

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
February 2020



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Service Request Variance and Metrics Panel Report V1.0 Redacted Version February 2020

Table of Contents

1	Introduction	4
2	Service Request Forecast Variance.....	5
	2.1 Service Request Aggregate Forecast Variance	5
	2.2 Service Request Aggregate Forecast Variance – by SR Reference Variant.....	5
3	Forecast and Submission Summary.....	9
4	Service Request Forecast Variance Exceptions.....	9
5	Monthly Service Metric Exceptions	9
6	Glossary.....	10

Service Request Variance and Metrics Panel Report V1.0

Redacted Version

February 2020

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".

Service Request Variance and Metrics Panel Report V1.0 Redacted Version February 2020

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)	1,235,370	8,698,019	-7,462,649	14%
1.1.2	Update Import Tariff (Secondary Element)	0	7,045,936	-7,045,936	0%
1.2.1	Update Price (Primary Element)	303,103	6,582,450	-6,279,347	5%
1.2.2	Update Price (Secondary Element)	0	6,681,095	-6,681,095	0%
1.5	Update Meter Balance	193,853	7,132,228	-6,938,375	3%
1.6	Update Payment Mode	358,612	7,808,636	-7,450,024	5%
1.7	Reset Tariff Block Counter Matrix	27,046	69,688	-42,642	39%
2.1	Update Prepay Configuration	77,751	504,908	-427,157	15%
2.2	Top Up Device	388,571	2,922,537	-2,533,966	13%
2.3	Update Debt	46,818	300,367	-253,549	16%
2.5	Activate Emergency Credit	20,965	1,340,289	-1,319,324	2%
3.1	Display Message	185,215	51,290,327	-51,105,112	0%
3.2	Restrict Access For Change Of Tenancy	62,763	380,771	-318,008	16%
3.3	Clear Event Log	27,608	82,844	-55,236	33%
3.4	Update Supplier Name	324,248	6,789,503	-6,465,255	5%
3.5	Disable Privacy PIN	126,564	294,127	-167,563	43%
4.1.1	Read Instantaneous Import Registers	300,692	3,108,042	-2,807,350	10%
4.1.2	Read Instantaneous Import TOU Matrices	415,518	4,426,134	-4,010,616	9%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	3	23,381	-23,378	0%
4.1.4	Read Instantaneous Import Block Counters	0	23,522	-23,522	0%
4.2	Read Instantaneous Export Registers	2	267,761	-267,759	0%
4.3	Read Instantaneous Prepay Values	158,978	2,914,917	-2,755,939	5%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	438,607	20,250,219	-19,811,612	2%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	216	230,657	-230,441	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	3	330,026	-330,023	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	1,269	1,578,791	-1,577,522	0%

Service Request Variance and Metrics Panel Report V1.0 Redacted Version February 2020

4.6.1	Retrieve Import Daily Read Log	61,780,354	89,472,875	-27,692,521	69%
4.6.2	Retrieve Export Daily Read Log	6	51,899	-51,893	0%
4.8.1	Read Active Import Profile Data	30,036,515	41,013,494	-10,976,979	73%
4.8.2	Read Reactive Import Profile Data	13,676	423,976	-410,300	3%
4.8.3	Read Export Profile Data	232	602,844	-602,612	0%
4.10	Read Network Data	9,047	1,017,746	-1,008,699	1%
4.11.1	Read Tariff (Primary Element)	336,344	819,568	-483,224	41%
4.11.2	Read Tariff (Secondary Element)	0	426,065	-426,065	0%
4.12.1	Read Maximum Demand Import Registers	1,328	518,988	-517,660	0%
4.12.2	Read Maximum Demand Export Registers	0	518,938	-518,938	0%
4.13	Read Prepayment Configuration	10,211	586,140	-575,929	2%
4.14	Read Prepayment Daily Read Log	1,114,070	8,360,230	-7,246,160	13%
4.15	Read Load Limit Data	84,766	307,649	-222,883	28%
4.16	Read Active Power Import	0	209,234	-209,234	0%
4.17	Retrieve Daily Consumption Log	2,663	531,605	-528,942	1%
4.18	Read Meter Balance	1,753	10,856,376	-10,854,623	0%
5.1	Create Schedule	627,677	35,630,695	-35,003,018	2%
5.2	Read Schedule	1,271	10,839,904	-10,838,633	0%
5.3	Delete Schedule	142,979	28,309,343	-28,166,364	1%
6.2.1	Read Device Configuration (Voltage)	81,934	748,528	-666,594	11%
6.2.2	Read Device Configuration (Randomisation)	108,066	777,179	-669,113	14%
6.2.3	Read Device Configuration (Billing Calendar)	28	449,877	-449,849	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	81,940	757,713	-675,773	11%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	17,219	447,737	-430,518	4%
6.2.7	Read Device Configuration (MPxN)	81,176	872,762	-791,586	9%
6.2.8	Read Device Configuration (Gas)	120,585	615,101	-494,516	20%
6.2.9	Read Device Configuration (Payment Mode)	75,335	1,009,187	-933,852	7%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	6,924	-6,924	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	328,688	446,831	-118,143	74%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	2,516	88,762	-86,246	3%
6.5	Update Device Configuration (Voltage)	189,196	426,913	-237,717	44%
6.6	Update Device Configuration (Gas Conversion)	852,924	110,205,668	-109,352,744	1%
6.7	Update Device Configuration (Gas Flow)	154	26,651	-26,497	1%
6.8	Update Device Configuration (Billing Calendar)	1,269,944	23,918,835	-22,648,891	5%
6.11	Synchronise Clock	1,001,293	1,525,955	-524,662	66%
6.12	Update Device Configuration (Instantaneous Power Threshold)	141,442	572,100	-430,658	25%
6.13	Read Event Or Security Log	2,005,354	3,319,727	-1,314,373	60%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	6,172	11,693	-5,521	53%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	163,415	858,322	-694,907	19%

Service Request Variance and Metrics Panel Report V1.0 Redacted Version February 2020

6.15.1	Update Security Credentials (KRP)	932,930	1,470,139	-537,209	63%
6.15.2	Update Security Credentials (Device)	1,998,244	2,163,110	-164,866	92%
6.17	Issue Security Credentials	1,947,391	2,232,749	-285,358	87%
6.18.1	Set Maximum Demand Configurable Time Period	94,074	313,073	-218,999	30%
6.18.2	Reset Maximum Demand Registers	86,366	668,535	-582,169	13%
6.20.1	Set Device Configuration (Import MPxN)	424,631	1,121,640	-697,009	38%
6.20.2	Set Device Configuration (Export MPAN)	2	1,134	-1,132	0%
6.21	Request Handover Of DCC Controlled Device	500,273	1,528,917	-1,028,644	33%
6.22	Configure Alert Behaviour	396,147	1,231,146	-834,999	32%
6.23	Update Security Credentials (CoS)	60,877	374,372	-313,495	16%
6.24.1	Retrieve Device Security Credentials (KRP)	381,707	1,696,515	-1,314,808	22%
6.24.2	Retrieve Device Security Credentials (Device)	194,631	788,050	-593,419	25%
6.25	Set Electricity Supply Tamper State	230,946	423,495	-192,549	55%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	14	2,194	-2,180	1%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,053	-2,053	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	203	42,638	-42,435	0%
7.2	Disable Supply	0	8,990	-8,990	0%
7.3	Arm Supply	34	13,143	-13,109	0%
7.4	Read Supply Status	176,289	1,872,703	-1,696,414	9%
7.5	Activate Auxiliary Load Control	0	774	-774	0%
7.6	Deactivate Auxiliary Load Control	0	774	-774	0%
7.7	Read Auxiliary Load Control Switch Data	15,356	59,162	-43,806	26%
7.8	Reset Auxiliary Load	0	774	-774	0%
7.9	Add Auxiliary Load From Boost Button	147	746	-599	20%
7.10	Remove Auxiliary Load From Boost Button	0	1,488	-1,488	0%
7.11	Read Boost Button Details	0	707	-707	0%
7.12	Set Randomised Offset Limit	70,390	46,889	23,501	150%
8.1.1	Commission Device	761,104	931,154	-170,050	82%
8.2	Read Inventory	1,072,773	4,568,531	-3,495,758	23%
8.3	Decommission Device	32,138	183,182	-151,044	18%
8.4	Update Inventory	19,295	70,018	-50,723	28%
8.5	Service Opt Out	0	1,285	-1,285	0%
8.6	Service Opt In	0	1,285	-1,285	0%
8.7.1	Join Service (Critical)	779,179	1,532,306	-753,127	51%
8.7.2	Join Service (Non-Critical)	794,527	3,739,286	-2,944,759	21%

Service Request Variance and Metrics Panel Report V1.0 Redacted Version February 2020

8.8.1	Unjoin Service (Critical)	10,390	190,314	-179,924	5%
8.8.2	Unjoin Service (Non-Critical)	29,711	269,427	-239,716	11%
8.9	Read Device Log	154,506	989,163	-834,657	16%
8.11	Update HAN Device Log	642,786	1,701,772	-1,058,986	38%
8.12.1	Restore HAN Device Log	504	53,656	-53,152	1%
8.12.2	Restore GPF Device Log	346	77,073	-76,727	0%
8.13	Return Local Command Response	0	5	-5	0%
8.14.1	Communications Hub Status Update - Install Success	220,925	554,900	-333,975	40%
8.14.2	Communications Hub Status Update - Install No SM WAN	2,297	34,735	-32,438	7%
8.14.3	Communications Hub Status Update - Fault Return	52,336	20,149	32,187	260%
8.14.4	Communications Hub Status Update - No Fault Return	65,084	50,071	15,013	130%
9.1	Request Customer Identification Number	0	5	-5	0%
11.1	Update Firmware	8,920	866,461	-857,541	1%
11.2	Read Firmware Version	1,431,525	1,756,468	-324,943	82%
11.3	Activate Firmware	1,043,111	1,440,965	-397,854	72%
12.1	Request WAN Matrix	1,737,484	1,254,863	482,621	138%
12.2	Device Pre-notification	615,852	1,071,043	-455,191	58%
14.1	Record Network Data (GAS)	0	2,266	-2,266	0%
Total		122,369,493	556,097,402	-433,727,909	22%

Table 2 – Service Request Aggregate Forecast Variance

Service Request Variance and Metrics Panel Report V1.0
Redacted Version
February 2020

3 Forecast and Submission Summary

[Information redacted]

4 Service Request Forecast Variance Exceptions

[Information redacted]

5 Monthly Service Metric Exceptions

[Information redacted]

Service Request Variance and Metrics Panel Report V1.0 Redacted Version February 2020

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