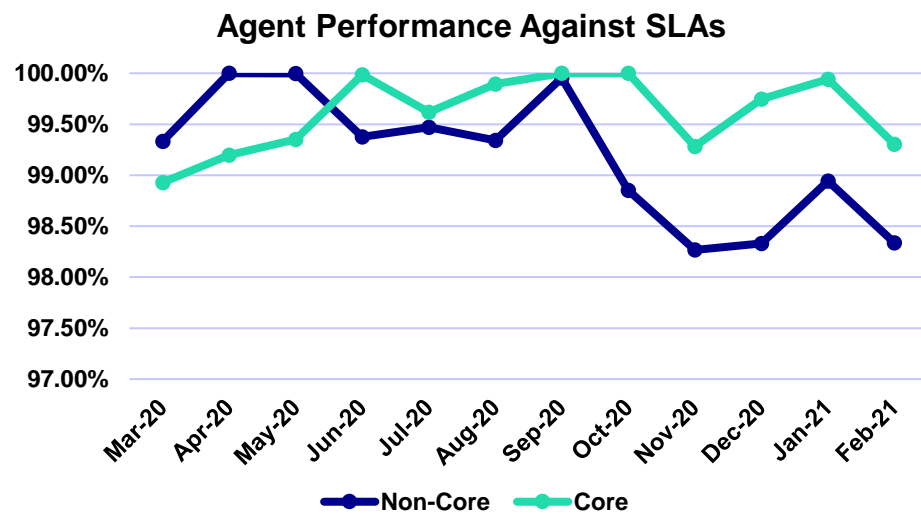


March KPI REPORT



Agent Performance against SLAs

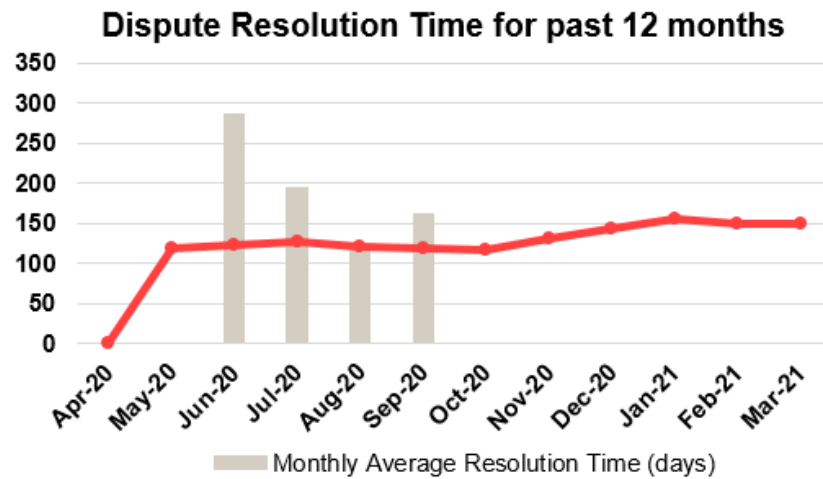
There were 9 SLA failures in March (highest since March 2020 when there were 10 SLA failures). After reviewing there appears to be no causal link or trends that can be identified as to why there have been so many SLA failures. 4 of these failures in March 2021 were linked back to human error. CGI are implementing a number of improvements to address these to reduce the risk of further manual errors leading to SLA failures (e.g. Data loaded into temporary table but not loaded into the main MDD Database Table. An additional step has been added to the LWI for management approval before proceeding to the main database load.). 2 of the SLA failures can be linked back to the P408 which increased the date flows. A workaround has been implemented to avoid these failures repeating while we work with National Grid to rectify this issue.

SLA Failures March 2021

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.

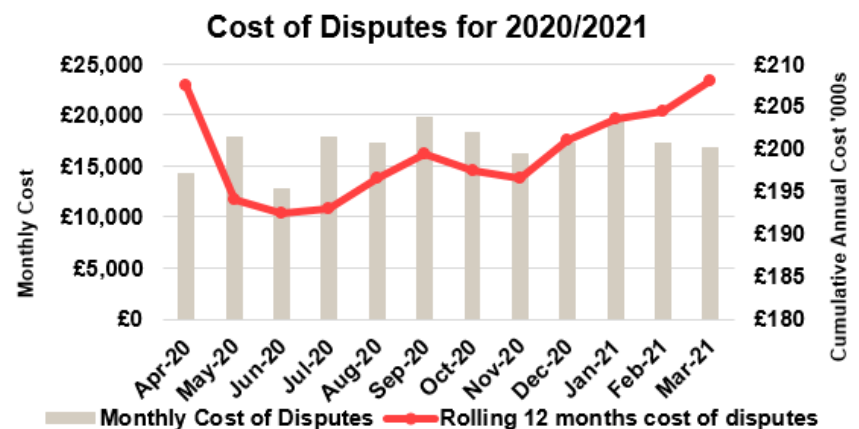
March KPI REPORT



Disputes by Resolution Time

5 disputes were closed in March and 1 opened. The annual average resolution time to March 2021 is 150 days (+1, was 149 in February 2021).

March KPI REPORT



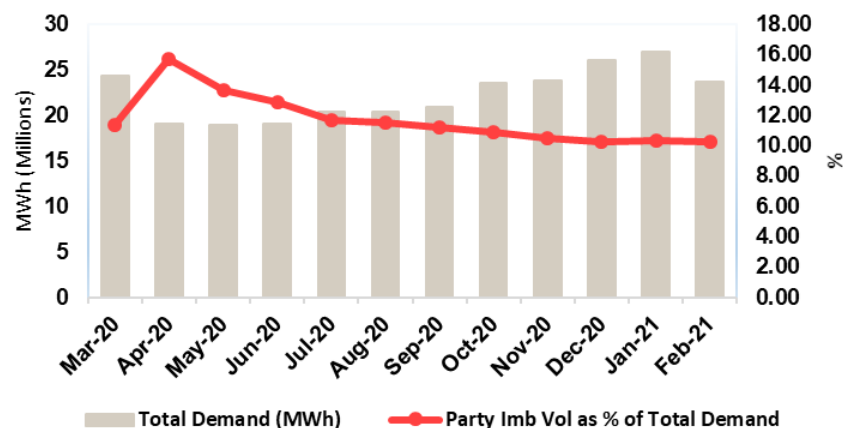
Cost of Processing Disputes

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 March 2021 represent **2.5** man-days of dedicated resource. There is an additional 33 man-days covering the administration around the monthly TDC meeting. A total of 35.5 man-days expended for March. Using a day rate of **£500** gives a monthly cost of £17,813

March KPI REPORT

Total Demand and Party Imbalance Percentage

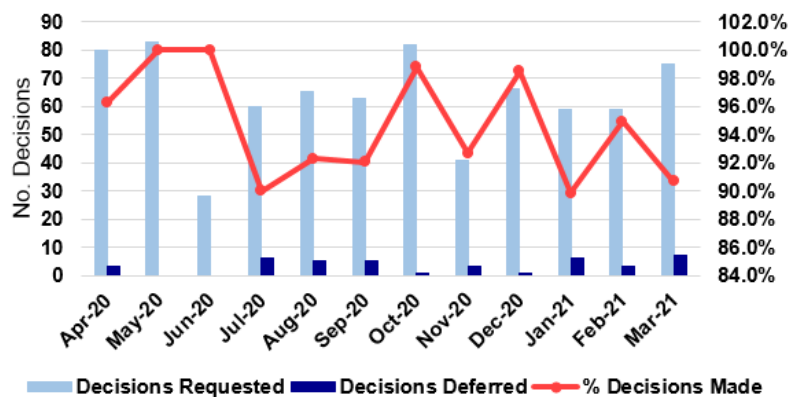


Value of Imbalance Settlement

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.

Panel & Panel Committee Decisions

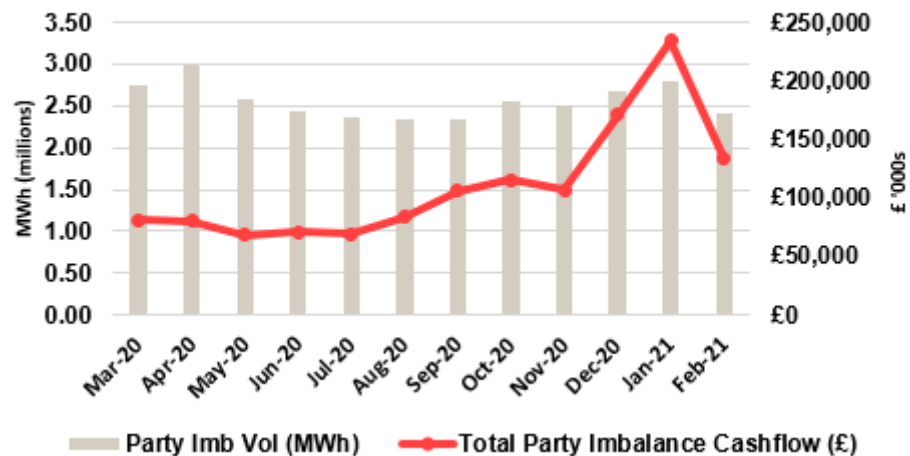


Panel and Panel Committee Decisions

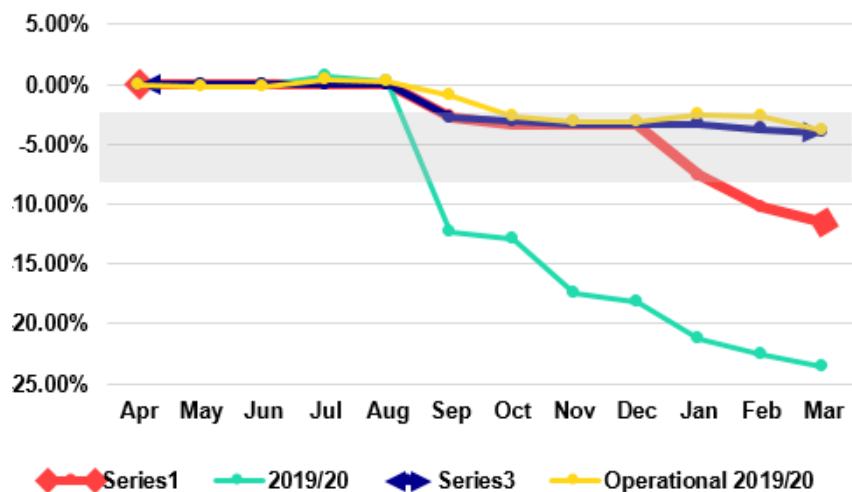
For the month of March 68 of 75 decisions submitted to the Panel and its committees were made.

March KPI REPORT

Party Imbalance Volume and Cashflow



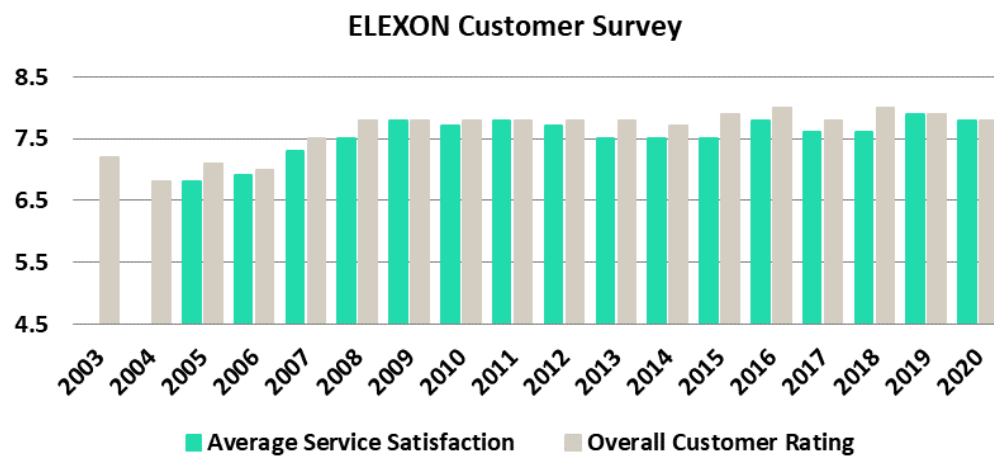
Percentage (Under)/Over Spend vs Budget



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

Elexon overall is 11.58% under budget for the financial year 2020-21. The Operational forecast is 4.02 % under budget.

March KPI REPORT



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