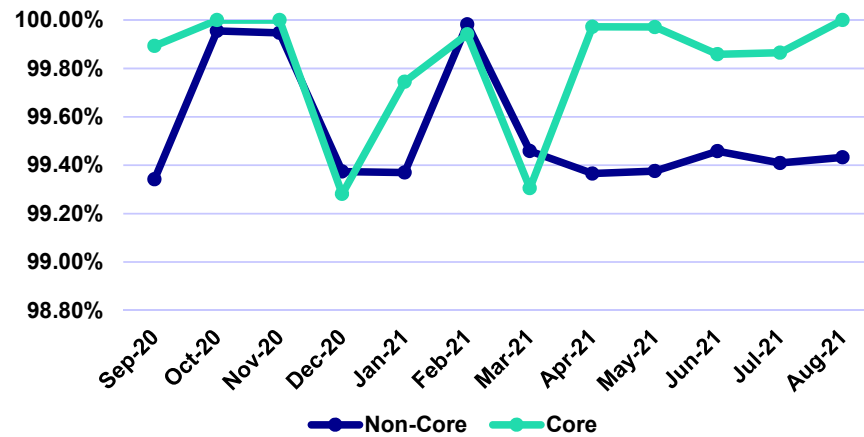


## August KPI REPORT

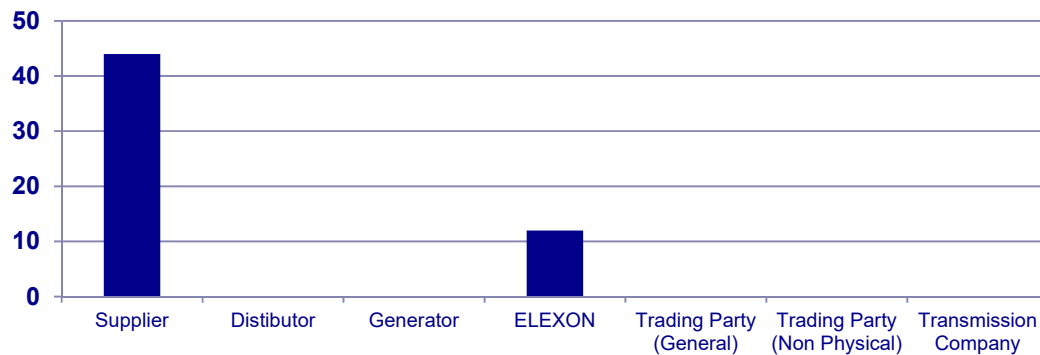
### Agent Performance Against SLAs



### Agent Performance against SLAs

In August 2021 there were 0(zero) SLA failures.

### Disputes by Raising Party for Aug 21

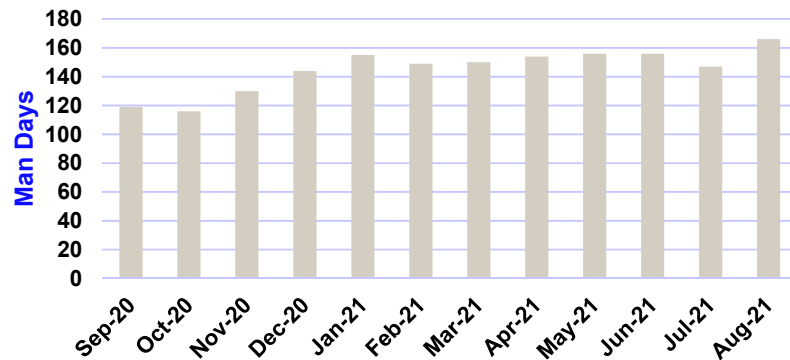


### Disputes by Raising Party Type

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

## August KPI REPORT

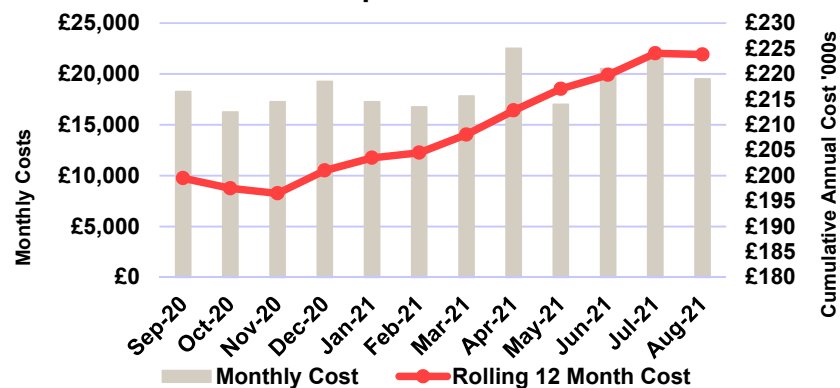
Dispute Resolution Time for past 12 months



### Disputes by Resolution Time

10 disputes were closed in August and 1 opened. The annual average resolution time to August 2021 is 166 days (+19, was 147 in July).

Cost of Disputes for 2020/2021



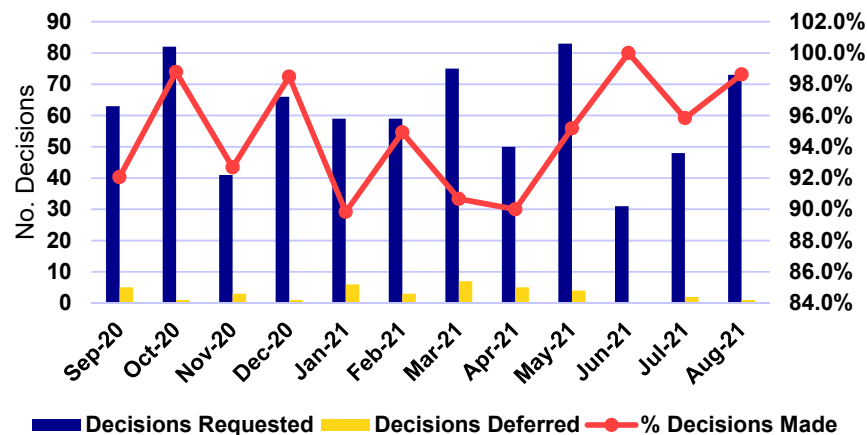
### Cost of Processing Disputes

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 August 2021 represent **2.5** man-days of dedicated resource. There is an additional 36.5 man-days covering the administration around the monthly TDC meeting. A total of 39 man-days expended for August. Using a day rate of **£500** gives a monthly cost of £19,500

## August KPI REPORT

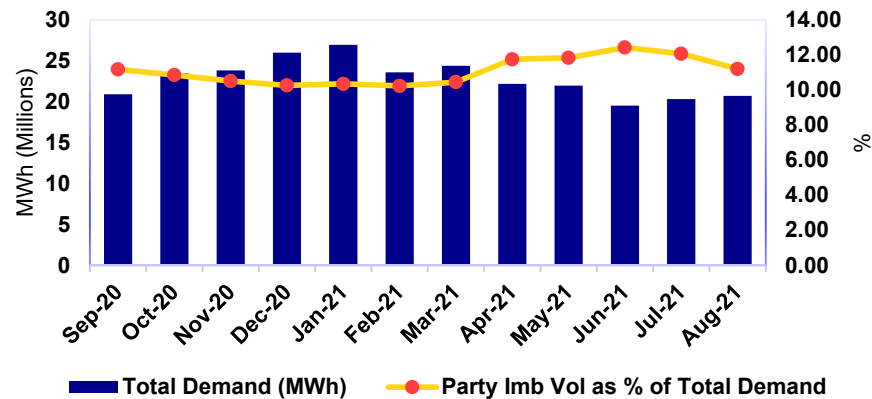
### Panel & Panel Committee Decisions



### Panel and Panel Committee Decisions

For the month of August 72 of 73 decisions submitted to the Panel and its committees were made.

### Total Demand and Party Imbalance Percentage



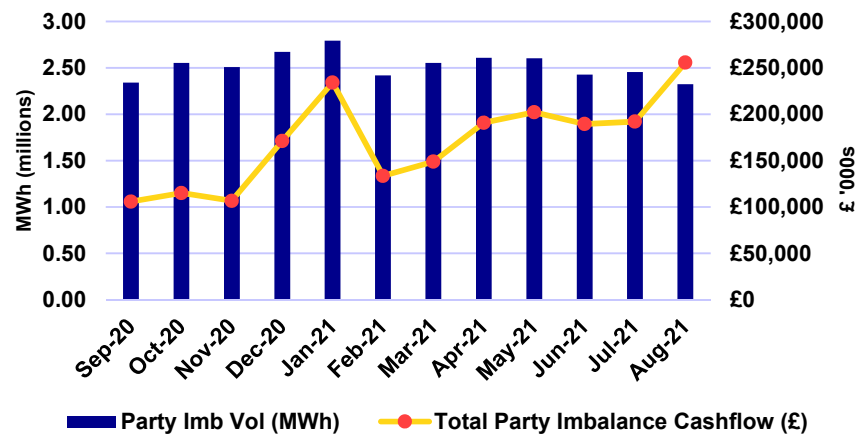
### Value of Imbalance Settlement

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

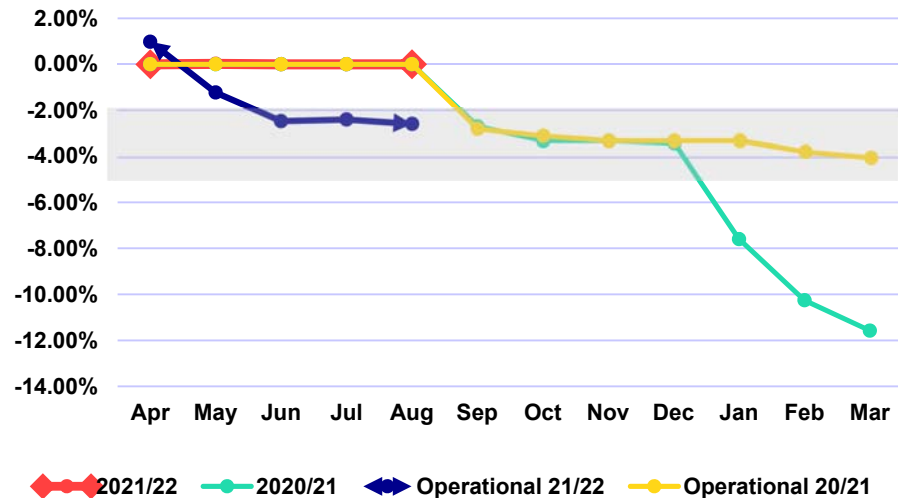
Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by Party. Some vertically integrated parties can have a short imbalance in one account and a long imbalance in the other account. These imbalances are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

## August KPI REPORT

Party Imbalance Volume and Cashflow



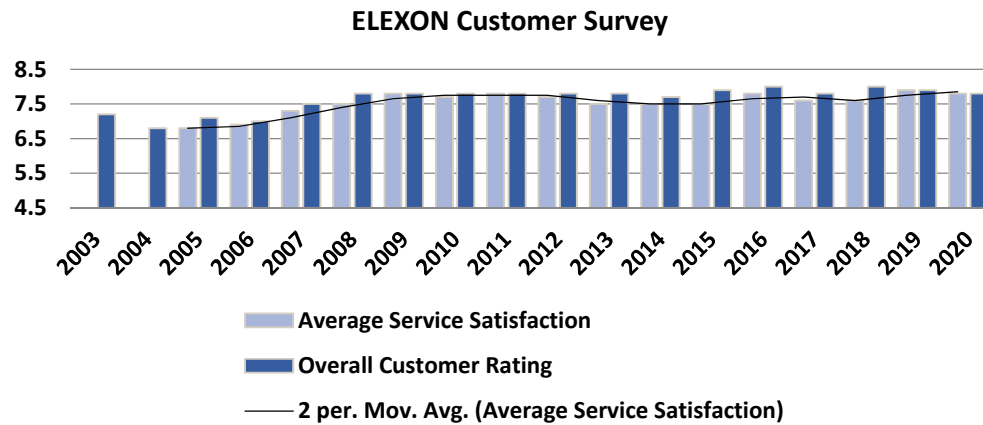
Percentage Under/(Over) Spend vs Budget



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

Elxon overall is on budget for the financial year 2021-22.  
The Operational forecast is 2.59 % over budget.

## August 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