

**Measurement Period:** 

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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	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 Foreca st
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%



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         51,899         -51,899         -51,893         0%           4.8.1         Read Active Import Profile Data         30,036,515         41,013,494         -10,376,379         73%           4.8.2         Read Reactive Import Profile Data         13,676         423,976         -410,300         3%           4.10.1         Read Export Profile Data         232         602,844         -602,612         0%           4.11.1         Read Tariff (Formary Element)         336,344         819,568         -483,224         41%           4.11.1         Read Tariff (Secondary Element)         0         426,065         -426,065         0%           4.12.1         Read Maximum Demand Export Registers         1,328         518,938         -517,600         0%           4.13.1         Read Prepayment Dorlif Registers         0         518,938         -519,939         0%           4.14.2         Read Maximum Demand Export Registers         1,322         581,938         -519,939         2%           4.13.2         Read Prepayment Daily Read Log         1,114,070         8,360,230         -72,461,600						
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 Maximum Demand Export Profile Data         9,047         1,017,746         -1,008,699         1%           4.11.1         Read Tariff (Primary Element)         336,344         819,568         -483,224         41%           4.12.1         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         -72,46,160         13%           4.15         Read Meter Balance         1,271         0,836,030         -72,46,160         13%           4.16         Read Meter Balance         1,573         10,854,623         0%           5.	4.6.1	Retrieve Import Daily Read Log	61,780,354	89,472,875	-27,692,521	69%
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         -1,006,699         1%           4.11.1         Read Tariff (Primary Element)         336,344         819,568         -483,224         411%           4.12.1         Read Tariff (Secondary Element)         0         426,065         -426,065         0%           4.12.1         Read Maximum Demand Export Registers         1,328         518,988         -511,660         0%           4.12.2         Read Maximum Demand Export Registers         0         518,938         -518,938         0%           4.13         Read Prepayment Configuration         10,211         586,100         -576,929         2%           4.14         Read Prepayment Daily Read Log         1,114,070         8,360,230         -7,246,160         13%           4.15         Read Active Power Import         0         209,234         -209,234         0%           4.16         Read Active Power Import         0         209,234         -209,234         0%           4.17	4.6.2	Retrieve Export Daily Read Log	6	51,899	-51,893	0%
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 Tarriff (Primary Element)         336,344         819,568         483,224         41%           4.12.1         Read Tarriff (Secondary Element)         0         426,065         -426,065         0%           4.12.1         Read Maximum Demand Import Registers         1,328         518,938         -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 Device Import         0         209,234         -209,234         -222,883         28%           4.16         Read Metre Balance         1,753         10,856,376         -10,854,623         0%           5.1         Create Schedule         12,71         10,839,904         -10,854,623         0%           5.2         Read Device Configuration (Voltage)         81,934         748,528         -666,594         11%           6.2.1 <th>4.8.1</th> <th>Read Active Import Profile Data</th> <th>30,036,515</th> <th>41,013,494</th> <th>-10,976,979</th> <th>73%</th>	4.8.1	Read Active Import Profile Data	30,036,515	41,013,494	-10,976,979	73%
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%   4.12.1   Read Maximum Demand Export Registers   0   518,938   -517,660   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%   5.3   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%   6.2.2   Read Device Configuration (Billing Calendar)   28   449,877   -449,849   0%   6.2.4   Read Device Configuration (Instantaneous Power   17,219   447,737   -430,518   4%   6.2.8   Read Device Configuration (Randomisation)   10,856   375,713   -675,773   11%   6.2.8   Read Device Configuration (Randomisation)   12,085   515,101   -494,516   20%   Read Device Configuration (Randomisation)   81,176   872,762   -791,586   9%   6.2.4   Read Device Configuration (Randomisation)   10,09,187   -933,852   7%   6.2.5   Read Device Configuration (Randomisation)   10,09,187   -933,852   7%   6.2.6   Read Device Configuration (Randomisation)   10,09,187   -933,852   7%   6.2.6   Read Device Configuration (Randomisation)   10,09,187   -933,852   7%   6.2.6   8.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   4.6   6.0   6.0   4.6   6.0   6.0   6.0   6.0   6.0   6.0   6.0   6	4.8.2	Read Reactive Import Profile Data	13,676	423,976	-410,300	3%
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         1%           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         1,271         10,839,934         -48,623         0%           6.2.1         R	4.8.3	Read Export Profile Data	232	602,844	-602,612	0%
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         -72,46,160         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         209,234         10%           4.17         Retrieve Daily Consumption Log         2,63         531,605         -528,942         1%           4.18         Read Metre Balance         1,753         10,856,376         -10,854,623         0%           5.1         Create Schedule         1,271         10,839,904         -10,838,633         0%           5.2         Read Device Configuration (Voltage)         81,934         748,528         -666,594         11%	4.10	Read Network Data	9,047	1,017,746	-1,008,699	1%
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         -35,00,318         2%           5.2         Read Schedule         112,711         10,839,904         -10,838,833         0%           6.2.1         Read Device Configuration (Voltage)         81,934         748,528         -666,594         11%           6.2.2         R	4.11.1	Read Tariff (Primary Element)	336,344	819,568	-483,224	41%
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         8,380,230         -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         -10,884,623         0%           5.3         Delete Schedule         1,271         10,839,904         -10,884,633         0%           6.2.1         Read Device Configuration (Voltage)         81,934         748,528         -666,594         11%           6.2.1         Read Device Configur	4.11.2	Read Tariff (Secondary Element)	0	426,065	-426,065	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%         5.2       Read Device Configuration (Voltage)       81,934       748,528       -666,594       11%         6.2.1       Read Device Configuration (Randomisation)       108,066       777,779       -669,113       14%         6.2.2       Read Device Configuration (Randomisation)       108,066       777,779       -669,113       14%         6.2.3       Read Device Configuration (Randomisation)       108,066       777,771       -669,113<	4.12.1	Read Maximum Demand Import Registers	1,328	518,988	-517,660	0%
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 (Randomisation)       108,066       777,179       -669,113       14%         6.2.4       Read Device Configuration (Mentity Exc MPxN)       81,940       757,713       -675,773	4.12.2	Read Maximum Demand Export Registers	0	518,938	-518,938	0%
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       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 (Randomisation)       108,066       777,179       -669,113       14%         6.2.4       Read Device Configuration (Billing Calendar)       28       449,877       -449,849       0%         6.2.4       Read Device Configuration (Instantaneous Power Thresholds)       17,219       447,737       -430,518       4%         6.2.5       Read Device Configuration (Mpx)       81,176       872,76	4.13	Read Prepayment Configuration	10,211	586,140	-575,929	2%
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       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 (Identity Exc MPxN)       81,940       757,713       -675,773       11%         6.2.4       Read Device Configuration (Instantaneous Power Thresholds)       17,219       447,737       -430,518       4%         6.2.5       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 (Gas)       120,585       <	4.14	Read Prepayment Daily Read Log	1,114,070	8,360,230	-7,246,160	13%
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 (Randomisation)       108,066       777,179       -666,594       11%         6.2.2       Read Device Configuration (Randomisation)       108,066       777,179       -669,113       14%         6.2.3       Read Device Configuration (Illing Calendar)       28       449,877       -449,849       0%         6.2.4       Read Device Configuration (Illing Calendar)       28       449,877       -449,849       0%         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%         6.2.9       Read Device Configuration (Fevent and Alert Behaviours)	4.15	Read Load Limit Data	84,766	307,649	-222,883	28%
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 (Randomisation)         108,066         777,179         -669,113         14%           6.2.2         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%           6.2.9         Read Device Configuration (Fayment Mode)         75,335         1,009,187         -933,852         7%           6.2.10         Read Device Configuration (Load Limiting General Settings)         328,688         446,831 </th <th>4.16</th> <th>Read Active Power Import</th> <th>0</th> <th>209,234</th> <th>-209,234</th> <th>0%</th>	4.16	Read Active Power Import	0	209,234	-209,234	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         1,271         10,839,904         -10,838,633         0%           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 (Identity Exc MPxN)         81,940         757,713         -675,773         11%           6.2.4         Read Device Configuration (Instantaneous Power Thresholds)         17,219         447,737         -430,518         4%           6.2.5         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 (Load Limiting General Settings)         328,688         446,831         -118,143         74%           6.4.1         Update Device Configuration (Load Limiting Counter Reset)         2,516	4.17	Retrieve Daily Consumption Log	2,663	531,605	-528,942	1%
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 (Identity Exc MPxN)         81,940         757,713         -675,773         11%           6.2.4         Read Device Configuration (Instantaneous Power Thresholds)         17,219         447,737         -430,518         4%           6.2.5         Read Device Configuration (MPxN)         81,176         872,762         -791,586         9%           6.2.10         Read Device Configuration (Gas)         120,585         615,101         -494,516         20%           6.2.10         Read Device Configuration (Fernt 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 (Gas Conversion)	4.18	Read Meter Balance	1,753	10,856,376	-10,854,623	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 (Gas)         120,585         615,101         -494,516         20%           6.2.9         Read Device Configuration (Event and Alert Behaviours)         0         6,924         -6,924         0%           6.2.10         Read Device Configuration (Load Limiting General Settings)         328,688         446,831         -118,143         74%           6.4.1         Update Device Configuration (Voltage)         189,196         426,913         -237,717         44%           6.5         Update Device Configuration (Ga	5.1	Create Schedule	627,677	35,630,695	-35,003,018	2%
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 (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%           6.5.2	5.2	Read Schedule	1,271	10,839,904	-10,838,633	0%
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 (Load Limiting General Settings)         328,688         446,831         -118,143         74%           6.4.1         Update Device Configuration (Load Limiting Counter Reset)         2,516         88,762         -86,246         3%           6.5         Update Device Configuration (Gas Conversion)         852,924         110,205,66         -109,352,744         1%           6.7	5.3	Delete Schedule	142,979	28,309,343	-28,166,364	1%
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%           Update Device Configuration (Load Limiting General Settings)         328,688         446,831         -118,143         74%           6.4.2         Update Device Configuration (Voltage)         189,196         426,913         -237,717         44%           6.5         Update Device Configuration (Gas Conversion)         852,924         110,205,66         -109,352,744         1%           6.7         Update Device Configuration	6.2.1	Read Device Configuration (Voltage)	81,934	748,528	-666,594	11%
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%           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 (Gas Conversion)         852,924         110,205,66         -109,352,744         1%           6.7         Update Device Configuration (Gas Flow)         154         26,651         -26,497         1%           6.10         Update Device Config	6.2.2	Read Device Configuration (Randomisation)	108,066	777,179	-669,113	14%
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         110,205,666         -109,352,744         1%           6.7         Update Device Configuration (Gas Flow)         154         26,651         -26,497         1%           6.11         Synchronise Clock	6.2.3	Read Device Configuration (Billing Calendar)	28	449,877	-449,849	0%
6.2.5         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%           Update Device Configuration (Load Limiting General Settings)         328,688         446,831         -118,143         74%           6.4.1         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         110,205,66         -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 <th>6.2.4</th> <th>Read Device Configuration (Identity Exc MPxN)</th> <th>81,940</th> <th>757,713</th> <th>-675,773</th> <th>11%</th>	6.2.4	Read Device Configuration (Identity Exc MPxN)	81,940	757,713	-675,773	11%
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%           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         110,205,66         -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 P	6.2.5	,	17,219	447,737	-430,518	4%
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%         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       110,205,66       -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%         6.14.1       Update Device Configuration (Auxiliary Load Control Description)       6,172       11,693       -5,5	6.2.7	Read Device Configuration (MPxN)	81,176	872,762	-791,586	9%
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       110,205,66 8       -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	6.2.8	Read Device Configuration (Gas)	120,585	615,101	-494,516	20%
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       110,205,66       -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%         6.14.1       Update Device Configuration (Auxiliary Load Control Description)       6,172       11,693       -5,521       53%         6.14.2       Update Device Configuration (Auxiliary Load Control Description)       163,415       858,322       -694,907       19%	6.2.9	Read Device Configuration (Payment Mode)	75,335	1,009,187	-933,852	7%
Settings)  6.4.2 Update Device Configuration (Load Limiting Counter Reset)  6.5 Update Device Configuration (Voltage)  6.6 Update Device Configuration (Gas Conversion)  6.7 Update Device Configuration (Gas Flow)  6.8 Update Device Configuration (Gas Flow)  6.9 Update Device Configuration (Gas Flow)  6.10 Update Device Configuration (Gas Flow)  6.11 Synchronise Clock  6.12 Update Device Configuration (Instantaneous Power Threshold)  6.13 Read Event Or Security Log  6.14.1 Update Device Configuration (Auxiliary Load Control Description)  6.14.2 Update Device Configuration (Auxiliary Load Control Update Device Configuration (Auxiliary Load Control Description)  6.14.2 Update Device Configuration (Auxiliary Load Control Description)  6.15 Update Device Configuration (Auxiliary Load Control Description)  6.16 Update Device Configuration (Auxiliary Load Control Description)  6.17 Update Device Configuration (Auxiliary Load Control Description)  6.18 Update Device Configuration (Auxiliary Load Control Description)  6.19 Update Device Configuration (Auxiliary Load Control Description)  6.19 Update Device Configuration (Auxiliary Load Control Description)  6.19 Update Device Configuration (Auxiliary Load Control Description)  6.10 Update Device Configuration (Auxiliary Load Control Description)  6.10 Update Device Configuration (Auxiliary Load Control Description)  6.11 Update Device Configuration (Auxiliary Load Control Description)  6.11 Update Device Configuration (Auxiliary Load Control Description)  6.12 Update Device Configuration (Auxiliary Load Control Description)  6.14 Update Device Configuration (Auxiliary Load Control Description)	6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	6,924	-6,924	0%
6.5       Update Device Configuration (Voltage)       189,196       426,913       -237,717       44%         6.6       Update Device Configuration (Gas Conversion)       852,924       110,205,66 8       -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%         0.14.1       Update Device Configuration (Auxiliary Load Control Description)       6,172       11,693       -5,521       53%         0.14.2       109date Device Configuration (Auxiliary Load Control Description)       163,415       858,322       -694,907       19%	6.4.1		328,688	446,831	-118,143	74%
6.6       Update Device Configuration (Gas Conversion)       852,924       110,205,66 8       -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%         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%         Update Device Configuration (Auxiliary Load Control Description)       6,172       11,693       -5,521       53%         0 14.2       10 163 415       858 322       -694 907       19%	6.4.2	Update Device Configuration (Load Limiting Counter Reset)	2,516	88,762	-86,246	3%
6.6 Update Device Configuration (Gas Conversion) 6.7 Update Device Configuration (Gas Flow) 6.8 Update Device Configuration (Billing Calendar) 6.10 Synchronise Clock 6.11 Synchronise Clock 6.12 Update Device Configuration (Instantaneous Power Threshold) 6.13 Read Event Or Security Log 6.14 Update Device Configuration (Auxiliary Load Control Description) 6.14 Update Device Configuration (Auxiliary Load Control Description) 6.15 Update Device Configuration (Auxiliary Load Control Description) 6.16 Update Device Configuration (Auxiliary Load Control Description) 6.17 Update Device Configuration (Auxiliary Load Control Description) 6.18 Update Device Configuration (Auxiliary Load Control Description) 6.19 Update Device Configuration (Auxiliary Load Control Description)	6.5	Update Device Configuration (Voltage)	189,196	426,913	-237,717	44%
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%         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%         Update Device Configuration (Auxiliary Load Control Description)       6,172       11,693       -5,521       53%         0 14.2       163,415       858,322       -694,907       19%	6.6	Update Device Configuration (Gas Conversion)	852,924		-109,352,744	1%
6.11 Synchronise Clock 1,001,293 1,525,955 -524,662 66% 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% Update Device Configuration (Auxiliary Load Control Description) Update Device Configuration (Auxiliary Load Control Update Device Configuration (Auxiliary Load Control 163,415 858,322 -694,907 19%	6.7	Update Device Configuration (Gas Flow)	154	26,651	-26,497	1%
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%         Update Device Configuration (Auxiliary Load Control Description)       6,172       11,693       -5,521       53%         Update Device Configuration (Auxiliary Load Control Description)       163,415       858,322       -694,907       19%	6.8	Update Device Configuration (Billing Calendar)	1,269,944	23,918,835	-22,648,891	5%
Threshold)  6.13 Read Event Or Security Log  Update Device Configuration (Auxiliary Load Control Description)  Update Device Configuration (Auxiliary Load Control Description)  Update Device Configuration (Auxiliary Load Control Load Contr	6.11		1,001,293	1,525,955	-524,662	66%
Update Device Configuration (Auxiliary Load Control Description)  6,172	6.12		141,442	572,100	-430,658	25%
Description) Update Device Configuration (Auxiliary Load Control 163.415 1693 172 17,693 173,521 183,615 183,6	6.13	, 5	2,005,354	3,319,727	-1,314,373	60%
Update Device Configuration (Auxiliary Load Control 163 415 858 322 -694 907 19%	6.14.1		6,172	11,693	-5,521	53%
	6.14.2	Update Device Configuration (Auxiliary Load Control	163,415	858,322	-694,907	19%



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%



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

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]

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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

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