Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
March 2020

Version:	**V1.0**
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Author:	**DCC**
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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	**147,622,883**	**724,676,445**	**-585,323,225**	**20%**

<div align="center">Table 1 – Service Request Aggregate Forecast Variance</div>

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)	1,111,993	12,552,605	-11,494,695	9%
1.1.2	Update Import Tariff (Secondary Element)	0	10,825,036	-10,825,036	0%
1.2.1	Update Price (Primary Element)	3,217,501	10,435,540	-7,218,112	31%
1.2.2	Update Price (Secondary Element)	0	10,406,274	-10,406,274	0%
1.5	Update Meter Balance	202,372	10,996,005	-10,793,635	2%
1.6	Update Payment Mode	324,370	11,576,700	-11,256,044	3%
1.7	Reset Tariff Block Counter Matrix	30,356	77,520	-47,164	39%
2.1	Update Prepay Configuration	150,774	604,011	-453,237	25%
2.2	Top Up Device	485,426	3,496,413	-3,010,987	14%
2.3	Update Debt	44,960	362,843	-317,883	12%
2.5	Activate Emergency Credit	15,998	1,727,099	-1,711,101	1%
3.1	Display Message	203,601	72,953,405	-72,782,548	0%
3.2	Restrict Access For Change Of Tenancy	59,328	450,413	-391,090	13%
3.3	Clear Event Log	23,490	97,507	-74,017	24%
3.4	Update Supplier Name	330,759	9,589,232	-9,272,748	3%
3.5	Disable Privacy PIN	107,229	331,526	-224,303	32%
4.1.1	Read Instantaneous Import Registers	350,618	3,470,547	-3,119,980	10%
4.1.2	Read Instantaneous Import TOU Matrices	415,598	5,196,121	-4,780,537	8%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	3	26,349	-26,346	0%
4.1.4	Read Instantaneous Import Block Counters	0	27,032	-27,032	0%
4.2	Read Instantaneous Export Registers	60	269,249	-269,249	0%
4.3	Read Instantaneous Prepay Values	203,425	3,496,171	-3,292,746	6%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	407,536	28,650,398	-28,269,731	1%
4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	290	247,262	-246,974	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	1	420,470	-420,469	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	1,269	2,022,283	-2,021,014	0%

4.6.1	Retrieve Import Daily Read Log	76,381,146	108,004,668	-34,870,015	71%
4.6.2	Retrieve Export Daily Read Log	1,632	57,198	-57,122	3%
4.8.1	Read Active Import Profile Data	39,572,852	51,275,993	-15,300,867	77%
4.8.2	Read Reactive Import Profile Data	18,510	500,081	-481,571	4%
4.8.3	Read Export Profile Data	1,945	679,840	-679,538	0%
4.10	Read Network Data	32,712	989,108	-956,396	3%
4.11.1	Read Tariff (Primary Element)	301,601	810,052	-531,884	37%
4.11.2	Read Tariff (Secondary Element)	0	326,843	-326,843	0%
4.12.1	Read Maximum Demand Import Registers	1,535	548,938	-547,403	0%
4.12.2	Read Maximum Demand Export Registers	0	548,888	-548,888	0%
4.13	Read Prepayment Configuration	16,062	524,712	-508,650	3%
4.14	Read Prepayment Daily Read Log	1,616,216	9,757,018	-8,140,802	17%
4.15	Read Load Limit Data	119,898	307,660	-187,762	39%
4.16	Read Active Power Import	0	214,335	-214,335	0%
4.17	Retrieve Daily Consumption Log	33,427	566,859	-562,789	6%
4.18	Read Meter Balance	3,736	15,174,112	-15,170,376	0%
5.1	Create Schedule	562,454	51,958,138	-51,437,518	1%
5.2	Read Schedule	3,310	15,825,776	-15,824,453	0%
5.3	Delete Schedule	122,777	41,291,381	-41,170,567	0%
6.2.1	Read Device Configuration (Voltage)	115,361	659,928	-544,567	17%
6.2.2	Read Device Configuration (Randomisation)	135,774	693,725	-557,951	20%
6.2.3	Read Device Configuration (Billing Calendar)	27	355,389	-355,362	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	204,502	669,938	-557,387	31%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	15,438	351,191	-335,753	4%
6.2.7	Read Device Configuration (MPxN)	189,992	798,589	-686,584	24%
6.2.8	Read Device Configuration (Gas)	98,185	572,933	-474,748	17%
6.2.9	Read Device Configuration (Payment Mode)	105,517	996,515	-912,557	11%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	15,804	-15,804	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	239,019	499,011	-288,636	48%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	1,753	98,740	-96,987	2%
6.5	Update Device Configuration (Voltage)	675,276	466,301	208,975	145%
6.6	Update Device Configuration (Gas Conversion)	997,043	135,673,307	-134,694,243	1%
6.7	Update Device Configuration (Gas Flow)	15,990	31,839	-31,646	50%
6.8	Update Device Configuration (Billing Calendar)	1,191,472	32,973,069	-31,835,648	4%
6.11	Synchronise Clock	1,068,228	1,876,809	-825,946	57%
6.12	Update Device Configuration (Instantaneous Power Threshold)	141,038	658,022	-530,563	21%
6.13	Read Event Or Security Log	87,396	3,941,615	-3,854,221	2%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	4,928	13,295	-9,201	37%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	113,966	981,857	-868,725	12%

6.15.1	Update Security Credentials (KRP)	886,779	1,547,828	-661,054	57%
6.15.2	Update Security Credentials (Device)	1,659,667	2,286,822	-672,099	73%
6.17	Issue Security Credentials	1,701,754	2,379,250	-716,028	72%
6.18.1	Set Maximum Demand Configurable Time Period	143,548	313,198	-169,650	46%
6.18.2	Reset Maximum Demand Registers	121,920	698,389	-576,469	17%
6.20.1	Set Device Configuration (Import MPxN)	327,826	1,162,849	-846,654	28%
6.20.2	Set Device Configuration (Export MPAN)	58	1,436	-1,436	4%
6.21	Request Handover Of DCC Controlled Device	423,536	1,572,721	-1,172,384	27%
6.22	Configure Alert Behaviour	392,816	1,266,906	-895,918	31%
6.23	Update Security Credentials (CoS)	103,070	430,130	-349,122	24%
6.24.1	Retrieve Device Security Credentials (KRP)	464,842	1,710,589	-1,274,317	27%
6.24.2	Retrieve Device Security Credentials (Device)	196,841	735,640	-538,903	27%
6.25	Set Electricity Supply Tamper State	201,329	452,718	-280,318	44%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	5,068	2,307	-2,289	220%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,060	-2,060	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	144	56,690	-56,554	0%
7.2	Disable Supply	0	9,548	-9,548	0%
7.3	Arm Supply	10	14,031	-14,021	0%
7.4	Read Supply Status	218,569	1,858,413	-1,639,848	12%
7.5	Activate Auxiliary Load Control	0	790	-790	0%
7.6	Deactivate Auxiliary Load Control	0	790	-790	0%
7.7	Read Auxiliary Load Control Switch Data	63,527	65,162	-50,054	97%
7.8	Reset Auxiliary Load	0	790	-790	0%
7.9	Add Auxiliary Load From Boost Button	138	757	-619	18%
7.10	Remove Auxiliary Load From Boost Button	0	1,499	-1,499	0%
7.11	Read Boost Button Details	45,156	716	-716	6307%
7.12	Set Randomised Offset Limit	54,419	50,146	4,273	109%
8.1.1	Commission Device	578,998	1,034,522	-478,497	56%
8.2	Read Inventory	1,676,505	5,084,450	-3,523,297	33%
8.3	Decommission Device	31,229	156,602	-125,698	20%
8.4	Update Inventory	5,356	89,025	-83,830	6%
8.5	Service Opt Out	0	1,678	-1,678	0%
8.6	Service Opt In	0	1,678	-1,678	0%
8.7.1	Join Service (Critical)	591,871	1,610,241	-1,037,872	37%
8.7.2	Join Service (Non-Critical)	593,775	3,602,860	-3,027,605	16%

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8.8.1	Unjoin Service (Critical)	7,915	187,003	-179,123	4%
8.8.2	Unjoin Service (Non-Critical)	18,874	233,260	-214,426	8%
8.9	Read Device Log	306,674	969,979	-773,374	32%
8.11	Update HAN Device Log	489,227	1,819,179	-1,355,601	27%
8.12.1	Restore HAN Device Log	384	45,927	-45,551	1%
8.12.2	Restore GPF Device Log	264	75,803	-75,541	0%
8.13	Return Local Command Response	0	6	-6	0%
8.14.1	Communications Hub Status Update - Install Success	156,644	585,270	-433,479	27%
8.14.2	Communications Hub Status Update - Install No SM WAN	2,012	37,760	-35,749	5%
8.14.3	Communications Hub Status Update - Fault Return	26,677	19,183	7,493	139%
8.14.4	Communications Hub Status Update - No Fault Return	42,909	54,392	-11,483	79%
9.1	Request Customer Identification Number	5	6	-6	83%
11.1	Update Firmware	2,271	1,588,296	-1,586,029	0%
11.2	Read Firmware Version	1,495,984	2,501,510	-1,097,196	60%
11.3	Activate Firmware	854,210	3,207,689	-2,354,467	27%
12.1	Request WAN Matrix	1,243,310	1,530,291	-350,614	81%
12.2	Device Pre-notification	609,097	1,607,558	-1,057,362	38%
14.1	Record Network Data (GAS)	0	2,714	-2,714	0%
Total		**147,622,883**	**724,676,445**	**-585,323,225**	**20%**

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