

# Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:  
November 2019



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# Service Request Variance and Metrics Panel Report V1.0 Redacted Version November 2019

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# Service Request Variance and Metrics Panel Report V1.0

## Redacted Version

### November 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	93,455,764	297,390,675	-206,100,724	31%

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)	1,314,043	4,938,816	-3,659,733	27%
1.1.2	Update Import Tariff (Secondary Element)	0	2,632,104	-2,632,104	0%
1.2.1	Update Price (Primary Element)	305,018	3,144,150	-2,839,429	10%
1.2.2	Update Price (Secondary Element)	0	2,418,071	-2,418,071	0%
1.5	Update Meter Balance	169,877	3,117,702	-2,959,779	5%
1.6	Update Payment Mode	359,188	3,375,169	-3,017,347	11%
1.7	Reset Tariff Block Counter Matrix	16,453	55,300	-38,857	30%
2.1	Update Prepay Configuration	91,168	549,064	-457,896	17%
2.2	Top Up Device	135,813	1,735,276	-1,599,463	8%
2.3	Update Debt	25,616	165,515	-139,899	15%
2.5	Activate Emergency Credit	1,984	713,649	-711,665	0%
3.1	Display Message	171,140	26,315,680	-26,149,984	1%
3.2	Restrict Access For Change Of Tenancy	56,268	324,501	-268,245	17%
3.3	Clear Event Log	29,665	114,901	-85,240	26%
3.4	Update Supplier Name	357,630	3,243,270	-2,895,498	11%
3.5	Disable Privacy PIN	109,576	318,469	-208,908	34%
4.1.1	Read Instantaneous Import Registers	208,462	2,915,252	-2,706,860	7%
4.1.2	Read Instantaneous Import TOU Matrices	267,223	3,663,790	-3,396,579	7%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	6	4,386	-4,380	0%
4.1.4	Read Instantaneous Import Block Counters	0	4,367	-4,367	0%
4.2	Read Instantaneous Export Registers	0	267,358	-267,358	0%
4.3	Read Instantaneous Prepay Values	45,218	1,969,470	-1,924,252	2%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	388,872	9,999,562	-9,621,572	4%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	413	66,138	-65,735	1%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	1	211,711	-211,710	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	4,080	906,477	-902,397	0%

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4.6.1	Retrieve Import Daily Read Log	44,377,133	51,683,813	-8,043,610	86%
4.6.2	Retrieve Export Daily Read Log	133	36,440	-36,440	0%
4.8.1	Read Active Import Profile Data	21,430,184	23,052,638	-2,431,306	93%
4.8.2	Read Reactive Import Profile Data	6,027	385,825	-379,798	2%
4.8.3	Read Export Profile Data	334	541,329	-541,128	0%
4.10	Read Network Data	2,948	584,600	-581,652	1%
4.11.1	Read Tariff (Primary Element)	341,263	299,130	40,915	114%
4.11.2	Read Tariff (Secondary Element)	0	745	-745	0%
4.12.1	Read Maximum Demand Import Registers	695	494,707	-494,012	0%
4.12.2	Read Maximum Demand Export Registers	0	494,657	-494,657	0%
4.13	Read Prepayment Configuration	5,992	144,083	-138,091	4%
4.14	Read Prepayment Daily Read Log	276,676	5,546,278	-5,269,602	5%
4.15	Read Load Limit Data	70,145	363,433	-293,288	19%
4.16	Read Active Power Import	16	195,919	-195,903	0%
4.17	Retrieve Daily Consumption Log	4,457	434,932	-433,471	1%
4.18	Read Meter Balance	225	5,424,362	-5,424,137	0%
5.1	Create Schedule	478,957	14,855,371	-14,399,280	3%
5.2	Read Schedule	3,088	5,686,971	-5,686,576	0%
5.3	Delete Schedule	79,820	13,067,336	-12,990,259	1%
6.2.1	Read Device Configuration (Voltage)	65,488	385,691	-320,203	17%
6.2.2	Read Device Configuration (Randomisation)	87,916	410,347	-322,431	21%
6.2.3	Read Device Configuration (Billing Calendar)	36	21,859	-21,824	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	66,246	386,869	-325,463	17%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	10,137	19,096	-8,959	53%
6.2.7	Read Device Configuration (MPxN)	57,342	476,678	-419,336	12%
6.2.8	Read Device Configuration (Gas)	139,572	176,681	-37,109	79%
6.2.9	Read Device Configuration (Payment Mode)	51,581	221,845	-180,070	23%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	28,091	-28,091	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	302,074	442,865	-154,537	68%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	3,118	84,357	-81,239	4%
6.5	Update Device Configuration (Voltage)	179,863	560,115	-380,252	32%
6.6	Update Device Configuration (Gas Conversion)	898,790	40,904,728	-40,010,763	2%
6.7	Update Device Configuration (Gas Flow)	6,862	1,137,339	-1,137,321	1%
6.8	Update Device Configuration (Billing Calendar)	1,201,711	12,245,003	-11,071,368	10%
6.11	Synchronise Clock	295,596	1,352,400	-1,065,314	22%
6.12	Update Device Configuration (Instantaneous Power Threshold)	154,650	980,996	-832,994	16%
6.13	Read Event Or Security Log	1,654,214	1,932,501	-278,302	86%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	8,598	13,150	-4,552	65%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	167,800	929,424	-761,624	18%
6.15.1	Update Security Credentials (KRP)	999,680	1,965,963	-966,520	51%

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6.15.2	Update Security Credentials (Device)	2,134,345	2,473,756	-371,981	86%
6.17	Issue Security Credentials	2,257,270	2,457,924	-226,411	92%
6.18.1	Set Maximum Demand Configurable Time Period	105,298	364,781	-259,483	29%
6.18.2	Reset Maximum Demand Registers	75,483	765,222	-689,739	10%
6.20.1	Set Device Configuration (Import MPxN)	445,164	1,343,630	-905,594	33%
6.20.2	Set Device Configuration (Export MPAN)	0	70,829	-70,829	0%
6.21	Request Handover Of DCC Controlled Device	542,362	1,835,765	-1,307,483	30%
6.22	Configure Alert Behaviour	424,882	1,366,644	-950,883	31%
6.23	Update Security Credentials (CoS)	48,644	285,309	-245,762	17%
6.24.1	Retrieve Device Security Credentials (KRP)	478,238	1,379,931	-903,445	35%
6.24.2	Retrieve Device Security Credentials (Device)	66,141	269,211	-203,135	25%
6.25	Set Electricity Supply Tamper State	242,585	450,739	-223,369	54%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	78	1,655	-1,655	5%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	1,705	-1,705	0%
6.28	Set CHF Sub GHz Configuration	0	1,650	-1,650	0%
6.29	Request CHF Sub GHz Channel Scan	0	1,650	-1,650	0%
6.30	Read CHF Sub GHz Configuration	0	1,650	-1,650	0%
6.31	Read CHF Sub GHz Channel	0	1,650	-1,650	0%
6.32	Read CHF Sub GHz Channel Log	0	1,650	-1,650	0%
7.1	Enable Supply	507	22,955	-22,448	2%
7.2	Disable Supply	0	2,573	-2,573	0%
7.3	Arm Supply	32	5,634	-5,602	1%
7.4	Read Supply Status	130,422	1,097,039	-966,619	12%
7.5	Activate Auxiliary Load Control	5	1,500	-1,500	0%
7.6	Deactivate Auxiliary Load Control	2	1,500	-1,500	0%
7.7	Read Auxiliary Load Control Switch Data	20,651	44,929	-24,278	46%
7.8	Reset Auxiliary Load	0	1,500	-1,500	0%
7.9	Add Auxiliary Load From Boost Button	16	1,472	-1,456	1%
7.10	Remove Auxiliary Load From Boost Button	0	2,214	-2,214	0%
7.11	Read Boost Button Details	1	1,378	-1,377	0%
7.12	Set Randomised Offset Limit	79,459	41,541	37,918	191%
8.1.1	Commission Device	837,838	1,103,892	-278,263	76%
8.2	Read Inventory	1,197,458	3,933,188	-2,770,837	30%
8.3	Decommission Device	42,180	180,291	-138,256	23%
8.4	Update Inventory	6,501	132,646	-126,154	5%
8.5	Service Opt Out	0	1,190	-1,190	0%
8.6	Service Opt In	0	1,190	-1,190	0%
8.7.1	Join Service (Critical)	791,157	1,804,701	-1,027,893	44%
8.7.2	Join Service (Non-Critical)	851,917	4,585,070	-3,743,866	19%
8.8.1	Unjoin Service (Critical)	8,335	205,191	-196,882	4%

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8.8.2	Unjoin Service (Non-Critical)	31,122	276,707	-245,612	11%
8.9	Read Device Log	136,709	1,032,066	-910,562	13%
8.11	Update HAN Device Log	687,458	2,085,922	-1,412,830	33%
8.12.1	Restore HAN Device Log	255	51,858	-51,607	0%
8.12.2	Restore GPF Device Log	147	79,529	-79,386	0%
8.13	Return Local Command Response	0	2	-2	0%
8.14.1	Communications Hub Status Update - Install Success	235,453	792,060	-558,786	30%
8.14.2	Communications Hub Status Update - Install No SM WAN	2,724	58,697	-55,999	5%
8.14.3	Communications Hub Status Update - Fault Return	20,299	26,368	-6,070	77%
8.14.4	Communications Hub Status Update - No Fault Return	55,641	69,797	-14,157	80%
9.1	Request Customer Identification Number	0	2	-2	0%
11.1	Update Firmware	21,400	744,913	-723,526	3%
11.2	Read Firmware Version	626,537	934,473	-312,693	67%
11.3	Activate Firmware	1,012,259	1,448,881	-436,686	70%
12.1	Request WAN Matrix	1,770,400	1,368,575	268,914	129%
12.2	Device Pre-notification	581,308	1,033,982	-524,493	56%
14.1	Record Network Data (GAS)	0	1,183	-1,183	0%
<b>Total</b>		<b>93,455,764</b>	<b>297,390,675</b>	<b>-206,100,724</b>	<b>31%</b>

**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
<b>% of Forecast</b>	Actual volumes of Service Requests received presented as a % of the Forecast
<b>Party Name</b>	The name held by SECAS associated with the Party Signifier of the relevant User
<b>Party Signifier</b>	Party Signifier of the relevant User
<b>Service Request Name</b>	Description of the Service Request in accordance with the DCC USER INTERFACE SERVICES SCHEDULE (SEC, Appendix E)
<b>SR Reference Variant</b>	The number designated to the SR Reference Variant in the DCC USER INTERFACE SERVICES SCHEDULE (SEC, Appendix E)
<b>Monthly Service Metric</b>	Service Metrics set out in the DCC USER INTERFACE SERVICES SCHEDULE (SEC, Appendix E)
<b>User Role Code</b>	A code allocated to the User Role for the relevant User
<b>Variance Quantity</b>	Variance calculated as Actual minus Forecast presented as a signed integer