Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
May 2019

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Redacted Version
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1 Introduction

This report is produced in accordance with Section H3.24 of the Smart Energy Code (SEC). It presents the aggregate number of Service Requests received from all Users during the Measurement Period (the applicable calendar month), in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule (SEC Appendix E), and compares the actual numbers against the numbers most recently forecast for the applicable month.

Where the number of Service Requests received from a User during that month is less than or equal to 90% or greater than or equal to 110% of the User's most recent forecast (for the applicable month), the report details the identity of the User and the actual number of Service Requests received from the User.

Where the measured value of a Monthly Service Metric for a User during that month is greater than or equal to 110% of the Monthly Service Metric Threshold, the report details the identity of the User and the values of the Monthly Service Metrics. **We are currently validating new data supporting this area of the report.**

Where a forecast was received from a User (or Party) for the applicable month but no actual Service Requests were received during the month from the User (or Party), the actual Service Requests received as a percentage of forecast shall be reported as 0% of forecast.

Where no forecast was received from a User for the applicable month but the DCC received at least one actual Service Request from the User this shall be reported as infinite under forecast and shown as "N/A – No Forecast Submitted".

2 Service Request Forecast Variance

2.1 Service Request Aggregate Forecast Variance

SR Reference Variant	Actual Quantity	Forecast Quantity	Variance Quantity	% of Forecast
All	43,069,155	68,180,649	-25,497,898	63%

Table 1 – Service Request Aggregate Forecast Variance

2.2 Service Request Aggregate Forecast Variance – by SR Reference Variant

SR Reference Variant	Service Request Name	Actual Quantity	Forecast Quantity	Variance Quantity	% of Forecast
1.1.1	Update Import Tariff (Primary Element)	594,279	897,484	-320,365	66%
1.1.2	Update Import Tariff (Secondary Element)	0	52,008	-52,008	0%
1.2.1	Update Price (Primary Element)	197,372	351,605	-155,164	56%
1.2.2	Update Price (Secondary Element)	0	46,047	-46,047	0%
1.5	Update Meter Balance	46,590	298,620	-252,808	16%
1.6	Update Payment Mode	177,195	276,290	-112,158	64%
1.7	Reset Tariff Block Counter Matrix	1,908	14,599	-12,693	13%
2.1	Update Prepay Configuration	270	102,121	-101,851	0%
2.2	Top Up Device	461	493,454	-492,993	0%
2.3	Update Debt	187	52,330	-52,143	0%
2.5	Activate Emergency Credit	10	17,765	-17,755	0%
3.1	Display Message	84,916	1,486,175	-1,408,308	6%
3.2	Restrict Access For Change Of Tenancy	42,582	117,955	-75,515	36%
3.3	Clear Event Log	21,670	57,178	-35,520	38%
3.4	Update Supplier Name	204,270	437,908	-240,924	47%
3.5	Disable Privacy PIN	57,762	125,453	-67,742	46%
4.1.1	Read Instantaneous Import Registers	190,641	970,422	-779,841	20%
4.1.2	Read Instantaneous Import TOU Matrices	217,988	998,501	-782,731	22%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	0	135	-135	0%
4.1.4	Read Instantaneous Import Block Counters	0	112	-112	0%
4.2	Read Instantaneous Export Registers	1	145,400	-145,400	0%
4.3	Read Instantaneous Prepay Values	929	521,415	-520,486	0%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	210,933	1,164,517	-962,613	18%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	41	12,141	-12,100	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	0	28,958	-28,958	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	21	32,115	-32,094	0%

4.6.1	Retrieve Import Daily Read Log	15,688,149	16,817,285	-1,158,021	93%
4.6.2	Retrieve Export Daily Read Log	34	5,359	-5,328	1%
4.8.1	Read Active Import Profile Data	9,611,056	12,449,258	-2,867,198	77%
4.8.2	Read Reactive Import Profile Data	0	62,861	-62,861	0%
4.8.3	Read Export Profile Data	31	204,233	-204,202	0%
4.10	Read Network Data	3,465	342,303	-338,838	1%
4.11.1	Read Tariff (Primary Element)	196,902	164,254	32,642	120%
4.11.2	Read Tariff (Secondary Element)	0	106,280	-106,280	0%
4.12.1	Read Maximum Demand Import Registers	664	210,204	-209,540	0%
4.12.2	Read Maximum Demand Export Registers	0	210,204	-210,204	0%
4.13	Read Prepayment Configuration	81	120,637	-120,556	0%
4.14	Read Prepayment Daily Read Log	2,896	1,723,569	-1,720,673	0%
4.15	Read Load Limit Data	35,814	415,217	-379,403	9%
4.16	Read Active Power Import	0	160,453	-160,453	0%
4.17	Retrieve Daily Consumption Log	4,065	101,296	-100,808	4%
4.18	Read Meter Balance	12	209,043	-209,031	0%
5.1	Create Schedule	263,358	1,390,411	-1,138,679	19%
5.2	Read Schedule	763	212,395	-211,645	0%
5.3	Delete Schedule	177,816	701,390	-523,674	25%
6.2.1	Read Device Configuration (Voltage)	35,313	510,787	-475,474	7%
6.2.2	Read Device Configuration (Randomisation)	48,227	540,853	-492,629	9%
6.2.3	Read Device Configuration (Billing Calendar)	43	117,972	-117,929	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	36,311	514,422	-480,353	7%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	1,754	113,627	-111,873	2%
6.2.7	Read Device Configuration (MPxN)	36,212	573,298	-537,086	6%
6.2.8	Read Device Configuration (Gas)	75,936	144,663	-68,727	52%
6.2.9	Read Device Configuration (Payment Mode)	7,024	183,415	-177,534	4%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	10,936	-10,936	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	167,102	162,308	-3,632	103%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	788	66,718	-65,930	1%
6.5	Update Device Configuration (Voltage)	103,555	520,915	-417,360	20%
6.6	Update Device Configuration (Gas Conversion)	758,097	779,018	-26,915	97%
6.7	Update Device Configuration (Gas Flow)	485	328,059	-328,015	0%
6.8	Update Device Configuration (Billing Calendar)	728,565	852,992	-142,037	85%
6.11	Synchronise Clock	142,001	226,745	-85,222	63%
6.12	Update Device Configuration (Instantaneous Power Threshold)	94,880	300,277	-209,634	32%
6.13	Read Event Or Security Log	1,031,922	1,257,663	-225,762	82%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	5,480	8,448	-2,968	65%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	109,247	185,119	-75,872	59%
6.15.1	Update Security Credentials (KRP)	553,566	1,010,382	-456,836	55%

6.15.2	Update Security Credentials (Device)	1,349,569	949,799	369,471	142%
6.17	Issue Security Credentials	1,366,306	968,986	368,031	141%
6.18.1	Set Maximum Demand Configurable Time Period	39,589	405,065	-365,476	10%
6.18.2	Reset Maximum Demand Registers	36,493	503,011	-466,518	7%
6.20.1	Set Device Configuration (Import MPxN)	301,633	380,267	-91,276	79%
6.20.2	Set Device Configuration (Export MPAN)	0	37,417	-37,417	0%
6.21	Request Handover Of DCC Controlled Device	372,336	725,245	-368,634	51%
6.22	Configure Alert Behaviour	238,582	730,099	-498,726	33%
6.23	Update Security Credentials (CoS)	25,885	87,975	-66,916	29%
6.24.1	Retrieve Device Security Credentials (KRP)	276,467	832,925	-566,122	33%
6.24.2	Retrieve Device Security Credentials (Device)	7,864	111,431	-103,597	7%
6.25	Set Electricity Supply Tamper State	147,428	113,929	31,577	129%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	0	7	-7	0%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	0	0	100%
6.28	Set CHF Sub GHz Configuration	0	0	0	100%
6.29	Request CHF Sub GHz Channel Scan	1	0	1	N/A - Zero Forecast
6.30	Read CHF Sub GHz Configuration	0	0	0	100%
6.31	Read CHF Sub GHz Channel	0	0	0	100%
6.32	Read CHF Sub GHz Channel Log	0	0	0	100%
7.1	Enable Supply	10	962	-952	1%
7.2	Disable Supply	0	471	-471	0%
7.3	Arm Supply	6	1,249	-1,243	0%
7.4	Read Supply Status	109,820	893,761	-784,022	12%
7.5	Activate Auxiliary Load Control	0	108	-108	0%
7.6	Deactivate Auxiliary Load Control	0	308	-308	0%
7.7	Read Auxiliary Load Control Switch Data	20,828	17,432	3,396	119%
7.8	Reset Auxiliary Load	0	108	-108	0%
7.9	Add Auxiliary Load From Boost Button	0	10	-10	0%
7.10	Remove Auxiliary Load From Boost Button	0	8	-8	0%
7.11	Read Boost Button Details	0	13	-13	0%
7.12	Set Randomised Offset Limit	44,848	23,551	21,295	190%
8.1.1	Commission Device	557,708	412,960	131,218	135%
8.2	Read Inventory	1,253,027	1,656,833	-423,837	76%
8.3	Decommission Device	21,797	89,212	-67,629	24%
8.4	Update Inventory	2,435	155,590	-153,156	2%
8.5	Service Opt Out	0	2	-2	0%
8.6	Service Opt In	0	42	-42	0%
8.7.1	Join Service (Critical)	527,377	607,588	-81,261	87%
8.7.2	Join Service (Non-Critical)	606,629	1,124,422	-529,478	54%
8.8.1	Unjoin Service (Critical)	6,116	99,674	-93,568	6%

8.8.2	Unjoin Service (Non-Critical)	29,132	142,366	-113,430	20%
8.9	Read Device Log	152,821	392,928	-243,943	39%
8.11	Update HAN Device Log	501,610	766,026	-276,803	65%
8.12.1	Restore HAN Device Log	181	49,163	-48,991	0%
8.12.2	Restore GPF Device Log	19	61,476	-61,458	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	149,221	284,748	-139,030	52%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,721	22,162	-20,454	8%
8.14.3	Communications Hub Status Update - Fault Return	89	17,101	-17,012	1%
8.14.4	Communications Hub Status Update - No Fault Return	903	55,470	-54,572	2%
9.1	Request Customer Identification Number	1	0	0	N/A - Zero Forecast
11.1	Update Firmware	729	335,877	-335,220	0%
11.2	Read Firmware Version	15,267	306,757	-292,402	5%
11.3	Activate Firmware	60,223	523,531	-463,378	12%
12.1	Request WAN Matrix	2,078,396	655,647	1,420,742	317%
12.2	Device Pre-notification	794,448	920,485	-159,616	86%
14.1	Record Network Data (GAS)	0	475	-475	0%
Total		**43,069,155**	**68,180,649**	**-25,497,898**	**63%**

Table 2 – Service Request Aggregate Forecast Variance

3 Forecast and Submission Summary

[Information redacted]

4 Service Request Forecast Variance Exceptions

[Information redacted]

5 Monthly Service Metric Exceptions

[Information redacted]

6 Glossary

Term	Description
% of Forecast	Actual volumes of Service Requests received presented as a % of the Forecast
Party Name	The name held by SECAS associated with the Party Signifier of the relevant User
Party Signifier	Party Signifier of the relevant User
Service Request Name	Description of the Service Request in accordance with the DCC USER INTERFACE SERVICES SCHEDULE (SEC, Appendix E)
SR Reference Variant	The number designated to the SR Reference Variant in the DCC USER INTERFACE SERVICES SCHEDULE (SEC, Appendix E)
Monthly Service Metric	Service Metrics set out in the DCC USER INTERFACE SERVICES SCHEDULE (SEC, Appendix E)
User Role Code	A code allocated to the User Role for the relevant User
Variance Quantity	Variance calculated as Actual minus Forecast presented as a signed integer