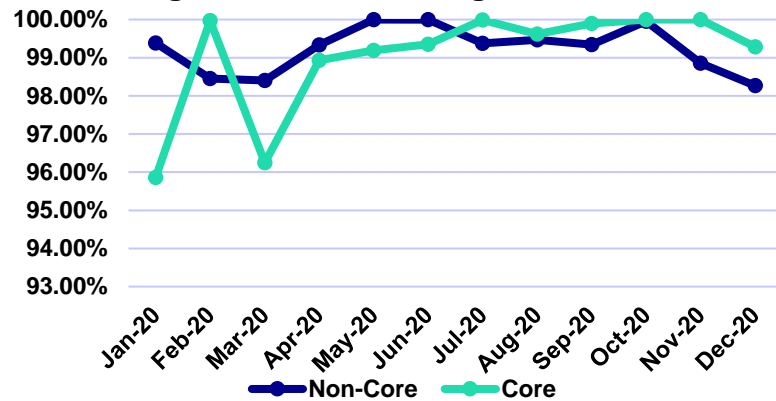


December KPI REPORT

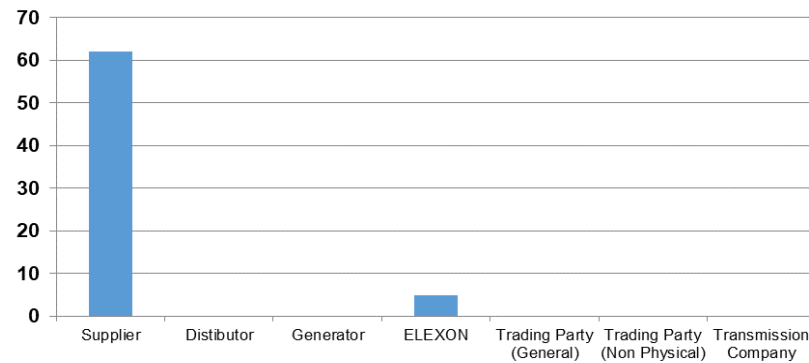
Agent Performance Against SLAs



Agent Performance against SLAs

There were 1,270 service tickets logged (down total 99 from November) – 287 Incidents (up 13 from November), 623 Service Requests (up 39 from November) raised this month, 489 automated alerts (down 22 from November) raised. There were 2 SLA failures in December (CRA01 and BMRA02).

Disputes by Raising Party for Jan - Dec 20

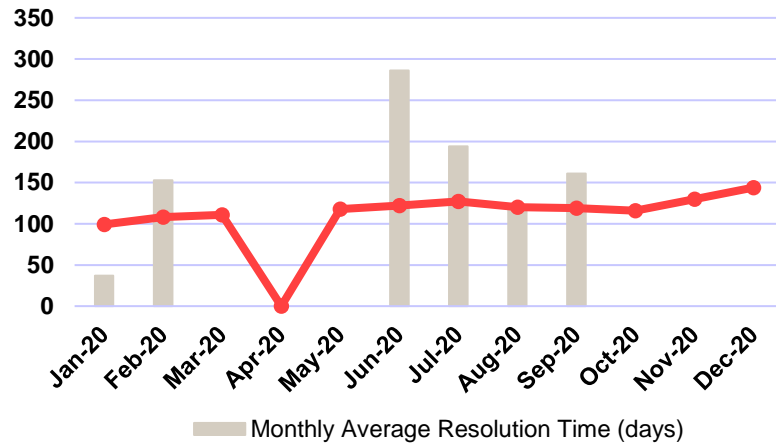


Disputes by Raising Party Type

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

December KPI REPORT

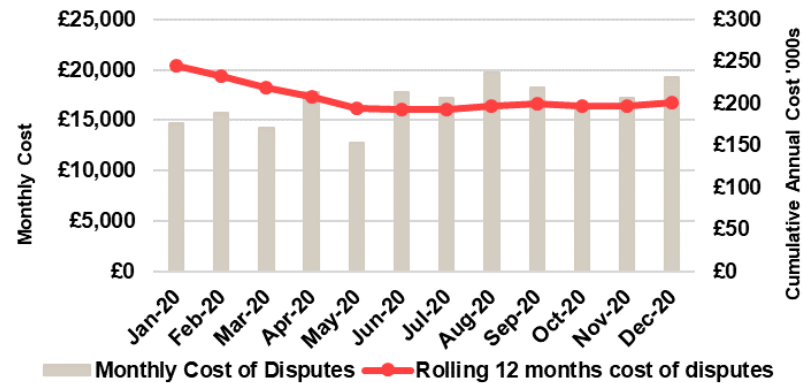
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

Seven disputes were closed in December and two opened. The annual average resolution time to December is 144 days (+16, was 130 in November).

Cost of Disputes for 2020/2021

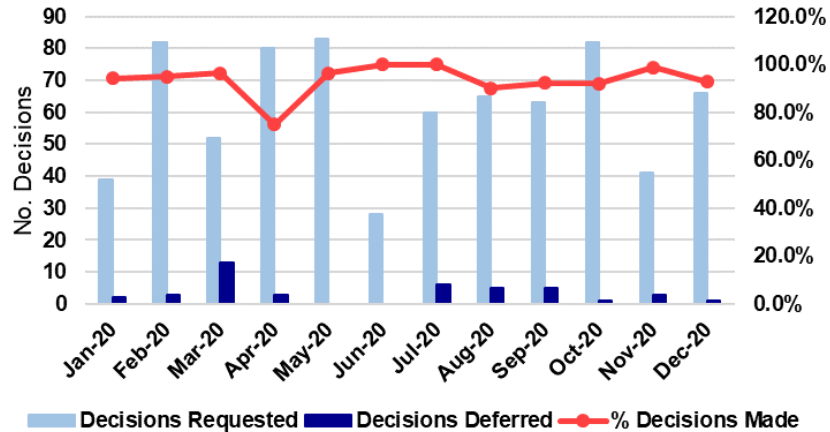


Cost of Processing Disputes

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 December 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 **£17,250**

December KPI REPORT

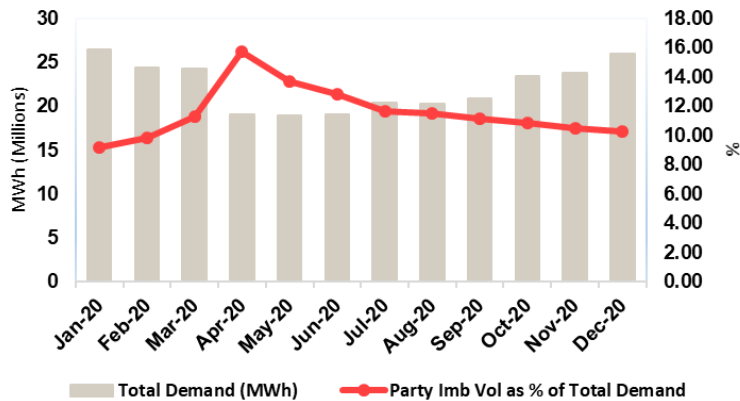
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of December 65 of 66 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage

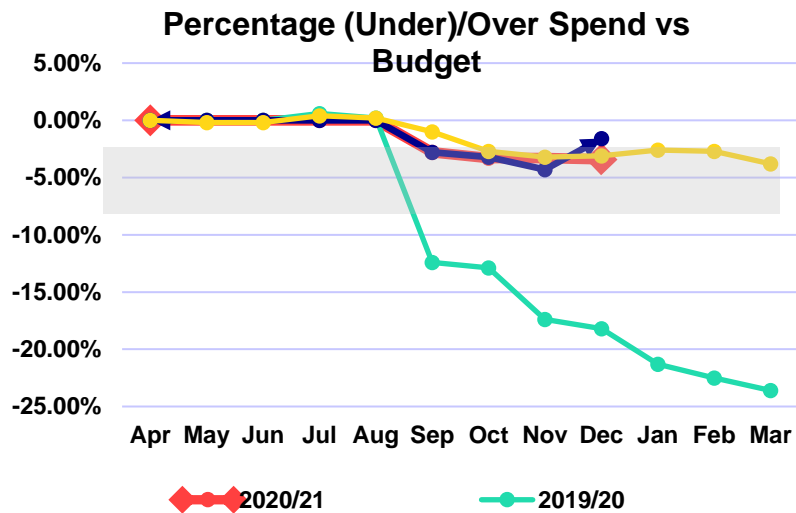
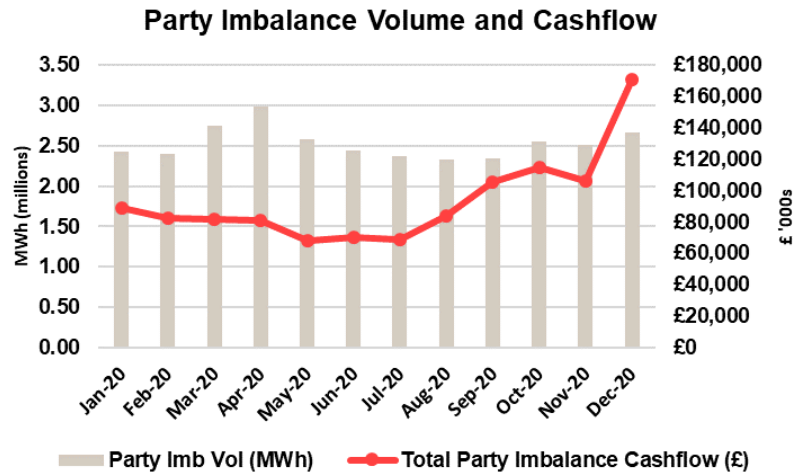


Value of Imbalance Settlement

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.

December KPI REPORT

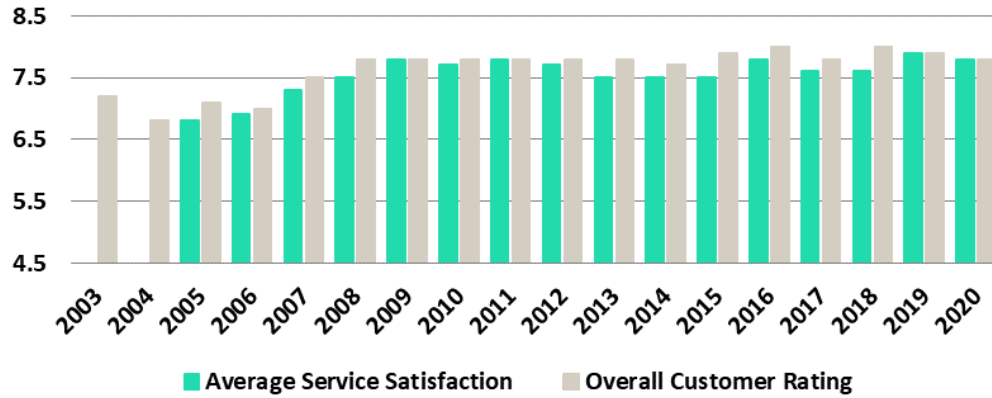


Financial Year 2020/21 Spend against Budget compared with 2019/20

ELEXON overall is 3.4% under budget for the financial year 2020-21. The operational forecast is 1.6 % under budget, Contracted costs are 6.4% under budget, System Strategy costs, Market Development costs and Demand led costs are maintained on budget level.

December KPI REPORT

ELEXON Customer Survey



Elexon Annual Customer Survey

This graph has been updated to include the 2020 Customer Survey. ELEXON's scores for 2020 are overall 7.8 (-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