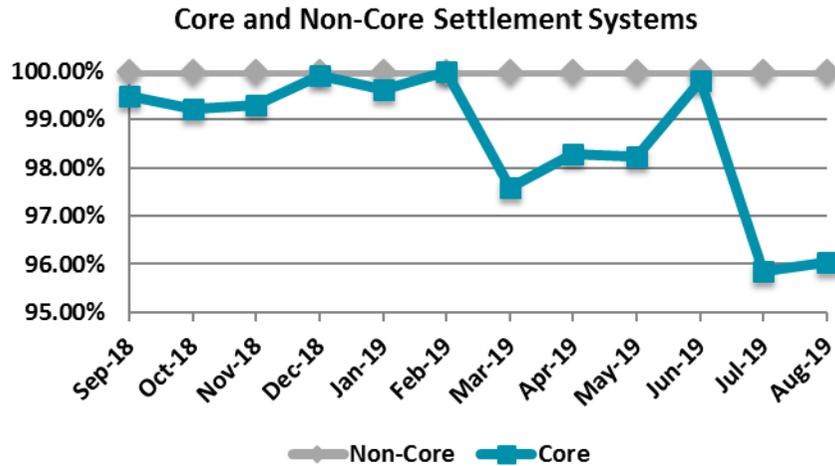


# AUGUST KPI REPORT

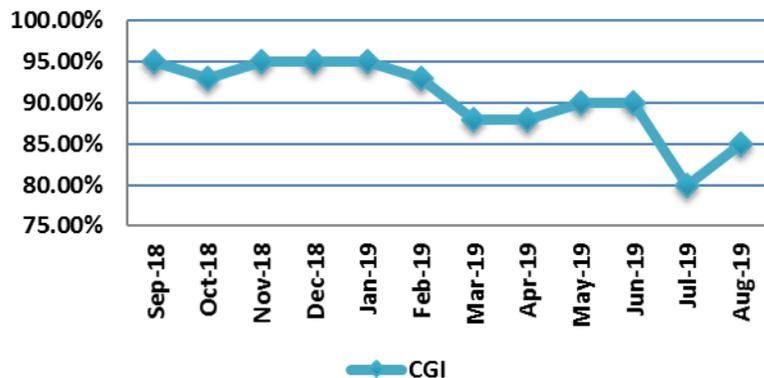


## Core and Non-Core BSC Systems

The 24/7 BSC Central Systems applications, BMRS and ECVA, achieved 99% and 100% SLA performance. The BMRS outages resulted in 4.5 hours of downtime across the month, both outages occurring outside of business hours. Failures on the SAA can have a more significant impact to industry as the SAA-I014 holds core information for non-BSC process such as EMR and BSuoS calculation. The SAA incidents were resolved in time to prevent any impact on these processes. Operator error occurred on SVAA delaying MDD publication by one day with no material impact to customers.

# AUGUST KPI REPORT

Service Provider SLA Performance 2018/2019



## Supplier Performance

We have experienced the following service failures this month:

### Core Systems

**BMRA** - Following a network issue BMRS was not available between Settlement Periods 46 and 48 on 23 August. Resulting in failure of both BMRA SLAs.

On 27 August, BMRS website became intermittent at the same time as a small number of users making thousands of hits. The users were blocked and a controlled restart of the servers resolved the issue with performance returning to normal levels.

On 31 August, there was an unplanned outage and BMRS could not process files between 7:27 (BST) and 10:30 (BST). Settlement Calculations were resumed after the outage. Resulting in failure of both BMRA SLAs.

**CRA** - Incorrect BM Unit details in CRA affected a Party's Credit Cover Percentage and subsequently triggered SAA failure on 1 August. The system error is now permanently fixed.

**SAA** - On 1 August, CRA released incorrect records to the SAA database. This caused SAA Settlement Reports (SAA I014) to fail.

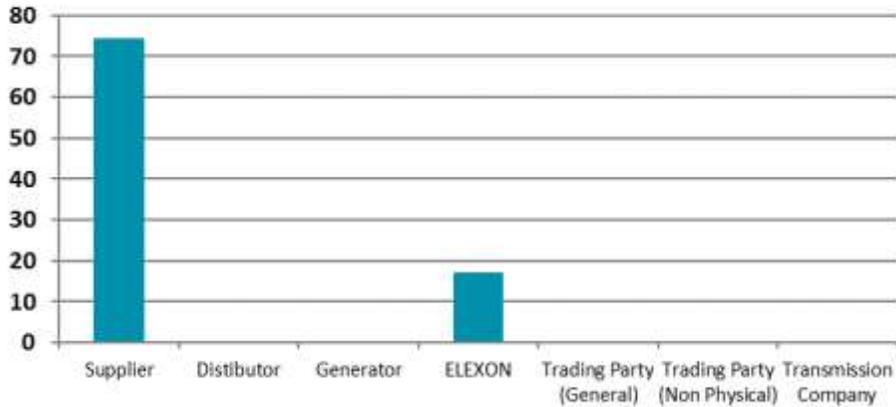
On 2 August, a SAA I014 was incorrectly released as SF instead of RF due to human error. The correct file was subsequently released.

On 20 August, a Bid Offer data correction was processed late.

**SVAA** - MDD V286 was published one day late on 14 August. There was no impact to Market Participants who received the file two days before the MDD go live date.

# AUGUST KPI REPORT

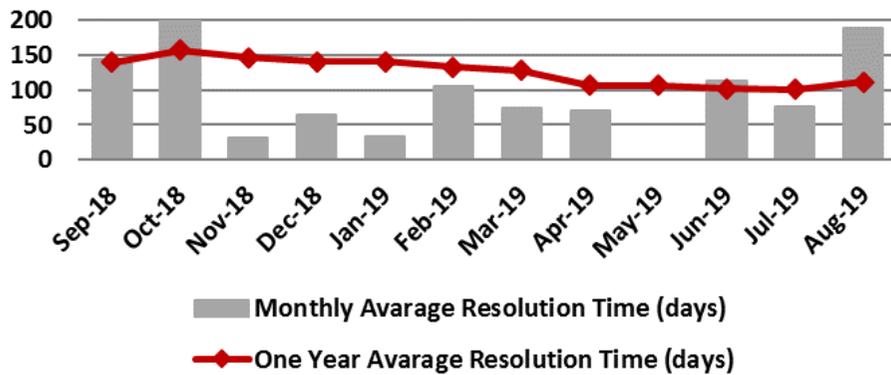
Disputes by Raising Party for September 18 - August 19



## 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

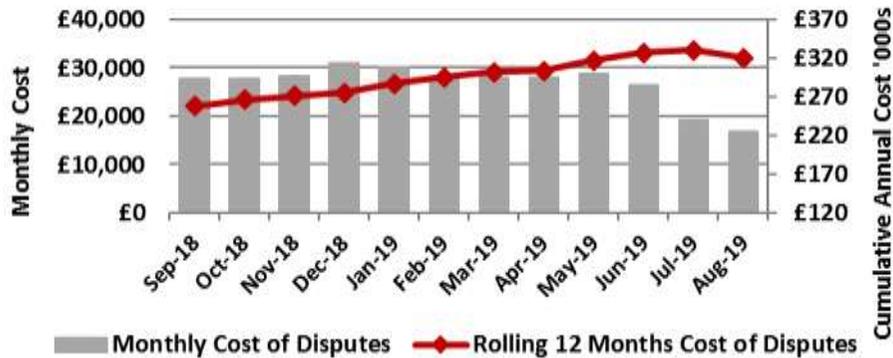


## Disputes by Resolution Time

Five disputes were closed in August and nine were opened. The annual average resolution time to August is 112 days (+11).

# AUGUST KPI REPORT

Cost of Disputes for 2018/2019

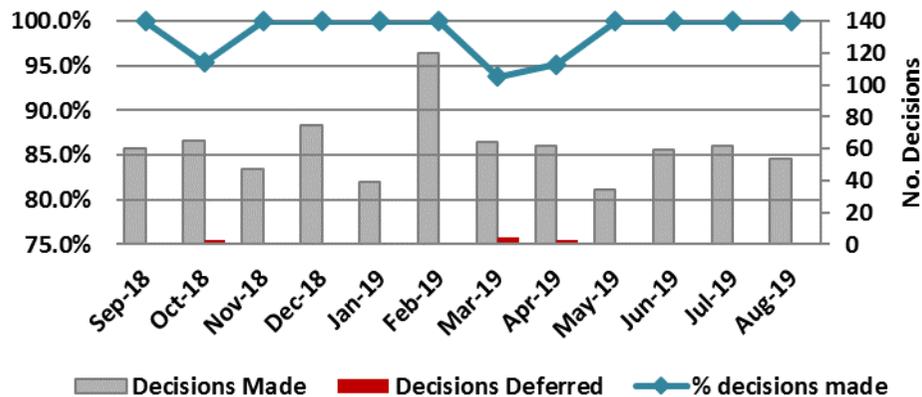


## Cost of Processing Disputes

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 August 2019 represent 2.5 man days of dedicated resource. There is an additional 30 man days covering the administration around the monthly TDC meeting. A total of 32.5 man days expended for March. Using a day rate of £500 gives a monthly cost of £16,250.

Panel & Panel Committee Decisions

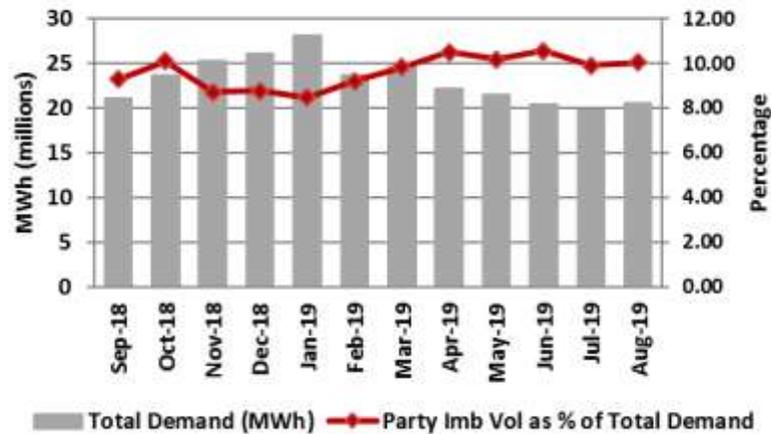


## Panel and Panel Committee Decisions

For the month of August all 54 decisions submitted to the Panel and its committees were made.

# AUGUST KPI REPORT

Total Demand and Party Imbalance Percentage

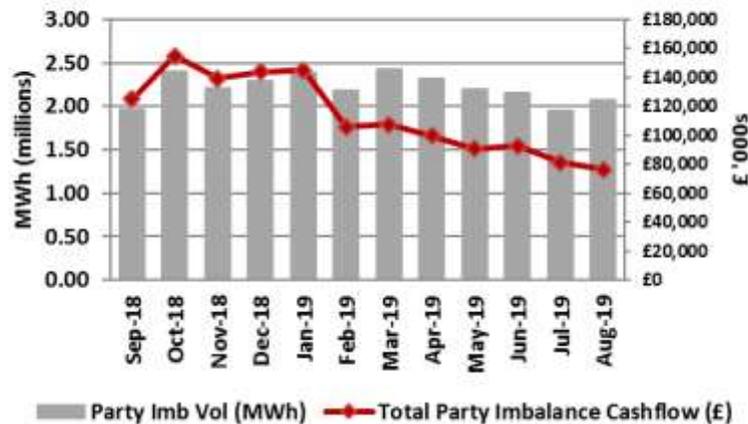


## Value of Imbalance Settlement

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

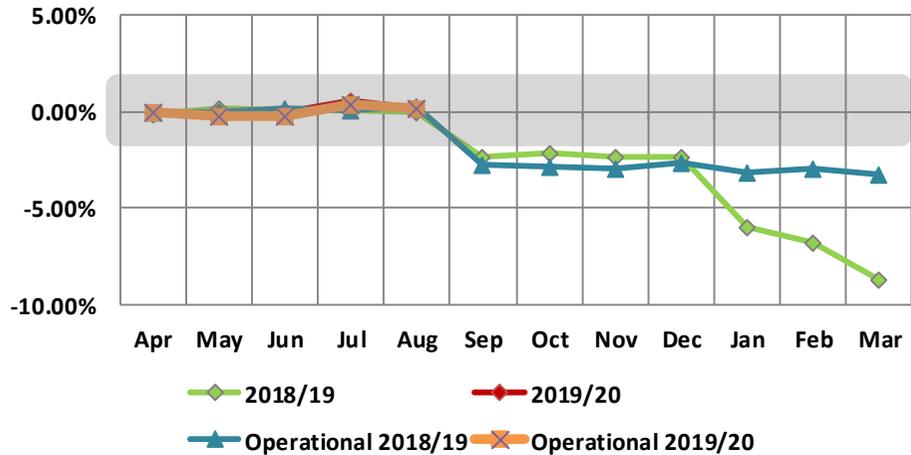
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

Party Imbalance Volume and Cashflow



# AUGUST KPI REPORT

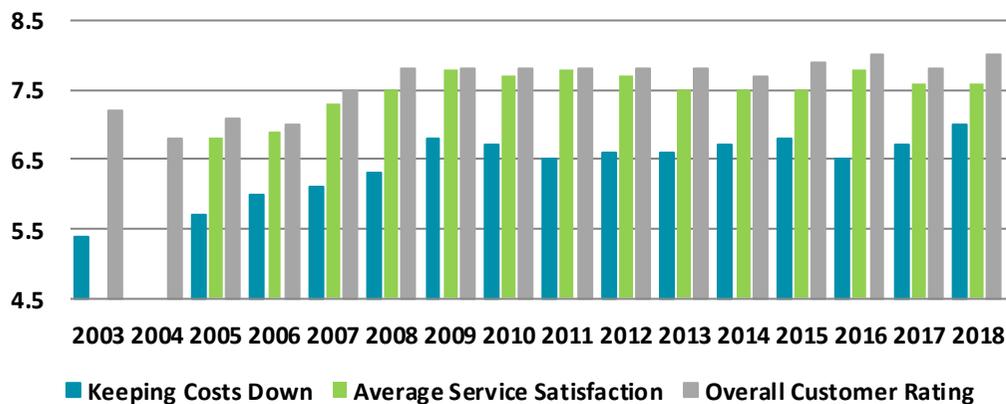
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall is 0.2% under budget for the financial year 2019-20. The operational forecast is 0.2% under budget and Contracted costs, 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.