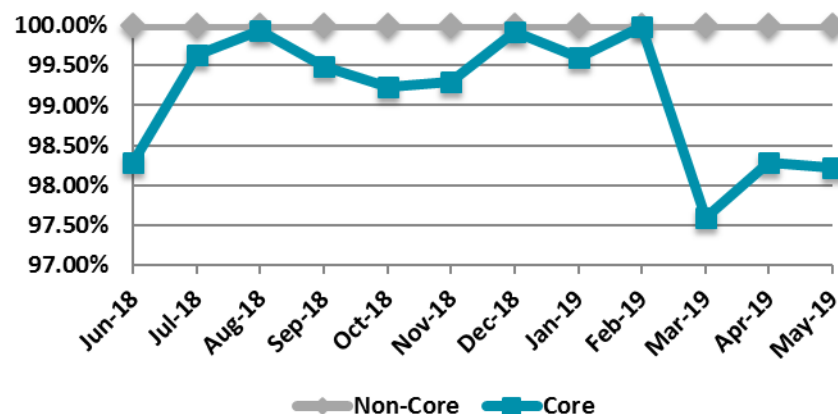


MAY KPI REPORT

Core and Non-Core Settlement Systems



Core and Non-Core BSC Systems

The 24/7 applications, ECVAA and BMRS continued to perform at high availability in May, operating above the expected Service Levels. Incidents on FAA and SAA detailed below impacted the Core Central Systems performance overall. Please see below for more details.

Supplier Performance

We have experienced four service failures this month:

Core Systems

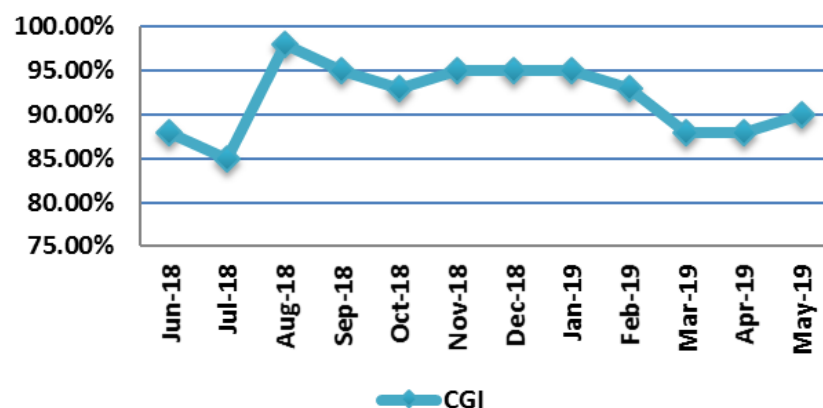
CDCA - The Credit Cover Run was not completed in accordance with the Settlement Calendar on 3 May due to the error in meter reading estimates (same cause as the SAA failure below).

FAA - The FAA incorrectly calculated credit cover for a BSC Party due to a direct debit failure on 22 May. The Party's credit cover was subsequently amended.

SAA - On 3 May, the II Settlement Run for Settlement Date 27/04/2019 initially failed and was processed later due to an error in the meter reading estimates. The error was corrected and the reports were released a day later than required by the Settlement Calendar.

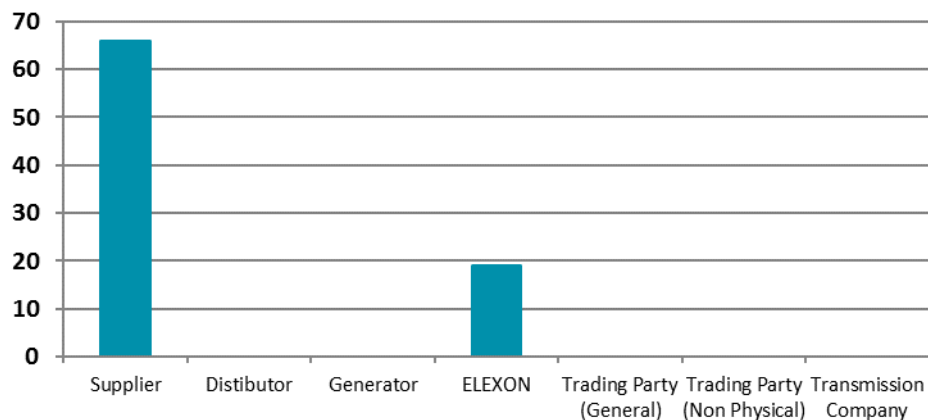
SVAA - There were erroneous values included in MDDv283, which resulted in failure of SVAA SLA. The participants were informed of the errors and were not impacted as the next version of MDD correct the entries prior the effective dates.

Service Provider SLA Performance 2018/2019



MAY KPI REPORT

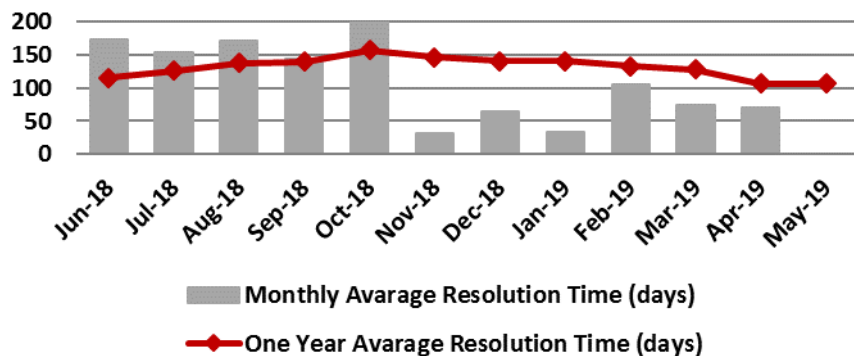
Disputes by Raising Party for June 18 - May 19



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

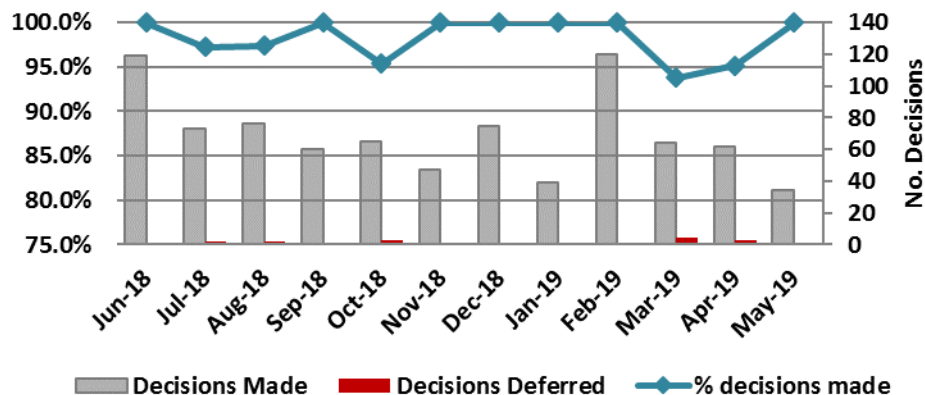


Disputes by Resolution Time

Seven disputes were closed in May and ten were opened. The annual average resolution time to May is 107 days (0).

MAY KPI REPORT

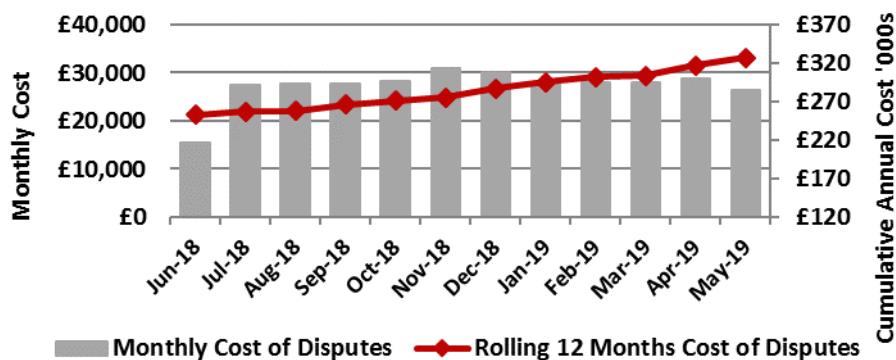
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of May all 34 decisions submitted to the Panel and its committees were made.

Cost of Disputes for 2017/2018



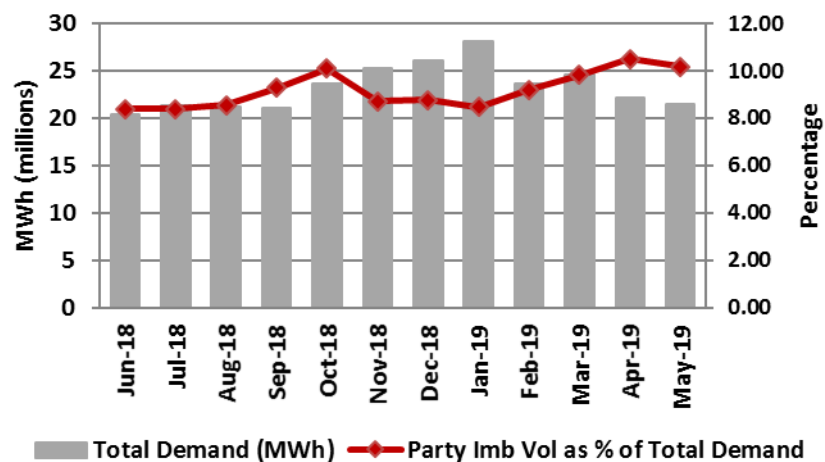
Cost of Processing Disputes

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 May 2018 represent 2.5 man days of dedicated resource. There is an additional 50 man days covering the administration around the monthly TDC meeting. A total of 52.5 man days expended for March. Using a day rate of £500 gives a monthly cost of £26,250.

MAY KPI REPORT

Total Demand and Party Imbalance Percentage

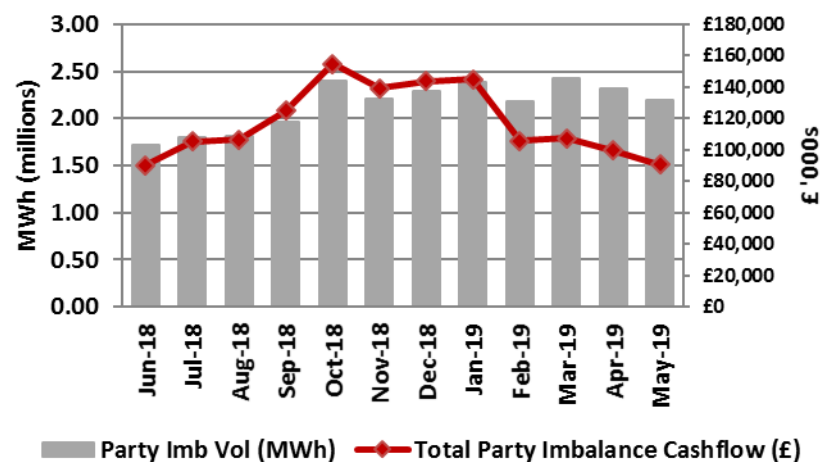


Value of Imbalance Settlement

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

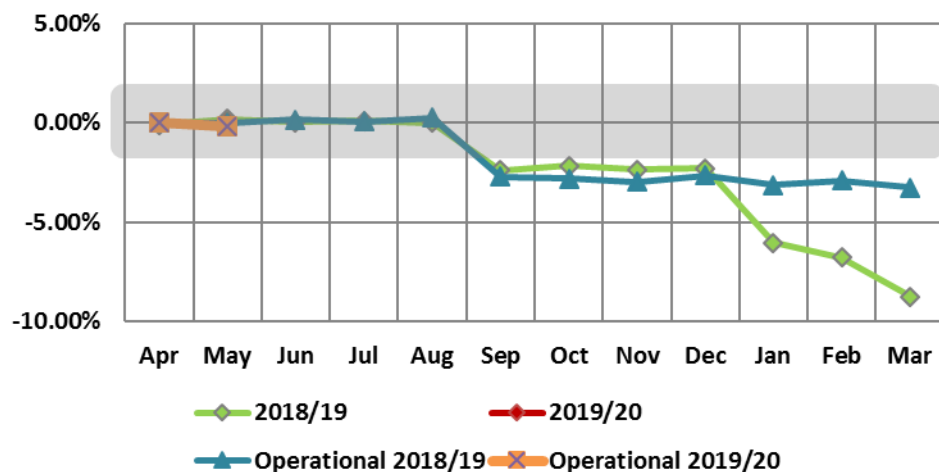
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

Party Imbalance Volume and Cashflow



MAY KPI REPORT

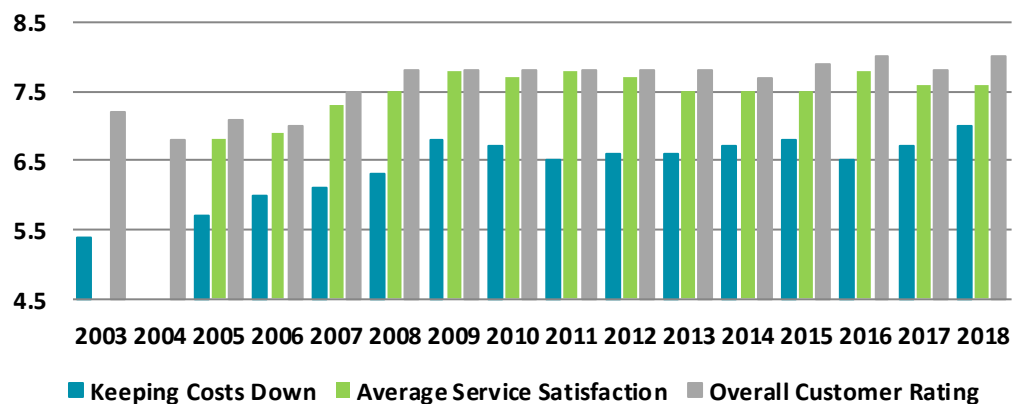
Percentage (Under)/Over Spend vs Budget



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 is -0.2% over budget, Contracted costs are 0.1% under budget and Market development costs, Demand led costs, 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.