JULY KPI REPORT

Core and Non-Core BSC Systems

CGI performance deteriorated in July with an increase in incidents on the BSC Central Systems. There was an unusually long unplanned outage for BMRS which was unavailable for three hours on 16 July due to a communications network issue.

Following implementation of a new registration solution there were failures in generating SAA Settlement Reports to normal calendar timescales. The SAA files are used to determine BSC Trading Charges and although the SAA reports were delayed the FAA billing processes were operated on time. Other industry processes including Balancing Services use of System charging and for Electricity Market Reform billing are also dependent on this data. Though close to their deadlines there were no failures to the processes.

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Supplier Performance

We have experienced the following service failures this month:

Core Systems

BMRA - On 16 July 2019, there was an unplanned outage on the Balancing Mechanism Reporting Service (BMRS) between 13:00 (BST) and 16:00 (BST) and the BMRS website, API and TIBCO service were unavailable. This was due to a network issue on the common hosting infrastructure and resulted in failure of the BMRA SLAs.

One of the reports (B1610) was not published due to a sequencing issue; this was a failure of the BMRA availability.

CRA - The Salesforce integration layer introduced incorrect records in the CRA processes on 22 July which generated an incorrect registration report and a failure of CRA SLA.

FAA - There was an incident which impacted Credit calculations incorrect for 5 files (4 Party IDs) sent from FAA to ECVAA on 16 July.

SAA - On 8 July, there was an incident where MVRN data was not included in the SAA I014 flow; 28 Settlement Reports had to be re-issued.

A second incident occurred and the Gate Closure files was not processed for 2 Settlement dates on 19 July.

As a consequence of the incorrect CRA Registration Report on 22 July, the SAA could not generate 15 Settlement Reports (SAA I0-14) and were not delivered to customers on time.

Non-Core Systems

Service Desk - The CRA and FAA incident impacted some of the Service Desk resolution SLAs

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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.

Disputes by Resolution Time

Five disputes were closed in July and nine were opened. The annual average resolution time to July is 101 days (-1).

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Panel and Panel Committee Decisions

For the month of July all 62 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 July 2018 represent 2.5 man days of dedicated resource. There is an additional 31 man days covering the administration around the monthly TDC meeting. A total of 33.5 man days expended for March. Using a day rate of £500 gives a monthly cost of £16,750.

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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.

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

ELEXON overall is 0.6% under budget for the financial year 2019-20. The operational forecast is 0.04% under budget and Contracted costs, Market development costs, Demand led costs, System Strategy costs are all maintained on budget level.

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.

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