

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
September 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	78,649,750	204,010,873	-126,962,993	39%

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)	1,226,845	2,783,604	-1,574,550	44%
1.1.2	Update Import Tariff (Secondary Element)	0	896,024	-896,024	0%
1.2.1	Update Price (Primary Element)	1,594,090	1,599,343	-5,334	100%
1.2.2	Update Price (Secondary Element)	0	752,724	-752,724	0%
1.5	Update Meter Balance	104,467	1,304,080	-1,206,863	8%
1.6	Update Payment Mode	262,760	1,455,126	-1,193,664	18%
1.7	Reset Tariff Block Counter Matrix	11,538	14,530	-2,992	79%
2.1	Update Prepay Configuration	10,303	363,649	-353,346	3%
2.2	Top Up Device	16,068	1,344,133	-1,328,065	1%
2.3	Update Debt	3,164	137,016	-133,852	2%
2.5	Activate Emergency Credit	295	528,004	-527,709	0%
3.1	Display Message	130,878	13,315,141	-13,185,858	1%
3.2	Restrict Access For Change Of Tenancy	47,458	265,790	-218,338	18%
3.3	Clear Event Log	28,247	104,700	-76,455	27%
3.4	Update Supplier Name	285,497	1,448,257	-1,167,750	20%
3.5	Disable Privacy PIN	98,255	247,215	-148,967	40%
4.1.1	Read Instantaneous Import Registers	242,313	2,358,901	-2,116,664	10%
4.1.2	Read Instantaneous Import TOU Matrices	262,774	2,831,862	-2,569,144	9%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	2	1,011	-1,009	0%
4.1.4	Read Instantaneous Import Block Counters	0	750	-750	0%
4.2	Read Instantaneous Export Registers	11	155,023	-155,013	0%
4.3	Read Instantaneous Prepay Values	5,285	1,546,087	-1,540,802	0%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	332,531	5,322,551	-4,998,374	6%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	709	30,684	-29,978	2%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	3	143,197	-143,194	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	861	624,415	-623,554	0%

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4.6.1	Retrieve Import Daily Read Log	34,400,331	39,402,048	-5,400,347	87%
4.6.2	Retrieve Export Daily Read Log	212	26,361	-26,329	1%
4.8.1	Read Active Import Profile Data	17,407,887	25,173,954	-8,230,270	69%
4.8.2	Read Reactive Import Profile Data	842	242,630	-241,788	0%
4.8.3	Read Export Profile Data	378	390,282	-390,074	0%
4.10	Read Network Data	9,724	619,248	-609,524	2%
4.11.1	Read Tariff (Primary Element)	304,890	411,053	-106,234	74%
4.11.2	Read Tariff (Secondary Element)	1	200,989	-200,988	0%
4.12.1	Read Maximum Demand Import Registers	1,641	362,576	-360,935	0%
4.12.2	Read Maximum Demand Export Registers	0	362,576	-362,576	0%
4.13	Read Prepayment Configuration	1,615	290,160	-288,545	1%
4.14	Read Prepayment Daily Read Log	16,068	3,378,190	-3,362,122	0%
4.15	Read Load Limit Data	66,689	342,074	-275,385	19%
4.16	Read Active Power Import	44	180,453	-180,409	0%
4.17	Retrieve Daily Consumption Log	4,581	319,568	-318,466	1%
4.18	Read Meter Balance	193	2,748,358	-2,748,165	0%
5.1	Create Schedule	377,162	7,230,931	-6,866,019	5%
5.2	Read Schedule	2,262	2,760,027	-2,759,161	0%
5.3	Delete Schedule	191,990	6,399,962	-6,209,356	3%
6.2.1	Read Device Configuration (Voltage)	64,925	560,287	-495,362	12%
6.2.2	Read Device Configuration (Randomisation)	81,443	589,348	-507,905	14%
6.2.3	Read Device Configuration (Billing Calendar)	86	220,829	-220,748	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	64,879	563,096	-499,939	12%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	6,048	214,983	-208,935	3%
6.2.7	Read Device Configuration (MPxN)	62,791	626,116	-563,670	10%
6.2.8	Read Device Configuration (Gas)	118,011	330,207	-212,196	36%
6.2.9	Read Device Configuration (Payment Mode)	27,503	352,735	-329,659	8%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	5	23,771	-23,766	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	213,134	365,551	-158,953	58%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	1,957	103,759	-101,802	2%
6.5	Update Device Configuration (Voltage)	157,262	503,559	-346,297	31%
6.6	Update Device Configuration (Gas Conversion)	862,127	25,405,099	-24,546,605	3%
6.7	Update Device Configuration (Gas Flow)	3,848	825,989	-825,969	0%
6.8	Update Device Configuration (Billing Calendar)	1,008,178	6,740,285	-5,745,215	15%
6.11	Synchronise Clock	556,833	1,026,834	-474,287	54%
6.12	Update Device Configuration (Instantaneous Power Threshold)	124,446	703,018	-581,890	18%
6.13	Read Event Or Security Log	1,370,230	1,972,801	-602,571	69%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	6,848	12,020	-5,172	57%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	143,721	680,157	-536,436	21%
6.15.1	Update Security Credentials (KRP)	849,299	1,648,282	-799,063	52%

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6.15.2	Update Security Credentials (Device)	1,765,422	2,190,011	-447,223	81%
6.17	Issue Security Credentials	1,895,162	2,103,055	-225,132	90%
6.18.1	Set Maximum Demand Configurable Time Period	87,001	342,832	-255,831	25%
6.18.2	Reset Maximum Demand Registers	68,646	604,406	-535,760	11%
6.20.1	Set Device Configuration (Import MPxN)	393,510	958,613	-570,078	41%
6.20.2	Set Device Configuration (Export MPAN)	0	57,120	-57,120	0%
6.21	Request Handover Of DCC Controlled Device	497,185	1,352,857	-866,502	37%
6.22	Configure Alert Behaviour	337,248	1,124,579	-792,575	30%
6.23	Update Security Credentials (CoS)	53,391	234,860	-184,475	23%
6.24.1	Retrieve Device Security Credentials (KRP)	439,246	1,328,082	-889,769	33%
6.24.2	Retrieve Device Security Credentials (Device)	40,866	328,484	-287,629	12%
6.25	Set Electricity Supply Tamper State	190,705	347,383	-163,231	55%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	0	1,980	-1,980	0%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,005	-2,005	0%
6.28	Set CHF Sub GHz Configuration	0	1,980	-1,980	0%
6.29	Request CHF Sub GHz Channel Scan	0	1,980	-1,980	0%
6.30	Read CHF Sub GHz Configuration	0	1,980	-1,980	0%
6.31	Read CHF Sub GHz Channel	0	1,980	-1,980	0%
6.32	Read CHF Sub GHz Channel Log	0	1,980	-1,980	0%
7.1	Enable Supply	67	2,858	-2,791	2%
7.2	Disable Supply	0	1,649	-1,649	0%
7.3	Arm Supply	0	4,022	-4,022	0%
7.4	Read Supply Status	196,608	1,046,019	-849,416	19%
7.5	Activate Auxiliary Load Control	0	1,058	-1,058	0%
7.6	Deactivate Auxiliary Load Control	0	1,058	-1,058	0%
7.7	Read Auxiliary Load Control Switch Data	12,022	34,166	-22,291	35%
7.8	Reset Auxiliary Load	0	1,058	-1,058	0%
7.9	Add Auxiliary Load From Boost Button	4	1,035	-1,031	0%
7.10	Remove Auxiliary Load From Boost Button	0	1,777	-1,777	0%
7.11	Read Boost Button Details	147	1,028	-1,028	14%
7.12	Set Randomised Offset Limit	65,523	52,169	13,354	126%
8.1.1	Commission Device	723,781	904,808	-190,035	80%
8.2	Read Inventory	1,671,204	3,219,830	-1,567,190	52%
8.3	Decommission Device	32,019	164,722	-132,823	19%
8.4	Update Inventory	3,142	122,726	-119,587	3%
8.5	Service Opt Out	0	58	-58	0%
8.6	Service Opt In	0	58	-58	0%
8.7.1	Join Service (Critical)	706,243	1,536,584	-840,708	46%
8.7.2	Join Service (Non-Critical)	821,558	3,484,180	-2,669,730	24%
8.8.1	Unjoin Service (Critical)	11,843	198,407	-186,575	6%

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8.8.2	Unjoin Service (Non-Critical)	34,053	261,039	-227,010	13%
8.9	Read Device Log	117,121	1,029,701	-919,259	11%
8.11	Update HAN Device Log	636,924	1,759,228	-1,130,352	36%
8.12.1	Restore HAN Device Log	428	49,133	-48,707	1%
8.12.2	Restore GPF Device Log	86	65,195	-65,109	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	197,596	554,497	-358,540	36%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,423	56,290	-54,880	3%
8.14.3	Communications Hub Status Update - Fault Return	650	23,646	-22,999	3%
8.14.4	Communications Hub Status Update - No Fault Return	1,552	76,492	-74,940	2%
9.1	Request Customer Identification Number	0	50	-50	0%
11.1	Update Firmware	239,568	536,583	-299,682	45%
11.2	Read Firmware Version	154,471	741,591	-588,345	21%
11.3	Activate Firmware	674,278	918,064	-243,828	73%
12.1	Request WAN Matrix	2,244,696	1,176,897	901,287	191%
12.2	Device Pre-notification	1,159,923	1,112,356	-285,983	104%
14.1	Record Network Data (GAS)	0	691	-691	0%
Total		78,649,750	204,010,873	-126,962,993	39%

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