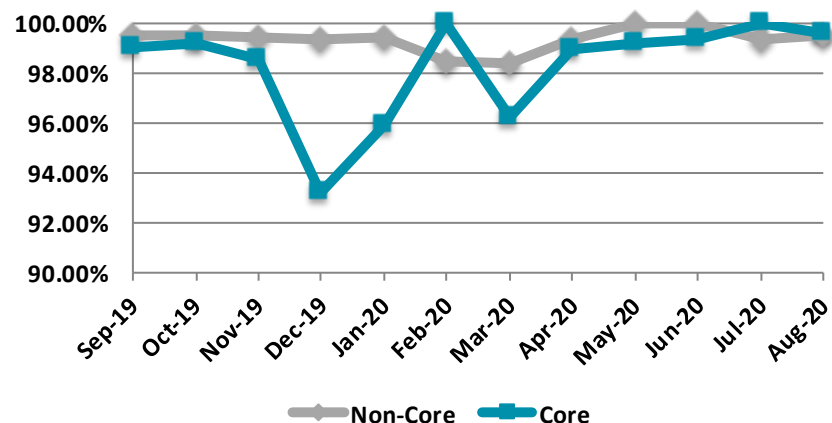


## AUGUST KPI REPORT

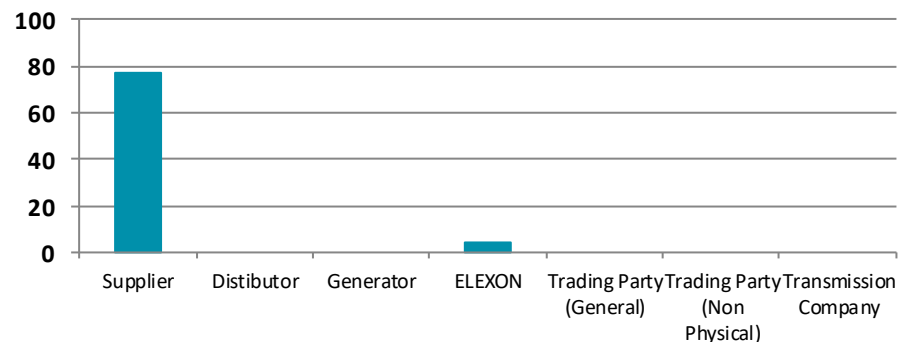
Agent Performance Against SLAs



Agent Performance against SLAs

Stability of service continues to be maintained with a total of 39 out of 41 SLAs' being met in August, in line with July performance but an increase of 4 SLAs met when compared to August 2019. Where failures have been seen, corrective actions have either been implemented or in progress to prevent any future failures of a similar issue.

Disputes by Raising Party for Septmeber 19 - August 20

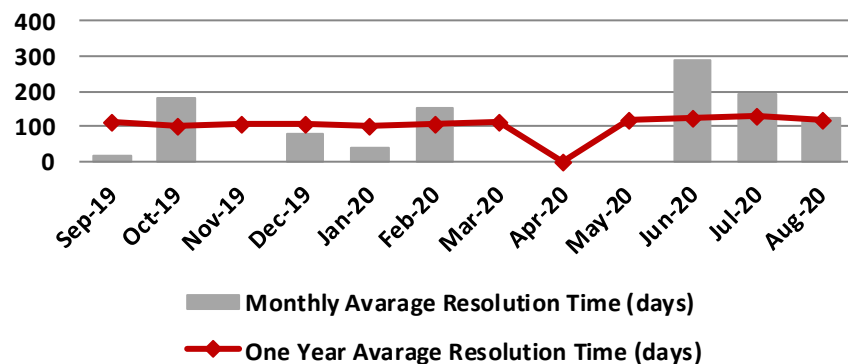


Disputes by Raising Party Type

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

## AUGUST KPI REPORT

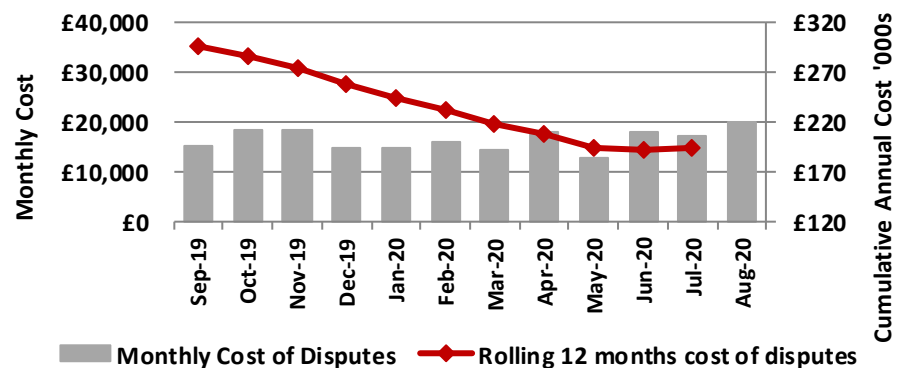
Dispute Resolution Time for past 12 months



### Disputes by Resolution Time

Three disputes were closed in August and six opened. The annual average resolution time to August is 120 days (-7).

Cost of Disputes for 2018/2019



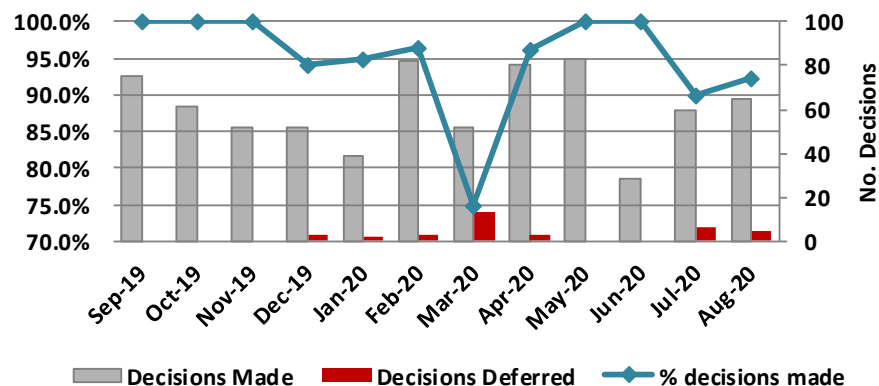
### Cost of Processing Disputes

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 August 2020 represent 2.5 man-days of dedicated resource. There is an additional 37 man-days covering the administration around the monthly TDC meeting. A total of 39.5 man-days expended for October. Using a day rate of £500 gives a monthly cost of £19,750.

## AUGUST KPI REPORT

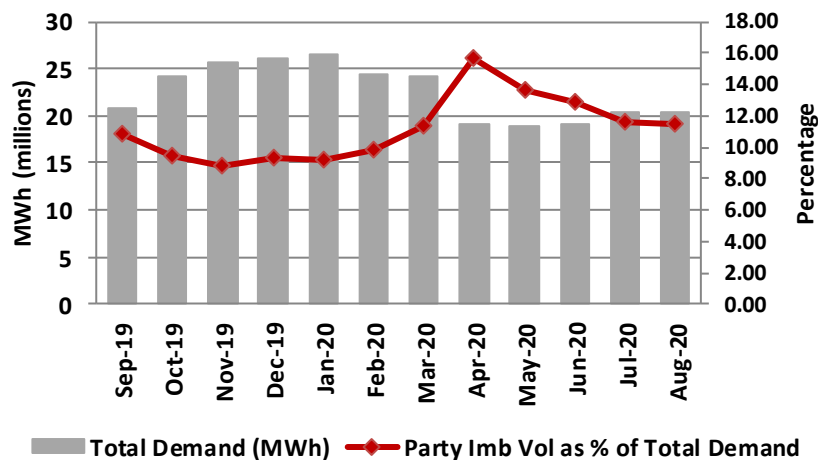
Panel & Panel Committee Decisions



### Panel and Panel Committee Decisions

For the month of August 60 of 65 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage



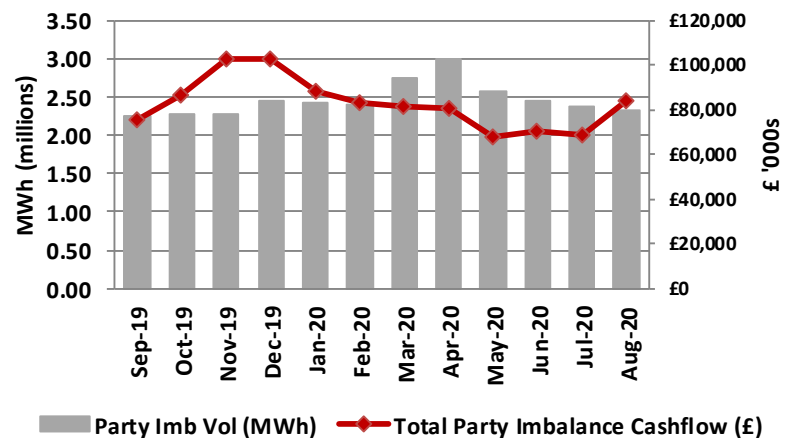
### Value of Imbalance Settlement

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

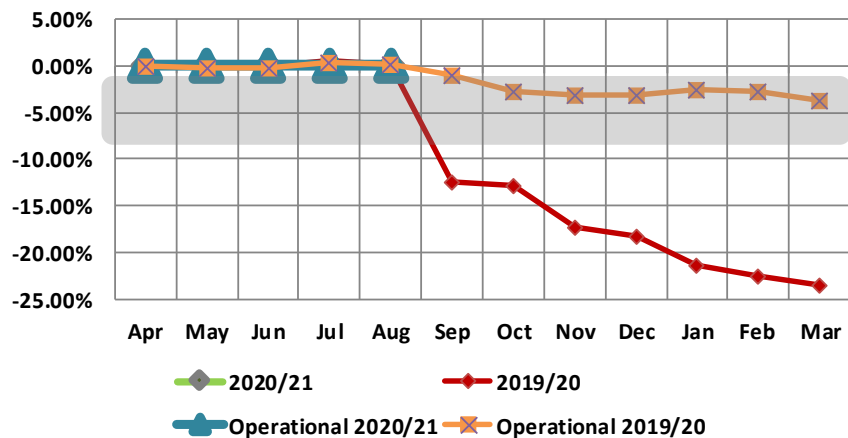
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

# AUGUST KPI REPORT

Party Imbalance Volume and Cashflow



Percentage (Under)/Over Spend vs Budget

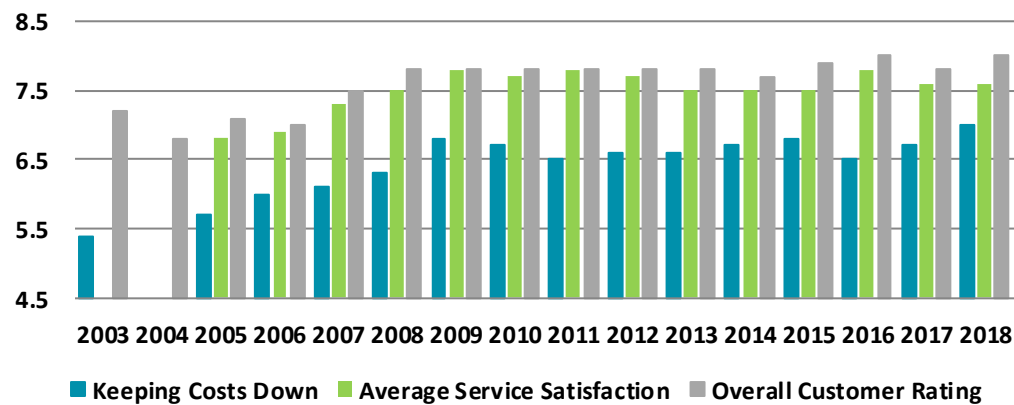


## Financial Year 2020/21 Spend against Budget compared with 2019/20

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%).

## AUGUST KPI REPORT

ELEXON Customer Survey



### 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