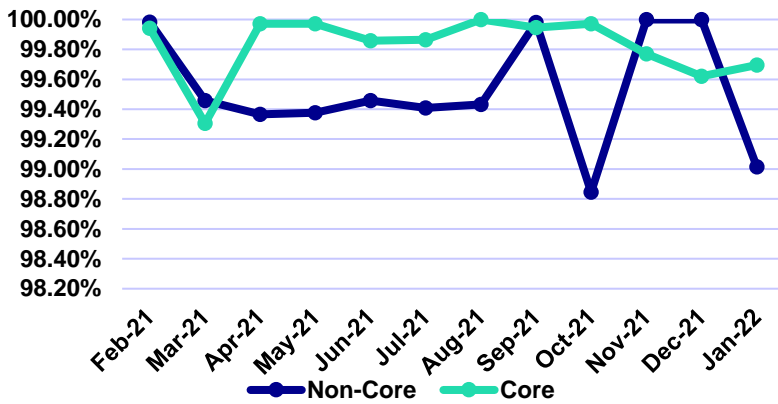


APPENDIX – January Panel KPI Report

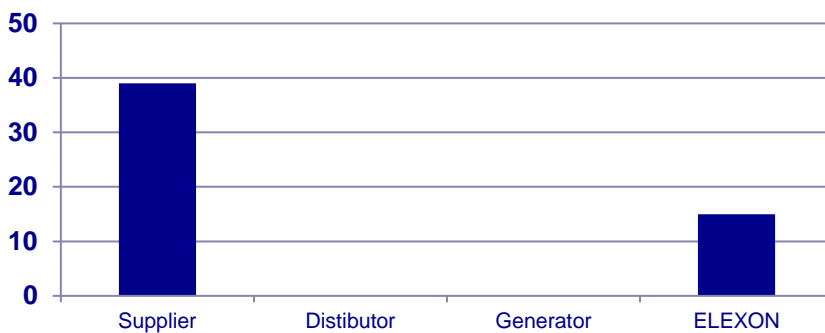
Agent Performance Against SLAs



Agent Performance against SLAs

- ▲ In December there were 2 SLA failures
- ▲ SVAA01 –Files are not processing in SVAA created a backlog of approx. 3500 files including VAR/DPP files. As a workaround, backlog of files were re-processed.
- ▲ SVAA02 – MDD D0278 file loading failed in SVAA due to the Clock interval format. Note: No Service Credit Amount as there was no requirement to republish the MDD.

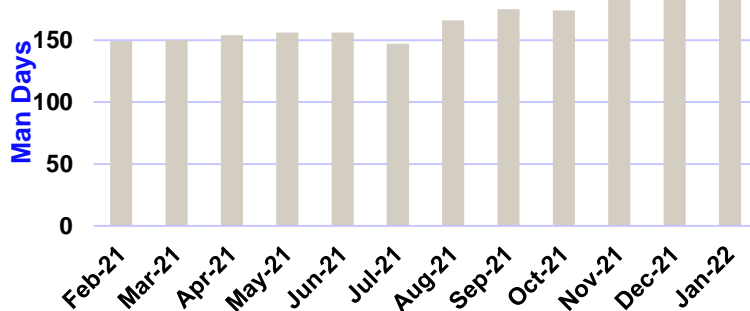
Disputes by Raising Party for Jan 22



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.

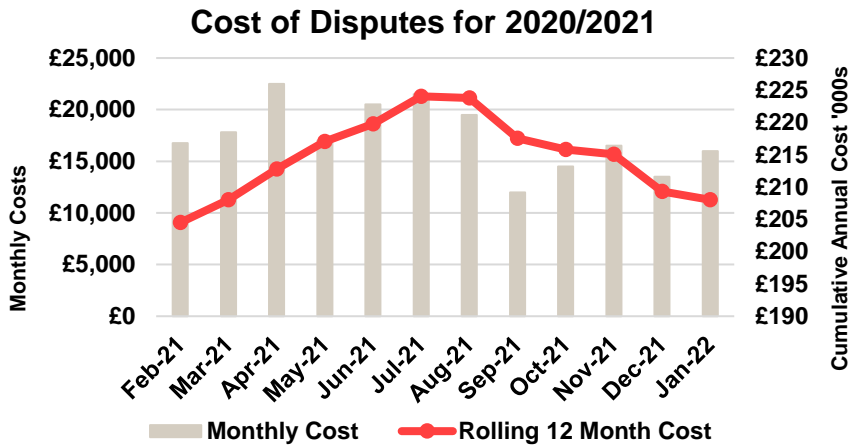
Dispute Resolution Time for past 12 months



Disputes by Resolution Time

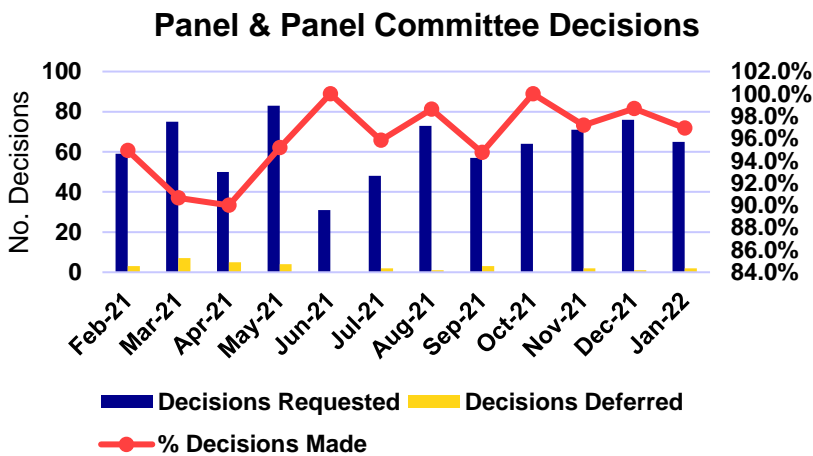
- ▲ 1 disputes were closed in January and 5 opened. The annual average resolution time to January 2022 is 188 days (+1, was 187 in December).

Cost of Processing Disputes



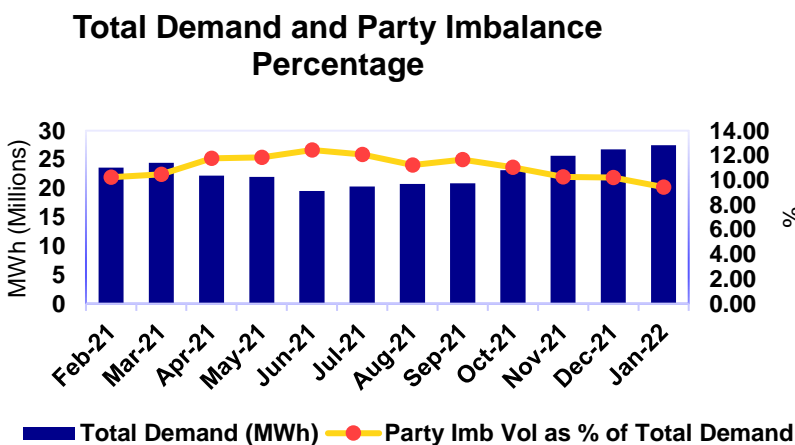
- ▲ Within the Metering and Disputes team there are two dedicated resources dealing with Trading Disputes with, going forward, some flexibility for others to help out.
- ▲ The costs for January 2021 represent 2.5 man-days of dedicated resource. There is an additional 29.5 man-days covering the administration around the monthly TDC meeting. A total of 27 man-days was expended, using a day rate of £500 gives a monthly cost of **£16,000**

Panel and Panel Committee Decisions



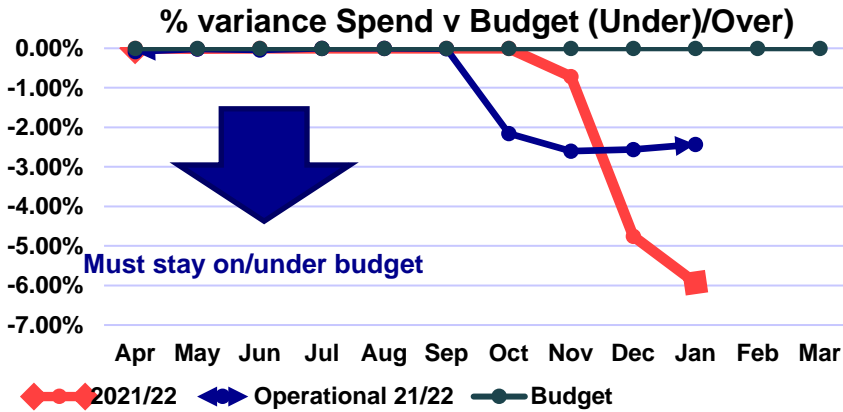
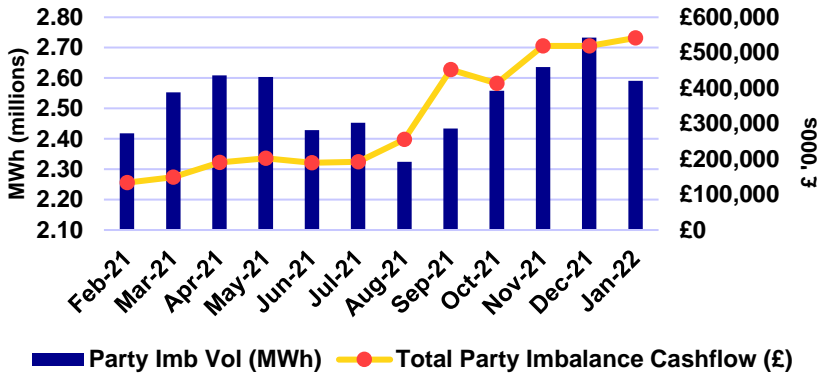
- ▲ For the month of December 63 out of 65 decisions submitted to the Panel and its committees were made.

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.

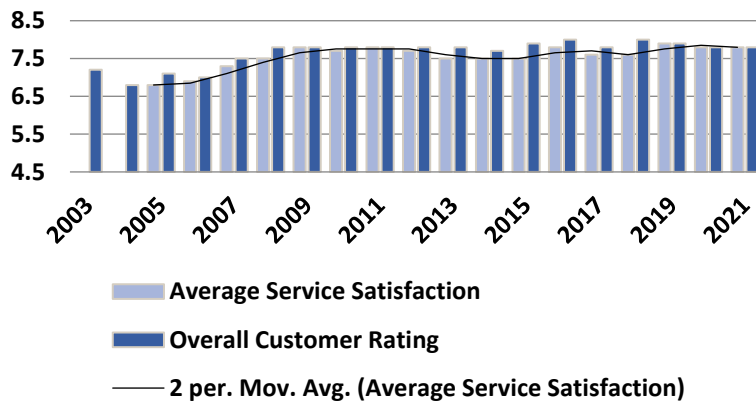
Party Imbalance Volume and Cashflow



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

- ▲ Exelon overall is 5.93% under budget for the financial year 2021-22.
- ▲ The Operational forecast is 2.43 % under budget.

ELEXON Customer Survey



Exelon Annual Customer Survey

- ▲ This graph has been updated to include the 2021 Customer Survey. Exelon'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