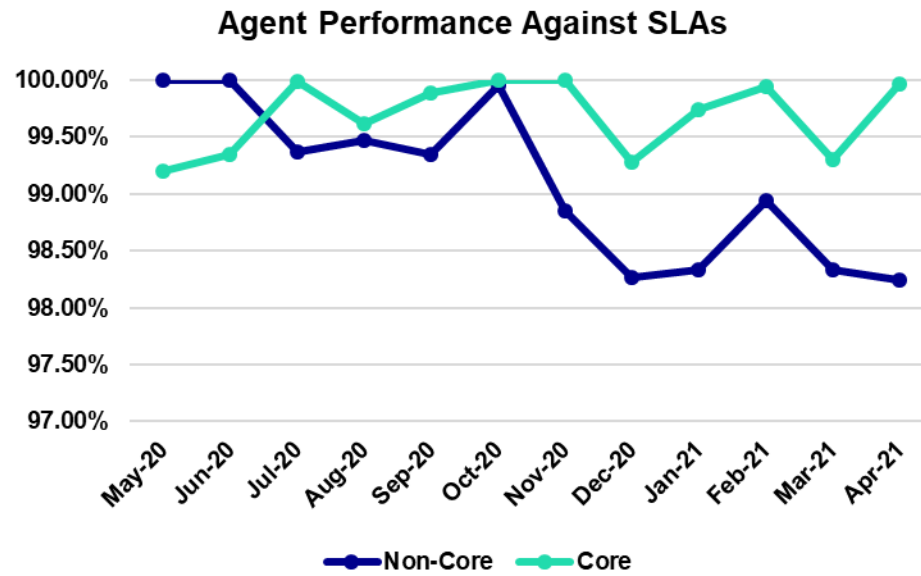
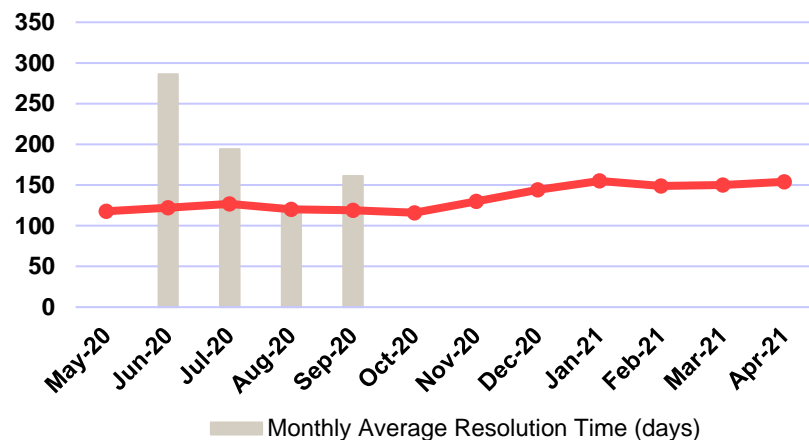


## April KPI REPORT



## April KPI REPORT

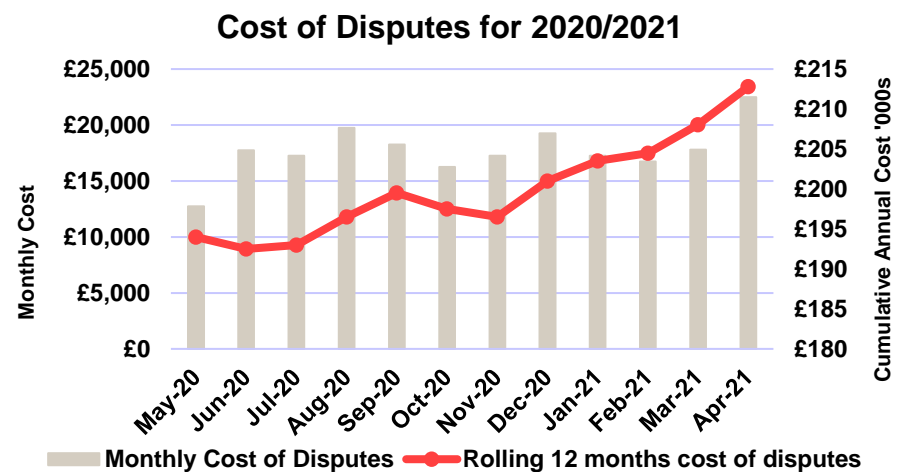
Dispute Resolution Time for past 12 months



### 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.

## April KPI REPORT

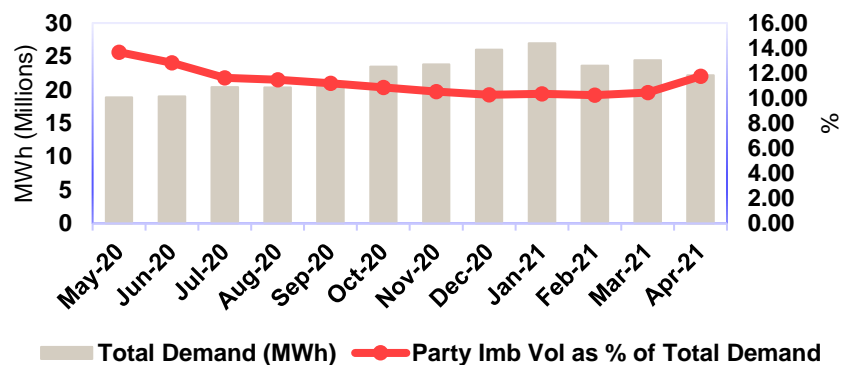


### Cost of Disputes for 2020/2021

The costs for April 2021 represent 45 hours of resource to progress Trading Disputes and to facilitate the TDC meeting. Using a day rate of £500 gives a monthly cost of £22,500.

## April KPI REPORT

**Total Demand and Party Imbalance  
Percentage**



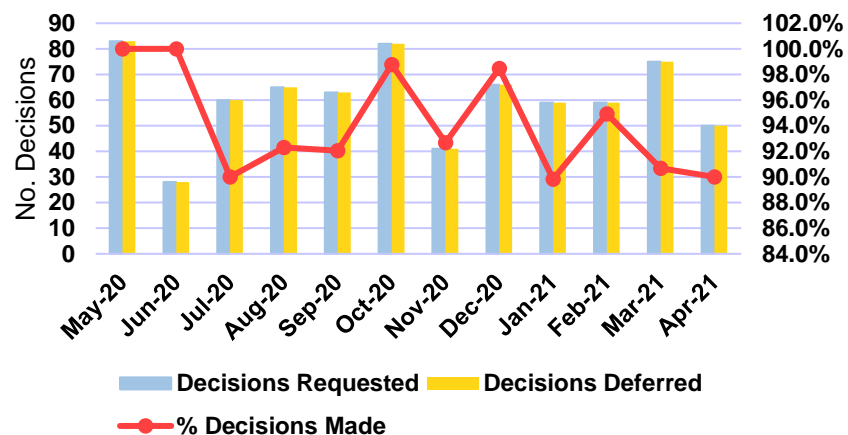
### Value of Imbalance Settlement

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.

## April KPI REPORT

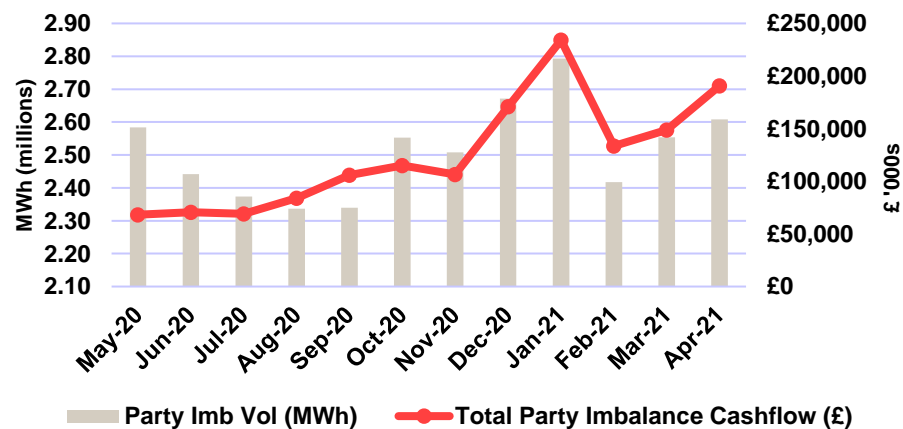
### Panel & Panel Committee Decisions



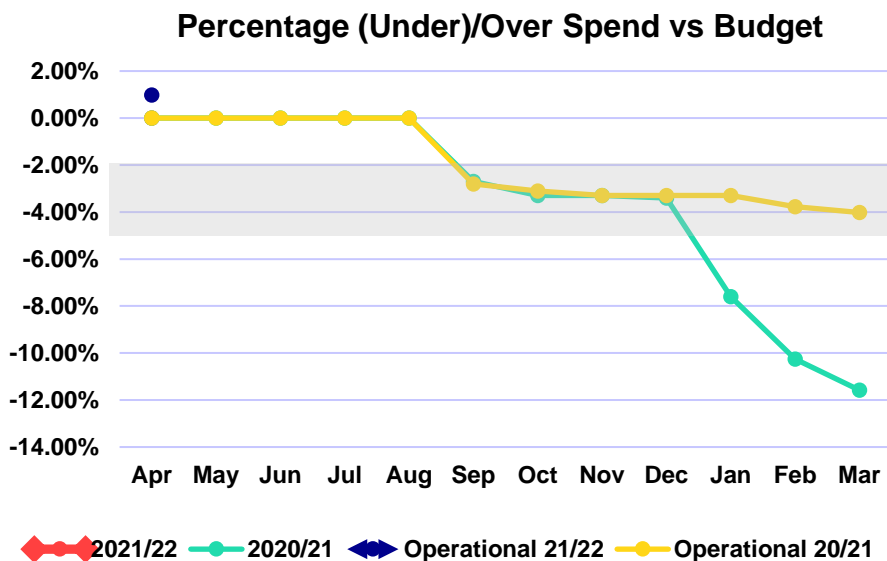
### Panel and Panel Committee Decisions

For the month of April 45 of 50 decisions submitted to the Panel and its committees were made.

### Party Imbalance Volume and Cashflow



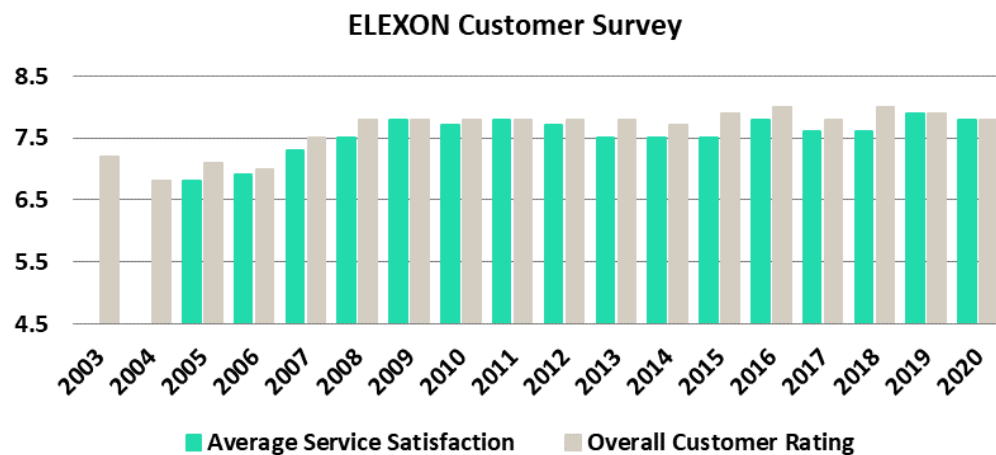
## April KPI REPORT



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

Elaxon overall is 0% under budget for the financial year 2020-21. The Operational forecast is 0.98% under budget.

## April 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