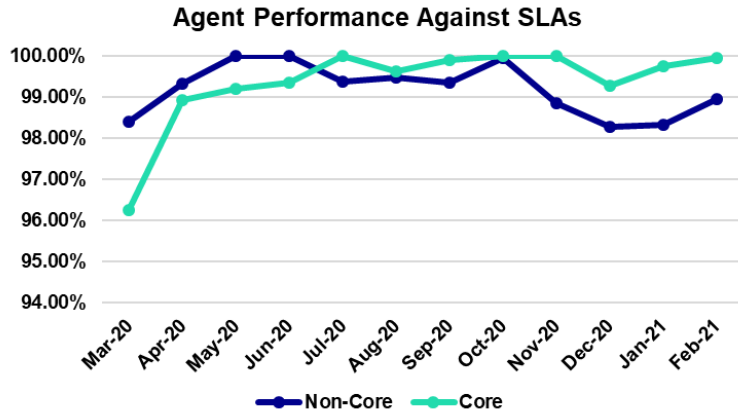


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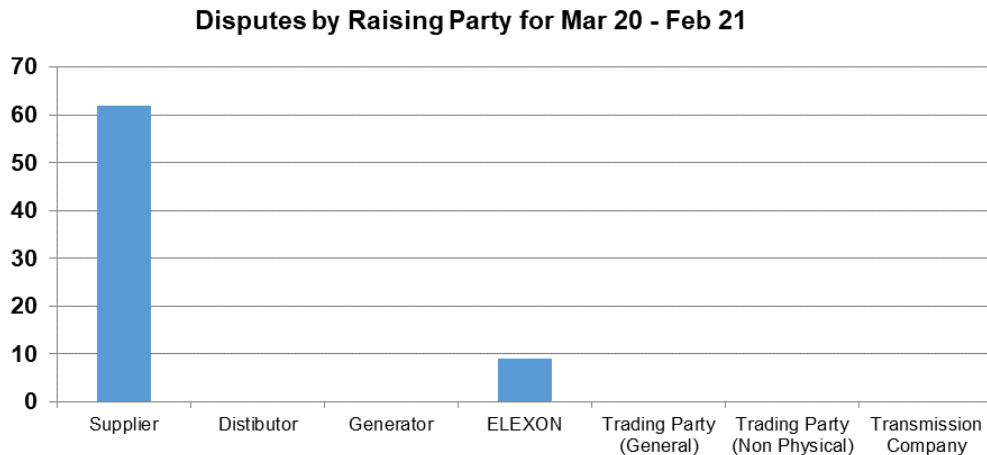


Agent Performance against SLAs

Two SLA failures in February:

BMRA01 - A large transaction caused the BMRS master database to go out of sync with the slave database, causing delays to the publication of data to the BMRS reports website between 21:15 and 23:48 on Friday 26 February.

FAA01 - Credit Cover for one BSC Party, who made a deposit into the reserve account after 17:00 on Tuesday 23 February, was not updated until 10:59 the next day

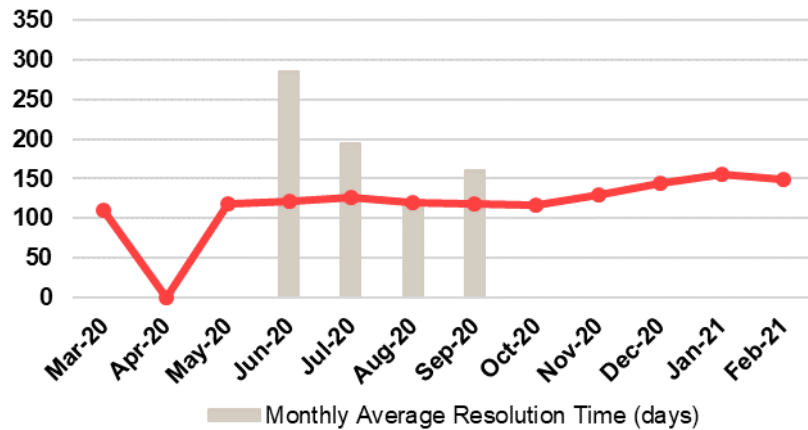


Disputes by Raising Party Type

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

February KPI REPORT

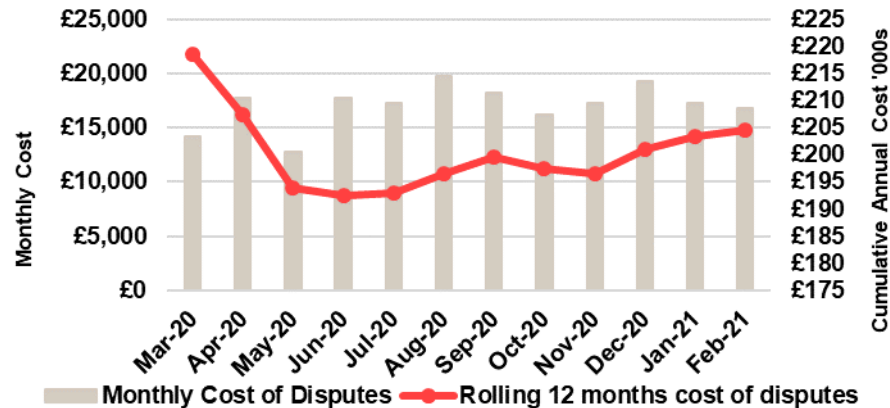
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

Five disputes were closed in February and nine opened. The annual average resolution time to February is 149 days (-6, was 155 in January).

Cost of Disputes for 2020/2021

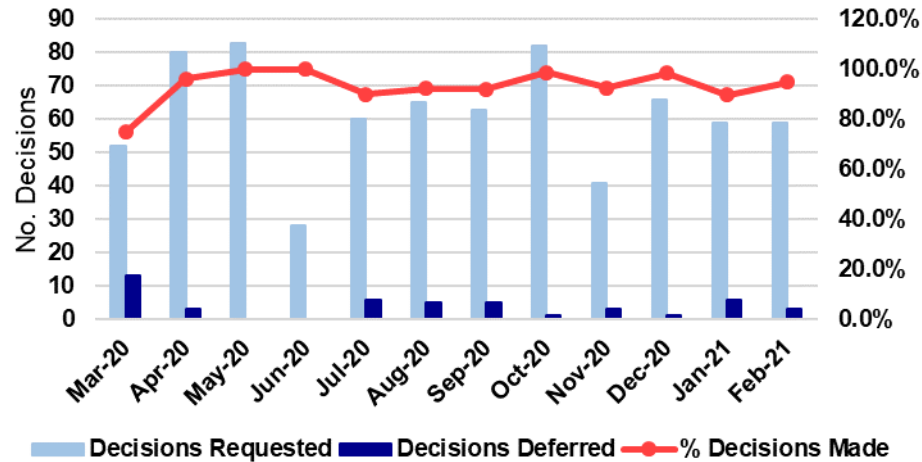


Cost of Processing Disputes

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 February 2021 represent 2.5 man-days of dedicated resource. There is an additional 31 man-days covering the administration around the monthly TDC meeting. A total of 33.5 man-days expended for February. Using a day rate of £500 gives a monthly cost of £16,750

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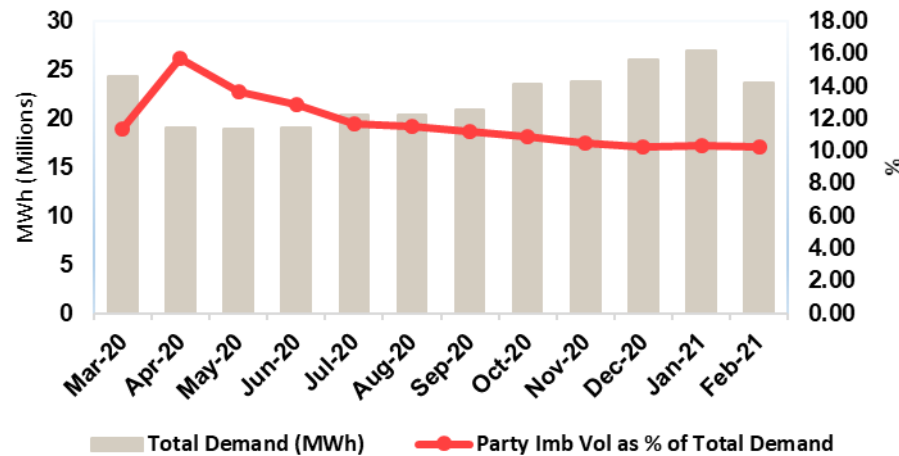
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

For the month of February, 56 of 59 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage

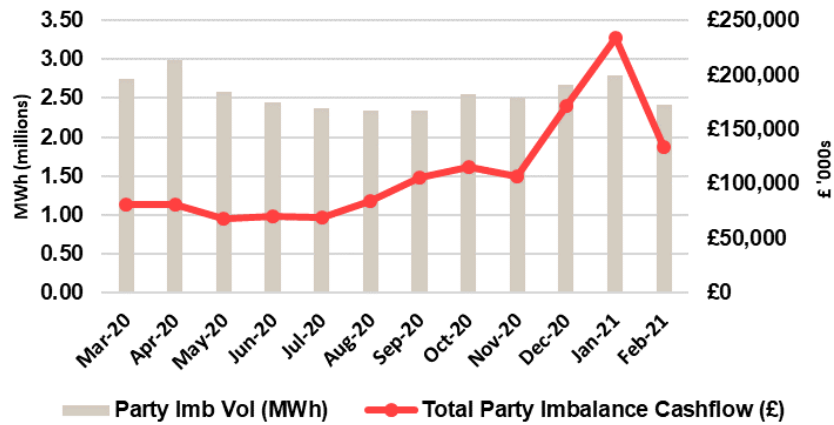


Value of Imbalance Settlement

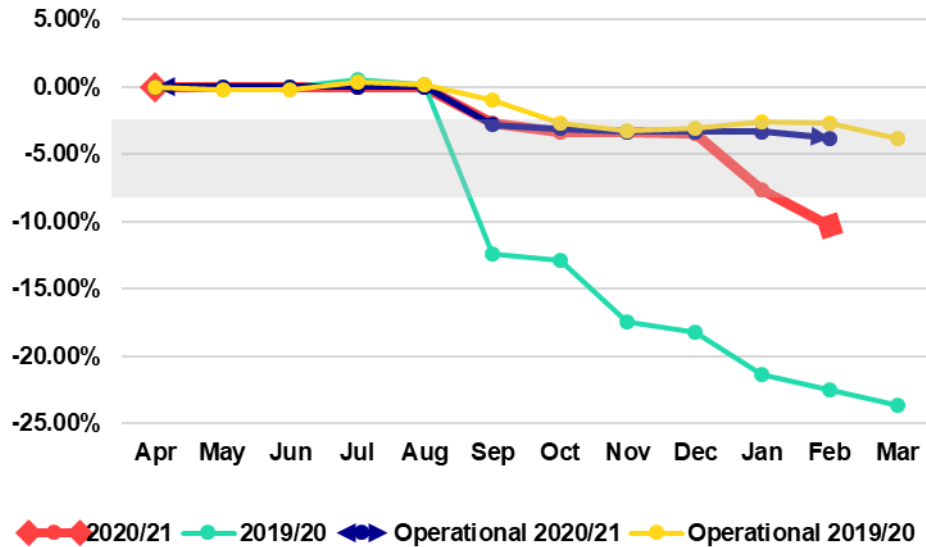
These graphs are for information only to put Elexon's role into context. The graphs will also be reported in the Trading Operations Report.

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

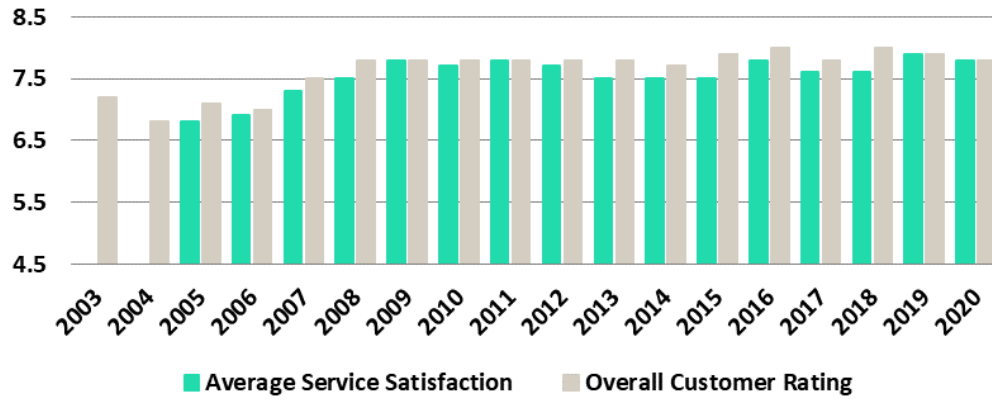


Financial Year 2020/21 Spend against Budget compared with 2019/20

Elexon overall is 10.26% under budget for the financial year 2020-21. The Operational forecast is 3.77 % under budget.

February KPI REPORT

ELEXON Customer Survey



Elxon Annual Customer Survey

This graph has been updated to include the 2020 Customer Survey. Elxon'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