

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
December 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	108,768,184	358,951,464	-253,905,237	30%

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)	1,128,580	4,976,266	-3,923,696	23%
1.1.2	Update Import Tariff (Secondary Element)	0	3,694,462	-3,694,462	0%
1.2.1	Update Price (Primary Element)	297,503	3,801,601	-3,504,432	8%
1.2.2	Update Price (Secondary Element)	0	3,392,601	-3,392,601	0%
1.5	Update Meter Balance	178,291	3,933,606	-3,765,843	5%
1.6	Update Payment Mode	380,064	4,179,080	-3,800,066	9%
1.7	Reset Tariff Block Counter Matrix	22,443	43,102	-25,236	52%
2.1	Update Prepay Configuration	80,290	258,226	-177,936	31%
2.2	Top Up Device	225,455	2,035,924	-1,810,469	11%
2.3	Update Debt	25,666	221,078	-195,412	12%
2.5	Activate Emergency Credit	8,977	816,313	-807,336	1%
3.1	Display Message	190,962	32,897,553	-32,739,002	1%
3.2	Restrict Access For Change Of Tenancy	58,007	308,816	-250,824	19%
3.3	Clear Event Log	24,042	140,166	-116,125	17%
3.4	Update Supplier Name	308,705	4,019,729	-3,736,430	8%
3.5	Disable Privacy PIN	109,173	276,062	-169,387	40%
4.1.1	Read Instantaneous Import Registers	185,260	2,283,412	-2,098,192	8%
4.1.2	Read Instantaneous Import TOU Matrices	340,931	2,917,514	-2,576,600	12%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	5	12,960	-12,955	0%
4.1.4	Read Instantaneous Import Block Counters	0	12,941	-12,941	0%
4.2	Read Instantaneous Export Registers	20	275,937	-275,937	0%
4.3	Read Instantaneous Prepay Values	77,224	1,890,622	-1,813,398	4%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	397,751	12,514,989	-12,149,266	3%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	397	163,945	-163,550	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	1	18,869	-18,868	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	1,720	866,814	-865,094	0%

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4.6.1	Retrieve Import Daily Read Log	54,563,599	64,442,966	-11,096,032	85%
4.6.2	Retrieve Export Daily Read Log	262	41,485	-41,485	1%
4.8.1	Read Active Import Profile Data	26,960,839	28,391,924	-2,764,574	95%
4.8.2	Read Reactive Import Profile Data	9,068	446,385	-437,317	2%
4.8.3	Read Export Profile Data	473	613,841	-613,593	0%
4.10	Read Network Data	9,612	638,423	-628,811	2%
4.11.1	Read Tariff (Primary Element)	319,426	285,621	32,073	112%
4.11.2	Read Tariff (Secondary Element)	0	1,009	-1,009	0%
4.12.1	Read Maximum Demand Import Registers	1,563	544,983	-543,420	0%
4.12.2	Read Maximum Demand Export Registers	0	544,933	-544,933	0%
4.13	Read Prepayment Configuration	9,183	71,391	-62,208	13%
4.14	Read Prepayment Daily Read Log	520,470	6,471,017	-5,950,547	8%
4.15	Read Load Limit Data	88,872	363,452	-274,580	24%
4.16	Read Active Power Import	3	200,966	-200,963	0%
4.17	Retrieve Daily Consumption Log	5,283	467,787	-465,539	1%
4.18	Read Meter Balance	580	6,902,499	-6,901,919	0%
5.1	Create Schedule	508,268	20,350,182	-19,903,755	2%
5.2	Read Schedule	3,662	7,731,994	-7,731,407	0%
5.3	Delete Schedule	103,106	17,067,263	-16,967,424	1%
6.2.1	Read Device Configuration (Voltage)	85,811	389,441	-303,630	22%
6.2.2	Read Device Configuration (Randomisation)	106,575	404,696	-298,121	26%
6.2.3	Read Device Configuration (Billing Calendar)	21	24,495	-24,474	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	120,420	392,569	-308,730	31%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	10,860	23,490	-12,630	46%
6.2.7	Read Device Configuration (MPxN)	91,777	490,601	-406,176	19%
6.2.8	Read Device Configuration (Gas)	118,448	190,618	-72,170	62%
6.2.9	Read Device Configuration (Payment Mode)	93,863	352,442	-296,800	27%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	29,380	-29,380	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	268,660	461,539	-228,874	58%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	2,187	69,701	-67,514	3%
6.5	Update Device Configuration (Voltage)	171,348	571,464	-400,116	30%
6.6	Update Device Configuration (Gas Conversion)	822,938	53,240,485	-52,438,412	2%
6.7	Update Device Configuration (Gas Flow)	27,823	1,097,775	-1,097,619	3%
6.8	Update Device Configuration (Billing Calendar)	1,098,571	15,023,094	-13,996,021	7%
6.11	Synchronise Clock	481,465	1,486,973	-1,017,230	32%
6.12	Update Device Configuration (Instantaneous Power Threshold)	147,563	1,081,819	-952,324	14%
6.13	Read Event Or Security Log	1,912,740	2,767,944	-855,205	69%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	5,533	12,009	-6,476	46%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	129,141	145,402	-16,261	89%
6.15.1	Update Security Credentials (KRP)	872,851	1,711,111	-846,754	51%

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6.15.2	Update Security Credentials (Device)	1,708,225	2,016,501	-339,714	85%
6.17	Issue Security Credentials	1,677,513	2,004,675	-353,406	84%
6.18.1	Set Maximum Demand Configurable Time Period	105,254	364,992	-259,738	29%
6.18.2	Reset Maximum Demand Registers	90,484	815,876	-725,392	11%
6.20.1	Set Device Configuration (Import MPxN)	363,085	1,350,090	-996,589	27%
6.20.2	Set Device Configuration (Export MPAN)	23	70,977	-70,977	0%
6.21	Request Handover Of DCC Controlled Device	432,091	1,459,354	-1,042,035	30%
6.22	Configure Alert Behaviour	405,432	1,462,569	-1,088,175	28%
6.23	Update Security Credentials (CoS)	112,284	329,182	-286,936	34%
6.24.1	Retrieve Device Security Credentials (KRP)	422,159	1,419,594	-1,012,637	30%
6.24.2	Retrieve Device Security Credentials (Device)	85,881	264,034	-198,808	33%
6.25	Set Electricity Supply Tamper State	226,703	471,067	-281,391	48%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	11,878	1,985	-1,963	598%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,046	-2,046	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	421	35,612	-35,191	1%
7.2	Disable Supply	0	5,421	-5,421	0%
7.3	Arm Supply	13	8,789	-8,776	0%
7.4	Read Supply Status	207,730	1,221,339	-1,013,611	17%
7.5	Activate Auxiliary Load Control	0	1,815	-1,815	0%
7.6	Deactivate Auxiliary Load Control	0	1,815	-1,815	0%
7.7	Read Auxiliary Load Control Switch Data	27,479	50,369	-27,564	55%
7.8	Reset Auxiliary Load	0	1,615	-1,615	0%
7.9	Add Auxiliary Load From Boost Button	6	1,587	-1,581	0%
7.10	Remove Auxiliary Load From Boost Button	0	2,329	-2,329	0%
7.11	Read Boost Button Details	4,173	1,471	-1,471	284%
7.12	Set Randomised Offset Limit	72,438	33,949	38,489	213%
8.1.1	Commission Device	672,434	947,909	-288,134	71%
8.2	Read Inventory	1,107,546	3,848,669	-2,863,417	29%
8.3	Decommission Device	24,634	225,473	-200,975	11%
8.4	Update Inventory	7,381	128,320	-120,985	6%
8.5	Service Opt Out	0	1,963	-1,963	0%
8.6	Service Opt In	0	2,063	-2,063	0%
8.7.1	Join Service (Critical)	636,716	1,591,879	-966,905	40%
8.7.2	Join Service (Non-Critical)	684,974	4,273,103	-3,597,838	16%
8.8.1	Unjoin Service (Critical)	7,553	308,053	-300,520	2%

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8.8.2	Unjoin Service (Non-Critical)	23,547	420,171	-396,652	6%
8.9	Read Device Log	170,071	1,144,435	-1,026,747	15%
8.11	Update HAN Device Log	560,484	1,921,196	-1,375,859	29%
8.12.1	Restore HAN Device Log	339	44,281	-43,947	1%
8.12.2	Restore GPF Device Log	232	43,737	-43,508	1%
8.13	Return Local Command Response	0	3	-3	0%
8.14.1	Communications Hub Status Update - Install Success	195,960	684,938	-497,037	29%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,670	48,694	-47,038	3%
8.14.3	Communications Hub Status Update - Fault Return	26,130	24,519	1,611	107%
8.14.4	Communications Hub Status Update - No Fault Return	24,077	56,376	-32,303	43%
9.1	Request Customer Identification Number	0	3	-3	0%
11.1	Update Firmware	29,750	1,411,780	-1,382,035	2%
11.2	Read Firmware Version	1,054,173	1,840,843	-822,100	57%
11.3	Activate Firmware	1,599,820	2,970,612	-1,370,845	54%
12.1	Request WAN Matrix	1,674,284	1,261,115	361,066	133%
12.2	Device Pre-notification	598,806	843,098	-284,691	71%
14.1	Record Network Data (GAS)	0	1,521	-1,521	0%
Total		108,768,184	358,951,464	-253,905,237	30%

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