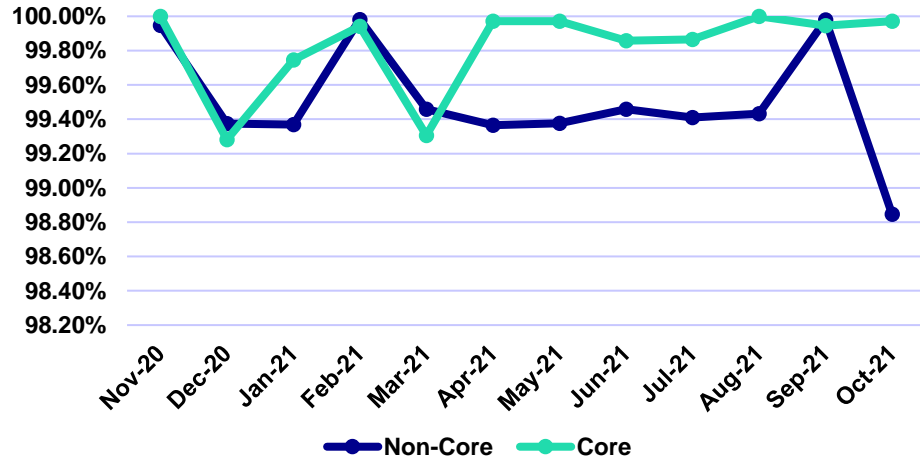


## OCTOBER KPI REPORT

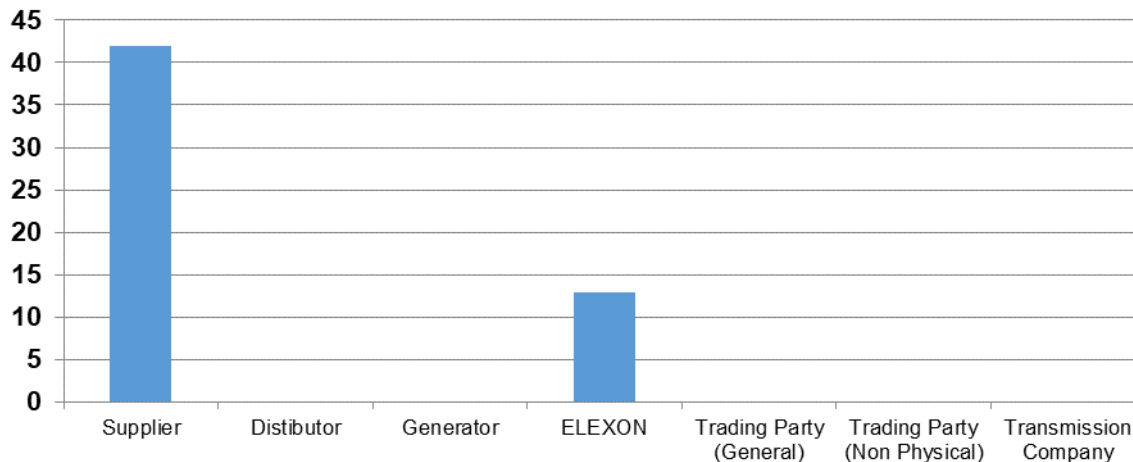
### Agent Performance Against SLAs



## Agent Performance against SLAs

- ▲ In October there were 2 BMRA failures & 1 FAA Failure
- ▲ BMRA – 25 minute delay in publishing the data to BMRS and to each of the end points caused by an excessive submission of MILS/MELS files & settlement calculation for period 35, resulting in a delay in running and publishing the Settlement Calculation
- ▲ FAA – A Party’s Credit Cover was not reduced by the amount of a non-payment on D+1 due to an error in a macro formula.

### Disputes by Raising Party for Oct 21

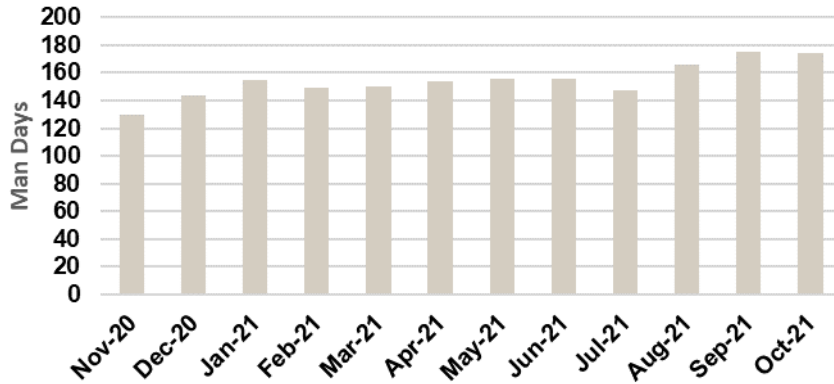


## Disputes by Raising Party Type

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

# OCTOBER KPI REPORT

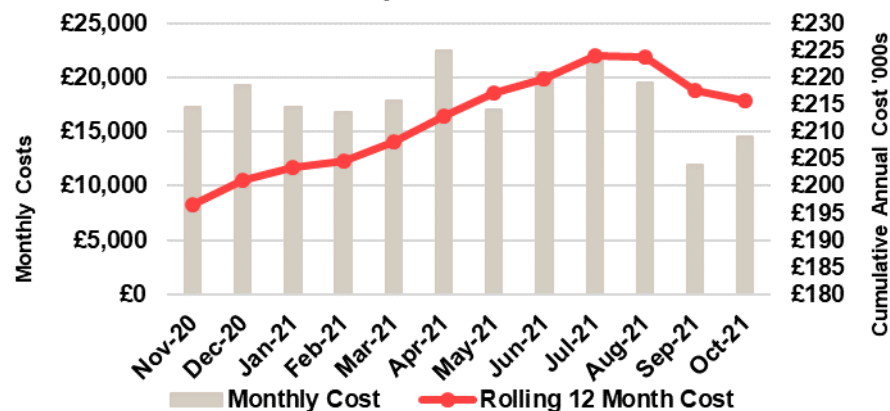
Dispute Resolution Time for past 12 months



## Disputes by Resolution Time

- ▲ 3 disputes were closed in October 2021 and 5 opened. The annual average resolution time is 174 days (-1, was 175 in September).

Cost of Disputes for 2020/2021

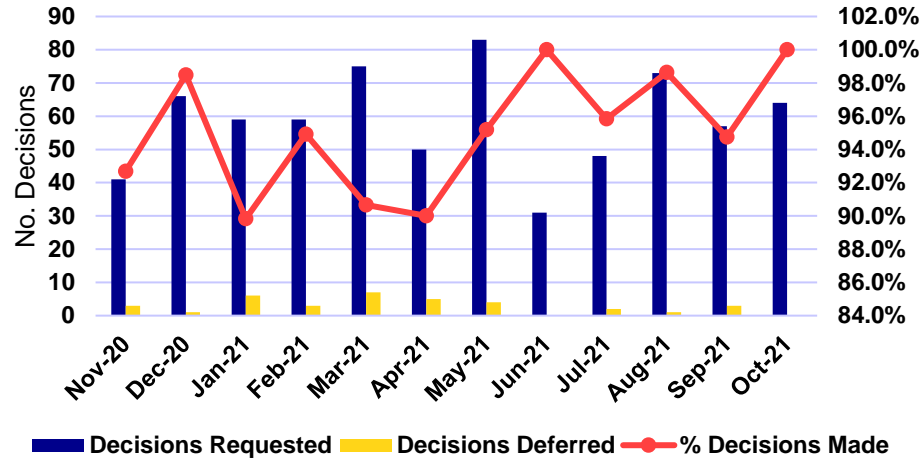


## Cost of Processing Disputes

- ▲ 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 October 2021 represent 2.5 man-days of dedicated resource. There is an additional 26.5 man-days covering the administration around the monthly TDC meeting. A total of 29 man-days was expended, using a day rate of £500 gives a monthly cost of £14,500

# OCTOBER KPI REPORT

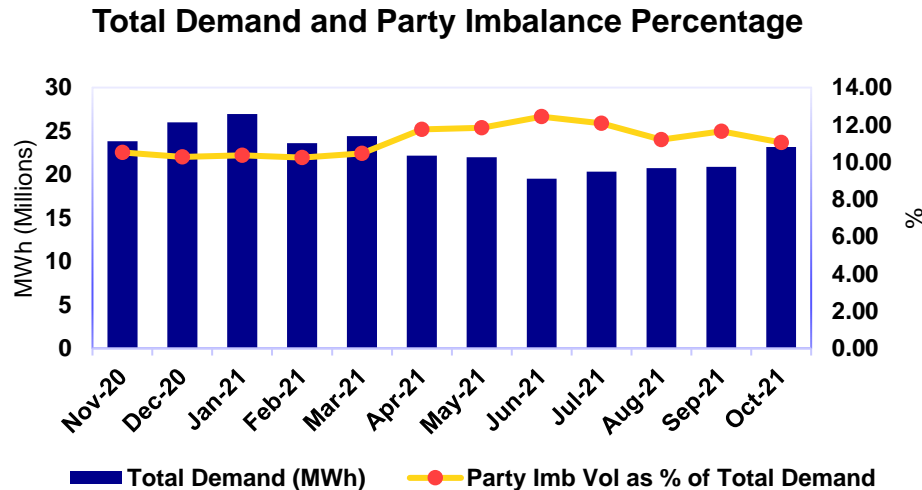
### Panel & Panel Committee Decisions



## Panel and Panel Committee Decisions

- ▲ For the month of October 64 out of 64 decisions submitted to the Panel and its committees were made.

### Total Demand and Party Imbalance Percentage

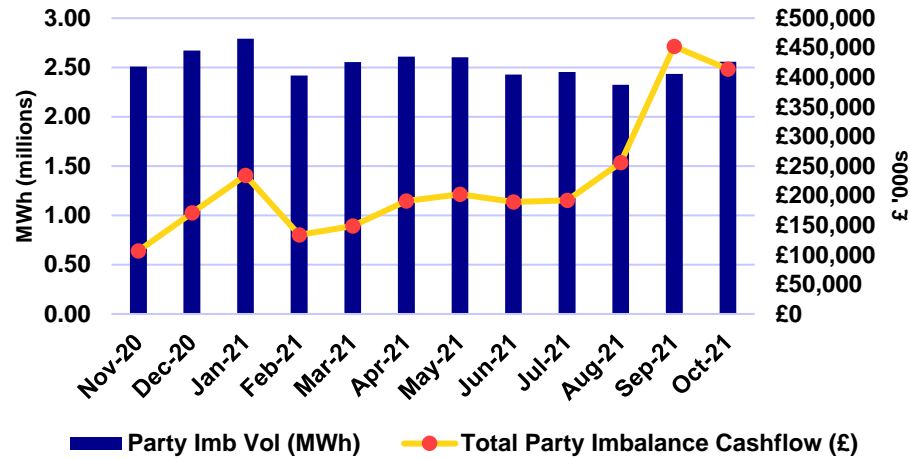


## Value of Imbalance Settlement

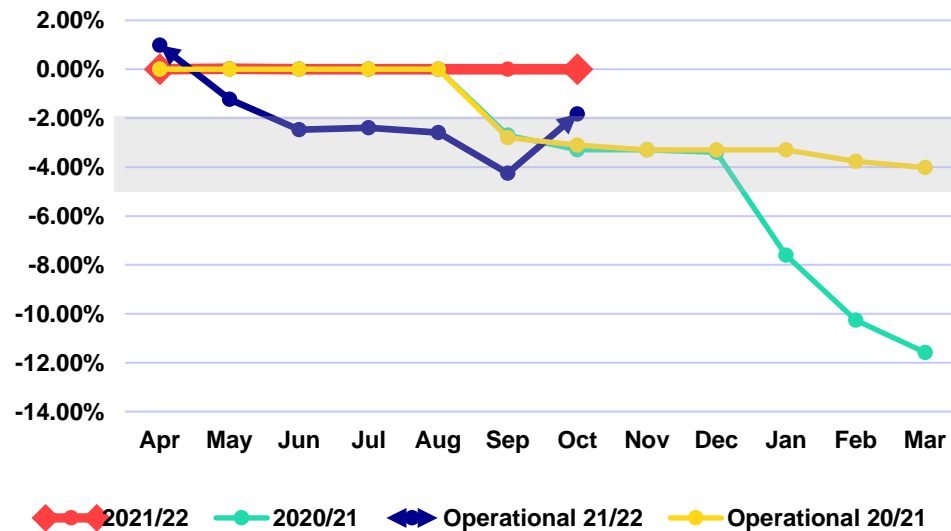
- ▲ These graphs are for information only to put Elexon's role into context. The graphs will also be reported in the Trading Operations Report.
- ▲ Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by 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.

# OCTOBER KPI REPORT

## Party Imbalance Volume and Cashflow



## Percentage Under/(Over) Spend vs Budget

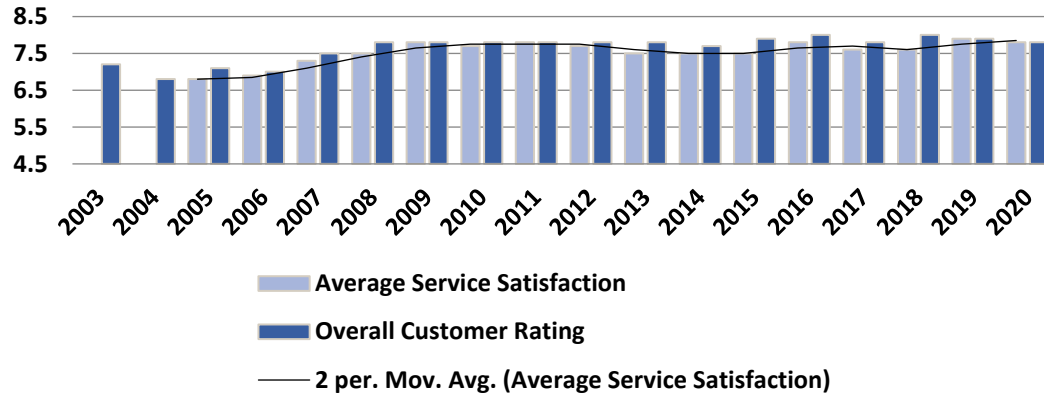


## Financial Year 2021/22 Spend against Budget compared with 2020/21

- ▲ Elexon overall is on budget for the financial year 2021-22.
- ▲ The Operational forecast is 1.83 % over budget.

# OCTOBER KPI REPORT

ELEXON Customer Survey



## Elexon Annual Customer Survey

- ▲ This graph has been updated to include the 2020 Customer Survey. Elexon'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