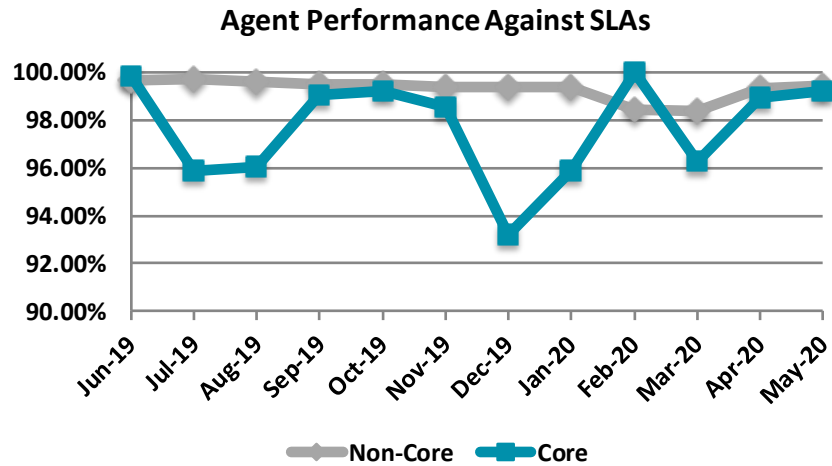


MAY KPI REPORT



Agent Performance against SLAs

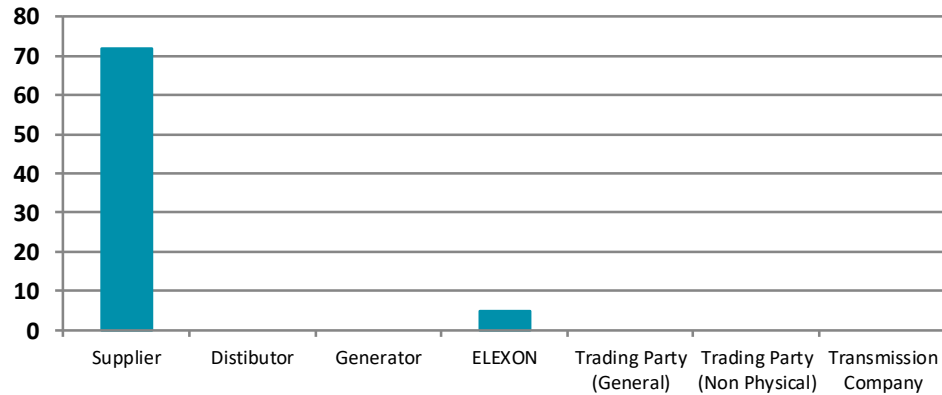
Core services had high availability through May and a single BMRA incident resulted in four hours of intermittent availability recording two SLA failures. A process error on the daily registration process resulted in an update being applied one working day late. There was no impact to BSC Parties. **Core Systems**

BMRS: Following deployment of BSC Modification P344 in BMRS, there was an issue with one of the databases which resulted in intermittent access and performance issues on the BMRS APIs and website between 9:00 - 13:00 (BST) on 29 May 2020.

CRA: The CRA Daily were actioned but released the next working day (26 May) to BSC Parties and the rest of the central systems. This did not result in any impact with updates effective from 26 May 2020.

MAY KPI REPORT

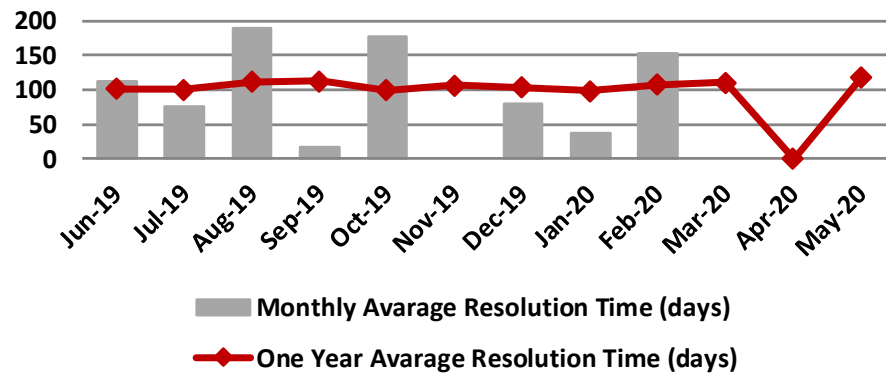
Disputes by Raising Party for April 19 - May 20



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

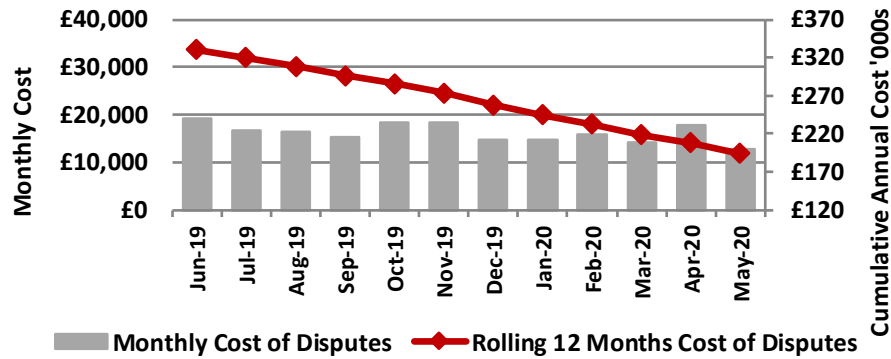


Disputes by Resolution Time

Zero disputes were closed in May and eight opened. The annual average resolution time to May is 118 days (+7).

MAY KPI REPORT

Cost of Disputes for 2018/2019

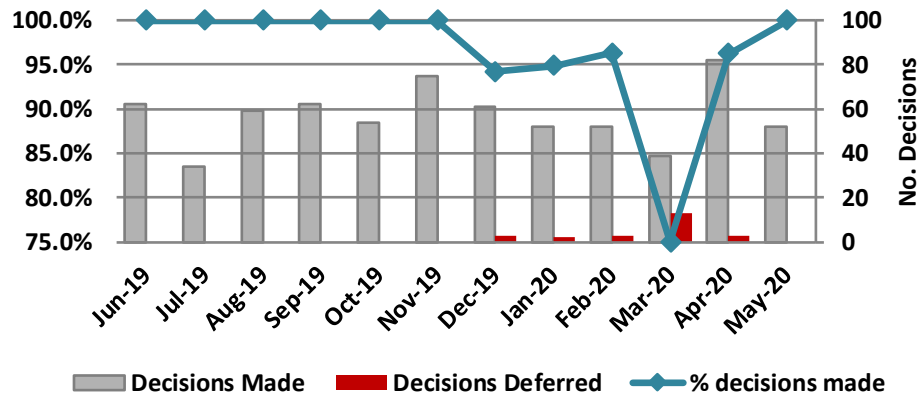


Cost of Processing Disputes

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 May 2020 represent 2.5 man-days of dedicated resource. There is an additional 22.5 man-days covering the administration around the monthly TDC meeting. A total of 28.5 man-days expended for October. Using a day rate of £500 gives a monthly cost of £12,750.

Panel & Panel Committee Decisions

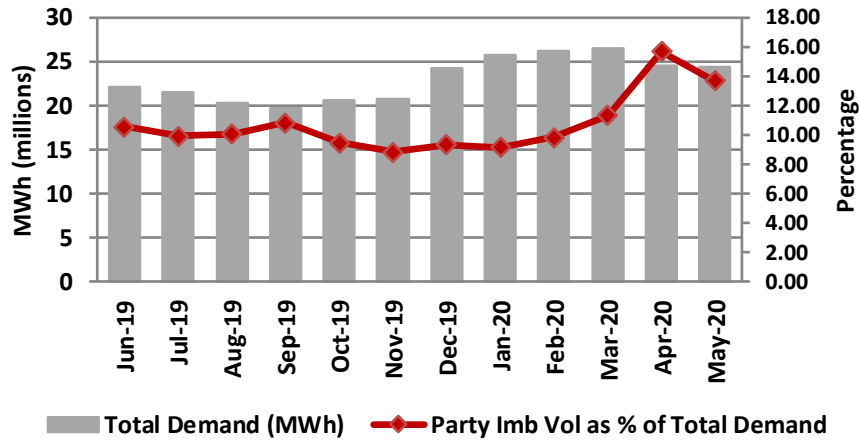


Panel and Panel Committee Decisions

For the month of May all 83 decisions submitted to the Panel and its committees were made.

MAY KPI REPORT

Total Demand and Party Imbalance Percentage

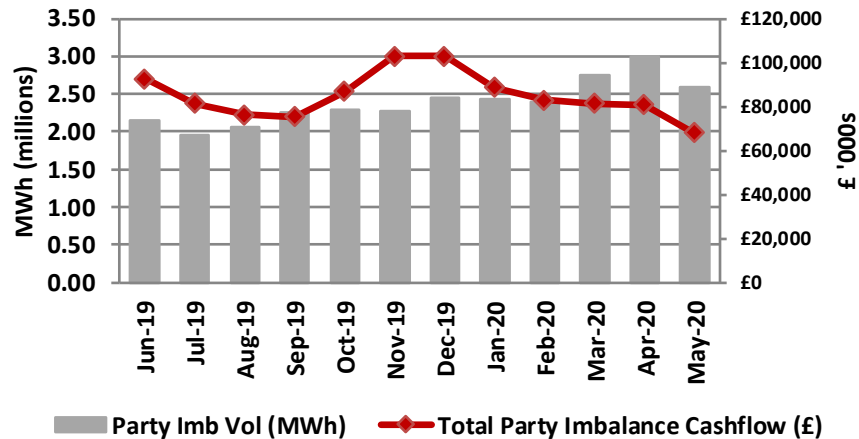


Value of Imbalance Settlement

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

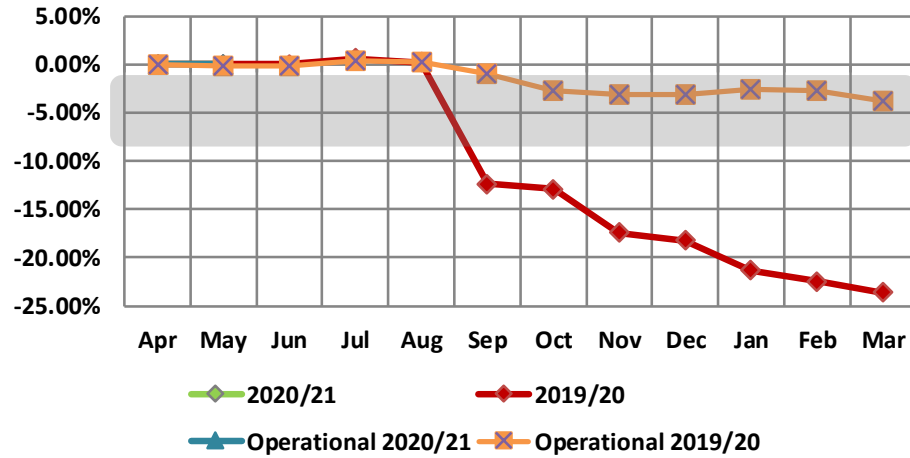
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

Party Imbalance Volume and Cashflow



MAY KPI REPORT

Percentage (Under)/Over Spend vs Budget



Financial Year 2020/21 Spend against Budget compared with 2019/20

Elexon overall is on budget (0%) for the financial year 2020-21. The Operational, Contracted, Demand Led, System Strategy and Business Development costs are on budget (0%).

MAY KPI REPORT

ELEXON Annual Customer Survey

This graph has been updated to include the 2019 Customer Survey. ELEXON's scores for 2019 are overall 7.9 (-0.1) and average service satisfaction 7.9 (+0.2).

*Based on average across 9 customer ratings included in all years since 2005

Base: Total sample

