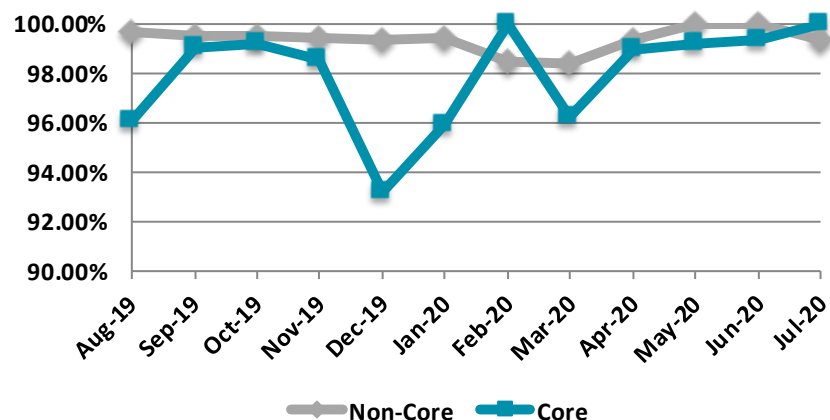


JULY KPI REPORT

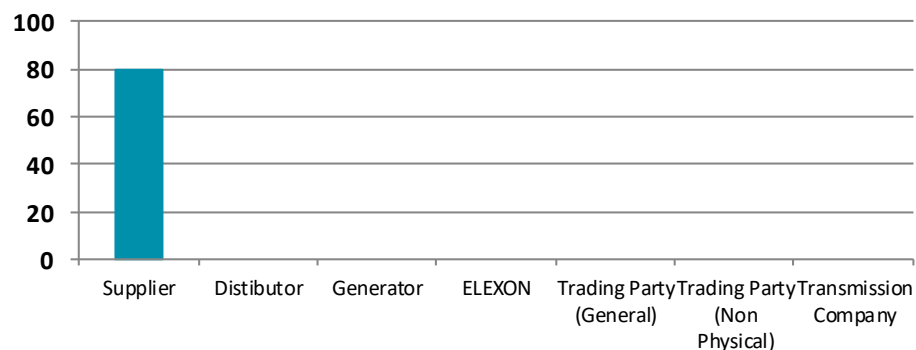
Agent Performance Against SLAs



Agent Performance against SLAs

SLA stability continues to be maintained with back to green activities continuing to result in positive improvements in terms of SLA performance. A total of 39 out of 41 SLAs being met, this representing further improvement when compared to June performance.

Disputes by Raising Party for August 19 - July 20

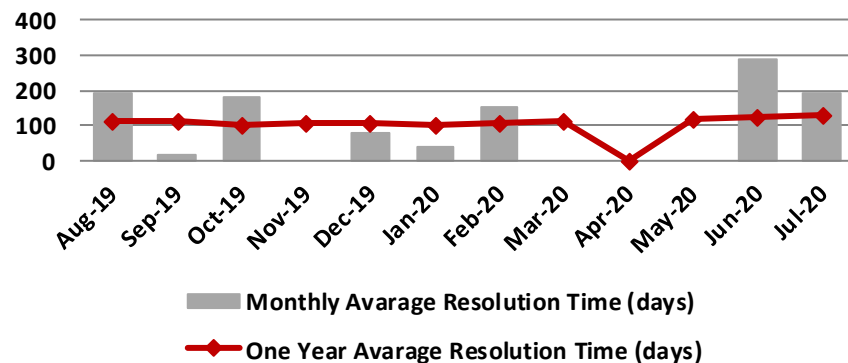


Disputes by Raising Party Type

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

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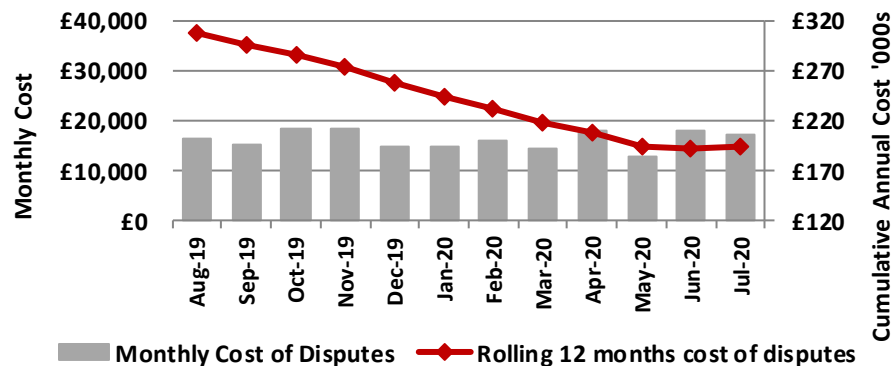
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

Seven disputes were closed in July and one opened. The annual average resolution time to July is 127 days (+5).

Cost of Disputes for 2018/2019



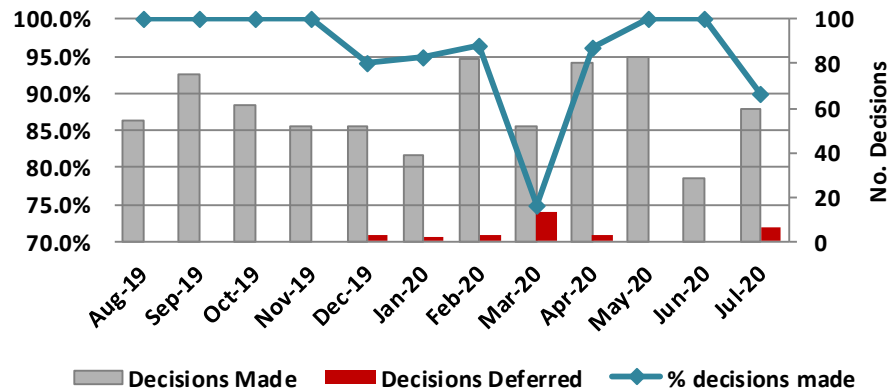
Cost of Processing Disputes

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 July 2020 represent 2.5 man-days of dedicated resource. There is an additional 32 man-days covering the administration around the monthly TDC meeting. A total of 34.5 man-days expended for October. Using a day rate of £500 gives a monthly cost of £17,250.

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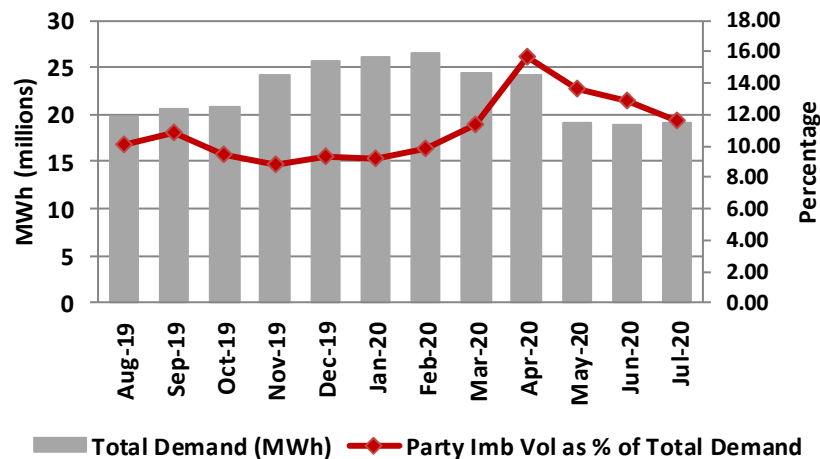
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of July 54 of 60 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage



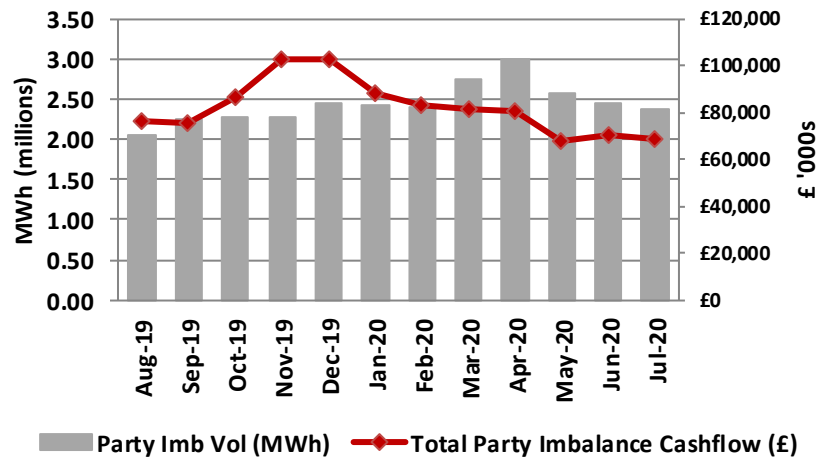
Value of Imbalance Settlement

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

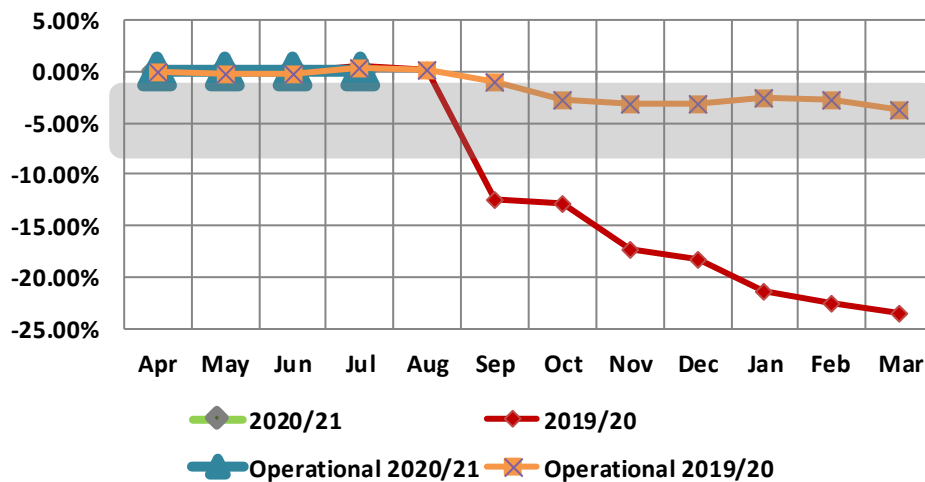
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

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Party Imbalance Volume and Cashflow



Percentage (Under)/Over Spend vs Budget



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%).

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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

