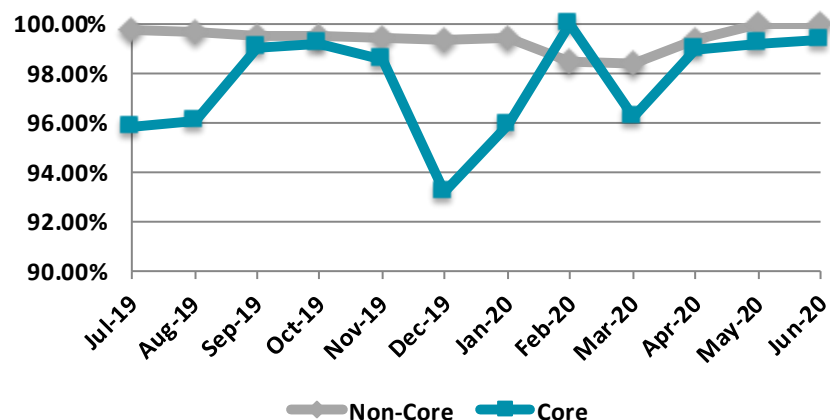


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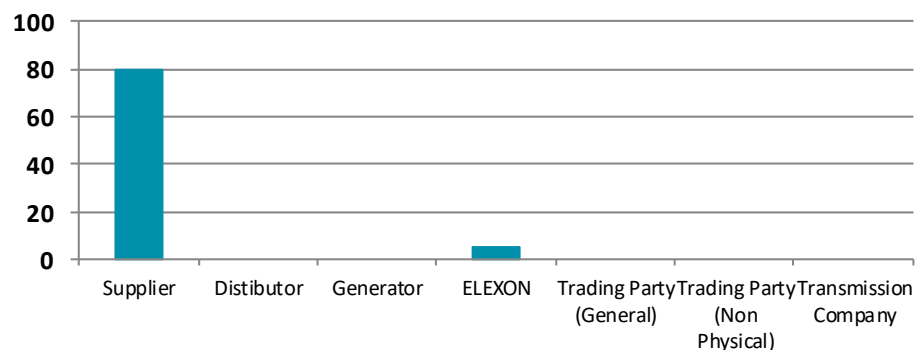
Agent Performance Against SLAs



Agent Performance against SLAs

Delivery of core systems and processes has been maintained at an improved standard since April 2020. During June, there were two SLA failures with impact to customers. Manual processing errors occurred in SVAA and CDCA resulting in duplicate data flows being released. Customers would need to ensure that only the latest files were used in their processes/systems.

Disputes by Raising Party for July 19 - June 20

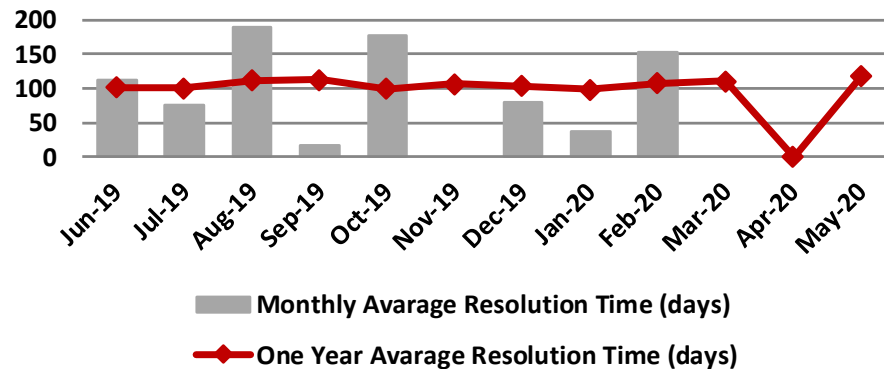


Disputes by Raising Party Type

This KPI shows all Disputes raised over the last 12 months by the type of participant who raised the Dispute.

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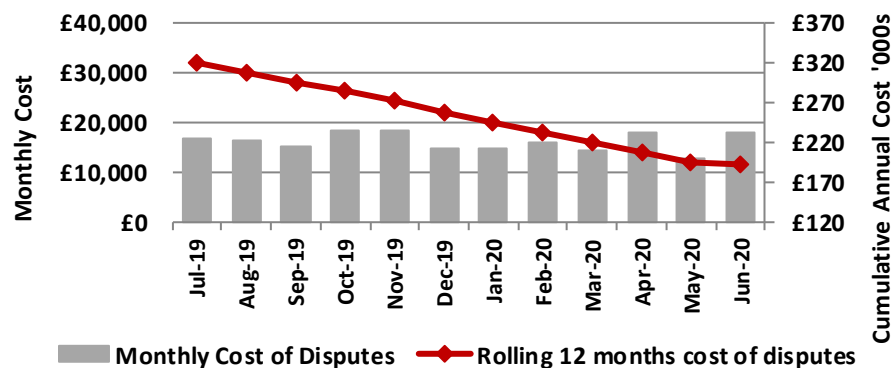
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

Eleven disputes were closed in June and six opened. The annual average resolution time to June is 122 days (+4).

Cost of Disputes for 2018/2019



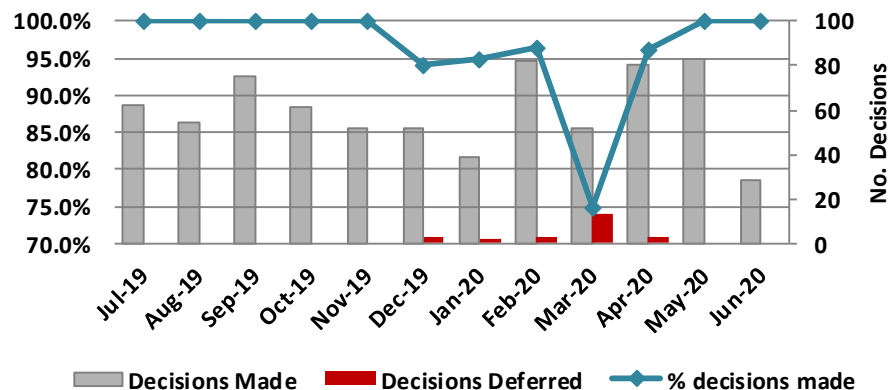
Cost of Processing Disputes

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 June 2020 represent 2.5 man-days of dedicated resource. There is an additional 33 man-days covering the administration around the monthly TDC meeting. A total of 35.5 man-days expended for October. Using a day rate of £500 gives a monthly cost of £17,750.

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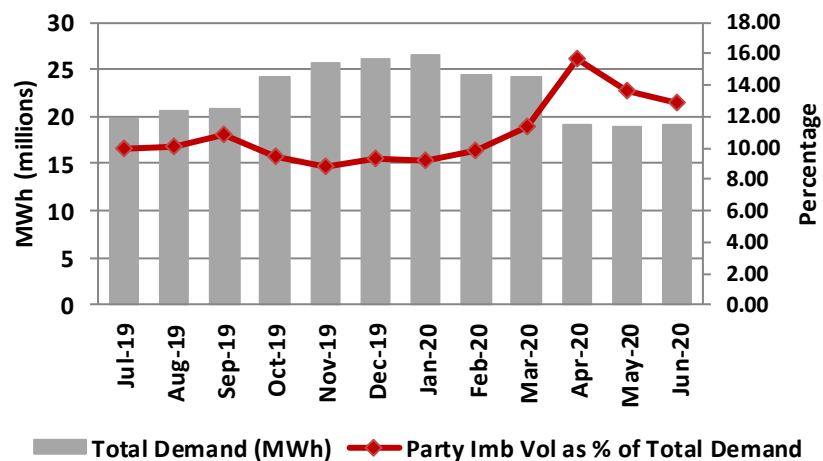
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of June all 28 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage



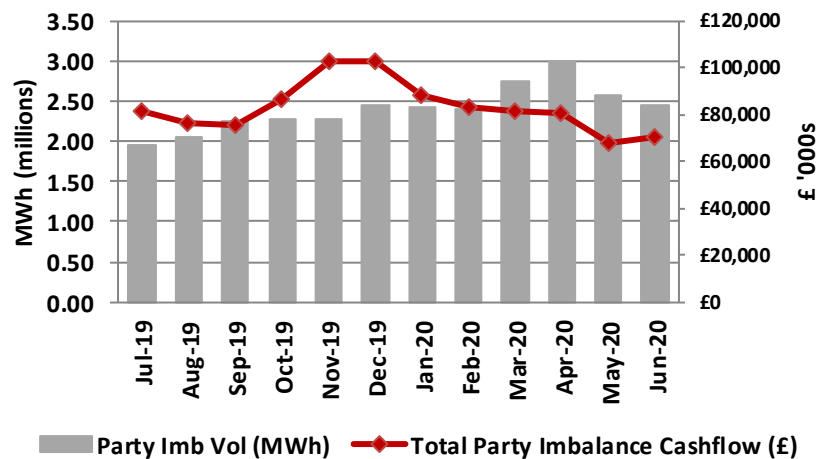
Value of Imbalance Settlement

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.

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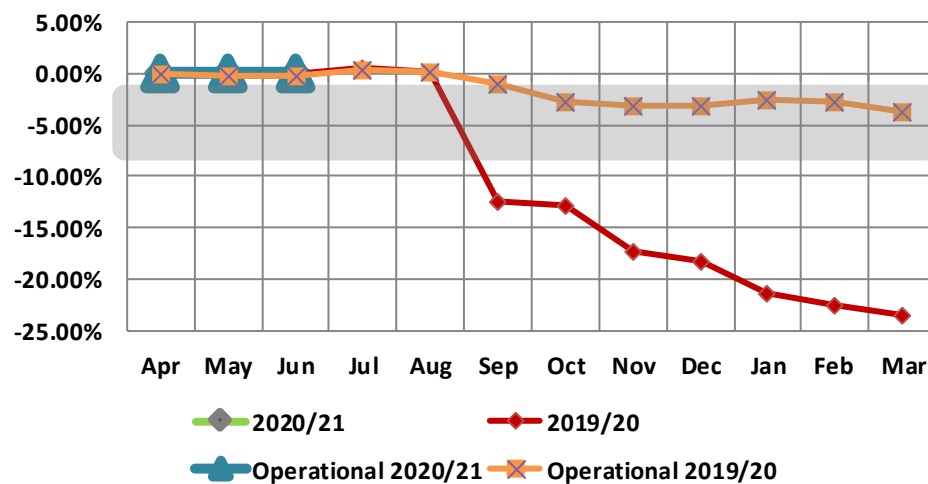
Party Imbalance Volume and Cashflow



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

Elxon 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%).

Percentage (Under)/Over Spend vs Budget



JUNE 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

