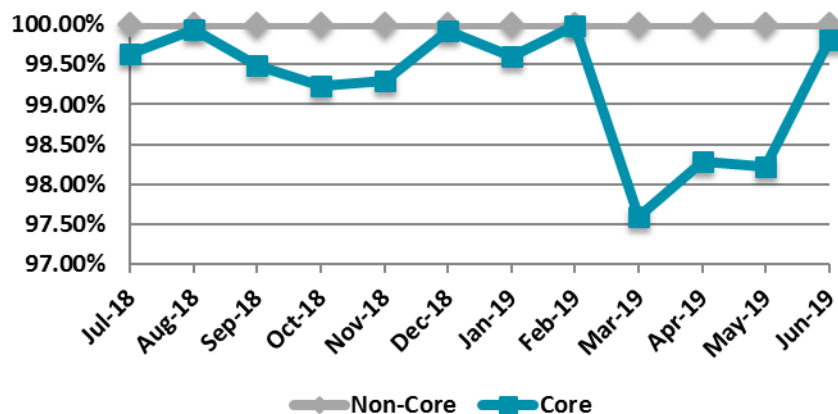


# JUNE KPI REPORT

Core and Non-Core Settlement Systems



## Core and Non-Core BSC Systems

The 24x7 Applications, ECVAA and BMRA, operated at high availability (99.9% and 99.6%). There were five incidents on the BSC Central Systems which resulted in SLA failures in June.

## Supplier Performance

We have experienced the following service failures this month:

### Core Systems

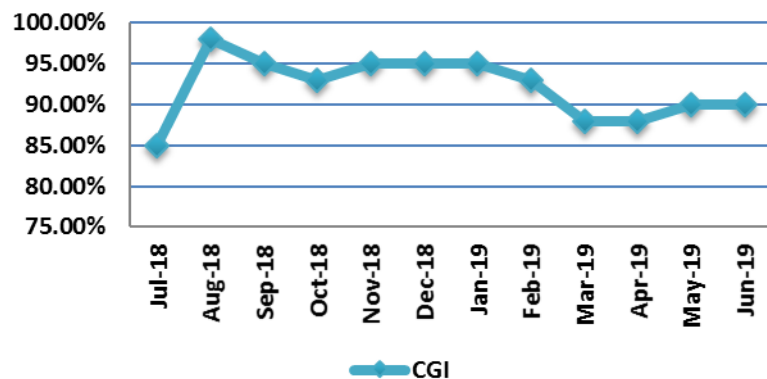
**BMRA** - On 18 June between 19:30 (BST) and 21:30 (BST), BMRA could not process the Maximum Export Limit (MEL) data and the data could not be delivered at the various end points which resulted in failure of the availability SLA.

Additionally due to a synchronisation issue between the BMRA servers, Market Index Data was not loaded in the Settlement Calculations for 3 Settlement Periods (3, 6, 9) on 10 June. The data was corrected prior to start of business on the 10 June.

**ECVAA** - There was an issue on the 8 June between 00:01 (GMT) and 00:57 (GMT) where files received in ECVAA via FTP could not be processed, resulting in ECVAA system failure and a breach of SLA.

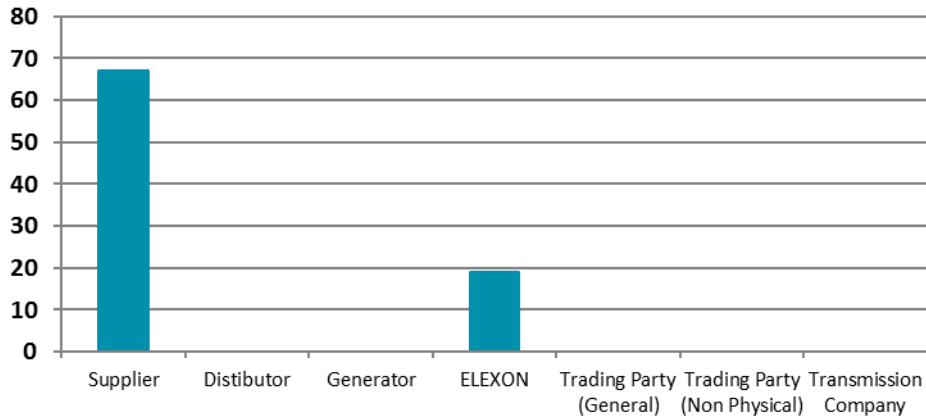
**SAA** - The SAA released the DF Settlement Report (SAA IO14) for Settlement Date 23 February 2017, a day later than expected (24 June 2019). Furthermore, ELEXON was informed some Parties did not receive the RF SAA IO14 for Settlement Date 2 June 2018 (release date - 24 June 2019). The RF report had released again on 28 June, and both instances led to SLA failure for SAA.

Service Provider SLA Performance 2018/2019



# JUNE KPI REPORT

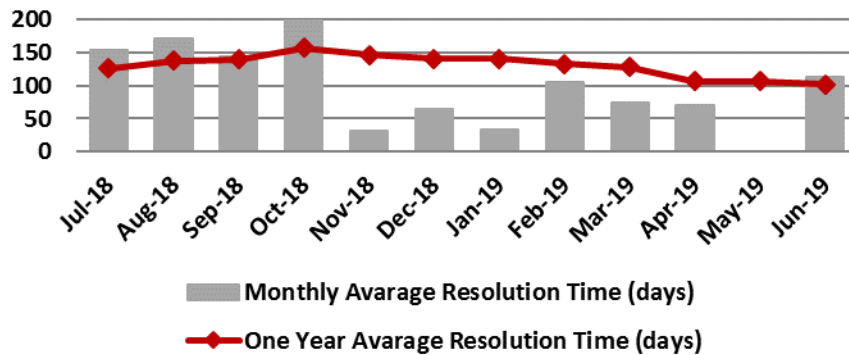
Disputes by Raising Party for July 18 - June 19



## 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.

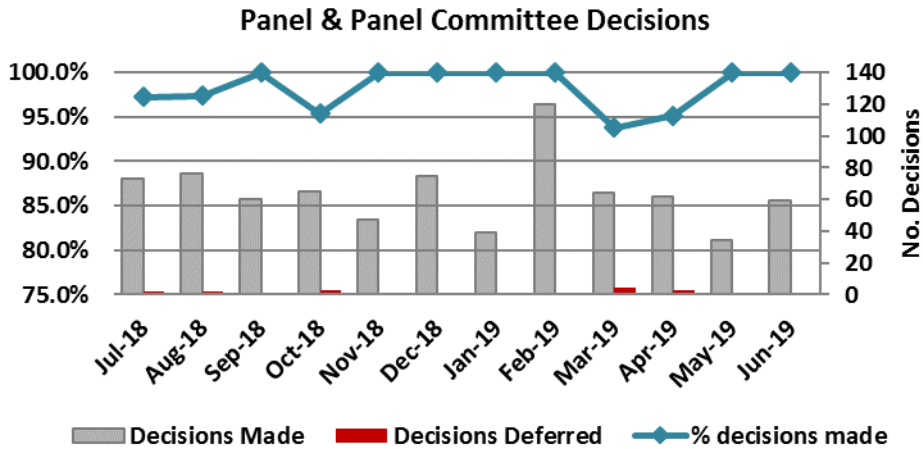
Dispute Resolution Time for past 12 months



## Disputes by Resolution Time

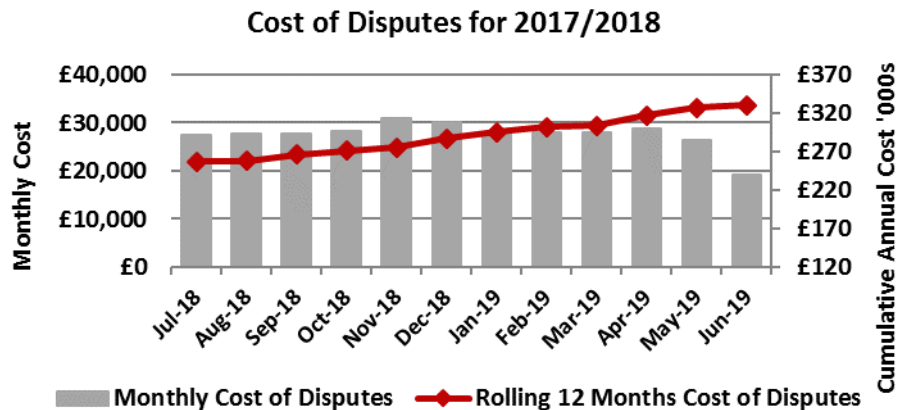
Seven disputes were closed in June and ten were opened. The annual average resolution time to June is 102 days (-5).

# JUNE KPI REPORT



## Panel and Panel Committee Decisions

For the month of June all 59 decisions submitted to the Panel and its committees were made.



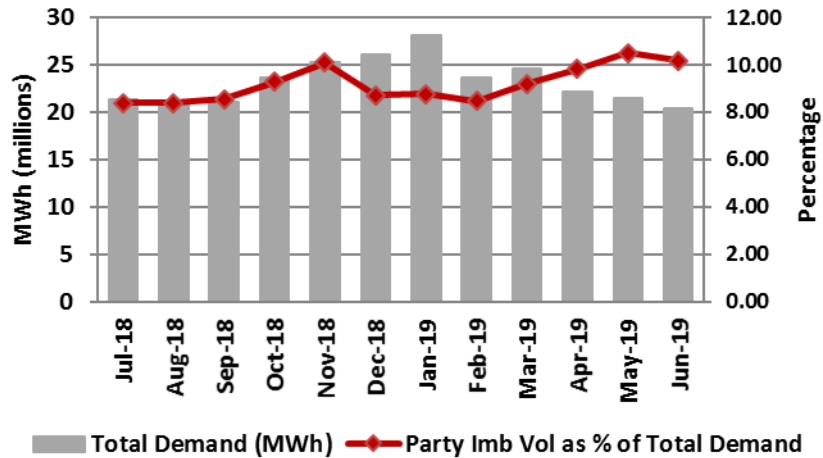
## Cost of Processing Disputes

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 2.5 man days of dedicated resource. There is an additional 36 man days covering the administration around the monthly TDC meeting. A total of 38.5 man days expended for March. Using a day rate of £500 gives a monthly cost of £19,250.

# JUNE KPI REPORT

**Total Demand and Party Imbalance Percentage**

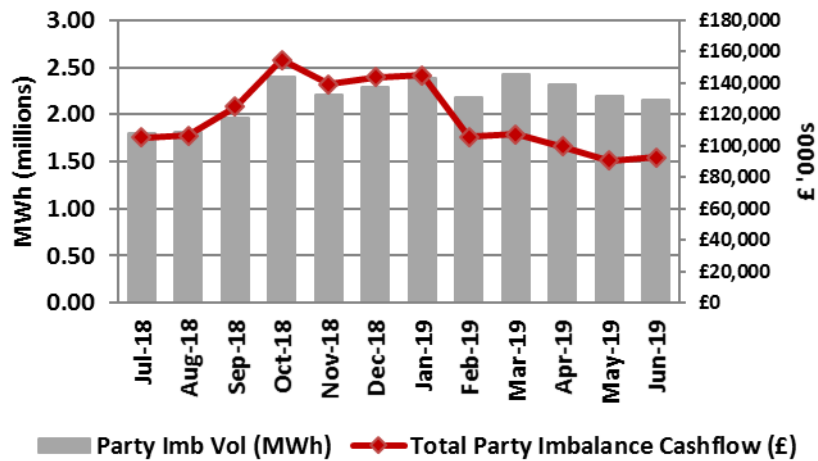


## Value of Imbalance Settlement

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

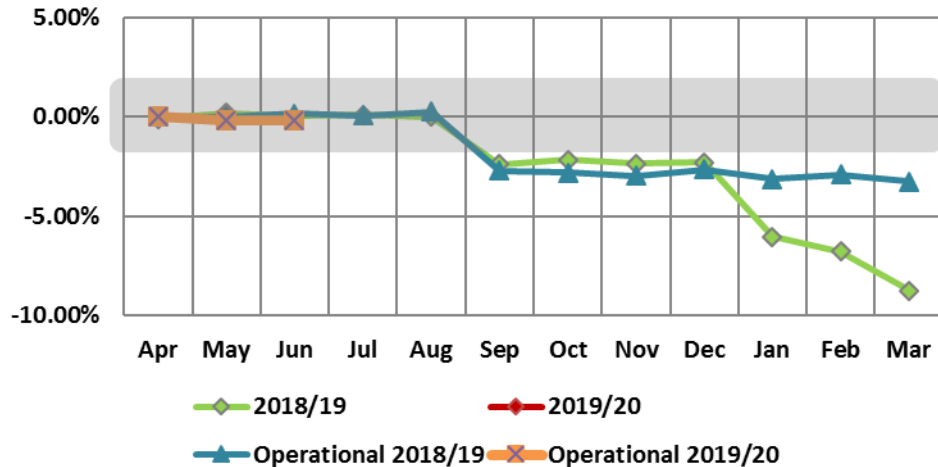
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

**Party Imbalance Volume and Cashflow**



# JUNE KPI REPORT

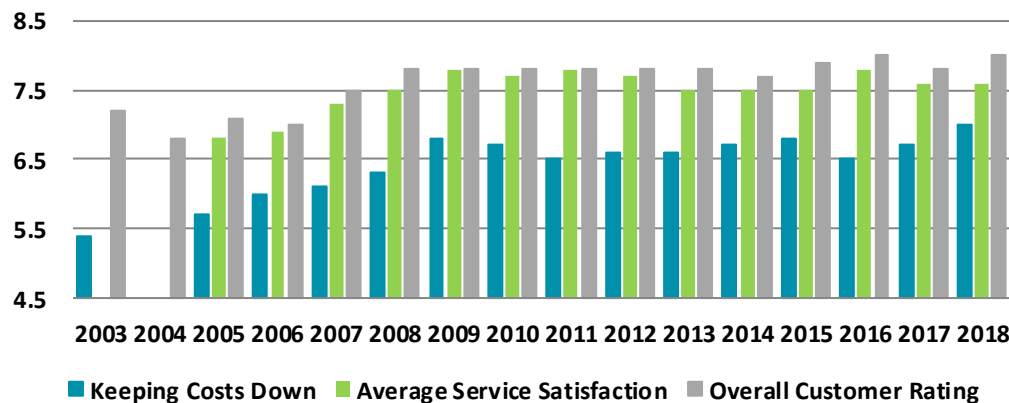
Percentage (Under)/Over Spend vs Budget



## 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.