

APPENDIX E

DCC User Interface Services Schedule

DCC USER INTERFACE SERVICES SCHEDULE

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|-------------------------------|-----------------------------|----------------------------|--------------|
| 1.1 | 1.1.1 | Update Import Tariff (Primary Element) | Import Supplier, Gas Supplier | 30 seconds | | |
| 1.1 | 1.1.2 | Update Import Tariff (Secondary Element) | Import Supplier | 30 seconds | | |
| 1.2 | 1.2.1 | Update Price (Primary Element) | Import Supplier, Gas Supplier | 24 hours | | |
| 1.2 | 1.2.2 | Update Price (Secondary Element) | Import Supplier | 24 hours | | |
| 1.5 | 1.5 | Update Meter Balance | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|-----------------------------------|-------------------------------|-----------------------------|----------------------------|--------------|
| 1.6 | 1.6 | Update Payment Mode | Import Supplier, Gas Supplier | 30 seconds | | |
| 1.7 | 1.7 | Reset Tariff Block Counter Matrix | Import Supplier | 30 seconds | | |
| 2.1 | 2.1 | Update Prepay Configuration | Import Supplier, Gas Supplier | 30 seconds | | |
| 2.2 | 2.2 | Top Up Device | Import Supplier, Gas Supplier | 30 seconds | | |
| 2.3 | 2.3 | Update Debt | Import Supplier, Gas Supplier | 30 seconds | | |
| 2.5 | 2.5 | Activate Emergency Credit | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|---------------------------------------|-------------------------------|-----------------------------|----------------------------|--------------|
| 3.1 | 3.1 | Display Message | Import Supplier, Gas Supplier | 30 seconds | | |
| 3.2 | 3.2 | Restrict Access for Change of Tenancy | Import Supplier, Gas Supplier | 30 seconds | | |
| 3.3 | 3.3 | Clear Event Log | Import Supplier, Gas Supplier | 30 seconds | | |
| 3.4 | 3.4 | Update Supplier Name | Import Supplier, Gas Supplier | 24 hours | | |
| 3.5 | 3.5 | Disable Privacy PIN | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|---|-----------------------------|----------------------------|--------------|
| 4.1 | 4.1.1 | Read Instantaneous Import Registers | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter | 30 seconds | | |
| 4.1 | 4.1.2 | Read Instantaneous Import ToU Matrices | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter | 30 seconds | | |
| 4.1 | 4.1.3 | Read Instantaneous Import ToU with Blocks Matrices | Import Supplier, Electricity Distributor | 30 seconds | | |
| 4.1 | 4.1.4 | Read Instantaneous Import Block Counters | Gas Supplier | 30 Seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|---|--|-----------------------------|----------------------------|--------------|
| 4.2 | 4.2 | Read Instantaneous Export Register Values | Export Supplier, Electricity Distributor | 30 seconds | | |
| 4.3 | 4.3 | Read Instantaneous Prepayment Register Values | Import Supplier, Gas Supplier | 30 seconds | | |
| 4.4 | 4.4.2 | Retrieve Change of Mode / Tariff Triggered Billing Data Log | Import Supplier, Gas Supplier, | 30 seconds | | |
| 4.4 | 4.4.3 | Retrieve Billing Calendar Triggered Billing Data Log | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|---|-------------------------------|----------------------|---------------------|--|
| 4.4 | 4.4.4 | Retrieve Billing Data Log (Payment Based Debt Payments) | Import Supplier, Gas Supplier | 30 seconds | | |
| 4.4 | 4.4.5 | Retrieve Billing Data Log (Prepayment Credits) | Import Supplier, Gas Supplier | 30 seconds | | |
| 4.6 | 4.6.1 | Retrieve Import Daily Read Log | Import Supplier, Gas Supplier | 30 seconds | | Where a change of supplier occurs on any day, both the new supplier and the old supplier will be eligible to retrieve the daily read log for that day. |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|---------------------------------|---|----------------------|---------------------|--|
| 4.6 | 4.6.2 | Retrieve Export Daily Read Log | Export Supplier | 30 seconds | | Where a change of supplier occurs on any day, both the new supplier and the old supplier will be eligible to retrieve the daily read log for that day. |
| 4.8 | 4.8.1 | Read Active Import Profile Data | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Other User | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|-----------------------------------|---|-----------------------------|----------------------------|--------------|
| 4.8 | 4.8.2 | Read Reactive Import Profile Data | Import Supplier, Electricity Distributor, Other User | 30 seconds | | |
| 4.8 | 4.8.3 | Read Export Profile Data | Export Supplier, Electricity Distributor, Other User | 30 seconds | | |
| 4.10 | 4.10 | Read Network Data | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter | 30 seconds | | |
| 4.11 | 4.11.1 | Read Tariff (Primary Element) | Import Supplier, Gas Supplier, Other User | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--------------------------------------|---|-----------------------------|----------------------------|--------------|
| 4.11 | 4.11.2 | Read Tariff (Secondary Element) | Import Supplier, Other User | 30 seconds | | |
| 4.12 | 4.12.1 | Read Maximum Demand Import Registers | Import Supplier, Electricity Distributor | 24 hours | | |
| 4.12 | 4.12.2 | Read Maximum Demand Export Registers | Export Supplier, Electricity Distributor | 24 hours | | |
| 4.13 | 4.13 | Read Prepayment Configuration | Import Supplier Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--------------------------------|---|----------------------|---------------------|--|
| 4.14 | 4.14 | Read Prepayment Daily Read Log | Import Supplier Gas Supplier | 30 seconds | | Where a change of supplier occurs on any day, both the new supplier and the old supplier will be eligible to retrieve the daily read log for that day. |
| 4.15 | 4.15 | Read Load Limit Data | Import Supplier, Electricity Distributor | 24 hours | | |
| 4.16 | 4.16 | Read Active Power Import | Import Supplier, Electricity Distributor | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--------------------------------|--|----------------------|---------------------|-------|
| 4.17 | 4.17 | Retrieve Daily Consumption Log | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Other User | 30 seconds | | |
| 4.18 | 4.18 | Read Meter Balance | Import Supplier, Gas Supplier | 30 seconds | | |
| 5.1 | 5.1 | Create Schedule | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User | 24 hours | ✓ | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-------------------------------------|--|----------------------|---------------------|-------|
| 5.2 | 5.2 | Read Schedule | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User | 24 hours | ✓ | |
| 5.3 | 5.3 | Delete Schedule | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User | 24 hours | ✓ | |
| 6.2 | 6.2.1 | Read Device Configuration (Voltage) | Import Supplier, Electricity Distributor, Registered Supplier Agent | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--|---|----------------------|---------------------|-------|
| 6.2 | 6.2.2 | Read Device Configuration (Randomisation) | Import Supplier, Electricity Distributor, Registered Supplier Agent | 30 seconds | | |
| 6.2 | 6.2.3 | Read Device Configuration (Billing Calendar) | Import Supplier, Gas Supplier, Registered Supplier Agent | 30 seconds | | |
| 6.2 | 6.2.4 | Read Device Configuration (Identity exc. MPXN) | Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent, Other User | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--|---|----------------------|---------------------|-------|
| 6.2 | 6.2.5 | Read Device Configuration (Instantaneous Power Thresholds) | Import Supplier, Registered Supplier Agent | 30 seconds | | |
| 6.2 | 6.2.7 | Read Device Configuration (MPXN) | Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent, Other User | 30 seconds | | |
| 6.2 | 6.2.8 | Read Device Configuration (Gas) | Gas Supplier, Registered Supplier Agent, Gas Transporter | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|--|-----------------------------|----------------------------|--------------|
| 6.2 | 6.2.9 | Read Device Configuration (Payment Mode) | Import Supplier, Gas Supplier, Registered Supplier Agent | 30 seconds | | |
| 6.2 | 6.2.10 | Read Device Configuration (Event and Alert behaviours) | Import Supplier, Gas Supplier, Electricity Distributor | 30 seconds | | |
| 6.4 | 6.4.1 | Update Device Configuration (Load Limiting General Settings) | Import Supplier | 30 seconds | | |
| 6.4 | 6.4.2 | Update Device Configuration (Load Limiting Counter Reset) | Import Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|-------------------------------|-----------------------------|----------------------------|--------------|
| 6.5 | 6.5 | Update Device Configuration (Voltage) | Electricity Distributor | 30 seconds | | |
| 6.6 | 6.6 | Update Device Configuration (Gas Conversion) | Gas Supplier | 24 hours | | |
| 6.7 | 6.7 | Update Device Configuration (Gas Flow) | Gas Supplier | 24 hours | | |
| 6.8 | 6.8 | Update Device Configuration (Billing Calendar) | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.11 | 6.11 | Synchronise Clock | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--|--|----------------------|---------------------|-------|
| 6.12 | 6.12 | Update Device Configuration (Instantaneous Power Threshold) | Import Supplier | 30 seconds | | |
| 6.13 | 6.13 | Read Event or Security Log | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent | 30 seconds | | |
| 6.14 | 6.14.1 | Update Device Configuration (Auxiliary Load Control Description) | Import Supplier | 24 hours | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|---|-----------------------------|----------------------------|--------------|
| 6.14 | 6.14.2 | Update Device Configuration (Auxiliary Load Control Scheduler) | Import Supplier | 24 hours | | |
| 6.15 | 6.15.1 | Update Security Credentials (KRP) | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter | 30 seconds | | |
| 6.15 | 6.15.2 | Update Security Credentials (Device) | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.17 | 6.17 | Issue Security Credentials | Import Supplier, Gas Supplier | 24 hours | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|-------------------------------|-----------------------------|----------------------------|--------------|
| 6.18 | 6.18.1 | Reset Maximum Demand Registers - Configuration Time Period | Electricity Distributor | 24 hours | | |
| 6.18 | 6.18.2 | Reset Maximum Demand Registers | Electricity Distributor | 24 hours | | |
| 6.20 | 6.20.1 | Set Device Configuration (Import MPxN) | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.20 | 6.20.2 | Set Device Configuration (Export MPxN) | Export Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|---|---|----------------------|---------------------|-------|
| 6.21 | 6.21 | Request Handover Of DCC Controlled Device Service Request | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.22 | 6.22 | Configure Event Behaviour | Import Supplier, Gas Supplier, Electricity Distributor, | 30 seconds | | |
| 6.23 | 6.23 | Update Security Credentials (CoS) | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.24 | 6.24.1 | Retrieve Device Security Credentials (KRP) | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|--|-------------------------------|-----------------------------|----------------------------|--------------|
| 6.24 | 6.24.2 | Retrieve Device Security Credentials (Device) | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.25 | 6.25 | Set Electricity Supply Tamper State | Import Supplier | 30 seconds | | |
| 6.26 | 6.26 | Update Device Configuration (daily resetting of Tariff Block Counter Matrix) | Import Supplier | 30 seconds | | |
| 6.27 | 6.27 | Update Device Configuration (RMS Voltage Counter Reset) | Electricity Distributor | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|----------------------------------|--|-----------------------------|----------------------------|--------------|
| 6.28 | 6.28 | Set CHF Sub GHz Configuration | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.29 | 6.29 | Request CHF Sub GHz Channel Scan | Import Supplier, Gas Supplier | 30 seconds | | |
| 6.30 | 6.30 | Read CHF Sub GHz Configuration | Import Supplier, Gas Supplier, Registered Supplier Agent | 30 seconds | | |
| 6.31 | 6.31 | Read CHF Sub GHz Channel | Import Supplier, Gas Supplier, Registered Supplier Agent | 30 seconds | | |
| 6.32 | 6.32 | Read CHF Sub GHz Channel Log | Import Supplier, Gas Supplier, Registered Supplier Agent | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|-------------------------|---|-----------------------------|----------------------------|--------------|
| 7.1 | 7.1 | Enable Supply | Import Supplier | 30 seconds | | |
| 7.2 | 7.2 | Disable Supply | Import Supplier, Gas Supplier | 30 seconds | | |
| 7.3 | 7.3 | Arm Supply | Import Supplier, Gas Supplier | 30 seconds | | |
| 7.4 | 7.4 | Read Supply Status | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent | 30 seconds | | |
| 7.5 | 7.5 | Activate Auxiliary Load | Import Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|---|-----------------------------|-----------------------------|----------------------------|--------------|
| 7.6 | 7.6 | Deactivate Auxiliary Load | Import Supplier | 30 seconds | | |
| 7.7 | 7.7 | Read Auxiliary Load Control Switch Data | Import Supplier, Other User | 30 seconds | | |
| 7.8 | 7.8 | Reset Auxiliary Load | Import Supplier | 30 seconds | | |
| 7.9 | 7.9 | Add Auxiliary Load To Boost Button | Import Supplier | 24 hours | | |
| 7.10. | 7.10. | Remove Auxiliary Load From Boost Button | Import Supplier | 30 seconds | | |
| 7.11 | 7.11 | Read Boost Button Details | Import Supplier, Other User | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-----------------------------|---|----------------------|---------------------|-------|
| 7.12 | 7.12 | Set Randomised Offset Limit | Import Supplier | 24 hours | | |
| 8.1 | 8.1.1 | Commission Device | Import Supplier, Gas Supplier | 30 seconds | | |
| 8.2 | 8.2 | Read Inventory | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent, Other User | 30 seconds | ✓ | |
| 8.3 | 8.3 | Decommission Device | Import Supplier, Gas Supplier | 30 seconds | ✓ | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|------------------|--|----------------------|---------------------|--|
| 8.4 | 8.4 | Update Inventory | Import Supplier, Gas Supplier, Registered Supplier Agent, Electricity Distributor, Gas Transporter , Export Supplier, Other User | 30 seconds | ✓ | Where a Device has an SMI Status of 'pending' only the User that added the Device to the Smart Metering Inventory may either update the details of that Device, or delete that Device from the Smart Metering Inventory. For Devices with an SMI Status other than 'pending', only the Responsible Supplier may amend the SMI Status of that Device. |
| 8.5 | 8.5 | Service Opt Out | Import Supplier, Gas Supplier | 24 hours | | |
| 8.6 | 8.6 | Service Opt In | Import Supplier, Gas Supplier | 24 hours | ✓ | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-----------------------------|---|----------------------|---------------------|---|
| 8.7 | 8.7.1 | Join Service (Critical) | Import Supplier, Gas Supplier | 30 seconds | | |
| 8.7 | 8.7.2 | Join Service (Non-Critical) | Import Supplier, Gas Supplier, Other User | 30 seconds | | <p>1) The only Devices that Other Users may join are Type 2 Devices that are not IHDs</p> <p>2) Where a Gas Proxy Function is to be joined to a Gas Smart Meter, any Gas Supplier or Import Supplier that is a Responsible Supplier for any Device which is associated with the same Communications Hub Function as the Gas Proxy Function may request this Join Service Request.</p> |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-------------------------------|---|----------------------|---------------------|---|
| 8.8 | 8.8.1 | Unjoin Service (Critical) | Import Supplier, Gas Supplier | 30 seconds | | |
| 8.8 | 8.8.2 | Unjoin Service (Non-Critical) | Import Supplier, Gas Supplier, Other User | 30 seconds | | <ol style="list-style-type: none"> 1) The only Devices that Other Users may unjoin are Type 2 Devices that are not IHDs 2) Where a Gas Proxy Function is to be unjoined from a Gas Smart Meter, any Gas Supplier or Import Supplier who is a Responsible Supplier for any Device which is associated with the same Communications Hub Function as the Gas Proxy Function may request this Unjoin Service Request. |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|------------------------|---|-----------------------------|----------------------------|--|
| 8.9 | 8.9 | Read Device Log | Import Supplier, Gas Supplier, Other User | 30 seconds | | |
| 8.11 | 8.11 | Update HAN Device Log | Import Supplier, Gas Supplier, Other User | 30 seconds | | Other Users may only add (or remove) Type 2 Devices that are not IHDs to (or from) a HAN Device Log. |
| 8.12 | 8.12.1 | Restore HAN Device Log | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-------------------------------|-------------------------------|----------------------|---------------------|--|
| 8.12 | 8.12.2 | Restore GPF Device Log | Import Supplier, Gas Supplier | 30 seconds | | Any Gas Supplier or Import Supplier who is a Responsible Supplier for any Device which is associated with the same Communications Hub Function as the relevant Gas Proxy Function may request this Restore GPF Device Log Service Request. |
| 8.13 | 8.13 | Return Local Command Response | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--|--------------------------------|----------------------|---------------------|-------|
| 8.14 | 8.14.1 | Communications Hub Status Update-CHF Install Success SM WAN | Import Supplier, Gas Supplier, | 30 seconds | ✓ | |
| 8.14 | 8.14.2 | Communications Hub Status Update-CHF Install Success No SM WAN | Import Supplier, Gas Supplier | 30 seconds | ✓ | |
| 8.14 | 8.14.3 | Communications Hub Status Update. – Fault Return | Import Supplier, Gas Supplier | 30 seconds | ✓ | |
| 8.14 | 8.14.4 | Communications Hub Status Update – No Fault Return | Import Supplier, Gas Supplier | 30 seconds | ✓ | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|--|-------------------------------|----------------------|---------------------|--|
| 9.1 | 9.1 | Request Customer Identification Number | Other User | 30 seconds | | |
| 11.1 | 11.1 | Update Firmware | Import Supplier, Gas Supplier | 24 Hours | ✓ | The DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within 5 days of receipt of the Service Request. |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-----------------------|---|----------------------|---------------------|-------|
| 11.2 | 11.2 | Read Firmware Version | Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent, Other User | 30 seconds | | |
| 11.3 | 11.3 | Activate Firmware | Import Supplier, Gas Supplier | 30 seconds | | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|-------------------|---------------------------|-------------------------|--|----------------------|---------------------|-------|
| 12.1 | 12.1 | Request WAN Matrix | Import Supplier, Gas Supplier, Registered Supplier Agent, Export Supplier, Electricity Distributor, Gas Transporter, Other User | 30 seconds | ✓ | |
| 12.2 | 12.2 | Device Pre-notification | Import Supplier, Gas Supplier, Registered Supplier Agent, Electricity Distributor, Gas Transporter , Export Supplier, Other User | 30 seconds | ✓ | |

| Service Reference | Service Reference Variant | Description | Eligible Users | Target Response Time | Non-Device Services | Notes |
|--------------------------|----------------------------------|---------------------------|-----------------------|-----------------------------|----------------------------|--------------|
| 14.1 | 14.1 | Record Network Data (GAS) | Gas Transporter | 30 seconds | | |

- 1 For the purposes of Section H3.11 (Categories of Service), Scheduled Services, On-Demand Services and Future-Dated Services are identified in the DCC User Gateway Interface Specification.
- 2 For Future-Dated Services, the Target Response Time shall be 30 seconds for an Update Security Credentials (COS) Service Request and shall be 24 hours for any other Service Request.
- 3 Subject to paragraph 2 above, the Target Response Time for Service Responses shall be as set out in the table above, in the column headed “Target Response Time”.
- 4 In the table above, where a “✓” appears in the column headed “Non-Device Service Request”, this indicates that the Service Request described is a Non-Device Service Request.
- 5 The column of the table above headed “Notes”:
 - (a) sets out further restrictions on which Users are eligible to receive the Services (and the definition of Eligible User and Eligible User Role will be interpreted accordingly); and

(b) sets out further restrictions that may apply, depending on the Device Type, that may be the target of a Service Request of that type from particular Users.

6 For the avoidance of doubt, none of the Services described in this Appendix attract an Explicit Charge.

7 The Monthly Service Metrics and Monthly Service Thresholds (referred to in Section H3.24 for reporting) are as set out in the table below:

| Monthly Service Metric applies to Users acting in the following User Roles** | Monthly Service Metric applies to Service Requests for the following Services | Monthly Service Metric | Monthly Service Threshold |
|--|---|--|-------------------------------|
| Import Supplier Gas Supplier | 3.1 Display Message | The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMS _m . | 24 |
| Import Supplier Gas Supplier Export Supplier | 4.8 Read Profile Data | The number of Service Requests in month m; divided by the number of Smart Metering Systems for which that User is a Responsible Supplier on the 15th day of month m. | The number of days in month m |

| | | | |
|--|---------------------------|---|--|
| Import Supplier Gas Supplier | 11.1 Send Firmware | The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMS _m . | 6 |
| Electricity Distributor Gas Transporter | 4.8 Read Profile Data | The number of Service Requests in month m; divided by the number of Smart Metering Systems for which the User is the Electricity Distributor or Gas Transporter on the 15th day of month m. | $10^{-3} \times 48 \times$ the number of days in month m |
| Electricity Distributor Gas Transporter | 4.8 Read Profile Data | The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMS _m . | 4 |
| Electricity Distributor | 4.10 Read Network Data | The number of Service Requests in month m; divided the number of Smart Metering System for which the User is the Electricity Distributor or Gas Transporter on the 15th day of month m. | $10^{-3} \times$ the number of days in month m |
| Electricity Distributor | 4.10 Read Network Data | The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMS _m . | 4 |

- In the above table, "User ASMS_m" is determined in relation to each User and each month m as the mean of the numbers of Smart Metering Systems for which that User is a Responsible Supplier, Electricity Distributor or Gas Transporter (as applicable) on the 15th day of month m and on the 15th day of each of the previous 11 months.
- For each User, the "First Service Month" shall be the month following the month in which that User first sends a Service Request (of any type). No Monthly Service Metric shall be determined for a User in relation to any month prior to that User's First Service Month.
- Where a Monthly Service Metric is to be determined for a User which includes a requirement to determine the number of Service Requests of a particular type sent over a time period which includes any time prior to that User's First Service Month then:
 - the Monthly Service Metric for that User shall be the value determined in accordance with the table above, multiplied by twelve and divided by the number of months in that time period from (and including) the First Service Month; and
 - for the purposes of determining User ASMS_m any months prior to the First Service Month shall be disregarded.