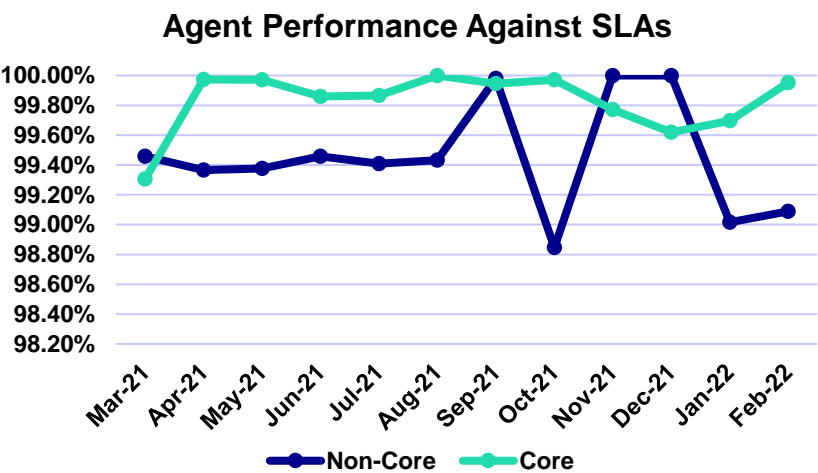


# ELEXON KPI's

Perspective	Measure	Owner	Target	Actual	Status	Commentary
<b>Stakeholder</b>	Executive Stakeholder Engagement	ANL	>= 5 meetings per month	8	On Target	
<b>People</b>	Health & Safety	GEB	90% of incidents closed within 4 days	100%	On Target	
	Staff Turnover	GEB	<20% within a rolling 12 month period	20.21%	Below Target	Like many organisations, Elexon has seen an increase in the number of leavers as COVID-19 restrictions have eased ('The Great Resignation'). Primary reasons have been career progression and higher salaries as our people are in high demand. Mitigating actions being taken include hybrid working, leadership development, addressing pay for key roles/individuals, new bonus scheme and wellbeing support.
<b>Operational Delivery</b>	Not breaching EMRS SSPA default triggers	MAB	Zero	Zero	On Target	
	Service Desk – Performance Against SLAs	PES	99.99%	100%	On Target	
	Core System Performance (BSC Agent Systems)	PES	99.50%	99.95%	On Target	
	Non-Core System Performance (Non-BSC Agent Systems)	PES	99.00%	99.09%	On Target	
	BSC Releases - % of releases delivered on time and within budget	PES	75.00%	100%	On Target	1 release in February
	Post Project Implementation Incidents	PES	<=5 per implementation within the first 30 days?	Zero	On Target	1 release in February
	Settlement Accuracy (Total change in trading charges, across all run types, as a percentage of total trading charges by month)	PES	<5%	6.3%	Below Target	NGESO resubmitting BSAD data for periods throughout 2021 has impacted all settlement status runs. Noticeable periods being 08/01/21 (RF impacting), 09/09/21 (R2 impacting) for example, as per circular EL03539. Investigation into R1 deltas peak has been undertaken with no obvious reasoning discovered at an operational or incident management level.
	Modifications - Number of timetable extensions requested	VIM	<=1	3	Below Target	P426 - Forming a quorate Workgroup took three months. Additional one month delays due to Workgroup availability for first meeting. P427 - Forming a quorate Workgroup took three months. P432 - Delay to first meeting and additional Workgroup considerations (consumer impacts), beyond normal remit requested by Workgroup.
	Modifications - Number of Ofgem send backs	VIM	<=2 in a rolling 12 month period	0	On Target	
	Code Admin - % of Panel and Committee papers delivered on time	VIM	90.00%	86.36%	Below Target	Three committee/Panel papers were late this month. This had a particularly significant impact on percentage late reported because we had significantly fewer papers than normal this month (22 in total, compared to 36 last month). There was no overriding or common reason for the late papers.
	Best view as at September	YAM	Outturn at year end within 5% of forecast?	(6.82)%	Below Target	Helix Programme costing have now been signed and agreed with each of the suppliers for the next Programme Increment giving us concrete estimates for the Discovery phase of the

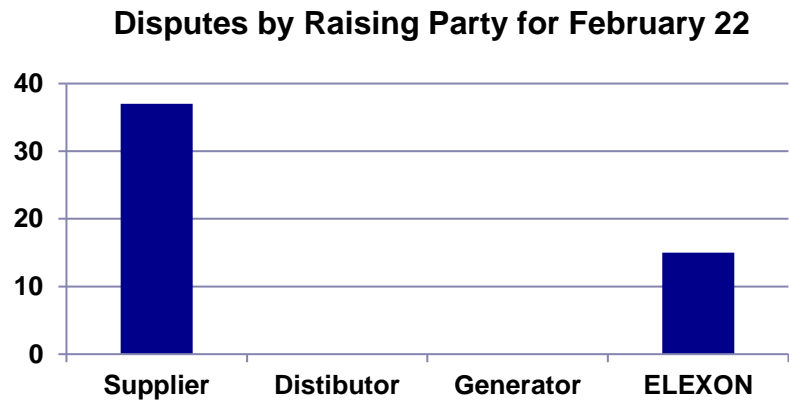
						programme. This has resulted in the forecasted cost for this financial year to be £2.9m, compared to the £6m in the September best view.
	Performance against budget	YAM	Percentage (Under)/Over Spend Full Year Forecast vs. Budget complete >(5)%	(4.43%)	On Target	Total Elexon cost is under budget by 8.89% however we have classified our cost savings between Elexon driven savings and project delay savings, with 4.43% attributed to the project delays.

## APPENDIX – February Panel KPI Report



### Agent Performance against SLAs

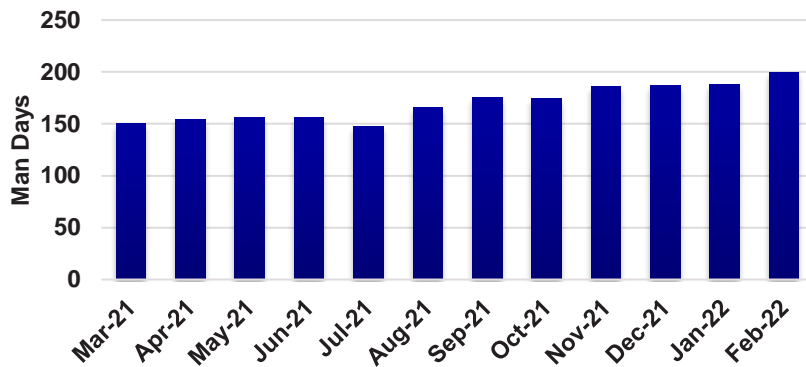
- In February there were 3 SLA failures
- ▲ SVAA02 - The Electralink check as part of the MDD Publish activity, the D0269 files were getting rejected in DTN
  - ▲ BMRA03 - There was a delay in publishing data onto BM Reports via each of the end points
  - ▲ BMRA03 - Both the BMReports webpage and ELEXON Portal webpage are unavailable at the moment (3 Settlement periods).



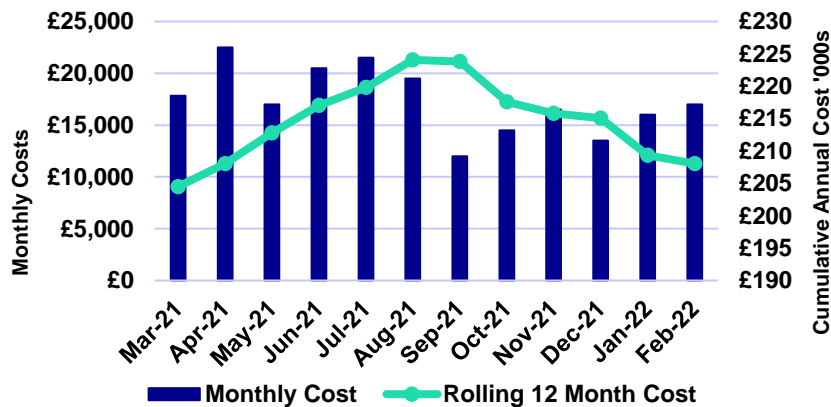
### Disputes by Raising Party Type

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

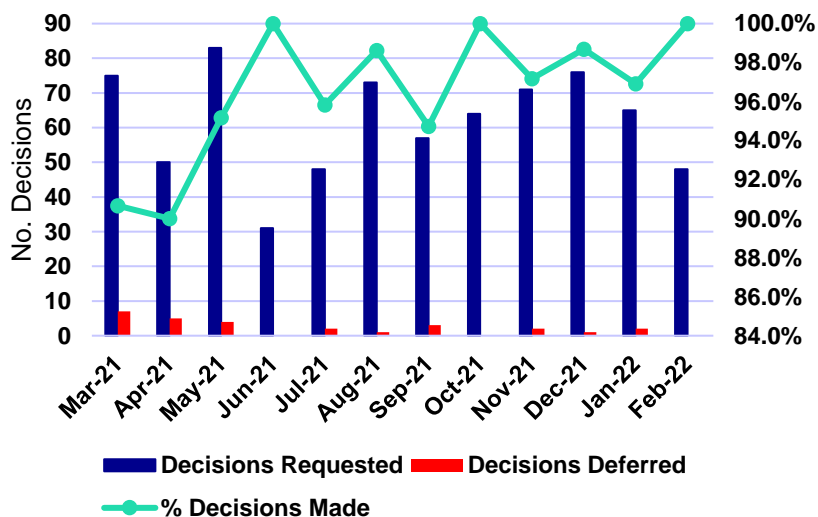
## Dispute Resolution Time for past 12 months



## Cost of Processing Disputes for 2021/2022



## Panel & Panel Committee Decisions



## Disputes by Resolution Time

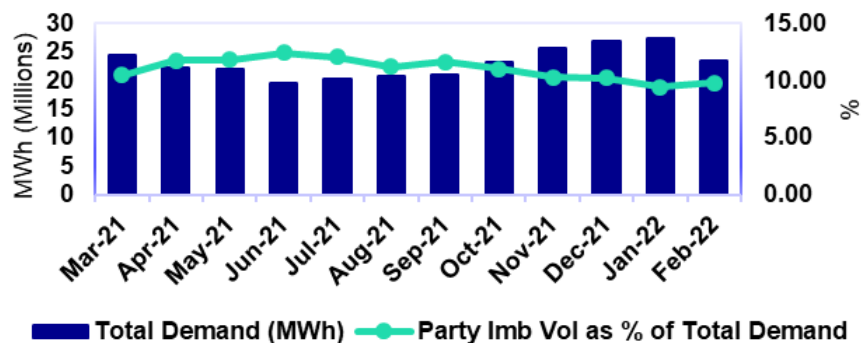
▲ 0 disputes were closed in February and 3 opened. The annual average resolution time to February 2022 is 199 days (+11, was 188 in January).

▲ 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 February 2022 represent 2.5 man-days of dedicated resource. There is an additional 31.5 man-days covering the administration around the monthly TDC meeting. A total of 34 man-days was expended, using a day rate of £500 gives a monthly cost of **£17,000**

▲ For the month of February all 48 decisions submitted to the Panel and its committees were made.

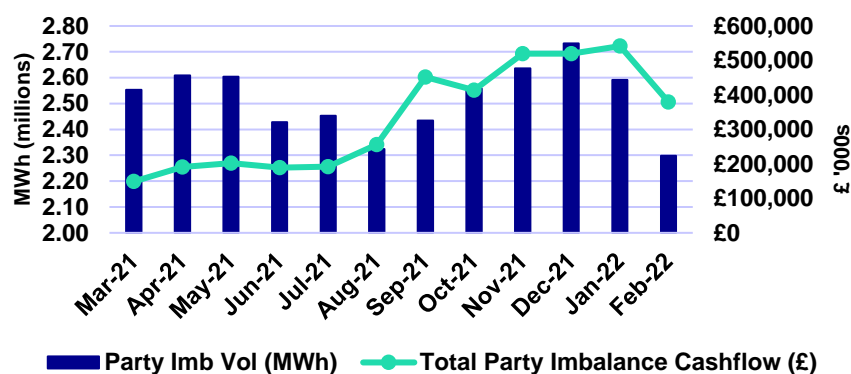
## Total Demand and Party Imbalance Percentage



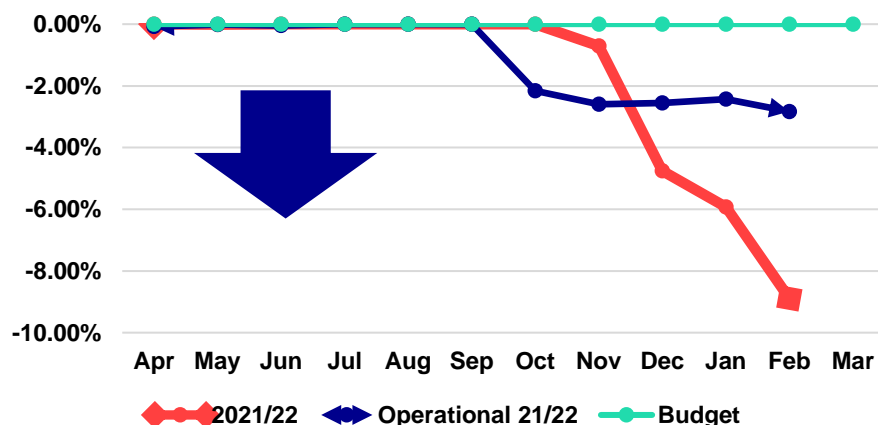
▲ These graphs are for information only to put Elexon's role into context. The graphs will also be reported in the Trading Operations Report.

▲ 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



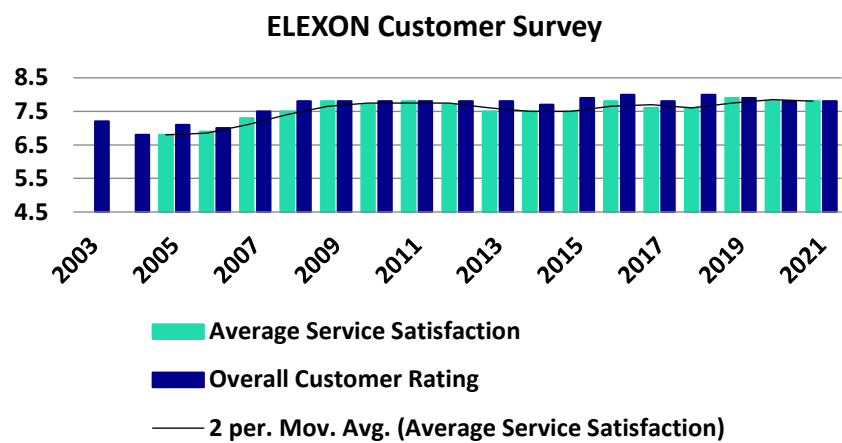
## % variance Spend v Budget (Under)/Over



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

▲ Elexon overall is 8.89% under budget for the financial year 2021-22.

▲ The Operational forecast is 2.83 % under budget.



### 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 sampl