Data Communications Company

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:

July 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	61,134,437	117,465,408	-58,674,585	52%

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)	1,104,948	1,861,625	-791,143	59%
1.1.2	Update Import Tariff (Secondary Element)	0	129,600	-129,600	0%
1.2.1	Update Price (Primary Element)	181,031	788,858	-609,801	23%
1.2.2	Update Price (Secondary Element)	0	129,521	-129,521	0%
1.5	Update Meter Balance	72,250	599,719	-533,923	12%
1.6	Update Payment Mode	237,060	719,496	-502,561	33%
1.7	Reset Tariff Block Counter Matrix	7,468	16,733	-10,077	45%
2.1	Update Prepay Configuration	941	265,728	-264,883	0%
2.2	Top Up Device	1,224	862,443	-861,232	0%
2.3	Update Debt	288	84,614	-84,326	0%
2.5	Activate Emergency Credit	84	27,879	-27,795	0%
3.1	Display Message	121,018	3,016,005	-2,907,047	4%
3.2	Restrict Access For Change Of Tenancy	48,574	175,791	-127,328	28%
3.3	Clear Event Log	26,042	76,845	-50,803	34%
3.4	Update Supplier Name	253,968	778,995	-538,807	33%
3.5	Disable Privacy PIN	78,195	215,616	-137,924	36%
4.1.1	Read Instantaneous Import Registers	180,142	1,816,559	-1,636,493	10%
4.1.2	Read Instantaneous Import TOU Matrices	202,168	1,823,226	-1,624,599	11%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	1	455	-454	0%
4.1.4	Read Instantaneous Import Block Counters	0	371	-371	0%
4.2	Read Instantaneous Export Registers	5	177,431	-177,426	0%
4.3	Read Instantaneous Prepay Values	803	903,911	-903,108	0%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	276,025	2,125,504	-1,866,237	13%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	243	24,436	-24,193	1%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	1	82,478	-82,477	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	48	85,907	-85,859	0%

4.6.1	Retrieve Import Daily Read Log	25,764,212	29,004,296	-4,041,229	89%
4.6.2	Retrieve Export Daily Read Log	34	15,109	-15,075	0%
4.8.1	Read Active Import Profile Data	14,793,101	20,428,812	-6,302,498	72%
4.8.2	Read Reactive Import Profile Data	186	145,642	-145,642	0%
4.8.3	Read Export Profile Data	217	297,177	-297,146	0%
4.10	Read Network Data	2,441	676,113	-673,672	0%
4.11.1	Read Tariff (Primary Element)	315,694	378,966	-63,357	83%
4.11.2	Read Tariff (Secondary Element)	4	241,598	-241,594	0%
4.12.1	Read Maximum Demand Import Registers	3,532	380,709	-377,177	1%
4.12.2	Read Maximum Demand Export Registers	0	380,709	-380,709	0%
4.13	Read Prepayment Configuration	190	310,672	-310,482	0%
4.14	Read Prepayment Daily Read Log	5,615	3,089,306	-3,083,691	0%
4.15	Read Load Limit Data	17,988	603,376	-585,388	3%
4.16	Read Active Power Import	6	272,098	-272,092	0%
4.17	Retrieve Daily Consumption Log	4,190	206,573	-206,148	2%
4.18	Read Meter Balance	5	482,399	-482,394	0%
5.1	Create Schedule	324,345	3,175,360	-2,871,681	10%
5.2	Read Schedule	1,502	495,483	-494,732	0%
5.3	Delete Schedule	149,007	1,527,933	-1,380,595	10%
6.2.1	Read Device Configuration (Voltage)	17,670	755,818	-738,148	2%
6.2.2	Read Device Configuration (Randomisation)	33,317	793,736	-760,419	4%
6.2.3	Read Device Configuration (Billing Calendar)	23	267,164	-267,141	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	19,948	760,151	-743,271	3%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	3,415	252,971	-249,556	1%
6.2.7	Read Device Configuration (MPxN)	19,755	838,192	-818,437	2%
6.2.8	Read Device Configuration (Gas)	120,455	331,434	-210,979	36%
6.2.9	Read Device Configuration (Payment Mode)	16,916	347,196	-334,871	5%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	19,530	-19,530	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	198,149	243,027	-59,592	82%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	523	90,934	-90,411	1%
6.5	Update Device Configuration (Voltage)	106,848	681,866	-575,018	16%
6.6	Update Device Configuration (Gas Conversion)	649,367	1,369,208	-731,047	47%
6.7	Update Device Configuration (Gas Flow)	2,140	596,889	-596,881	0%
6.8	Update Device Configuration (Billing Calendar)	929,754	1,698,878	-799,326	55%
6.11	Synchronise Clock	161,384	431,127	-274,288	37%
6.12	Update Device Configuration (Instantaneous Power Threshold)	113,499	568,097	-462,525	20%
6.13	Read Event Or Security Log	1,016,898	1,769,034	-752,204	57%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	5,462	10,837	-5,375	50%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	137,128	458,411	-321,283	30%
6.15.1	Update Security Credentials (KRP)	611,333	1,594,944	-983,656	38%

6.15.2	Update Security Credentials (Device)	1,764,244	1,602,053	112,806	110%
6.17	Issue Security Credentials	1,801,569	1,640,474	112,649	110%
6.18.1	Set Maximum Demand Configurable Time Period	23,213	520,136	-496,923	4%
6.18.2	Reset Maximum Demand Registers	20,244	774,553	-754,309	3%
6.20.1	Set Device Configuration (Import MPxN)	362,692	688,123	-346,751	53%
6.20.2	Set Device Configuration (Export MPAN)	0	51,109	-51,109	0%
6.21	Request Handover Of DCC Controlled Device	473,543	1,272,968	-828,574	37%
6.22	Configure Alert Behaviour	269,077	1,102,097	-846,322	24%
6.23	Update Security Credentials (CoS)	32,798	110,669	-85,059	30%
6.24.1	Retrieve Device Security Credentials (KRP)	304,391	1,374,068	-1,085,040	22%
6.24.2	Retrieve Device Security Credentials (Device)	25,976	330,539	-306,777	8%
6.25	Set Electricity Supply Tamper State	168,356	214,581	-53,528	78%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	0	592	-592	0%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	330	-330	0%
6.28	Set CHF Sub GHz Configuration	0	330	-330	0%
6.29	Request CHF Sub GHz Channel Scan	0	330	-330	0%
6.30	Read CHF Sub GHz Configuration	0	330	-330	0%
6.31	Read CHF Sub GHz Channel	0	330	-330	0%
6.32	Read CHF Sub GHz Channel Log	0	330	-330	0%
7.1	Enable Supply	10	1,149	-1,139	1%
7.2	Disable Supply	0	721	-721	0%
7.3	Arm Supply	2	1,764	-1,762	0%
7.4	Read Supply Status	95,440	1,549,342	-1,453,902	6%
7.5	Activate Auxiliary Load Control	0	217	-217	0%
7.6	Deactivate Auxiliary Load Control	0	217	-217	0%
7.7	Read Auxiliary Load Control Switch Data	14,807	23,561	-8,754	63%
7.8	Reset Auxiliary Load	0	217	-217	0%
7.9	Add Auxiliary Load From Boost Button	1	119	-118	1%
7.10	Remove Auxiliary Load From Boost Button	0	117	-117	0%
7.11	Read Boost Button Details	0	122	-122	0%
7.12	Set Randomised Offset Limit	55,066	36,096	18,970	153%
8.1.1	Commission Device	701,308	665,416	11,299	105%
8.2	Read Inventory	1,239,101	2,675,299	-1,471,347	46%
8.3	Decommission Device	28,255	186,211	-158,186	15%
8.4	Update Inventory	3,869	251,782	-247,916	2%
8.5	Service Opt Out	0	4	-4	0%
8.6	Service Opt In	0	4	-4	0%
8.7.1	Join Service (Critical)	669,858	950,527	-302,998	70%
8.7.2	Join Service (Non-Critical)	805,777	1,996,838	-1,214,071	40%
8.8.1	Unjoin Service (Critical)	9,354	153,973	-144,820	6%

8.8.2	Unjoin Service (Non-Critical)	34,076	237,516	-203,763	14%
8.9	Read Device Log	207,111	800,213	-601,236	26%
8.11	Update HAN Device Log	597,991	1,282,510	-708,020	47%
8.12.1	Restore HAN Device Log	322	64,970	-64,655	0%
8.12.2	Restore GPF Device Log	41	120,153	-120,114	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	177,999	456,348	-284,826	39%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,014	44,760	-43,799	2%
8.14.3	Communications Hub Status Update - Fault Return	114	28,597	-28,483	0%
8.14.4	Communications Hub Status Update - No Fault Return	780	69,326	-68,551	1%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	179,840	335,307	-155,657	54%
11.2	Read Firmware Version	28,862	520,985	-494,115	6%
11.3	Activate Firmware	197,239	526,412	-331,036	37%
12.1	Request WAN Matrix	1,678,178	910,906	759,535	184%
12.2	Device Pre-notification	823,139	1,107,351	-593,850	74%
14.1	Record Network Data (GAS)	0	895	-895	0%
Total		**61,134,437**	**117,465,408**	**-58,674,585**	**52%**

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