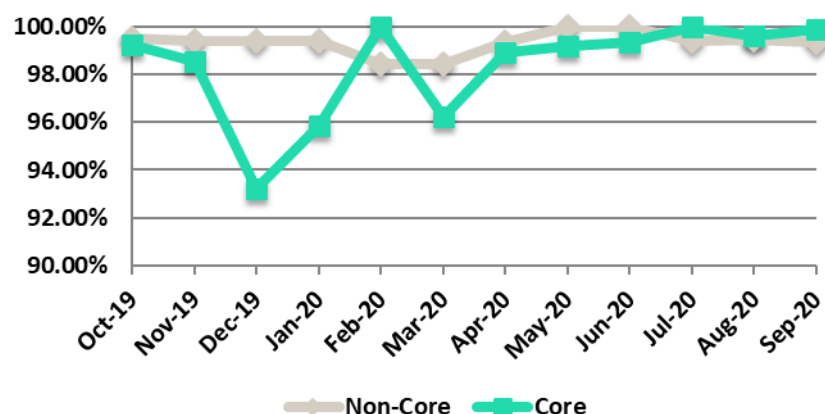


## SEPTEMBER KPI REPORT

Agent Performance Against SLAs



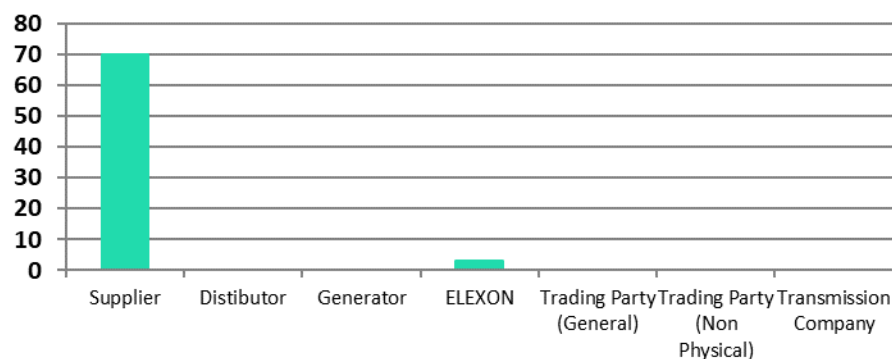
### Agent Performance against SLAs

The first GC/DC breach monitoring run, for the season, completed successfully on 29th September with all breach reports delivered to industry participants within agreed timescales.

The BMRS outage, as per ELEXON circular EL03200 "Planned Outage on the Balancing Mechanism Reporting Service", completed within the agreed change window. The outage included a number of changes (BMRS tech upgrade 2020, plus CR451, CR452 and CR347).

1,352 tickets were processed within the month, a slight increase (30 tickets) compared to August 2020. The main changes were due to an increase in service requests, relating to a number of new starter requests being processed in the month.

Disputes by Raising Party for October 19 - September 20

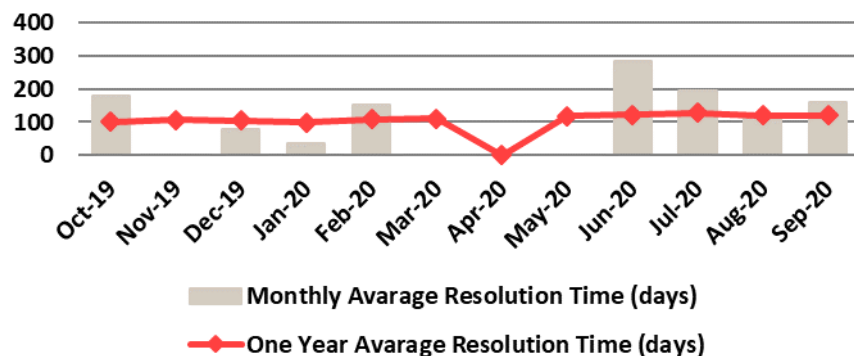


### Disputes by Raising Party Type

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

## SEPTEMBER KPI REPORT

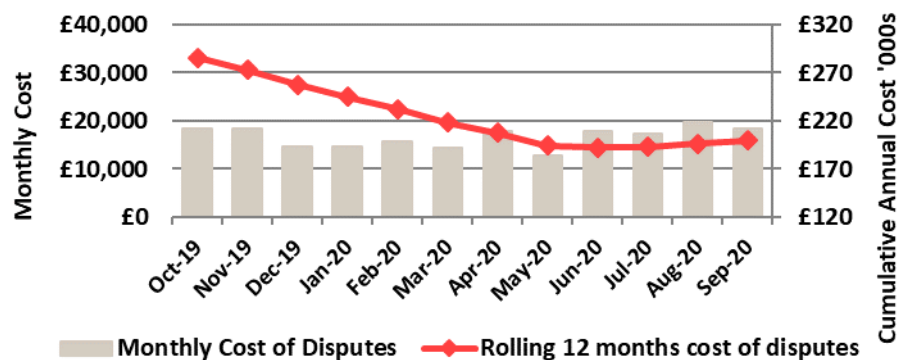
Dispute Resolution Time for past 12 months



### Disputes by Resolution Time

Three disputes were closed in September and six opened. The annual average resolution time to September is 119 days (-1).

Cost of Disputes for 2019/2020

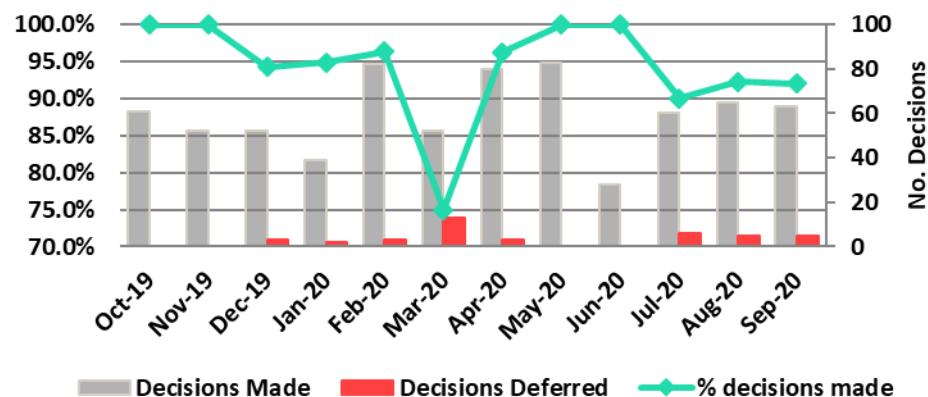


### Cost of Processing Disputes

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 September 2020 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 36.5 man-days expended for October. Using a day rate of £500 gives a monthly cost of £18,250.

## SEPTEMBER KPI REPORT

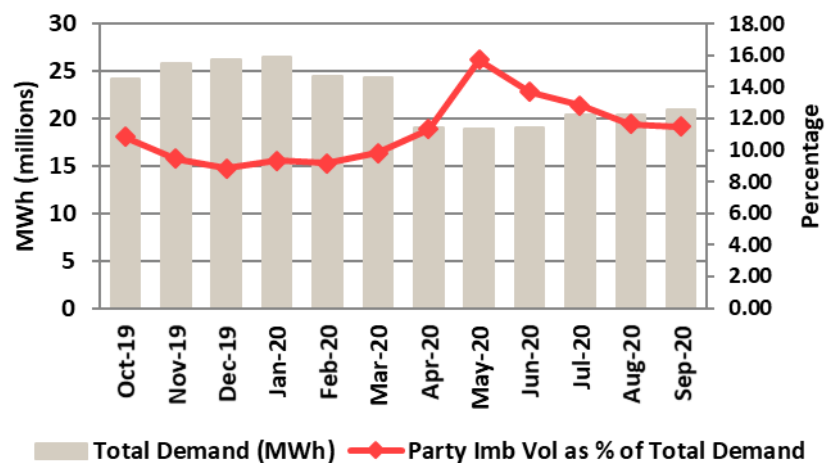
Panel & Panel Committee Decisions



### Panel and Panel Committee Decisions

For the month of September 58 of 63 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage



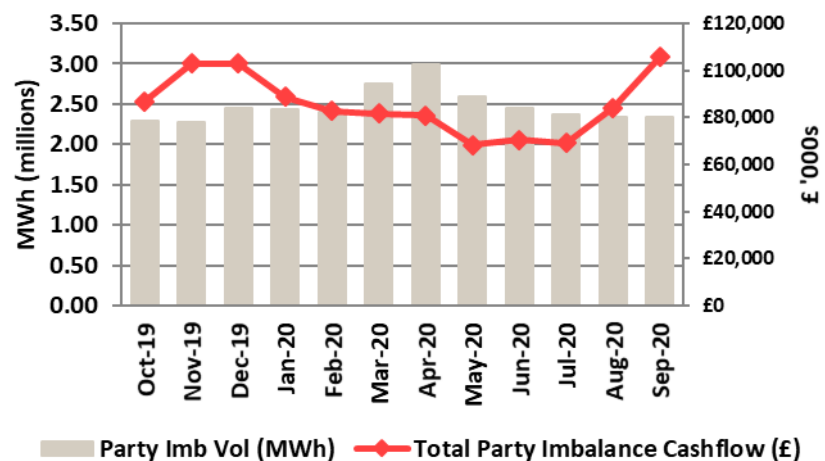
### Value of Imbalance Settlement

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

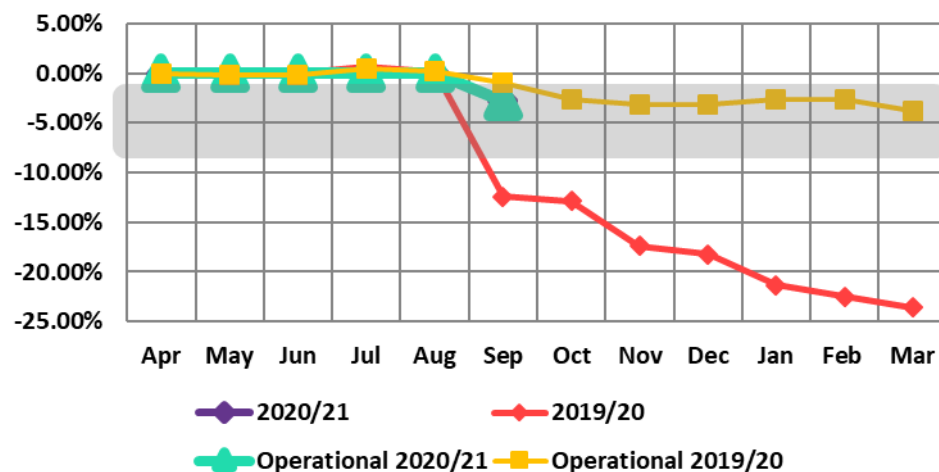
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

## SEPTEMBER KPI REPORT

Party Imbalance Volume and Cashflow



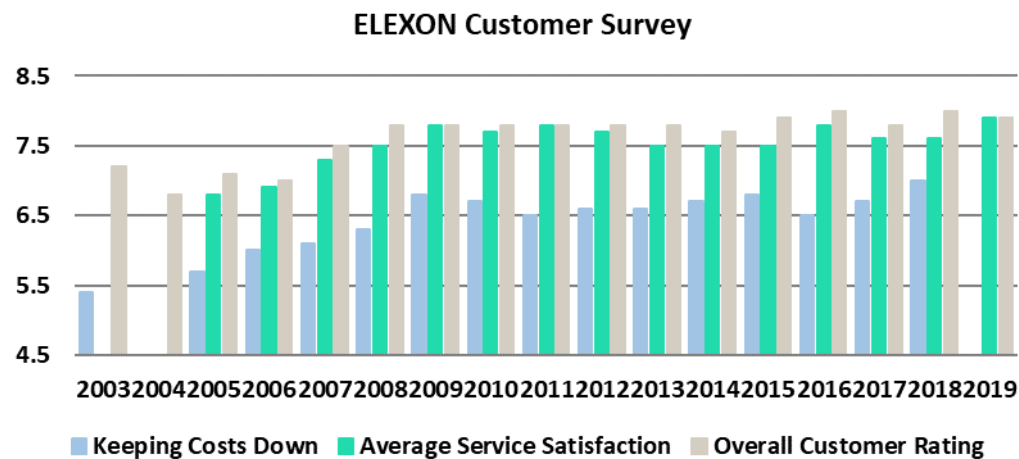
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall is 2.8% under budget for the financial year 2020-21. The operational forecast is also 2.8% under budget, Contracted costs are 4.9% under budget, Demand led costs, System Strategy costs and Market Development costs are maintained on budget level.

## SEPTEMBER KPI REPORT



### Elxon 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