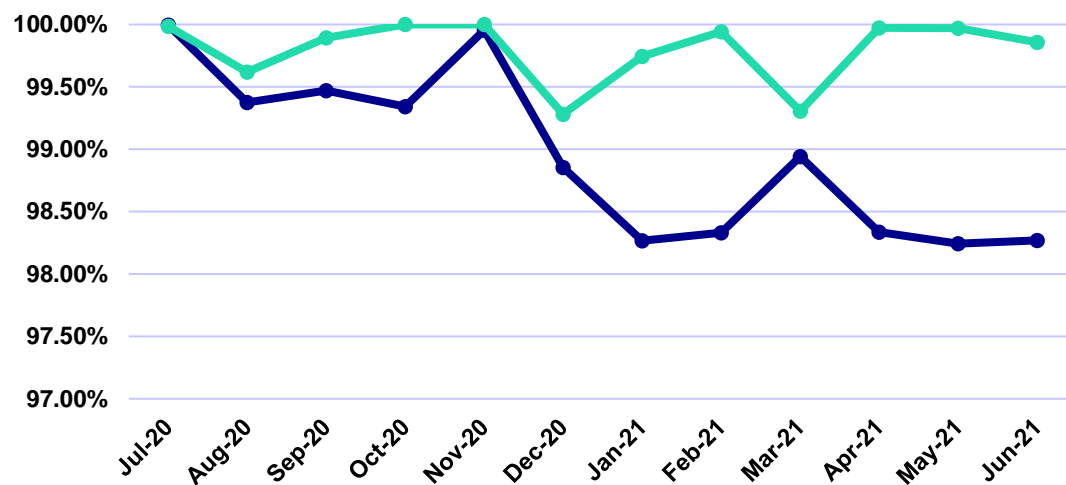


## June KPI REPORT

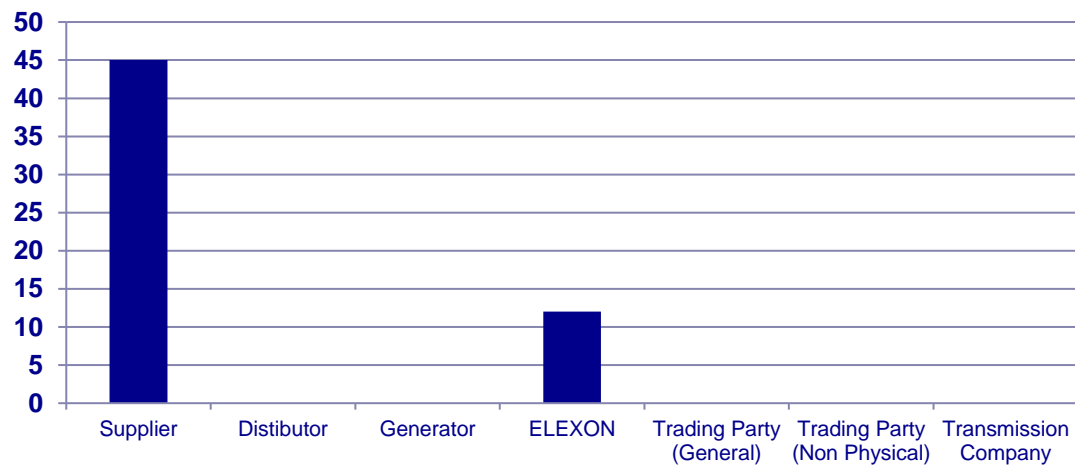
### Agent Performance Against SLAs



### Agent Performance against SLAs

Performance improving in June for timely SVA data submission. One incident on FAA occurred and was resolved with no impact to customers.

### Disputes by Raising Party for Jul 20 - Jun 21

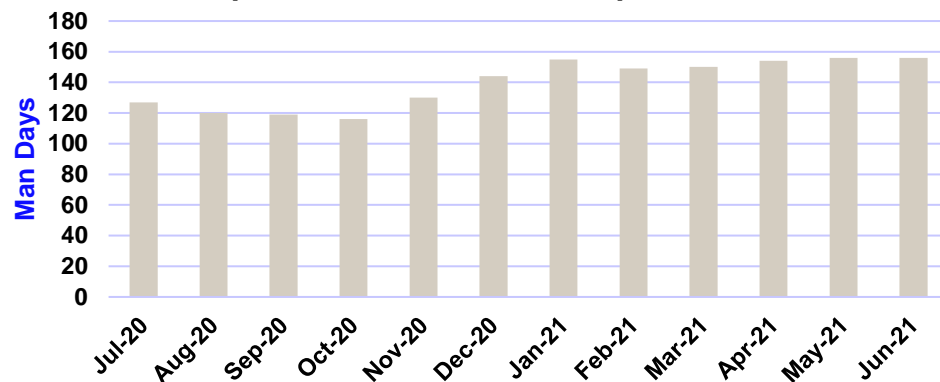


### Disputes by Raising Party Type

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

## June KPI REPORT

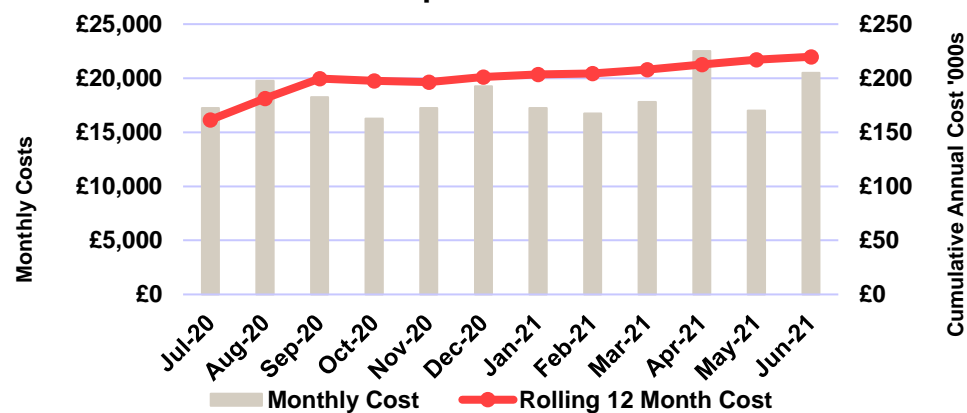
Dispute Resolution Time for past 12 months



### Disputes by Resolution Time

Zero disputes were closed in June and seven opened. The annual average resolution time to June is 156 days (No change from May).

Cost of Disputes for 2020/2021



### Cost of Processing Disputes

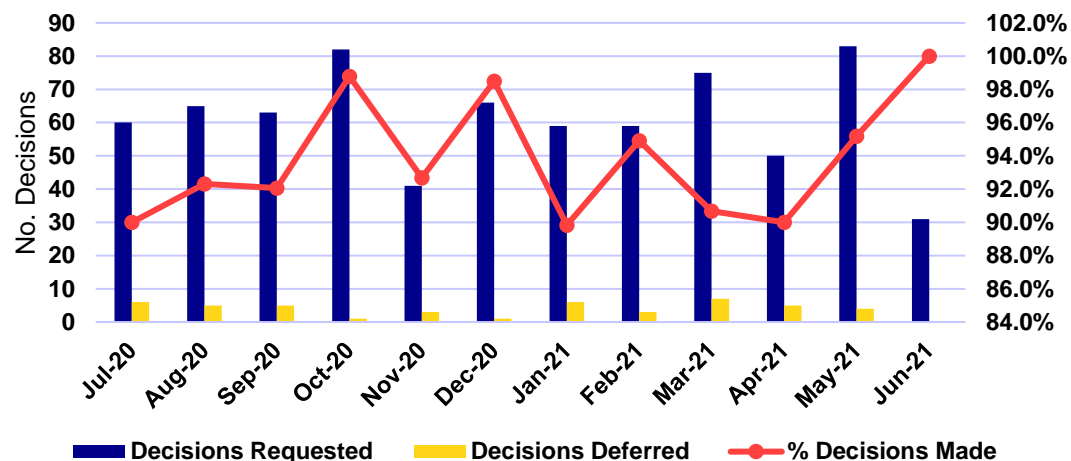
Within the Metering and Disputes team there are two dedicated resources dealing with Trading Disputes with, going forward, some

flexibility for others to help out.

The costs for June 2021 represent **2.5** man-days of dedicated resource. There is an additional 38.5 man-days covering the administration around the monthly TDC meeting. A total of 41 man-days expended for June. Using a day rate of **£500** gives a monthly cost of £20,500

## June KPI REPORT

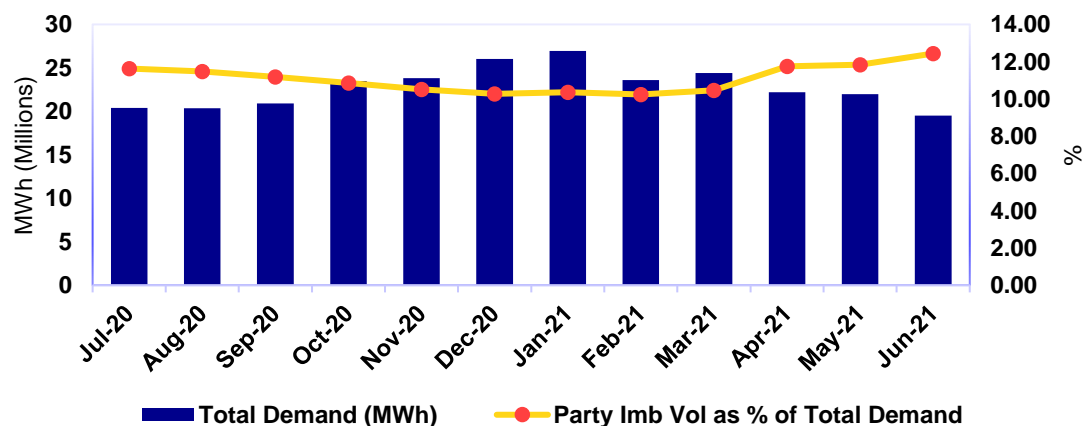
### Panel & Panel Committee Decisions



### Panel and Panel Committee Decisions

For the month of June 31 of 31 decisions submitted to the Panel and its committees were made.

### Total Demand and Party Imbalance Percentage



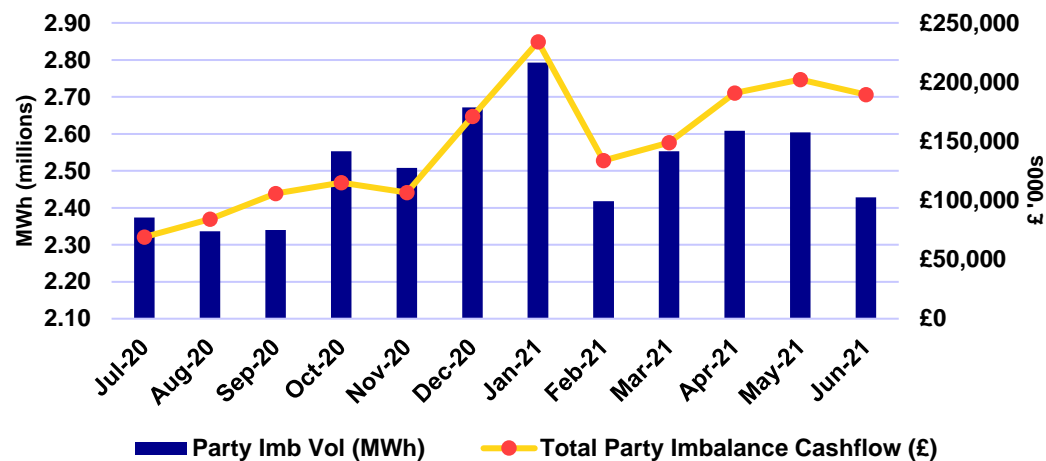
### Value of Imbalance Settlement

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

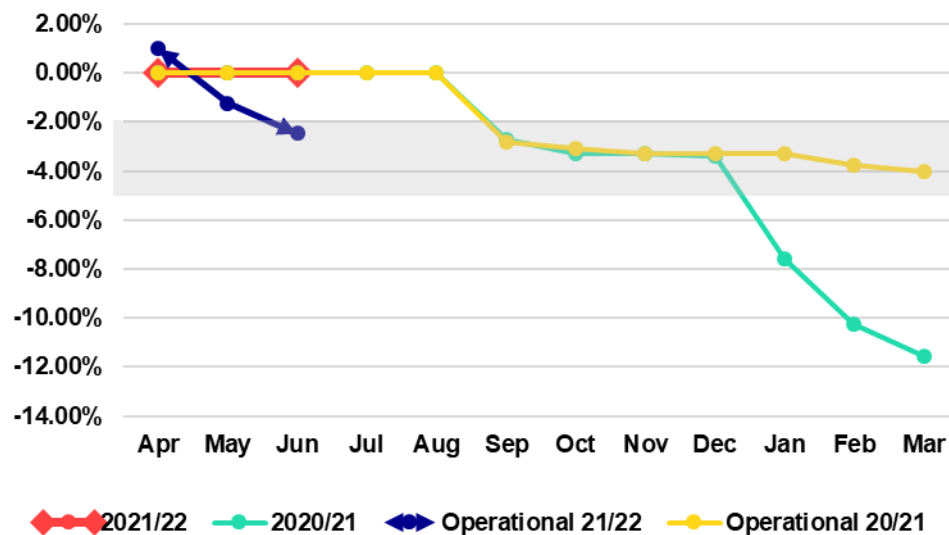
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are settled at the same price, therefore the imbalance volume and cashflow net off.

## June KPI REPORT

Party Imbalance Volume and Cashflow



Percentage Under/(Over) Spend vs Budget

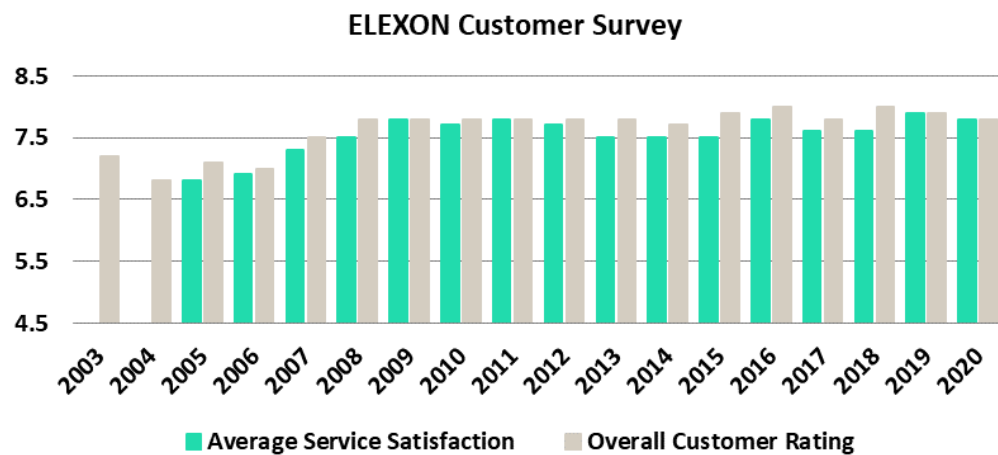


### Financial Year 2021/22 Spend against Budget compared with 2020/21

Elexon overall is on budget for the financial year 2021-22.

The Operational forecast is 2.47 % over budget.

## June 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