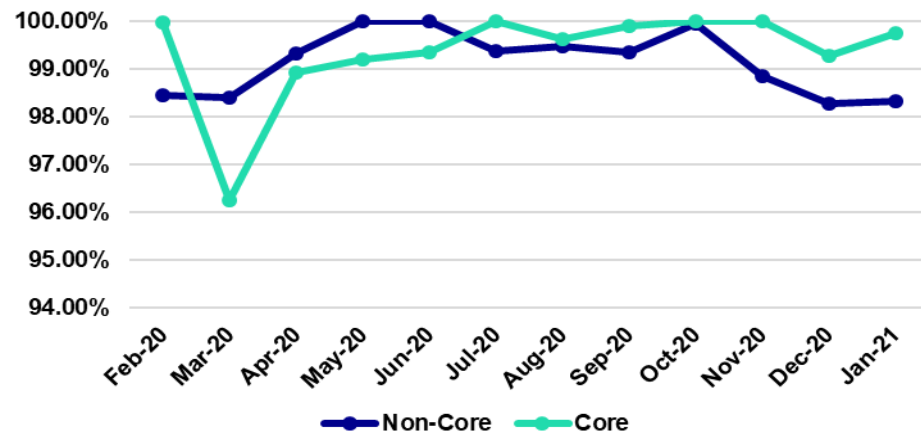


January KPI REPORT

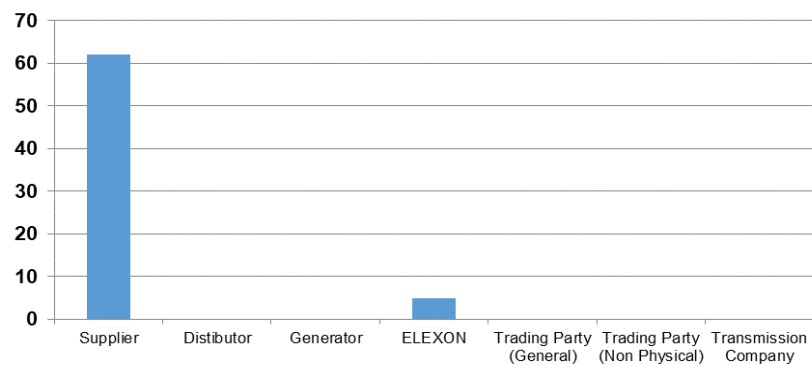
Agent Performance Against SLAs



Agent Performance against SLAs

There were 1,786 service tickets logged (up total 387 from December) – 496 Incidents (up 211 from December), 688 Service Requests (up 65 from December) raised this month, 602 automated alerts (up 113 from December) raised. There were 3 SLA failures in January (COM 04, FAA01 and BMRA02).

Disputes by Raising Party for Jan - Dec 20

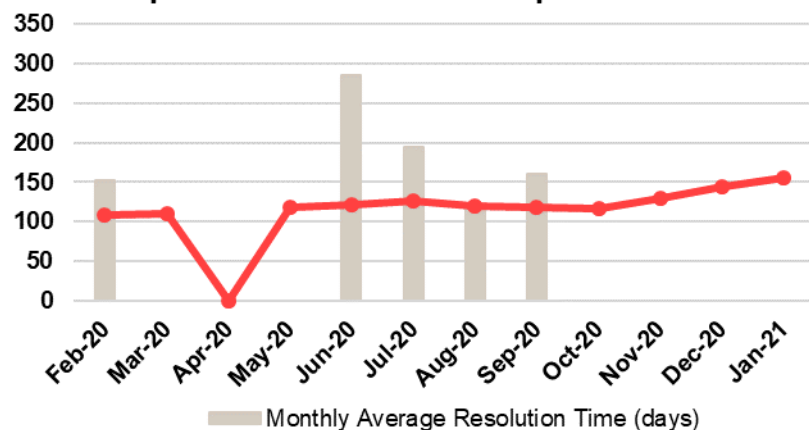


Disputes by Raising Party Type

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

January KPI REPORT

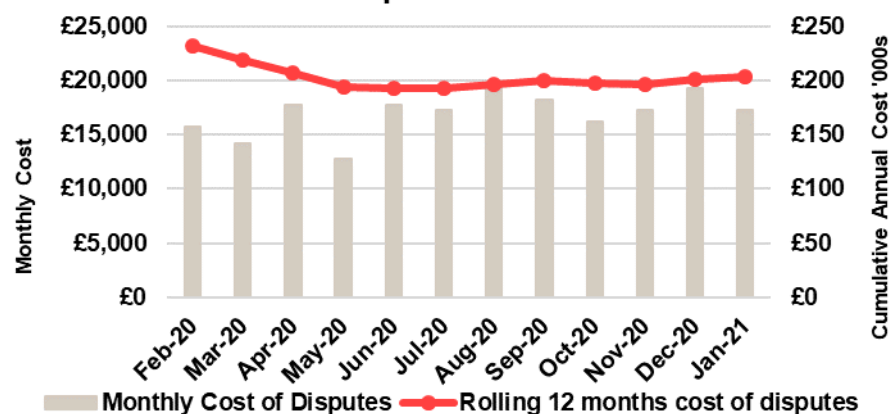
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

Nine disputes were closed in January and two opened. The annual average resolution time to January is 155 days (+11, was 144 in December).

Cost of Disputes for 2020/2021



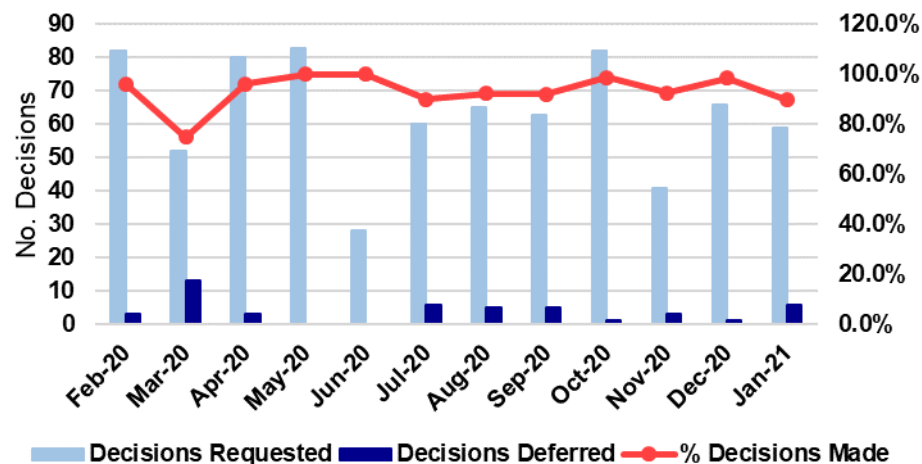
Cost of Processing Disputes

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 January 2021 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 34.5 man-days expended for January. Using a day rate of £500 gives a monthly cost of £17,250

January KPI REPORT

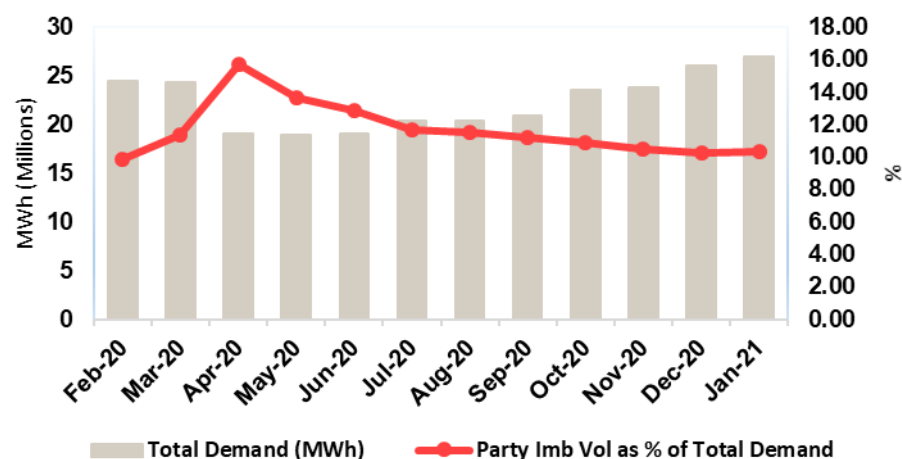
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of January 53 of 59 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage

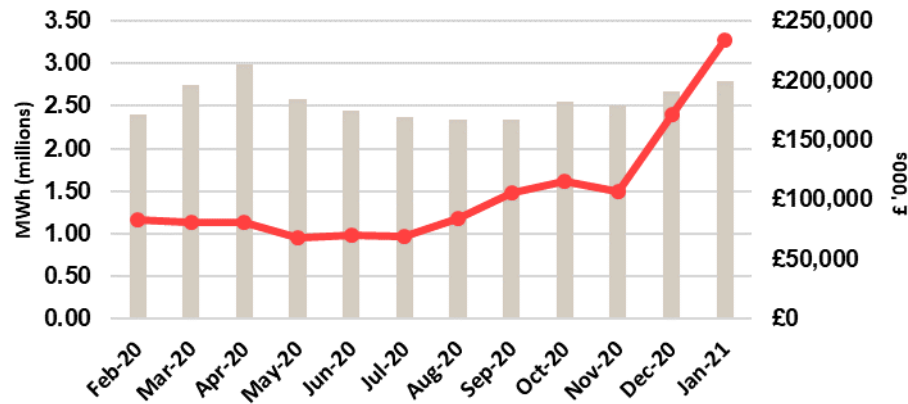


Value of Imbalance Settlement

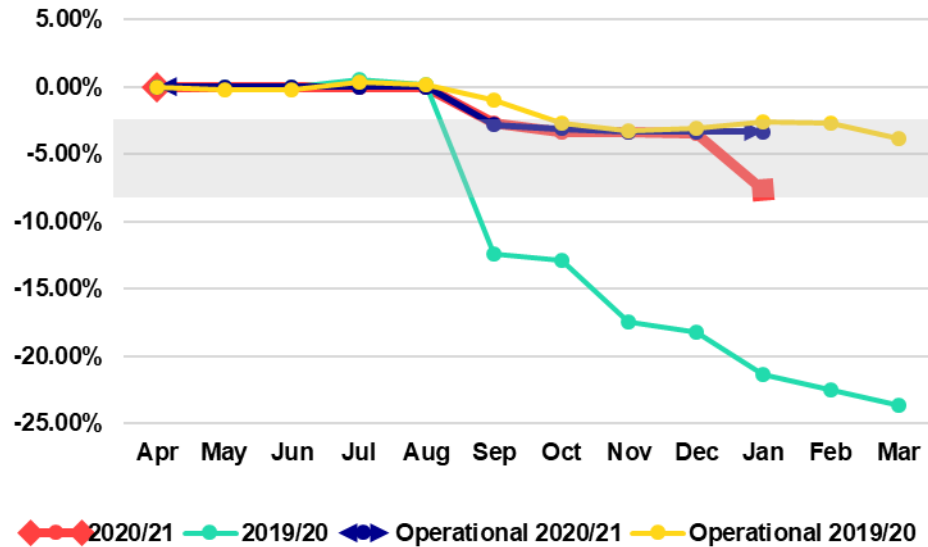
These graphs are for information only to put ELEXON's role into context. The graphs will also be reported in the Trading Operations Report.

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.

Party Imbalance Volume and Cashflow



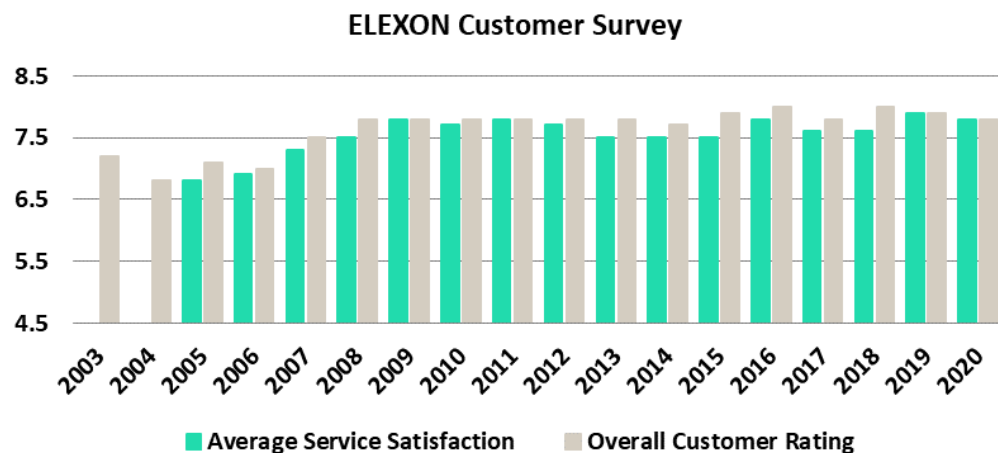
Percentage (Under)/Over Spend vs Budget



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

ELEXON overall is 7.6% under budget for the financial year 2020-21. The operational forecast is 3.3 % under budget, Contracted costs are 6.4% under budget, System Strategy costs, Market Development costs and Demand led costs are maintained on budget level.

January KPI REPORT



Elxon 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