

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:

June 2019



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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".

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2 Service Request Forecast Variance

2.1 Service Request Aggregate Forecast Variance

SR Reference Variant	Actual Quantity	Forecast Quantity	Variance Quantity	% of Forecast
All	48,861,609	85,638,188	-38,139,523	57%

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)	655,040	1,101,754	-467,320	59%
1.1.2	Update Import Tariff (Secondary Element)	0	82,808	-82,808	0%
1.2.1	Update Price (Primary Element)	164,857	524,773	-361,351	31%
1.2.2	Update Price (Secondary Element)	0	76,713	-76,713	0%
1.5	Update Meter Balance	52,252	395,548	-345,572	13%
1.6	Update Payment Mode	184,671	387,753	-216,473	48%
1.7	Reset Tariff Block Counter Matrix	5,495	15,750	-10,255	35%
2.1	Update Prepay Configuration	544	131,497	-130,969	0%
2.2	Top Up Device	653	657,223	-656,570	0%
2.3	Update Debt	305	58,146	-57,841	1%
2.5	Activate Emergency Credit	12	22,687	-22,675	0%
3.1	Display Message	93,462	2,107,233	-2,020,711	4%
3.2	Restrict Access For Change Of Tenancy	44,418	123,635	-79,300	36%
3.3	Clear Event Log	21,364	58,703	-37,347	36%
3.4	Update Supplier Name	205,829	582,563	-384,986	35%
3.5	Disable Privacy PIN	64,802	173,323	-108,583	37%
4.1.1	Read Instantaneous Import Registers	144,698	1,108,637	-964,004	13%
4.1.2	Read Instantaneous Import TOU Matrices	166,905	1,083,627	-919,831	15%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	3	268	-265	1%
4.1.4	Read Instantaneous Import Block Counters	3	221	-218	1%
4.2	Read Instantaneous Export Registers	0	158,467	-158,467	0%
4.3	Read Instantaneous Prepay Values	767	650,142	-649,375	0%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	224,206	1,600,989	-1,387,145	14%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	222	15,918	-15,696	1%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	0	1,435	-1,435	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	37	3,430	-3,393	1%

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4.6.1	Retrieve Import Daily Read Log	19,773,041	22,573,625	-3,325,278	88%
4.6.2	Retrieve Export Daily Read Log	31	9,030	-8,999	0%
4.8.1	Read Active Import Profile Data	11,743,810	16,394,224	-5,090,846	72%
4.8.2	Read Reactive Import Profile Data	147	93,817	-93,817	0%
4.8.3	Read Export Profile Data	177	234,217	-234,187	0%
4.10	Read Network Data	3,589	334,829	-331,240	1%
4.11.1	Read Tariff (Primary Element)	157,117	184,099	-27,071	85%
4.11.2	Read Tariff (Secondary Element)	4	1,005	-1,001	0%
4.12.1	Read Maximum Demand Import Registers	2,529	300,886	-298,357	1%
4.12.2	Read Maximum Demand Export Registers	0	300,886	-300,886	0%
4.13	Read Prepayment Configuration	122	36,218	-36,096	0%
4.14	Read Prepayment Daily Read Log	3,786	2,331,104	-2,327,319	0%
4.15	Read Load Limit Data	47,623	492,896	-445,273	10%
4.16	Read Active Power Import	0	228,785	-228,785	0%
4.17	Retrieve Daily Consumption Log	4,056	149,690	-149,257	3%
4.18	Read Meter Balance	2	321,188	-321,186	0%
5.1	Create Schedule	250,181	2,146,460	-1,908,640	12%
5.2	Read Schedule	996	331,071	-330,341	0%
5.3	Delete Schedule	113,773	1,074,864	-961,628	11%
6.2.1	Read Device Configuration (Voltage)	46,981	422,368	-375,387	11%
6.2.2	Read Device Configuration (Randomisation)	59,869	450,570	-390,703	13%
6.2.3	Read Device Configuration (Billing Calendar)	45	17,537	-17,492	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	46,991	426,621	-381,076	11%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	2,173	7,401	-5,228	29%
6.2.7	Read Device Configuration (MPxN)	47,839	491,680	-443,841	10%
6.2.8	Read Device Configuration (Gas)	57,217	119,772	-62,555	48%
6.2.9	Read Device Configuration (Payment Mode)	10,206	87,364	-79,165	12%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	18,486	-18,486	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	157,359	220,030	-71,943	72%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	1,006	97,716	-96,710	1%
6.5	Update Device Configuration (Voltage)	129,057	576,793	-447,736	22%
6.6	Update Device Configuration (Gas Conversion)	578,425	1,057,076	-485,548	55%
6.7	Update Device Configuration (Gas Flow)	1,158	448,209	-448,195	0%
6.8	Update Device Configuration (Billing Calendar)	725,923	1,096,696	-388,304	66%
6.11	Synchronise Clock	331,671	313,170	16,838	106%
6.12	Update Device Configuration (Instantaneous Power Threshold)	89,666	403,569	-318,559	22%
6.13	Read Event Or Security Log	932,392	1,295,537	-363,205	72%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	6,886	8,998	-2,112	77%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	105,898	110,002	-4,104	96%
6.15.1	Update Security Credentials (KRP)	594,249	1,238,938	-644,695	48%

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6.15.2	Update Security Credentials (Device)	1,413,621	1,124,999	258,383	126%
6.17	Issue Security Credentials	1,462,990	1,044,864	389,306	140%
6.18.1	Set Maximum Demand Configurable Time Period	51,807	428,884	-377,077	12%
6.18.2	Reset Maximum Demand Registers	48,834	621,605	-572,771	8%
6.20.1	Set Device Configuration (Import MPxN)	294,259	457,610	-176,619	64%
6.20.2	Set Device Configuration (Export MPAN)	0	53,708	-53,708	0%
6.21	Request Handover Of DCC Controlled Device	364,983	693,832	-346,643	53%
6.22	Configure Alert Behaviour	255,433	860,781	-613,243	30%
6.23	Update Security Credentials (CoS)	27,672	96,159	-71,496	29%
6.24.1	Retrieve Device Security Credentials (KRP)	318,982	895,105	-586,243	36%
6.24.2	Retrieve Device Security Credentials (Device)	17,659	73,627	-55,990	24%
6.25	Set Electricity Supply Tamper State	137,272	156,680	-23,167	88%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	0	34	-34	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	0	0	0	100%
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	2	1,026	-1,024	0%
7.2	Disable Supply	0	606	-606	0%
7.3	Arm Supply	0	1,487	-1,487	0%
7.4	Read Supply Status	176,695	1,002,632	-825,969	18%
7.5	Activate Auxiliary Load Control	0	340	-340	0%
7.6	Deactivate Auxiliary Load Control	0	340	-340	0%
7.7	Read Auxiliary Load Control Switch Data	18,314	19,609	-1,295	93%
7.8	Reset Auxiliary Load	0	140	-140	0%
7.9	Add Auxiliary Load From Boost Button	0	42	-42	0%
7.10	Remove Auxiliary Load From Boost Button	0	40	-40	0%
7.11	Read Boost Button Details	0	45	-45	0%
7.12	Set Randomised Offset Limit	49,843	37,508	12,335	133%
8.1.1	Commission Device	556,310	481,004	60,042	116%
8.2	Read Inventory	1,371,643	1,864,385	-514,312	74%
8.3	Decommission Device	22,712	107,118	-84,591	21%
8.4	Update Inventory	4,310	207,682	-203,377	2%
8.5	Service Opt Out	0	2	-2	0%
8.6	Service Opt In	0	102	-102	0%
8.7.1	Join Service (Critical)	544,051	736,154	-195,426	74%
8.7.2	Join Service (Non-Critical)	643,169	1,463,448	-830,911	44%
8.8.1	Unjoin Service (Critical)	6,712	97,929	-91,230	7%

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8.8.2	Unjoin Service (Non-Critical)	27,766	144,648	-116,991	19%
8.9	Read Device Log	64,768	496,575	-435,910	13%
8.11	Update HAN Device Log	493,616	946,477	-465,968	52%
8.12.1	Restore HAN Device Log	226	34,773	-34,554	1%
8.12.2	Restore GPF Device Log	28	35,568	-35,540	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	145,507	348,406	-207,019	42%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,274	23,900	-22,662	5%
8.14.3	Communications Hub Status Update - Fault Return	103	17,347	-17,244	1%
8.14.4	Communications Hub Status Update - No Fault Return	742	52,662	-51,928	1%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	1,134	463,114	-462,028	0%
11.2	Read Firmware Version	14,978	448,310	-434,492	3%
11.3	Activate Firmware	103,049	747,005	-646,140	14%
12.1	Request WAN Matrix	1,526,791	845,134	678,418	181%
12.2	Device Pre-notification	637,814	933,417	-370,890	68%
14.1	Record Network Data (GAS)	0	655	-655	0%
Total		48,861,609	85,638,188	-38,139,523	57%

Table 2 – Service Request Aggregate Forecast Variance

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3 Forecast and Submission Summary

[Information redacted]

4 Service Request Forecast Variance Exceptions

[Information redacted]

5 Monthly Service Metric Exceptions

[Information redacted]

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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