Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period: October 2019

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Data Communications Company

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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	86,934,353	262,707,992	-177,525,307	33%

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)	1,290,629	3,849,206	-2,581,607	34%
1.1.2	Update Import Tariff (Secondary Element)	0	1,720,127	-1,720,127	0%
1.2.1	Update Price (Primary Element)	1,226,124	2,456,742	-1,230,915	50%
1.2.2	Update Price (Secondary Element)	0	1,528,026	-1,528,026	0%
1.5	Update Meter Balance	149,213	2,192,414	-2,052,151	7%
1.6	Update Payment Mode	323,031	2,344,970	-2,023,260	14%
1.7	Reset Tariff Block Counter Matrix	12,890	20,375	-7,485	63%
2.1	Update Prepay Configuration	56,377	490,512	-434,136	11%
2.2	Top Up Device	55,297	1,692,677	-1,637,383	3%
2.3	Update Debt	20,528	177,620	-157,092	12%
2.5	Activate Emergency Credit	466	637,335	-636,869	0%
3.1	Display Message	138,606	19,512,717	-19,376,046	1%
3.2	Restrict Access For Change Of Tenancy	50,590	303,649	-253,066	17%
3.3	Clear Event Log	27,457	117,096	-89,642	23%
3.4	Update Supplier Name	350,827	2,307,284	-1,962,177	15%
3.5	Disable Privacy PIN	112,640	287,716	-175,083	39%
4.1.1	Read Instantaneous Import Registers	211,242	3,028,940	-2,817,747	7%
4.1.2	Read Instantaneous Import TOU Matrices	244,645	3,596,299	-3,351,670	7%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	5	1,417	-1,412	0%
4.1.4	Read Instantaneous Import Block Counters	0	1,076	-1,076	0%
4.2	Read Instantaneous Export Registers	0	161,047	-161,047	0%
4.3	Read Instantaneous Prepay Values	21,199	1,893,527	-1,872,328	1%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	549,235	7,683,061	-7,142,002	7%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	5,705	42,347	-36,643	13%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	3	175,812	-175,809	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	2,036	756,383	-754,347	0%

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4.6.1	Retrieve Import Daily Read Log	39,260,048	48,748,896	-10,043,631	81%
4.6.2	Retrieve Export Daily Read Log	188	31,405	-31,405	1%
4.8.1	Read Active Import Profile Data	19,723,149	30,612,082	-11,450,531	64%
4.8.2	Read Reactive Import Profile Data	3,123	308,280	-305,157	1%
4.8.3	Read Export Profile Data	317	460,709	-460,577	0%
4.10	Read Network Data	9,619	615,216	-605,597	2%
4.11.1	Read Tariff (Primary Element)	258,865	386,341	-128,009	67%
4.11.2	Read Tariff (Secondary Element)	0	124,179	-124,179	0%
4.12.1	Read Maximum Demand Import Registers	1,479	412,884	-411,405	0%
4.12.2	Read Maximum Demand Export Registers	0	412,884	-412,884	0%
4.13	Read Prepayment Configuration	2,686	248,758	-246,072	1%
4.14	Read Prepayment Daily Read Log	103,109	4,094,896	-3,991,787	3%
4.15	Read Load Limit Data	74,462	356,290	-281,828	21%
4.16	Read Active Power Import	3	191,021	-191,018	0%
4.17	Retrieve Daily Consumption Log	3,557	381,360	-380,488	1%
4.18	Read Meter Balance	88	4,016,562	-4,016,474	0%
5.1	Create Schedule	465,053	11,063,586	-10,614,058	4%
5.2	Read Schedule	2,576	4,027,350	-4,026,820	0%
5.3	Delete Schedule	71,362	12,343,589	-12,274,314	1%
6.2.1	Read Device Configuration (Voltage)	71,331	500,362	-429,031	14%
6.2.2	Read Device Configuration (Randomisation)	93,454	533,641	-440,187	18%
6.2.3	Read Device Configuration (Billing Calendar)	43	146,398	-146,360	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	70,593	502,249	-432,867	14%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	8,641	140,489	-131,848	6%
6.2.7	Read Device Configuration (MPxN)	66,834	578,122	-511,288	12%
6.2.8	Read Device Configuration (Gas)	128,843	275,016	-146,173	47%
6.2.9	Read Device Configuration (Payment Mode)	40,855	307,016	-271,311	13%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	25,572	-25,572	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	285,525	426,374	-149,091	67%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	1,444	118,822	-117,378	1%
6.5	Update Device Configuration (Voltage)	179,836	537,143	-357,307	33%
6.6	Update Device Configuration (Gas Conversion)	833,990	31,871,834	-31,042,030	3%
6.7	Update Device Configuration (Gas Flow)	4,346	989,814	-989,788	0%
6.8	Update Device Configuration (Billing Calendar)	1,220,730	9,363,325	-8,159,581	13%
6.11	Synchronise Clock	347,236	1,236,782	-895,112	28%
6.12	Update Device Configuration (Instantaneous Power Threshold)	148,524	824,458	-679,739	18%
6.13	Read Event Or Security Log	1,517,033	2,195,713	-678,686	69%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	5,651	14,437	-8,786	39%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	161,996	819,706	-657,710	20%
6.15.1	Update Security Credentials (KRP)	946,980	1,803,071	-856,237	53%

6.15.2	Update Security Credentials (Device)	2,084,567	2,406,400	-347,397	87%
6.17	Issue Security Credentials	2,212,433	2,314,606	-121,956	96%
6.18.1	Set Maximum Demand Configurable Time Period	88,357	357,224	-268,867	25%
6.18.2	Reset Maximum Demand Registers	76,444	666,271	-589,827	11%
6.20.1	Set Device Configuration (Import MPxN)	446,839	1,075,178	-633,913	42%
6.20.2	Set Device Configuration (Export MPAN)	0	60,318	-60,318	0%
6.21	Request Handover Of DCC Controlled Device	541,472	1,494,162	-963,765	36%
6.22	Configure Alert Behaviour	441,938	1,236,347	-800,379	36%
6.23	Update Security Credentials (CoS)	38,831	269,949	-234,500	14%
6.24.1	Retrieve Device Security Credentials (KRP)	449,706	1,349,405	-900,432	33%
6.24.2	Retrieve Device Security Credentials (Device)	41,559	287,136	-245,590	14%
6.25	Set Electricity Supply Tamper State	244,539	395,467	-159,176	62%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	0	2,645	-2,645	0%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,671	-2,671	0%
6.28	Set CHF Sub GHz Configuration	0	2,640	-2,640	0%
6.29	Request CHF Sub GHz Channel Scan	0	2,640	-2,640	0%
6.30	Read CHF Sub GHz Configuration	0	2,640	-2,640	0%
6.31	Read CHF Sub GHz Channel	0	2,640	-2,640	0%
6.32	Read CHF Sub GHz Channel Log	0	2,640	-2,640	0%
7.1	Enable Supply	231	3,347	-3,120	7%
7.2	Disable Supply	0	1,905	-1,905	0%
7.3	Arm Supply	10	4,506	-4,496	0%
7.4	Read Supply Status	152,599	1,294,765	-1,142,169	12%
7.5	Activate Auxiliary Load Control	0	1,454	-1,454	0%
7.6	Deactivate Auxiliary Load Control	0	1,454	-1,454	0%
7.7	Read Auxiliary Load Control Switch Data	11,043	41,204	-30,161	27%
7.8	Reset Auxiliary Load	0	1,454	-1,454	0%
7.9	Add Auxiliary Load From Boost Button	7	1,431	-1,424	0%
7.10	Remove Auxiliary Load From Boost Button	0	1,905	-1,905	0%
7.11	Read Boost Button Details	3	1,414	-1,411	0%
7.12	Set Randomised Offset Limit	78,613	60,019	18,594	131%
8.1.1	Commission Device	846,769	1,030,451	-192,701	82%
8.2	Read Inventory	997,293	3,632,018	-2,654,882	27%
8.3	Decommission Device	32,312	180,925	-148,765	18%
8.4	Update Inventory	7,611	133,808	-126,203	6%
8.5	Service Opt Out	0	61	-61	0%
8.6	Service Opt In	0	61	-61	0%
8.7.1	Join Service (Critical)	797,567	1,725,656	-939,364	46%
8.7.2	Join Service (Non-Critical)	829,232	3,945,126	-3,123,719	21%
8.8.1	Unjoin Service (Critical)	9,982	215,031	-205,080	5%

8.8.2	Unjoin Service (Non-Critical)	26,061	280,476	-254,469	9%
8.9	Read Device Log	117,204	1,070,121	-960,613	11%
8.11	Update HAN Device Log	702,923	2,003,399	-1,310,442	35%
8.12.1	Restore HAN Device Log	187	56,206	-56,021	0%
8.12.2	Restore GPF Device Log	148	73,489	-73,341	0%
8.13	Return Local Command Response	0	1	-1	0%
8.14.1	Communications Hub Status Update - Install Success	223,706	637,138	-415,015	35%
8.14.2	Communications Hub Status Update - Install No SM WAN	2,008	59,230	-57,230	3%
8.14.3	Communications Hub Status Update - Fault Return	1,735	24,925	-23,192	7%
8.14.4	Communications Hub Status Update - No Fault Return	28,272	87,478	-59,207	32%
9.1	Request Customer Identification Number	0	51	-51	0%
11.1	Update Firmware	125,679	696,376	-570,697	18%
11.2	Read Firmware Version	416,098	877,792	-462,910	47%
11.3	Activate Firmware	832,925	1,139,333	-306,410	73%
12.1	Request WAN Matrix	2,016,546	1,303,290	405,911	155%
12.2	Device Pre-notification	1,048,590	1,163,814	-171,434	90%
14.1	Record Network Data (GAS)	0	892	-892	0%
Total		**86,934,353**	**262,707,992**	**-177,525,307**	**33%**

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