

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
August 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	71,845,888	119,786,892	-51,098,420	60%

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)	1,087,865	2,320,665	-1,277,084	47%
1.1.2	Update Import Tariff (Secondary Element)	0	390,299	-390,299	0%
1.2.1	Update Price (Primary Element)	339,900	995,187	-666,537	34%
1.2.2	Update Price (Secondary Element)	0	265,237	-265,237	0%
1.5	Update Meter Balance	81,578	727,945	-653,735	11%
1.6	Update Payment Mode	240,174	717,670	-507,596	33%
1.7	Reset Tariff Block Counter Matrix	8,754	8,971	-1,039	98%
2.1	Update Prepay Configuration	4,642	251,241	-246,643	2%
2.2	Top Up Device	9,285	685,493	-676,225	1%
2.3	Update Debt	602	93,831	-93,249	1%
2.5	Activate Emergency Credit	184	35,544	-35,360	1%
3.1	Display Message	130,503	3,265,729	-3,150,937	4%
3.2	Restrict Access For Change Of Tenancy	54,946	174,528	-120,474	31%
3.3	Clear Event Log	29,381	89,693	-60,326	33%
3.4	Update Supplier Name	254,261	777,270	-541,263	33%
3.5	Disable Privacy PIN	82,150	202,092	-120,618	41%
4.1.1	Read Instantaneous Import Registers	185,581	1,945,002	-1,759,499	10%
4.1.2	Read Instantaneous Import TOU Matrices	215,144	1,925,091	-1,712,797	11%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	4	662	-658	1%
4.1.4	Read Instantaneous Import Block Counters	0	495	-495	0%
4.2	Read Instantaneous Export Registers	2	154,694	-154,692	0%
4.3	Read Instantaneous Prepay Values	2,007	840,956	-838,957	0%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	281,182	2,257,147	-1,997,907	12%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	374	21,809	-21,437	2%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	6	113,688	-113,683	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	250	111,898	-111,648	0%

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4.6.1	Retrieve Import Daily Read Log	31,328,671	31,060,713	-921,976	101%
4.6.2	Retrieve Export Daily Read Log	306	20,105	-20,073	2%
4.8.1	Read Active Import Profile Data	17,007,038	21,359,431	-5,320,892	80%
4.8.2	Read Reactive Import Profile Data	321	192,530	-192,209	0%
4.8.3	Read Export Profile Data	487	340,298	-340,081	0%
4.10	Read Network Data	2,822	613,660	-610,838	0%
4.11.1	Read Tariff (Primary Element)	284,159	405,758	-121,600	70%
4.11.2	Read Tariff (Secondary Element)	1	238,237	-238,236	0%
4.12.1	Read Maximum Demand Import Registers	3,680	319,998	-316,318	1%
4.12.2	Read Maximum Demand Export Registers	0	319,998	-319,998	0%
4.13	Read Prepayment Configuration	654	306,426	-305,772	0%
4.14	Read Prepayment Daily Read Log	7,807	2,742,326	-2,734,522	0%
4.15	Read Load Limit Data	17,552	342,037	-324,485	5%
4.16	Read Active Power Import	0	174,104	-174,104	0%
4.17	Retrieve Daily Consumption Log	3,500	260,499	-259,657	1%
4.18	Read Meter Balance	43	586,231	-586,227	0%
5.1	Create Schedule	352,631	2,286,157	-1,958,730	15%
5.2	Read Schedule	2,003	633,277	-632,329	0%
5.3	Delete Schedule	184,360	1,787,526	-1,604,831	10%
6.2.1	Read Device Configuration (Voltage)	17,393	594,238	-576,845	3%
6.2.2	Read Device Configuration (Randomisation)	35,131	618,943	-583,812	6%
6.2.3	Read Device Configuration (Billing Calendar)	51	253,022	-252,975	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	19,266	595,897	-578,733	3%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	4,140	250,384	-246,244	2%
6.2.7	Read Device Configuration (MPxN)	19,898	633,107	-613,216	3%
6.2.8	Read Device Configuration (Gas)	111,789	337,321	-225,532	33%
6.2.9	Read Device Configuration (Payment Mode)	20,872	356,149	-339,838	6%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	19,377	-19,377	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	187,293	279,672	-109,065	67%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	1,500	87,615	-86,115	2%
6.5	Update Device Configuration (Voltage)	103,039	491,285	-388,246	21%
6.6	Update Device Configuration (Gas Conversion)	854,307	1,476,398	-637,498	58%
6.7	Update Device Configuration (Gas Flow)	2,550	682,786	-682,782	0%
6.8	Update Device Configuration (Billing Calendar)	900,993	2,228,365	-1,366,670	40%
6.11	Synchronise Clock	336,373	802,240	-469,763	42%
6.12	Update Device Configuration (Instantaneous Power Threshold)	111,355	542,456	-442,001	21%
6.13	Read Event Or Security Log	1,243,786	1,946,841	-703,133	64%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	7,175	9,802	-2,627	73%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	137,227	555,389	-418,162	25%
6.15.1	Update Security Credentials (KRP)	604,715	1,439,930	-836,730	42%

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6.15.2	Update Security Credentials (Device)	1,779,958	1,792,955	-77,305	99%
6.17	Issue Security Credentials	1,770,997	1,709,887	-1,640	104%
6.18.1	Set Maximum Demand Configurable Time Period	21,778	342,654	-320,876	6%
6.18.2	Reset Maximum Demand Registers	19,418	559,404	-539,986	3%
6.20.1	Set Device Configuration (Import MPxN)	357,533	642,547	-314,783	56%
6.20.2	Set Device Configuration (Export MPAN)	0	54,588	-54,588	0%
6.21	Request Handover Of DCC Controlled Device	445,822	1,053,592	-646,808	42%
6.22	Configure Alert Behaviour	264,518	911,138	-664,309	29%
6.23	Update Security Credentials (CoS)	45,538	137,884	-99,474	33%
6.24.1	Retrieve Device Security Credentials (KRP)	333,057	1,206,658	-894,228	28%
6.24.2	Retrieve Device Security Credentials (Device)	31,437	331,573	-302,821	9%
6.25	Set Electricity Supply Tamper State	166,224	241,056	-83,728	69%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	0	660	-660	0%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	680	-680	0%
6.28	Set CHF Sub GHz Configuration	0	660	-660	0%
6.29	Request CHF Sub GHz Channel Scan	0	660	-660	0%
6.30	Read CHF Sub GHz Configuration	0	660	-660	0%
6.31	Read CHF Sub GHz Channel	0	660	-660	0%
6.32	Read CHF Sub GHz Channel Log	0	660	-660	0%
7.1	Enable Supply	42	1,319	-1,277	3%
7.2	Disable Supply	4	831	-827	0%
7.3	Arm Supply	2	1,987	-1,985	0%
7.4	Read Supply Status	100,802	987,533	-886,751	10%
7.5	Activate Auxiliary Load Control	0	265	-265	0%
7.6	Deactivate Auxiliary Load Control	0	265	-265	0%
7.7	Read Auxiliary Load Control Switch Data	13,544	25,702	-12,158	53%
7.8	Reset Auxiliary Load	0	265	-265	0%
7.9	Add Auxiliary Load From Boost Button	0	235	-235	0%
7.10	Remove Auxiliary Load From Boost Button	0	235	-235	0%
7.11	Read Boost Button Details	0	240	-240	0%
7.12	Set Randomised Offset Limit	55,528	43,819	11,709	127%
8.1.1	Commission Device	648,026	701,085	-86,219	92%
8.2	Read Inventory	1,334,608	2,208,001	-922,007	60%
8.3	Decommission Device	44,158	170,354	-126,438	26%
8.4	Update Inventory	9,751	127,935	-118,196	8%
8.5	Service Opt Out	0	26	-26	0%
8.6	Service Opt In	0	26	-26	0%
8.7.1	Join Service (Critical)	645,295	1,032,620	-422,901	62%
8.7.2	Join Service (Non-Critical)	795,983	2,127,549	-1,365,062	37%
8.8.1	Unjoin Service (Critical)	9,281	186,386	-177,381	5%

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8.8.2	Unjoin Service (Non-Critical)	32,922	259,220	-226,633	13%
8.9	Read Device Log	81,335	887,353	-813,985	9%
8.11	Update HAN Device Log	574,161	1,276,873	-733,685	45%
8.12.1	Restore HAN Device Log	368	50,870	-50,505	1%
8.12.2	Restore GPF Device Log	69	62,225	-62,157	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	178,939	423,784	-253,545	42%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,078	44,538	-43,519	2%
8.14.3	Communications Hub Status Update - Fault Return	143	21,346	-21,203	1%
8.14.4	Communications Hub Status Update - No Fault Return	935	60,108	-59,178	2%
9.1	Request Customer Identification Number	0	20	-20	0%
11.1	Update Firmware	299,926	476,517	-176,858	63%
11.2	Read Firmware Version	100,051	549,797	-451,365	18%
11.3	Activate Firmware	566,217	739,213	-178,290	77%
12.1	Request WAN Matrix	3,306,866	887,960	2,399,134	372%
12.2	Device Pre-notification	885,911	877,886	-229,175	101%
14.1	Record Network Data (GAS)	0	563	-563	0%
Total		71,845,888	119,786,892	-51,098,420	60%

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