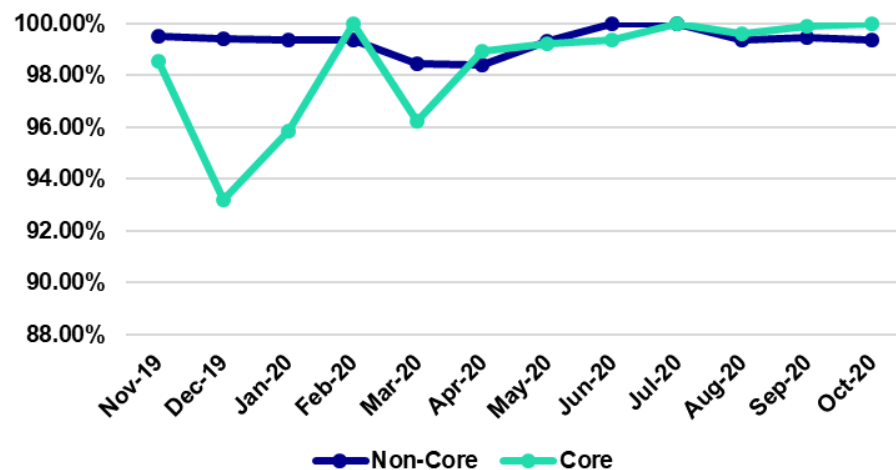


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Agent Performance Against SLAs

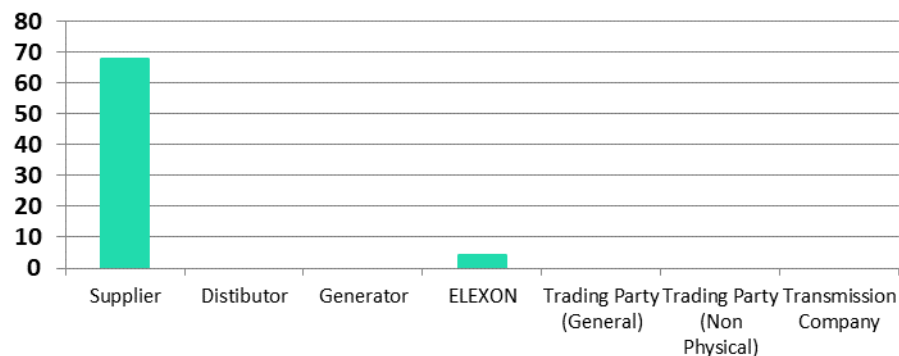


Agent Performance against SLAs

1,498 tickets were processed within October, which is an increase (146 tickets) compared to September 2020. The majority of the increase was down to proactive automated alerts (increase in 98).

It was an excellent month, in terms of SLA performance, with the Service successfully meeting all targets - 100% (41 out of 41).

Disputes by Raising Party for November 19 - October 20

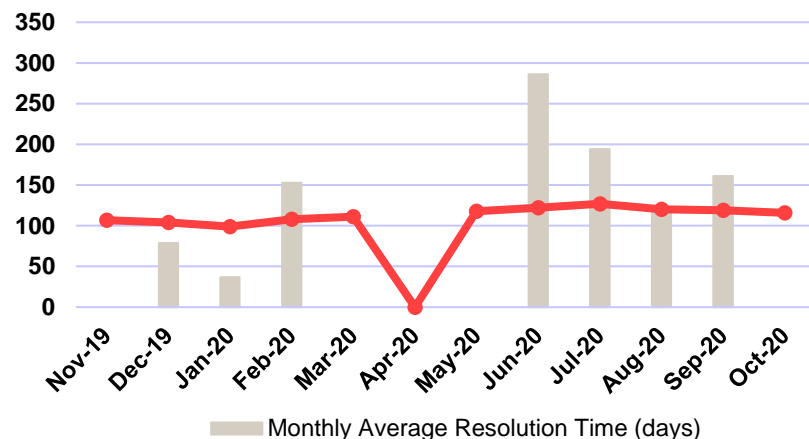


Disputes by Raising Party Type

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

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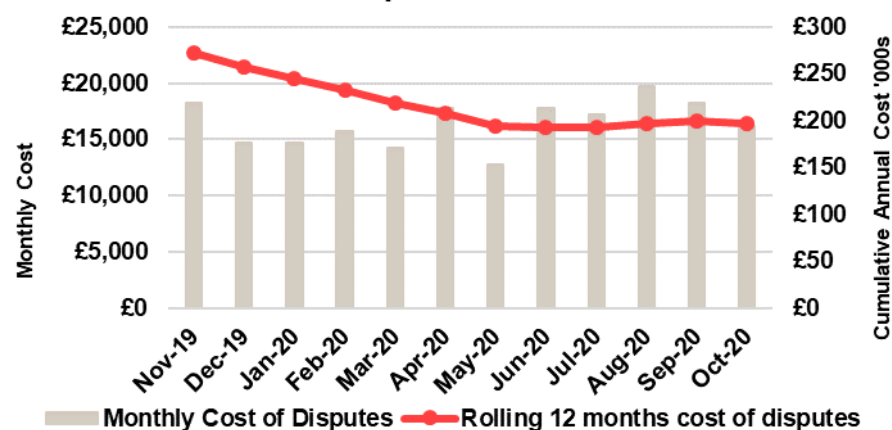
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

Three disputes were closed in October and six opened. The annual average resolution time to October is 116 days (-3).

Cost of Disputes for 2019/2020



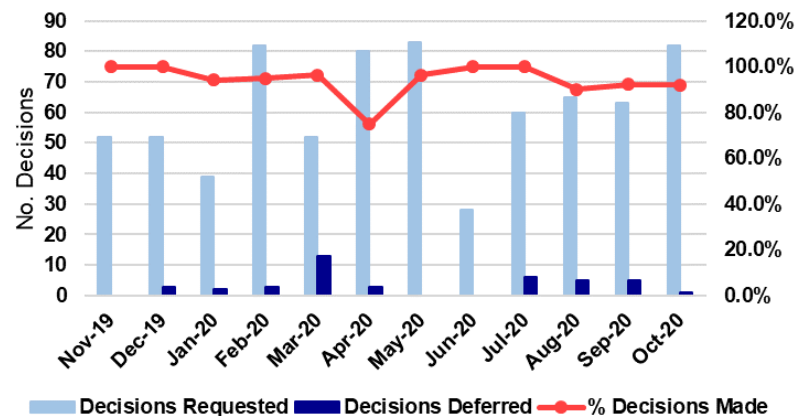
Cost of Processing Disputes

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 October 2020 represent 2.5 man-days of dedicated resource. There is an additional 30 man-days covering the administration around the monthly TDC meeting. A total of 32.5 man-days expended for October. Using a day rate of £500 gives a monthly cost of £16,250.

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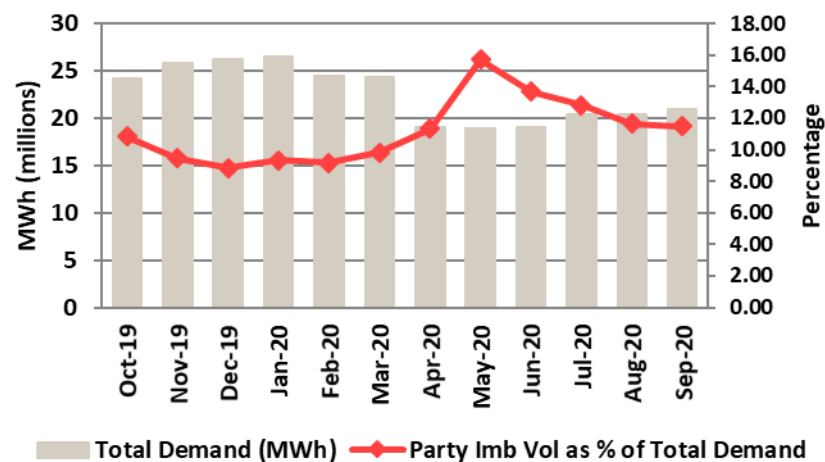
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of October 81 of 82 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage



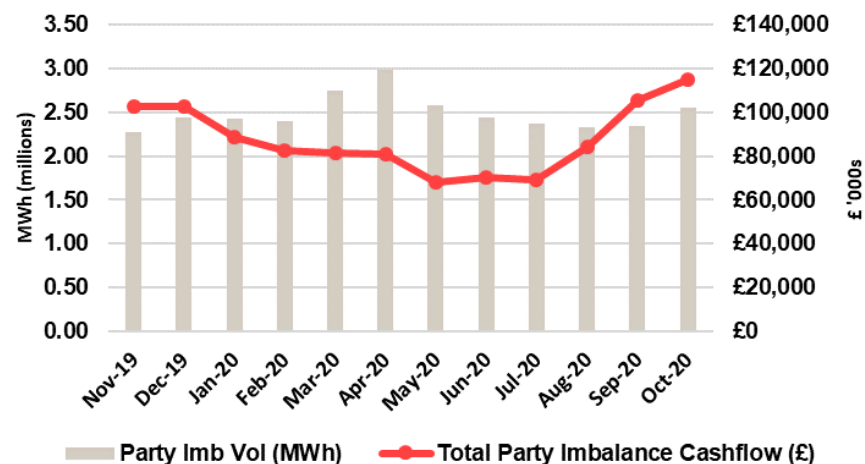
Value of Imbalance Settlement

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

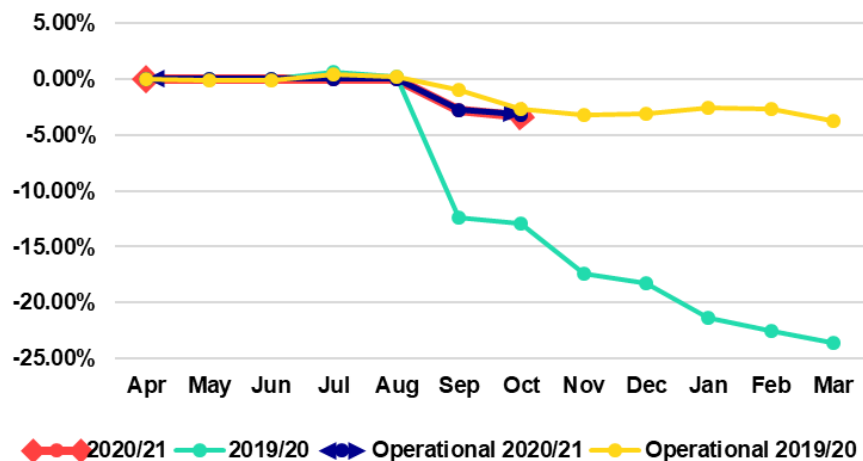
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

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Party Imbalance Volume and Cashflow



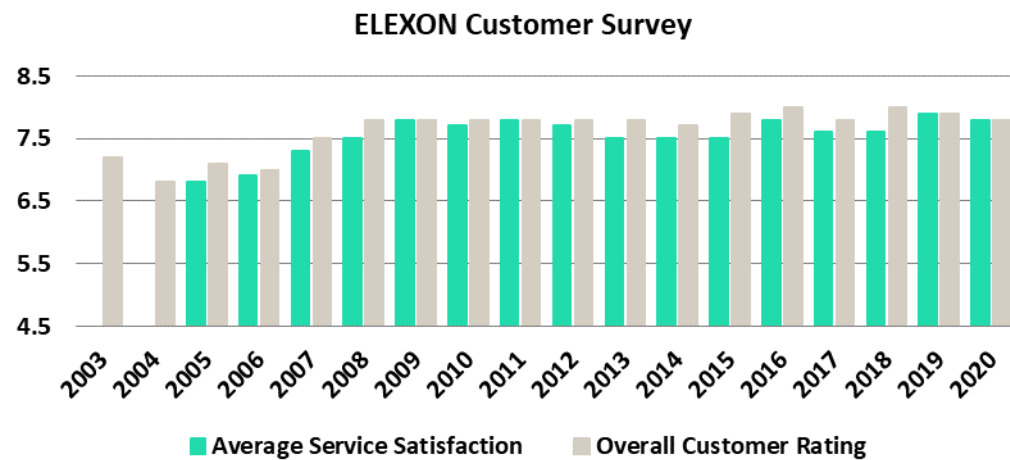
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall is 3.3% under budget for the financial year 2020-21. The operational forecast is also 3.2% under budget, Contracted costs are 5.8% under budget, Demand led costs, System Strategy costs and Market Development costs are maintained on budget level.

OCTOBER KPI REPORT



Elxon Annual Customer Survey

This graph has been updated to include the 2020 Customer Survey. ELEXON's scores for 2019 are overall 7.9 (-0.1) and average service satisfaction 7.8 (-0.1)

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

Base: Total sample