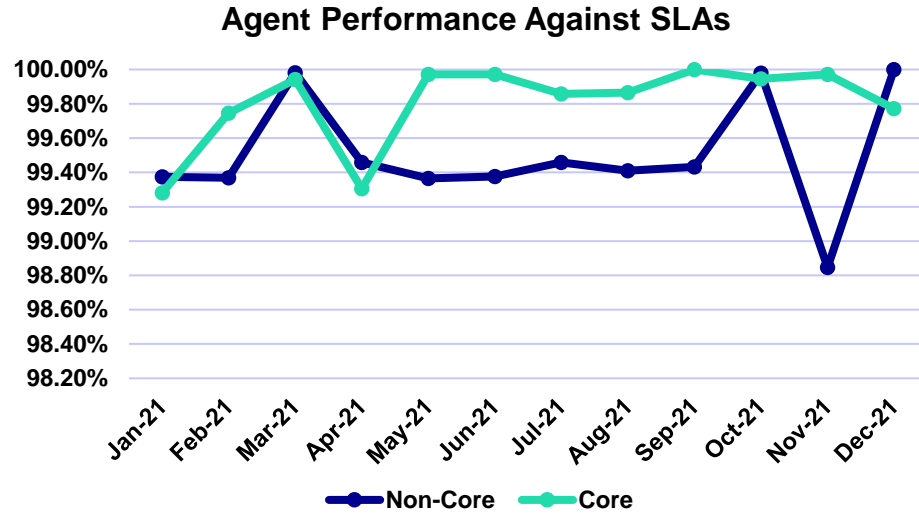


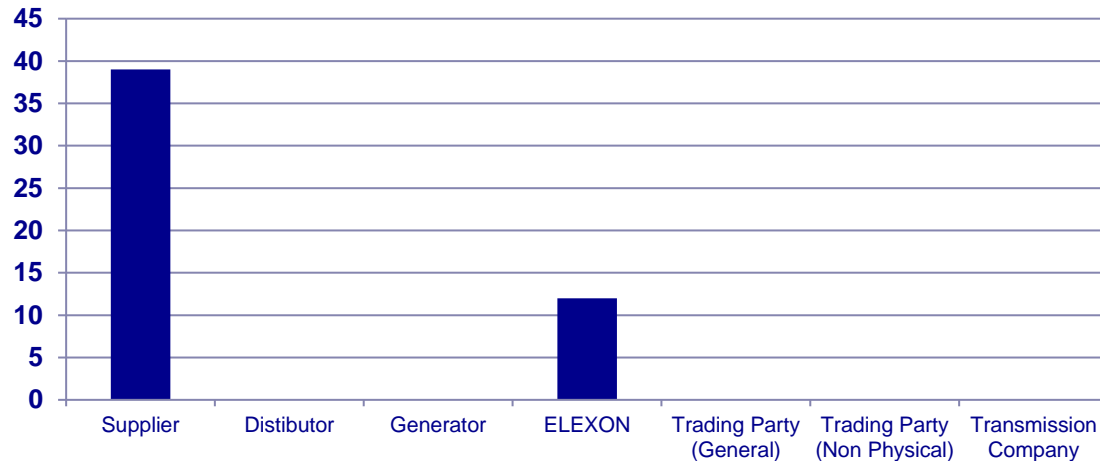
DECEMBER KPI REPORT

Agent Performance against SLAs



- ▲ In December there were 2 SLA failures
- ▲ SAA01 – Issues in the SAA-I014 files, causing the loading process to fail. Duplicate data was removed from the production database.
- ▲ FAA03 – FAA team missed the banking cut off time (17:30) for same day payments to BSC Creditors.

Disputes by Raising Party for Dec 21

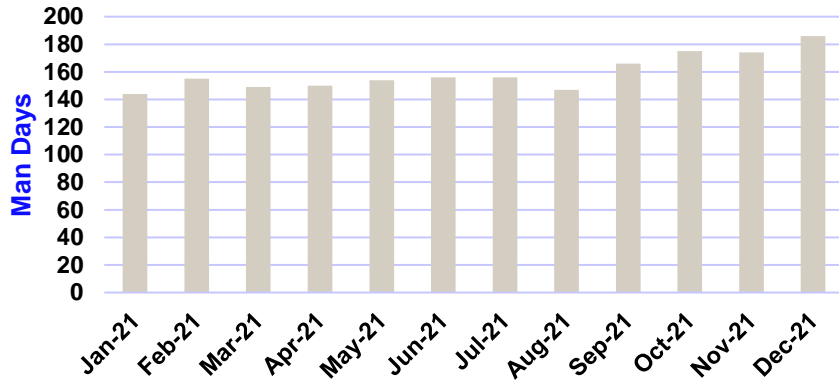


Disputes by Raising Party Type

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

DECEMBER KPI REPORT

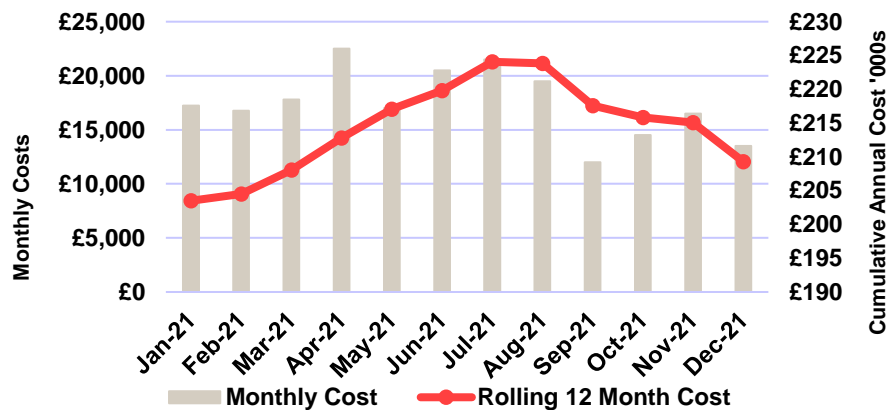
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

- ▲ 3 disputes were closed in December and 2 opened. The annual average resolution time to December 2021 is 187 days (+1, was 186 in November).

Cost of Disputes for 2020/2021

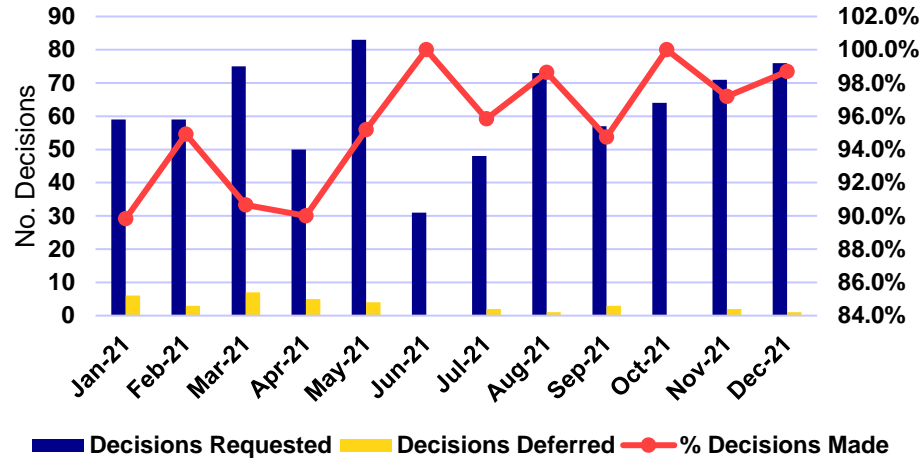


Cost of Processing Disputes

- ▲ 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 December 2021 represent 2.5 man-days of dedicated resource. There is an additional 24.5 man-days covering the administration around the monthly TDC meeting. A total of 27 man-days was expended, using a day rate of £500 gives a monthly cost of £13,500

DECEMBER KPI REPORT

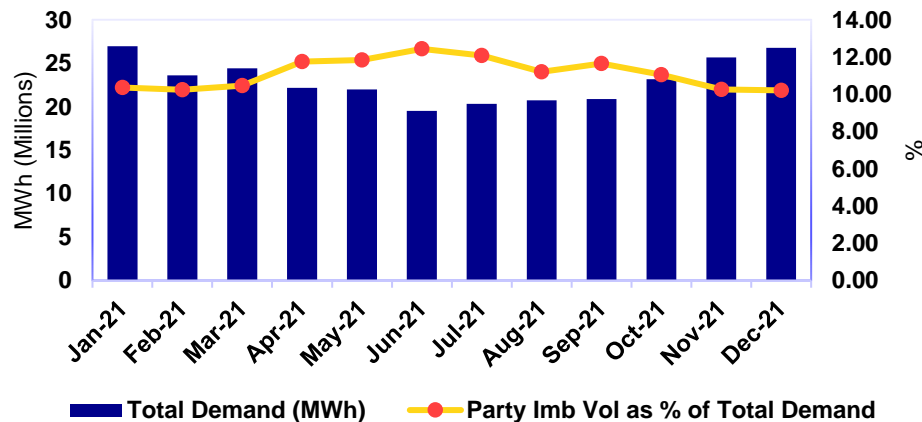
Panel & Panel Committee Decisions



Panel and Panel Committee Decisions

- ▲ For the month of December 75 out of 76 decisions submitted to the Panel and its committees were made.

Total Demand and Party Imbalance Percentage

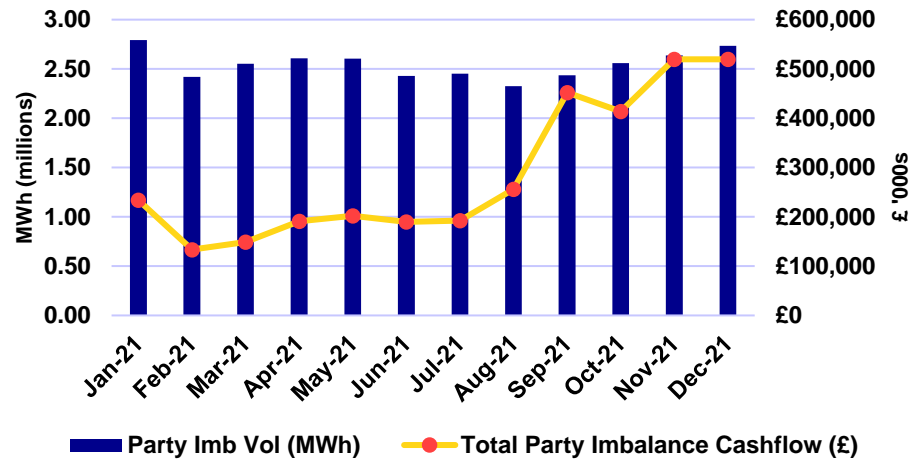


Value of Imbalance Settlement

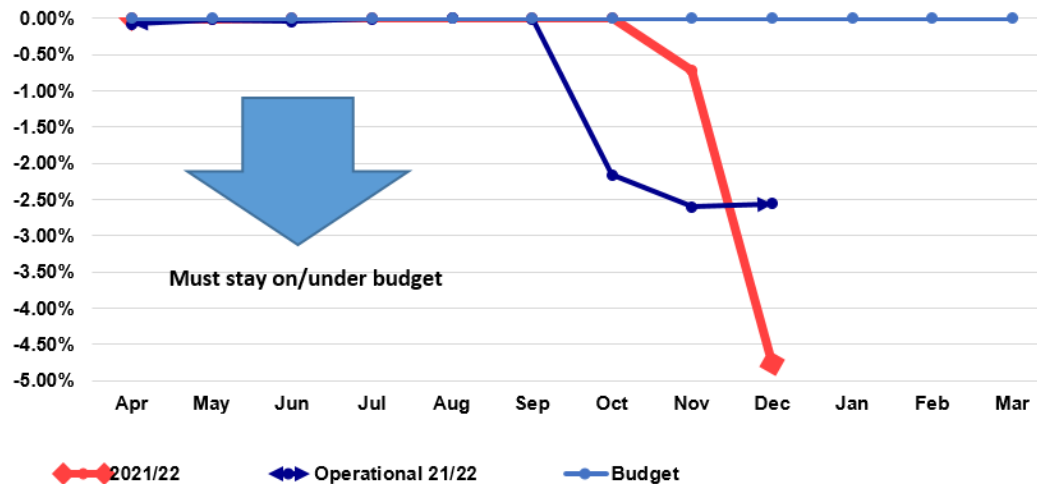
- ▲ These graphs are for information only to put Elexon's role into context. The graphs will also be reported in the Trading Operations Report.
- ▲ Each BSC Party has two accounts, a production and consumption account. The Imbalance Volume and cashflow is reported as an absolute sum by account and by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

DECEMBER KPI REPORT

Party Imbalance Volume and Cashflow



% variance Spend v Budget (Under)/Over

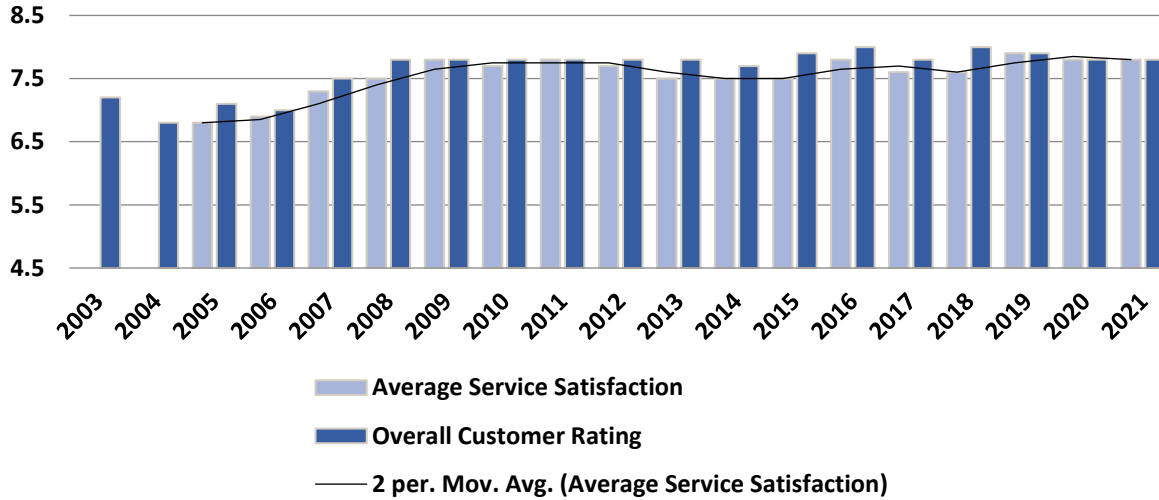


Financial Year 2021/22 Spend against Budget compared with 2020/21

- ▲ Elexon overall is 4.76% under budget for the financial year 2021-22.
- ▲ The Operational forecast is 2.56 % under budget.

DECEMBER KPI REPORT

ELEXON Customer Survey



Elexon Annual Customer Survey

- ▲ This graph has been updated to include the 2021 Customer Survey. Elexon’s scores for 2021 are overall 7.8 (0) and average service satisfaction 7.8 (0)
- ▲ *Based on average across 9 customer ratings included in all years since 2005
- ▲ Base: Total sample