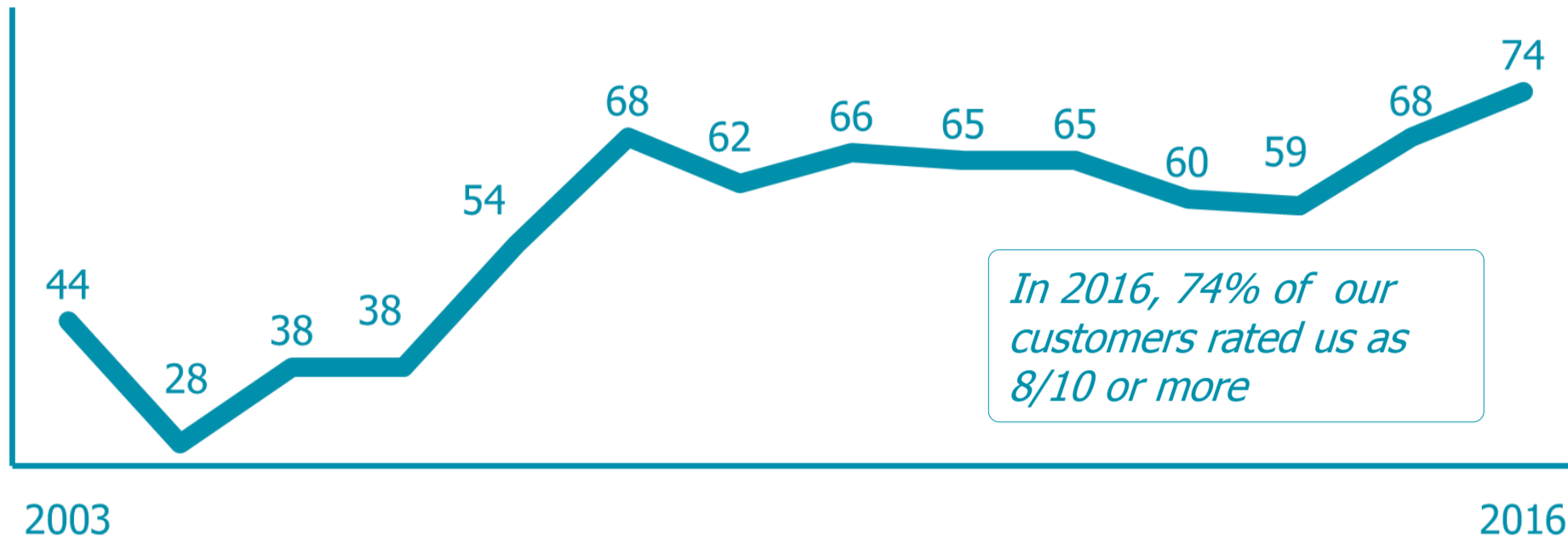


Our customers rate us as the best code manager



Overall satisfaction rating (%)



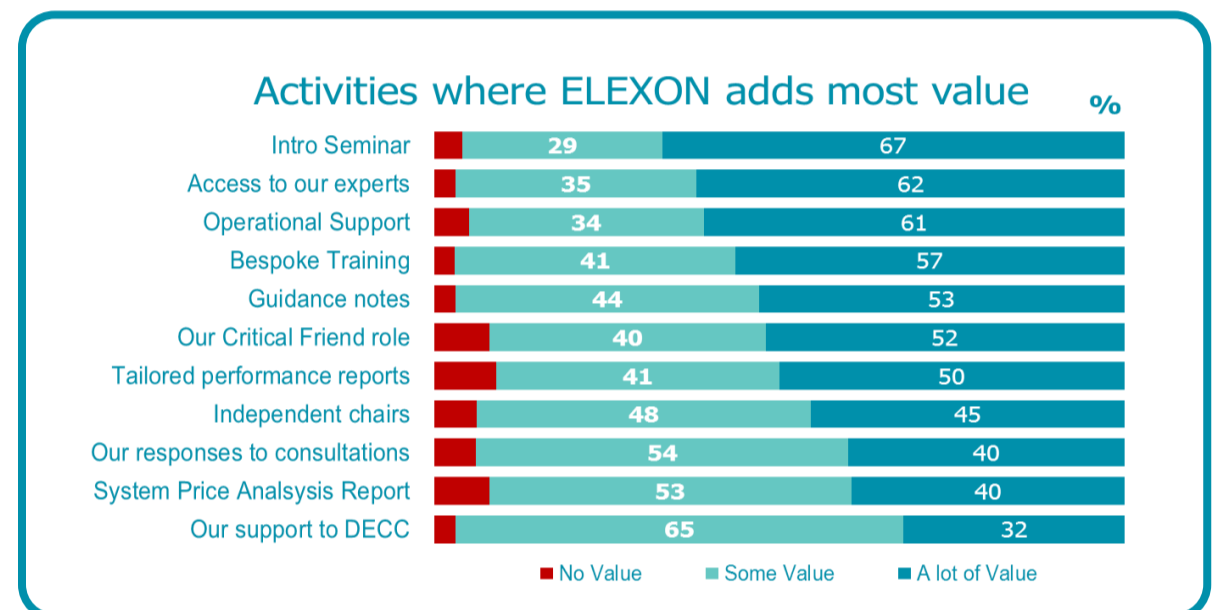
In 2016, 74% of our customers rated us as 8/10 or more

Net Advocacy is at its **highest point ever**

Our advice and guidance services are **FREE**

2016 is our **strongest customer satisfaction score to date**

Highest customer satisfaction rating in Ofgem's cross-code performance survey



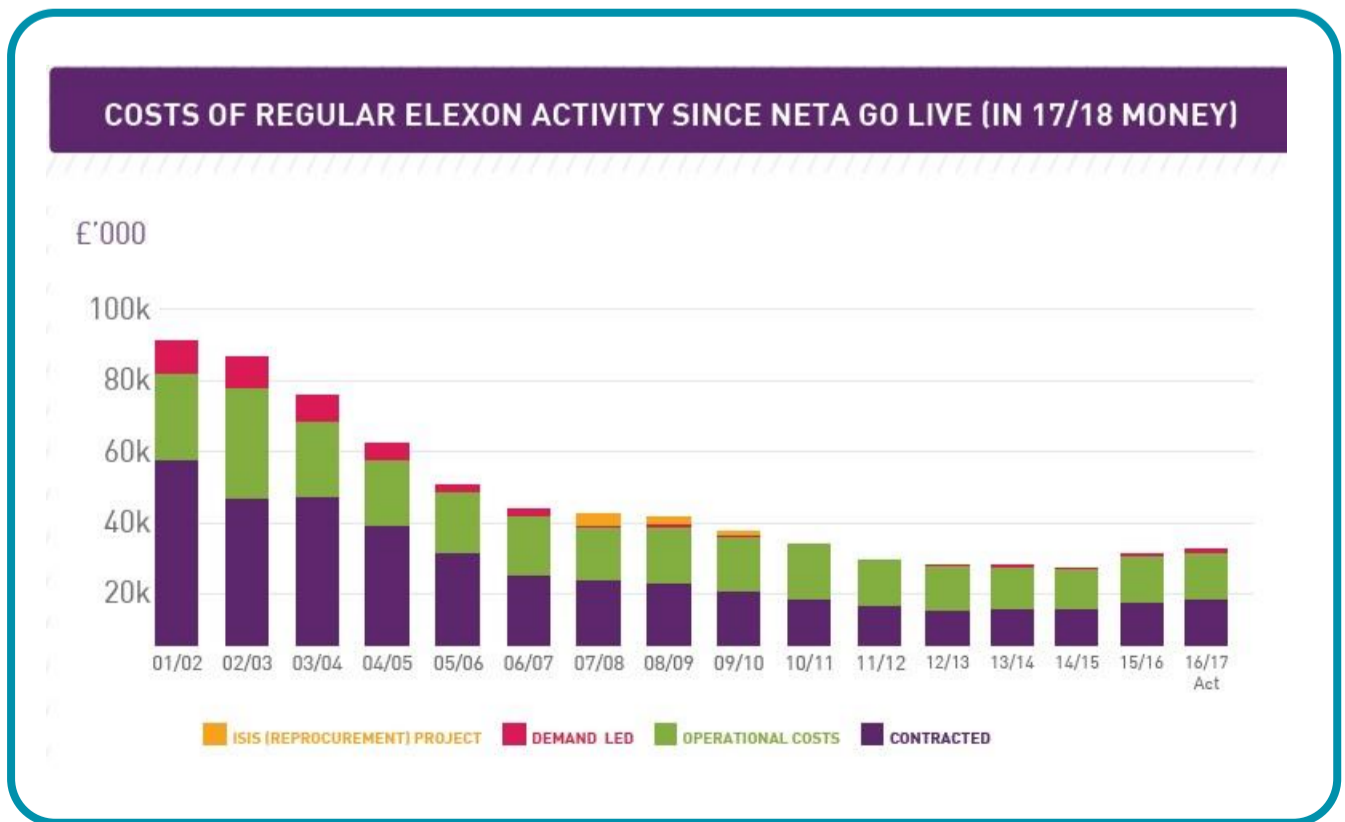
Comparative rating of Management Codes & Agreements

SCALE 1 to 10
1 = Poor/ 10 = Excellent
8+ Scores shown

Code/Agreement	2016	Change versus 2015	Change versus 2008
ELEXON (BSC)	70	+5%	+7%
Gemserv (MRA)	52	-5%	-1%
ElectraLink (DCUSA)	46	-5%	-9%
Gemserv (SEC)	44	-1%	N/A
SPAA Ltd.*	34	-4%	+3%
National Grid (Grid Code)	31	-12%	+1%
National Grid (CUSC)	24	-23%	-1%
Gas Transporters (UNC)*	22	-2%	-15%



We continually review our costs to provide **best value for money**



ELEXON: trusted, independent, reliable market experts

All data relates to financial year 2016/17. Where applicable, data is taken from the 2016 independent Annual Customer Survey or the 16/17 Annual BSC Report.

Our end-to-end expertise

drives efficiency and effectiveness for the benefit of industry and the consumer



We are proactive

Six years ago we made the case for establishing a review group to investigate Half Hourly Settlement and drive forward the agenda, which has led directly to industry change.

We deliver

ELEXON has consistently delivered industry-driven change on time (even under constrained deadlines) including EMR and Ofgem's Electricity Balancing Significant Code Review (P305).

We provide an end-to-end service

(from concept to design to implementation)



Our good working practice is a template for improvement



Our design authority considers current system and future system needs



We beat the system availability targets for our 24/7 operation



We have in-house specialist code, legal, technical and design resources.

We operate end-to-end helpdesk and customer support mechanisms across our service areas.

We flex our resources to meet changing priorities.

ELEXON: trusted, independent, reliable market experts

All data relates to financial year 2016/17. Where applicable, data is taken from the 2016 independent Annual Customer Survey or the 16/17 Annual BSC Report.

We provide key energy market infrastructure



Our service areas

Code Administration

- Industry rules management
- Trusted critical friend
- Dedicated customer support/training

Code Operation

- 24/7 settlement
- Design/change implementation
- Assurance services
- Dedicated customer support/training

Policy Delivery Support

- Impartial, expert advice/guidance
- Market scanning
- Providing support to deliver policy outcomes



‘ELEXON is a very credible, professional, capable and expert organisation with excellent staff, strong leadership and flexible in its delivery.’

‘Big 6’ supplier, ELEXON Customer Survey 2016

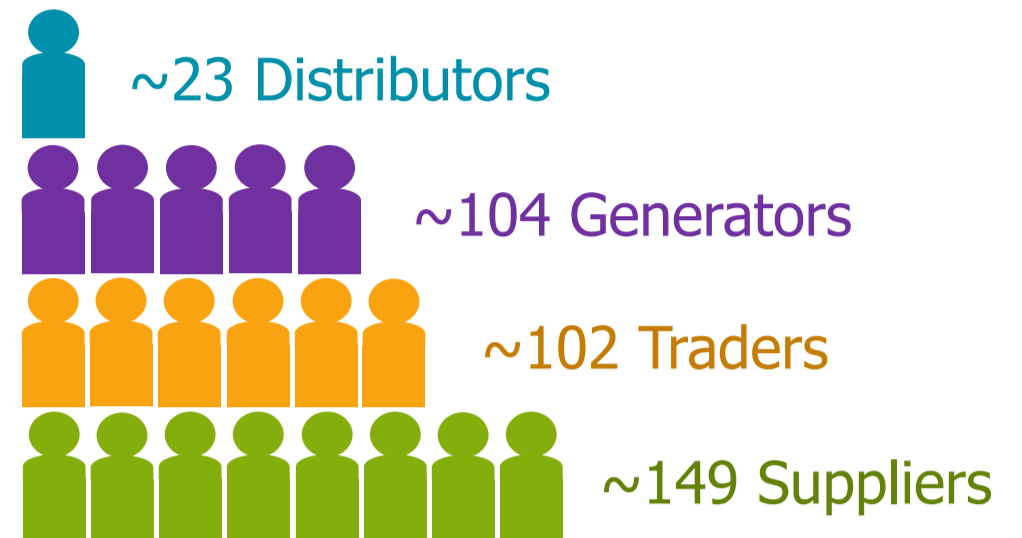
ELEXON: trusted, independent, reliable market experts

We facilitate competition and deliver settlement services for the electricity industry



We serve

392 Market Participants



We helped **65** new parties enter the market in 16/17

annual activity



40

Changes assessed

7

Investigations and escalations relating to BSC Party under-performance

2

Major policy programmes that use our expertise (HH Settlement and Faster Switching)

60

BSC change consultations issued

9

Major system changes delivered

3

Policy areas in which we are a delivery body (The Capacity Market, Contracts for Difference and Warm Homes reconciliation)

140

Meetings chaired

80

BSC documents amended

BSC Party Rectification plans tracked

150

Guidance notes published

2.2k

Settlement runs performed

85

Industry consultations reviewed

500

BSC consultation responses reviewed

13k

Helpdesk calls resolved

160

Meetings attended to track European developments

700

Papers published

6m

Energy volume files processed

We settle around **37TWh** each year in balancing actions and imbalance volumes

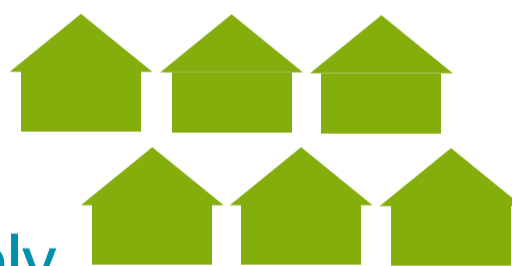


That's approximately



£1.7bn

of settlement transactions



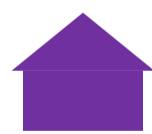
Enough to power **6m** homes

We will settle **803MW** of capacity in 2016/17



£22m

Capacity Payments



Enough to power **1.1m** homes

ELEXON: trusted, independent, reliable market experts