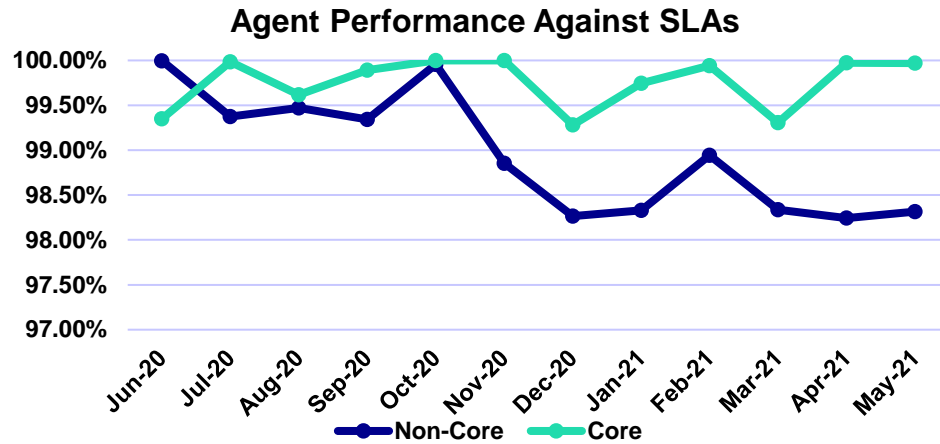


## May KPI REPORT

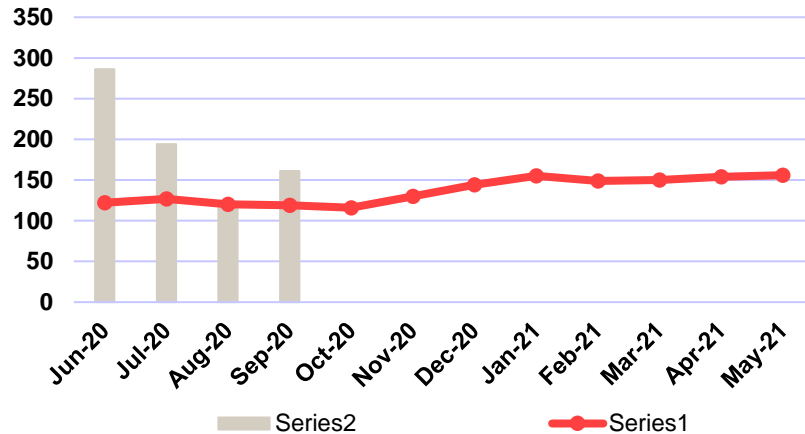


### Agent Performance against SLAs

Two SLA failures in May 2021 BMRA: There was an issue with the primary proxy (still under investigation) and the service had to be failed over to the secondary proxy. Service moved back to primary after the successful DR test. FAA: There was an incorrect update performed by CGI which resulted in an inaccurate credit limit position

# May KPI REPORT

### Dispute Resolution Time for past 12 months



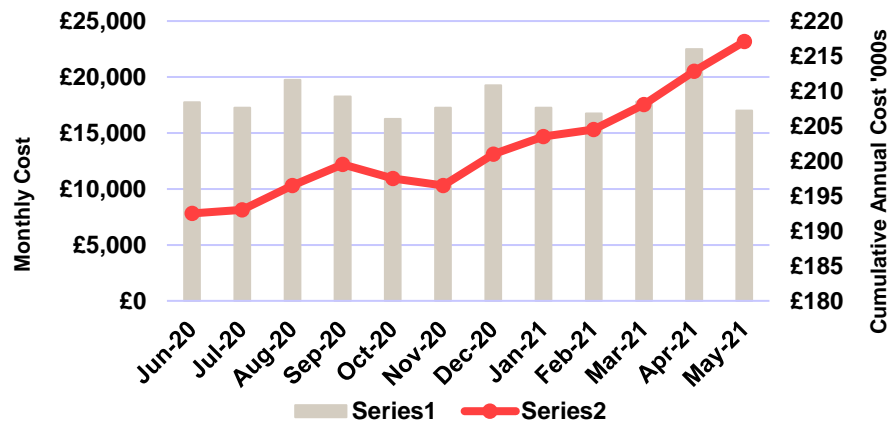
### Disputes by Raising Party Type

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

### Disputes by Resolution Time

5 disputes were closed in May and 9 opened. The annual average resolution time to May 2021 is 156 days (+2, was 154 in April 2021).

### Cost of Disputes for 2020/2021



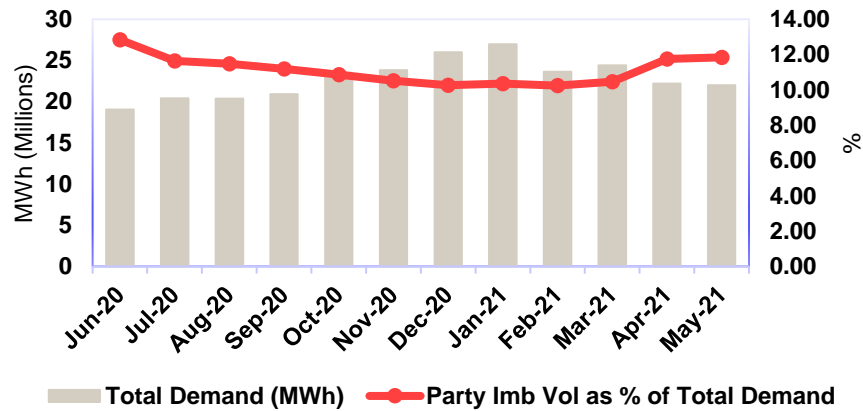
### Cost of Processing Disputes

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 May 2021 represent **2.5** man-days of dedicated resource. There is an additional 34 man-days covering the administration around the monthly TDC meeting. A total of 34 man-days expended for May. Using a day rate of **£500** gives a monthly cost of £17,000

# May KPI REPORT

**Total Demand and Party Imbalance Percentage**

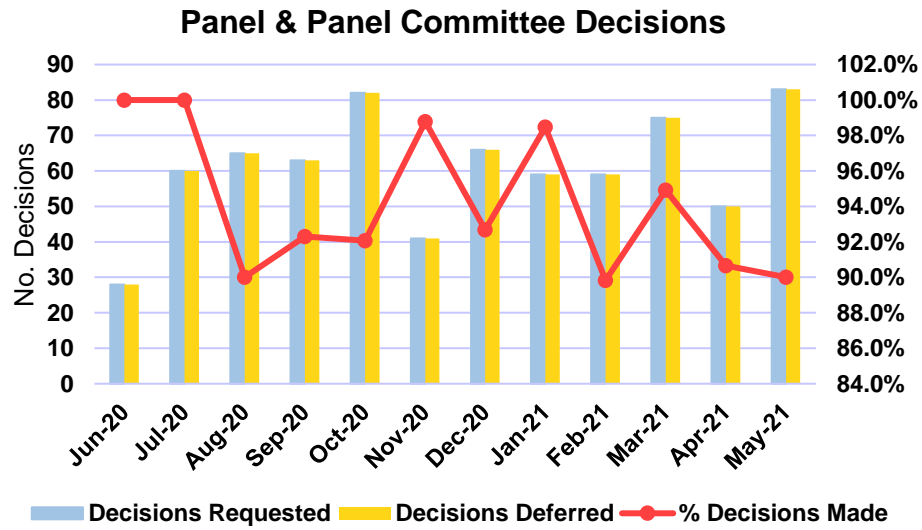


## Value of Imbalance Settlement

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.

# May KPI REPORT

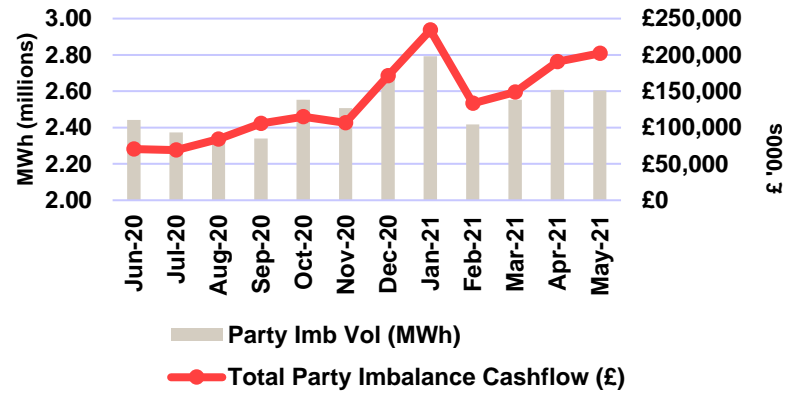


### Panel and Panel Committee Decisions

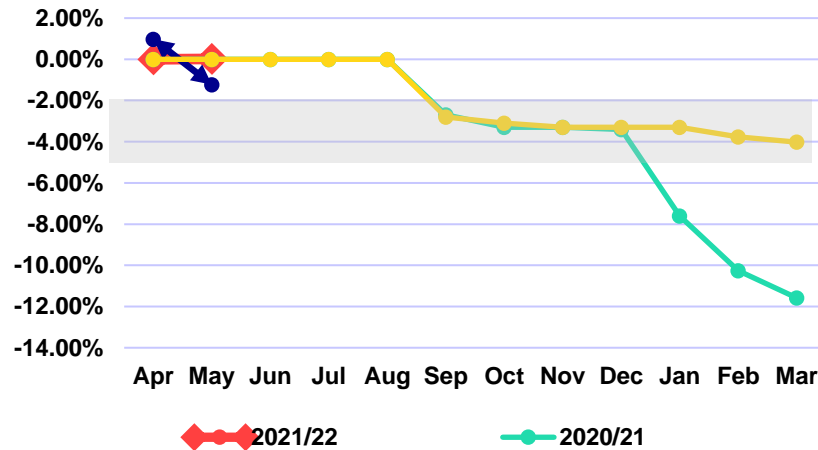
For the month of May 79 of 83 decisions submitted to the Panel and its committees were made.

# May KPI REPORT

### Party Imbalance Volume and Cashflow



### Percentage Under/(Over) Spend vs Budget

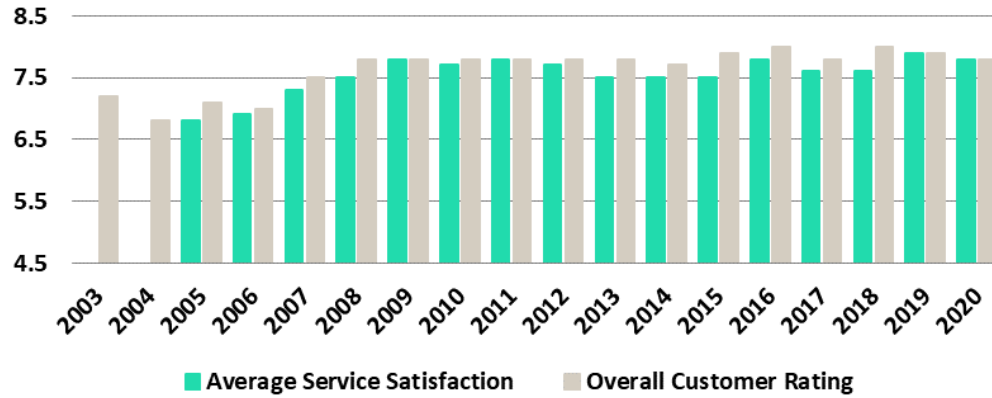


### Financial Year 2021/22 Spend against Budget compared with 2020/21

Elexon overall is 0.02% under budget for the financial year 2021-22. The Operational forecast is 1.23% over budget.

# May 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