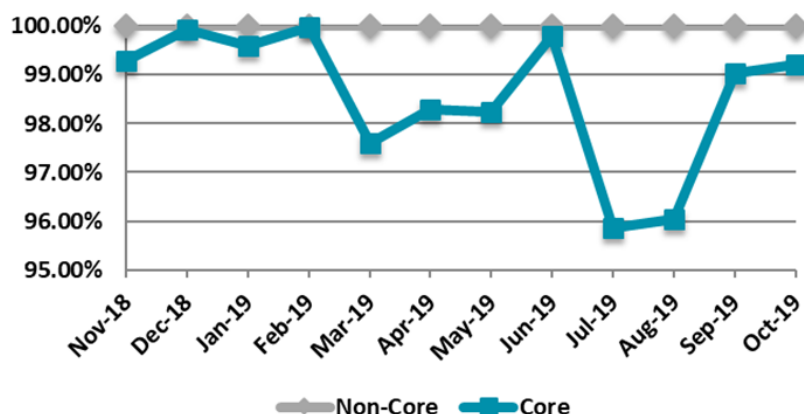


OCTOBER KPI REPORT

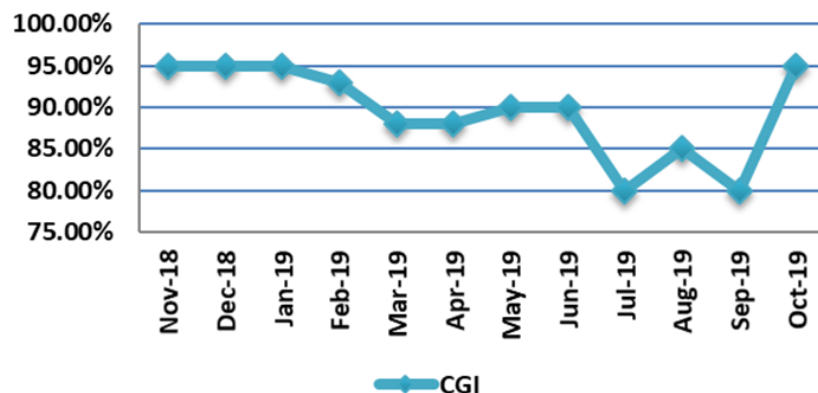
Core and Non-Core Settlement Systems



Core and Non-Core BSC Systems

Performance on delivery of the BSC Agent services has improved in October 2019. There was 100% availability on the 24/7 BSC Agent Systems, ECVAA and BMRA. Two incidents resulted in service level failures for SVAA and SAA with minimal impact to customers.

Service Provider SLA Performance 2018/2019



Supplier Performance

We have experienced the following service failures this month:

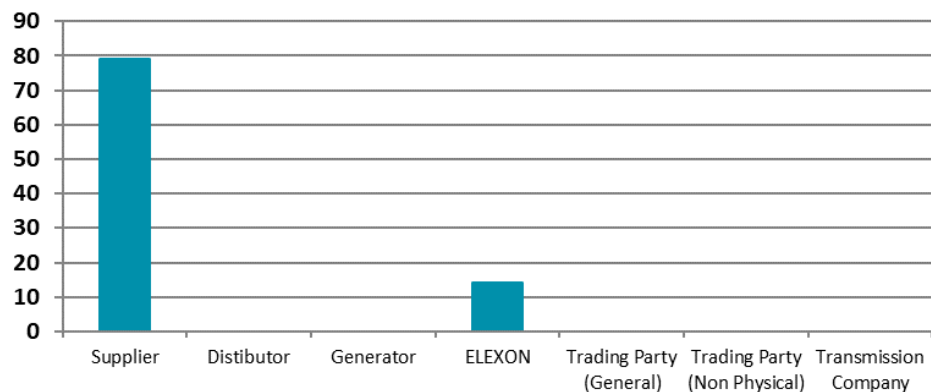
Core Systems

SAA - One Settlement report was released a day later than required in the Settlement Calendar. This was for the Settlement Final (SF) Settlement Run. The incident was caused by a tolerance limit outside of CGI control. There was limited impact to customers as the delay was limited to one day.

SVAA - A manual processing error resulted in parameter being incorrectly entered to the monthly MDD version; it will be loaded to the next version. There is no impact to customers.

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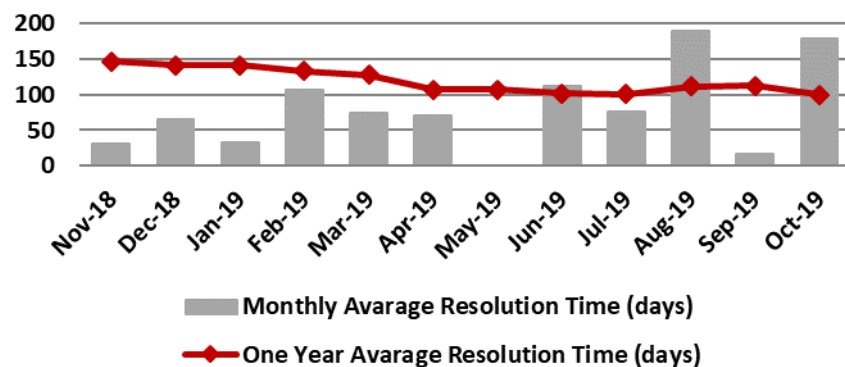
Disputes by Raising Party for November 18 - October 19



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

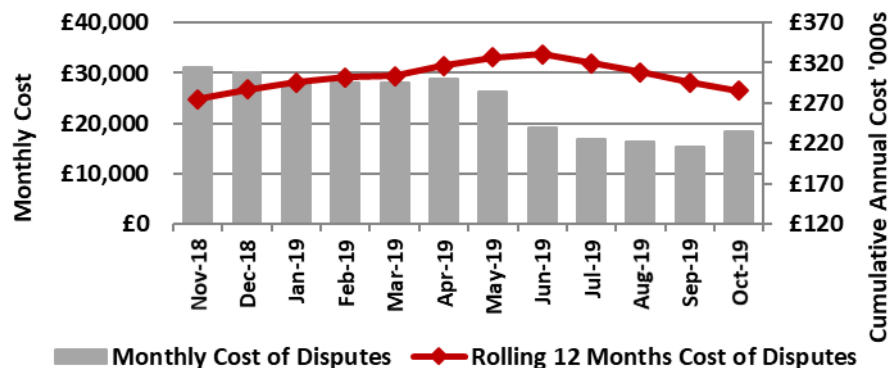


Disputes by Resolution Time

Two disputes were closed in October and 43 opened. The annual average resolution time to October is 100 days (-13).

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Cost of Disputes for 2018/2019

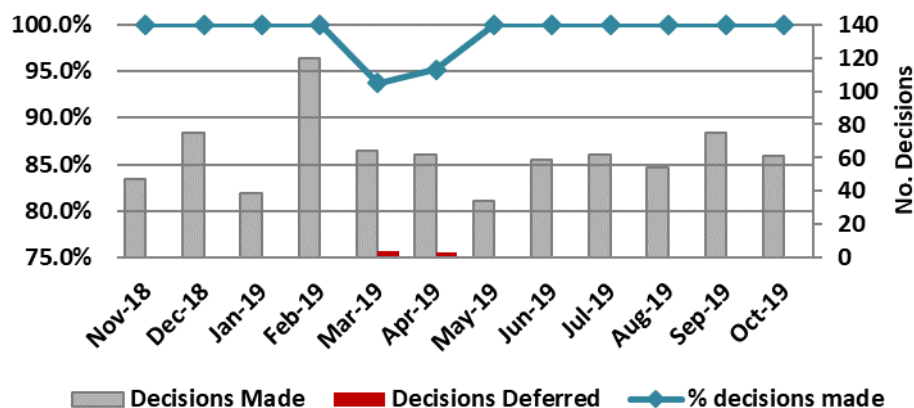


Cost of Processing Disputes

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 October 2019 represent 2.5 man days of dedicated resource. There is an additional 34 man days covering the administration around the monthly TDC meeting. A total of 30.5 man days expended for October. Using a day rate of £500 gives a monthly cost of £18,250.

Panel & Panel Committee Decisions

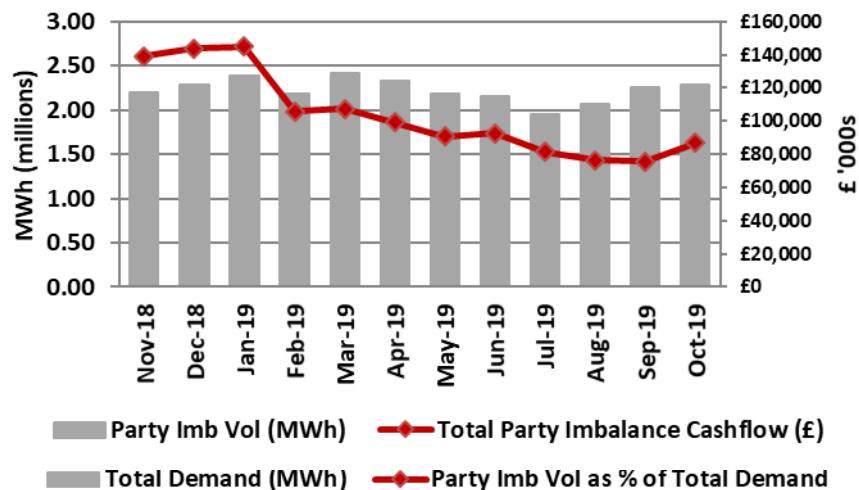


Panel and Panel Committee Decisions

For the month of October all 61 decisions submitted to the Panel and its committees were made.

OCTOBER KPI REPORT

Party Imbalance Volume and Cashflow



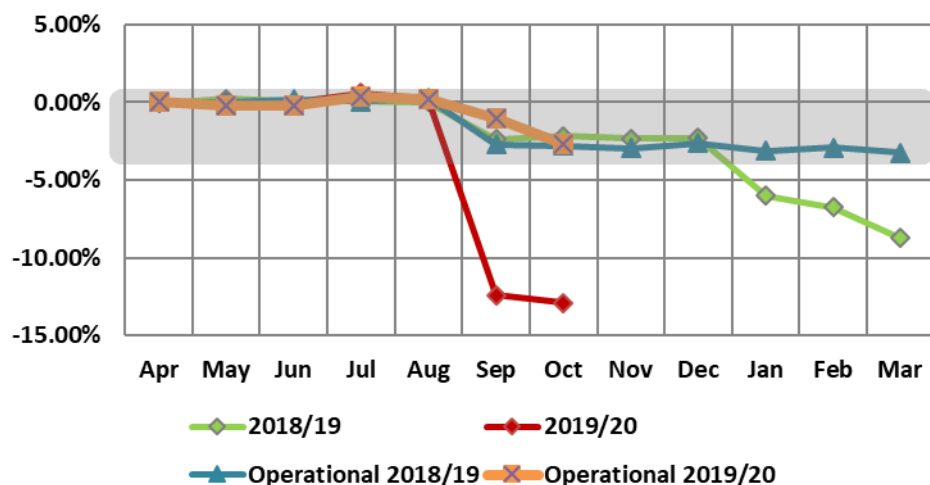
Value of Imbalance Settlement

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.

OCTOBER KPI REPORT

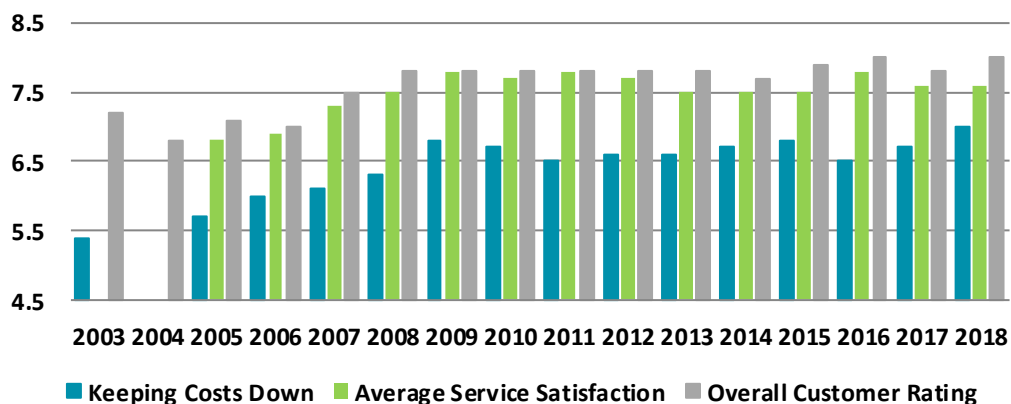
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall is now 12.9% under budget for the financial year 2019-20. The operational forecast is 2.7% under budget, Contracted costs are 4.2% under budget, Demand led costs are 4.1% under budget, System Strategy costs are 53.5% under budget and Market Development costs are 10% under 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.