Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:

January 2020

Version:	**V1.0**
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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".

Data Communications Company

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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	**120,861,220**	**446,211,453**	**-329,453,259**	**27%**

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)	1,304,514	6,442,434	-5,188,641	20%
1.1.2	Update Import Tariff (Secondary Element)	0	4,845,588	-4,845,588	0%
1.2.1	Update Price (Primary Element)	294,030	4,379,985	-4,087,254	7%
1.2.2	Update Price (Secondary Element)	0	4,503,512	-4,503,512	0%
1.5	Update Meter Balance	201,796	4,888,171	-4,686,517	4%
1.6	Update Payment Mode	389,465	5,822,922	-5,438,372	7%
1.7	Reset Tariff Block Counter Matrix	31,598	63,676	-32,108	50%
2.1	Update Prepay Configuration	74,888	449,265	-374,377	17%
2.2	Top Up Device	303,102	2,446,613	-2,143,511	12%
2.3	Update Debt	35,224	253,668	-218,444	14%
2.5	Activate Emergency Credit	18,460	917,454	-898,994	2%
3.1	Display Message	204,693	39,471,849	-39,295,287	1%
3.2	Restrict Access For Change Of Tenancy	60,057	339,327	-279,305	18%
3.3	Clear Event Log	27,736	154,001	-126,268	18%
3.4	Update Supplier Name	345,594	5,255,897	-4,925,067	7%
3.5	Disable Privacy PIN	130,991	320,510	-189,569	41%
4.1.1	Read Instantaneous Import Registers	265,358	2,806,750	-2,543,528	9%
4.1.2	Read Instantaneous Import TOU Matrices	450,747	3,644,224	-3,193,653	12%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	2	20,820	-20,818	0%
4.1.4	Read Instantaneous Import Block Counters	0	20,800	-20,800	0%
4.2	Read Instantaneous Export Registers	16	272,404	-272,404	0%
4.3	Read Instantaneous Prepay Values	115,472	2,385,325	-2,269,853	5%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	441,859	15,350,415	-14,932,520	3%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	212	218,113	-217,903	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	180	244,568	-244,388	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	2,243	1,134,943	-1,132,700	0%

4.6.1	Retrieve Import Daily Read Log	60,050,470	77,049,482	-18,568,818	78%
4.6.2	Retrieve Export Daily Read Log	534	46,517	-46,517	1%
4.8.1	Read Active Import Profile Data	30,267,126	33,156,181	-4,607,666	91%
4.8.2	Read Reactive Import Profile Data	11,756	504,223	-492,467	2%
4.8.3	Read Export Profile Data	754	677,255	-677,007	0%
4.10	Read Network Data	11,921	1,191,242	-1,179,321	1%
4.11.1	Read Tariff (Primary Element)	433,060	771,142	-339,972	56%
4.11.2	Read Tariff (Secondary Element)	0	482,654	-482,654	0%
4.12.1	Read Maximum Demand Import Registers	1,415	589,127	-587,712	0%
4.12.2	Read Maximum Demand Export Registers	0	589,077	-589,077	0%
4.13	Read Prepayment Configuration	8,229	602,084	-593,855	1%
4.14	Read Prepayment Daily Read Log	785,072	7,586,747	-6,801,675	10%
4.15	Read Load Limit Data	56,342	346,164	-289,822	16%
4.16	Read Active Power Import	0	204,101	-204,101	0%
4.17	Retrieve Daily Consumption Log	6,793	502,016	-499,709	1%
4.18	Read Meter Balance	1,067	8,089,851	-8,088,784	0%
5.1	Create Schedule	662,497	25,772,904	-25,155,327	3%
5.2	Read Schedule	3,065	8,307,339	-8,306,194	0%
5.3	Delete Schedule	130,963	20,706,728	-20,577,752	1%
6.2.1	Read Device Configuration (Voltage)	53,834	859,013	-805,179	6%
6.2.2	Read Device Configuration (Randomisation)	78,765	872,375	-793,610	9%
6.2.3	Read Device Configuration (Billing Calendar)	35	508,434	-508,400	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	68,327	860,714	-807,173	8%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	14,685	508,996	-494,311	3%
6.2.7	Read Device Configuration (MPxN)	53,153	966,427	-913,398	5%
6.2.8	Read Device Configuration (Gas)	154,583	653,030	-498,447	24%
6.2.9	Read Device Configuration (Payment Mode)	92,491	814,986	-743,165	11%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	6,141	-6,141	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	347,538	559,327	-236,601	62%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	2,818	94,615	-91,797	3%
6.5	Update Device Configuration (Voltage)	159,335	489,080	-329,745	33%
6.6	Update Device Configuration (Gas Conversion)	917,652	78,744,649	-77,848,220	1%
6.7	Update Device Configuration (Gas Flow)	18,817	18,276	-18,202	103%
6.8	Update Device Configuration (Billing Calendar)	1,250,637	18,922,713	-17,723,549	7%
6.11	Synchronise Clock	534,096	1,662,652	-1,142,092	32%
6.12	Update Device Configuration (Instantaneous Power Threshold)	163,695	643,756	-492,103	25%
6.13	Read Event Or Security Log	1,983,103	3,230,664	-1,247,562	61%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	6,899	11,908	-5,403	58%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	152,312	748,568	-596,650	20%
6.15.1	Update Security Credentials (KRP)	843,242	1,722,737	-879,590	49%

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6.15.2	Update Security Credentials (Device)	2,022,845	2,212,762	-231,966	91%
6.17	Issue Security Credentials	1,991,497	2,273,534	-316,084	88%
6.18.1	Set Maximum Demand Configurable Time Period	62,963	347,881	-284,918	18%
6.18.2	Reset Maximum Demand Registers	57,093	777,279	-720,186	7%
6.20.1	Set Device Configuration (Import MPxN)	444,381	1,468,797	-1,034,297	30%
6.20.2	Set Device Configuration (Export MPAN)	16	1,293	-1,293	1%
6.21	Request Handover Of DCC Controlled Device	542,816	1,815,819	-1,292,476	30%
6.22	Configure Alert Behaviour	410,199	1,496,017	-1,106,907	27%
6.23	Update Security Credentials (CoS)	73,569	319,720	-266,893	23%
6.24.1	Retrieve Device Security Credentials (KRP)	420,536	1,952,552	-1,555,035	22%
6.24.2	Retrieve Device Security Credentials (Device)	155,769	725,957	-578,756	21%
6.25	Set Electricity Supply Tamper State	262,740	527,563	-289,866	50%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	4,979	1,985	-1,977	251%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,054	-2,054	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	407	46,492	-46,085	1%
7.2	Disable Supply	2	6,983	-6,981	0%
7.3	Arm Supply	17	10,688	-10,671	0%
7.4	Read Supply Status	115,385	1,824,429	-1,709,047	6%
7.5	Activate Auxiliary Load Control	0	1,828	-1,828	0%
7.6	Deactivate Auxiliary Load Control	0	1,828	-1,828	0%
7.7	Read Auxiliary Load Control Switch Data	19,896	55,001	-35,133	36%
7.8	Reset Auxiliary Load	0	1,828	-1,828	0%
7.9	Add Auxiliary Load From Boost Button	26	1,805	-1,779	1%
7.10	Remove Auxiliary Load From Boost Button	0	2,547	-2,547	0%
7.11	Read Boost Button Details	26	1,664	-1,664	2%
7.12	Set Randomised Offset Limit	75,473	46,411	29,062	163%
8.1.1	Commission Device	855,786	1,031,020	-193,734	83%
8.2	Read Inventory	1,045,938	4,495,052	-3,516,241	23%
8.3	Decommission Device	35,591	310,316	-274,981	11%
8.4	Update Inventory	25,204	76,677	-51,520	33%
8.5	Service Opt Out	0	830	-830	0%
8.6	Service Opt In	0	830	-830	0%
8.7.1	Join Service (Critical)	792,699	1,692,450	-913,770	47%
8.7.2	Join Service (Non-Critical)	829,205	4,356,874	-3,540,588	19%
8.8.1	Unjoin Service (Critical)	10,613	377,299	-366,727	3%

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8.8.2	Unjoin Service (Non-Critical)	30,176	543,097	-512,957	6%
8.9	Read Device Log	204,740	1,106,755	-927,911	18%
8.11	Update HAN Device Log	699,477	2,059,948	-1,377,904	34%
8.12.1	Restore HAN Device Log	500	71,654	-71,156	1%
8.12.2	Restore GPF Device Log	352	181,901	-181,550	0%
8.13	Return Local Command Response	0	4	-4	0%
8.14.1	Communications Hub Status Update - Install Success	213,226	707,616	-497,382	30%
8.14.2	Communications Hub Status Update - Install No SM WAN	2,511	59,262	-56,778	4%
8.14.3	Communications Hub Status Update - Fault Return	32,046	29,246	2,797	110%
8.14.4	Communications Hub Status Update - No Fault Return	13,155	55,400	-42,246	24%
9.1	Request Customer Identification Number	0	4	-4	0%
11.1	Update Firmware	2,636	976,749	-974,122	0%
11.2	Read Firmware Version	1,398,183	1,495,283	-111,880	94%
11.3	Activate Firmware	1,258,679	1,683,028	-427,841	75%
12.1	Request WAN Matrix	2,008,381	1,295,463	685,631	155%
12.2	Device Pre-notification	716,169	941,087	-264,783	76%
14.1	Record Network Data (GAS)	0	1,862	-1,862	0%
Total		**120,861,220**	**446,211,453**	**-329,453,259**	**27%**

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