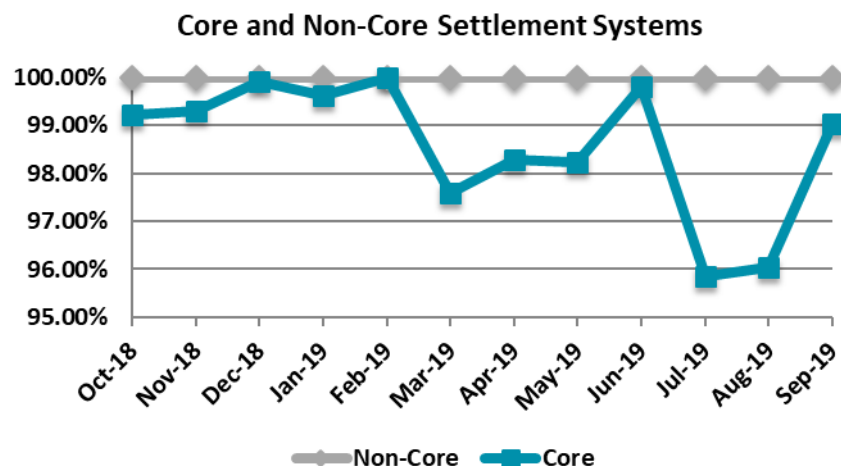


SEPTEMBER KPI REPORT



Core and Non-Core BSC Systems

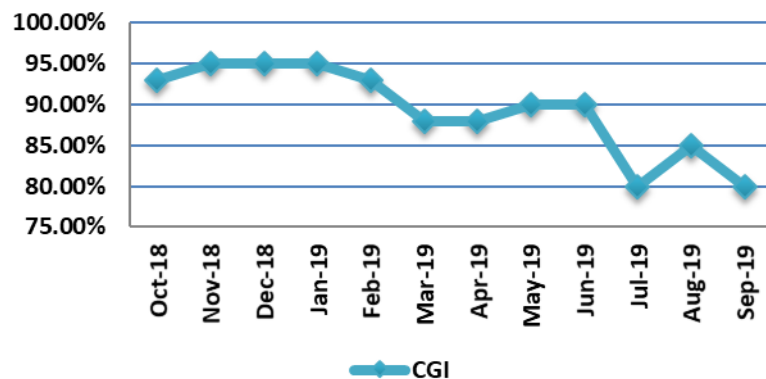
BMRA and ECVAAs performed at 99.4% and 99.9% during September. The host server failed on 5 September between 00:00 (BST) and 03:30 (BST). The BMRS website and data services were not accessible until the service was restored. Following an infrastructure outage there was an ECVAAs system failure. For a period of 38 minutes files from participants could not be processed. All files were subsequently processed after the outage.

Following an infrastructure outage the SAA released an incorrect SF report, which had to be re-issued one day late.

There were manual errors for CRA and SVAA. Incorrect GC/DC data for 271 BMUs being loaded into CRA for which the data was subsequently corrected. On 17 September, MDD was published with erroneous data. A republic of MDD was required on 19 September.

SEPTEMBER KPI REPORT

Service Provider SLA Performance 2018/2019



Supplier Performance

We have experienced the following service failures this month:

Core Systems

BMRA - The host server failed on 5 September between 00:00 (BST) and 03:30 (BST). The BMRS website and data services were not accessible until the service was restored.

CRA - A manual error resulted in incorrect GC/DC data for 271 BMUs being loaded into CRA. The data was subsequently corrected.

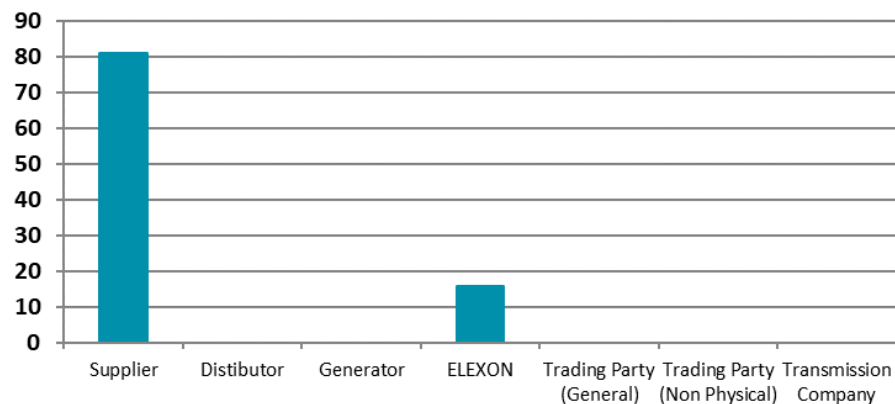
ECVAA - Following an infrastructure outage there was an ECVAA system failure. For a period of 38 minutes files from participants could not be processed. All files were subsequently processed after the outage.

SAA - Following an infrastructure outage the SAA released an incorrect SF report which had to be re-issued one day late.

SVAA - On 17 September, a manual error resulted in MDD being publish with erroneous data. A republic of MDD was required on 19 September.

SEPTEMBER KPI REPORT

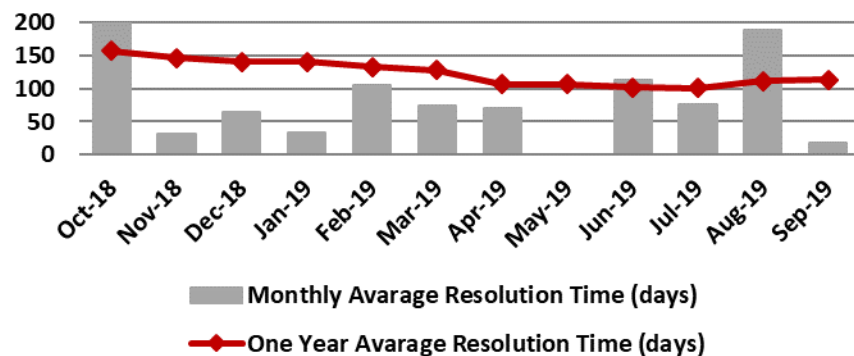
Disputes by Raising Party for October 18 - September 19



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

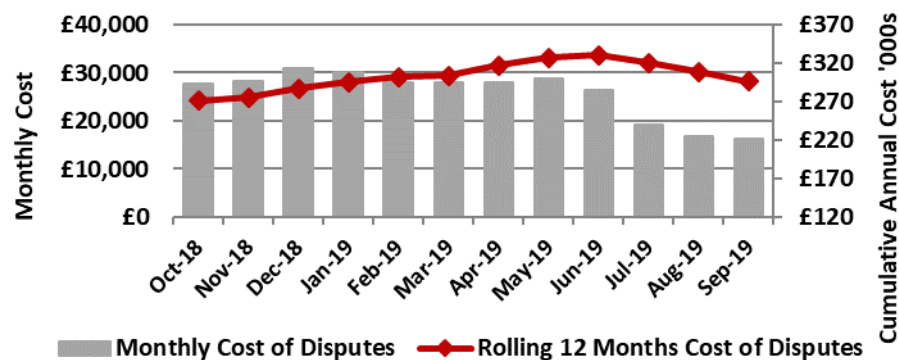


Disputes by Resolution Time

One dispute was closed in September and 39 opened. The annual average resolution time to September is 112 days (+1).

SEPTEMBER KPI REPORT

Cost of Disputes for 2018/2019

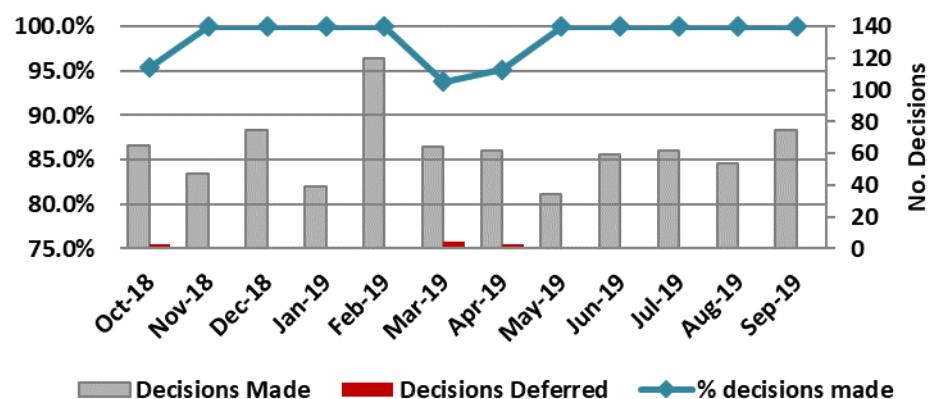


Cost of Processing Disputes

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 September 2019 represent 2.5 man days of dedicated resource. There is an additional 28 man days covering the administration around the monthly TDC meeting. A total of 30.5 man days expended for March. Using a day rate of £500 gives a monthly cost of £15,250.

Panel & Panel Committee Decisions

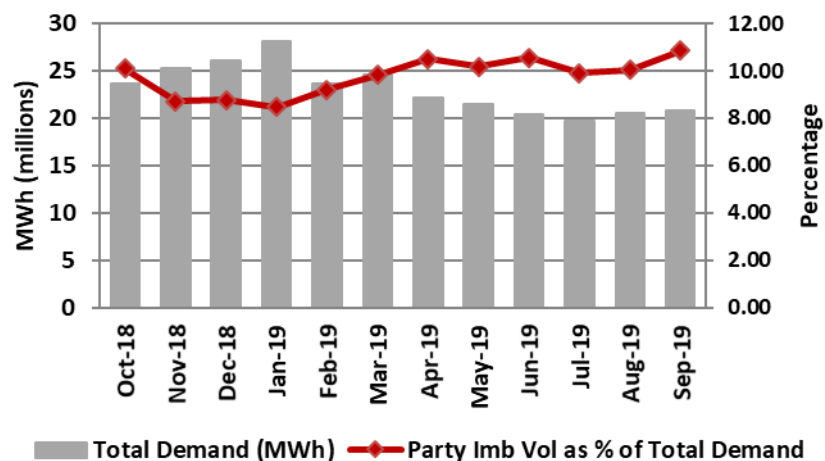


Panel and Panel Committee Decisions

For the month of September all 75 decisions submitted to the Panel and its committees were made.

SEPTEMBER KPI REPORT

Total Demand and Party Imbalance Percentage

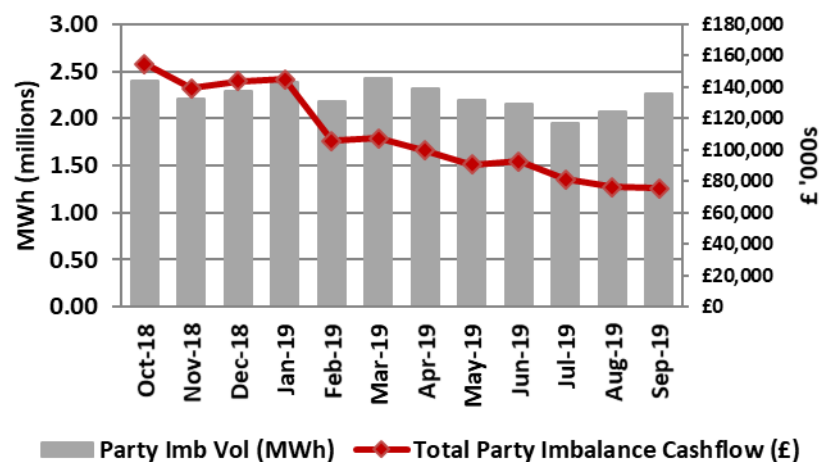


Value of Imbalance Settlement

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

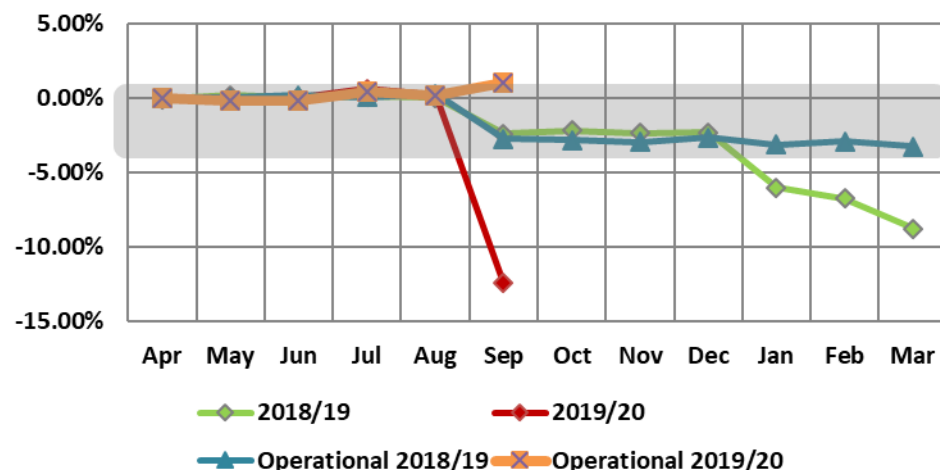
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

Party Imbalance Volume and Cashflow



SEPTEMBER KPI REPORT

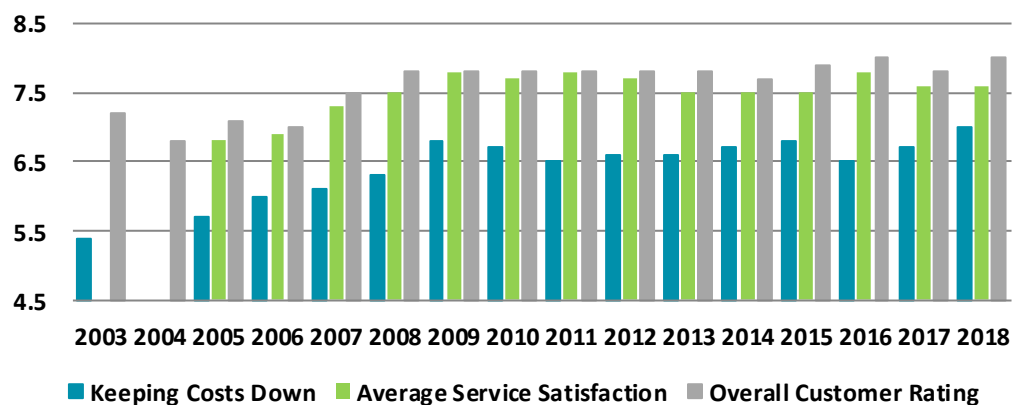
Percentage (Under)/Over Spend vs Budget



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

Thanks to a clearer view of our future activities, we released £6.4m from the forecast this month as part of our mid-year review. ELEXON overall is now 12.4% under budget for the financial year 2019-20. The operational forecast is 1.0% under budget, Contracted costs are 4.0% under budget, Demand led costs are 3.9% under budget, System Strategy costs are 53.6% under budget and Market Development costs are 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.