

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
May 2020



Version:	V1.0
Date:	12/06/2020
Author:	DCC
Classification:	DCC Public

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

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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".

Service Request Variance and Metrics Panel Report V1.0 Redacted Version May 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	141,200,010	1,143,718,311	-1,020,055,661	12%

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)	897,486	35,838,561	-34,988,418	3%
1.1.2	Update Import Tariff (Secondary Element)	0	33,757,769	-33,757,769	0%
1.2.1	Update Price (Primary Element)	490,314	34,291,779	-33,926,972	1%
1.2.2	Update Price (Secondary Element)	0	33,171,972	-33,171,972	0%
1.5	Update Meter Balance	222,100	33,572,934	-33,357,027	1%
1.6	Update Payment Mode	157,427	33,988,571	-33,879,215	0%
1.7	Reset Tariff Block Counter Matrix	16,870	38,176	-21,306	44%
2.1	Update Prepay Configuration	14,528	840,213	-832,148	2%
2.2	Top Up Device	341,475	4,185,706	-3,847,230	8%
2.3	Update Debt	13,023	442,710	-430,063	3%
2.5	Activate Emergency Credit	2,365	2,449,437	-2,447,072	0%
3.1	Display Message	113,277	154,140,381	-154,049,992	0%
3.2	Restrict Access For Change Of Tenancy	37,205	475,259	-439,869	8%
3.3	Clear Event Log	8,026	79,075	-71,057	10%
3.4	Update Supplier Name	118,257	24,399,322	-24,296,610	0%
3.5	Disable Privacy PIN	44,836	185,129	-141,887	24%
4.1.1	Read Instantaneous Import Registers	303,143	3,457,736	-3,154,741	9%
4.1.2	Read Instantaneous Import TOU Matrices	542,484	5,815,009	-5,273,971	9%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	1	26,079	-26,078	0%
4.1.4	Read Instantaneous Import Block Counters	0	26,058	-26,058	0%
4.2	Read Instantaneous Export Registers	187	119,730	-119,730	0%
4.3	Read Instantaneous Prepay Values	143,213	4,228,758	-4,085,994	3%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	278,897	69,177,060	-68,929,333	0%

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

4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	218	274,589	-274,380	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	1	530,831	-530,830	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	350	2,820,857	-2,820,507	0%
4.6.1	Retrieve Import Daily Read Log	81,117,047	140,835,604	-70,091,770	58%
4.6.2	Retrieve Export Daily Read Log	7,066	143,875	-143,813	5%
4.8.1	Read Active Import Profile Data	41,079,861	62,103,008	-26,370,945	66%
4.8.2	Read Reactive Import Profile Data	24,636	1,364,008	-1,363,697	2%
4.8.3	Read Export Profile Data	7,158	1,414,347	-1,414,099	1%
4.10	Read Network Data	111,846	2,043,364	-1,931,518	5%
4.11.1	Read Tariff (Primary Element)	539,438	973,022	-468,885	55%
4.11.2	Read Tariff (Secondary Element)	0	437,548	-437,548	0%
4.12.1	Read Maximum Demand Import Registers	12,398	473,113	-460,715	3%
4.12.2	Read Maximum Demand Export Registers	0	461,863	-461,863	0%
4.13	Read Prepayment Configuration	6,610	587,417	-580,807	1%
4.14	Read Prepayment Daily Read Log	1,821,820	7,949,535	-6,161,919	23%
4.15	Read Load Limit Data	50,615	192,437	-141,822	26%
4.16	Read Active Power Import	0	12,870	-12,870	0%
4.17	Retrieve Daily Consumption Log	60,798	247,713	-245,458	25%
4.18	Read Meter Balance	2,576	33,240,728	-33,240,677	0%
5.1	Create Schedule	744,261	102,658,442	-102,068,681	1%
5.2	Read Schedule	62,676	33,966,392	-33,965,538	0%
5.3	Delete Schedule	327,621	101,224,407	-100,969,320	0%
6.2.1	Read Device Configuration (Voltage)	47,824	742,014	-694,190	6%
6.2.2	Read Device Configuration (Randomisation)	51,012	717,346	-666,334	7%
6.2.3	Read Device Configuration (Billing Calendar)	19	462,578	-462,564	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	50,609	709,537	-666,378	7%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	7,029	463,067	-456,038	2%
6.2.7	Read Device Configuration (MPxN)	45,531	858,309	-812,780	5%
6.2.8	Read Device Configuration (Gas)	183,702	737,391	-553,689	25%
6.2.9	Read Device Configuration (Payment Mode)	131,890	1,222,465	-1,101,443	11%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	14,286	-14,286	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	63,092	255,502	-211,036	25%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	3,967	16,453	-12,486	24%
6.5	Update Device Configuration (Voltage)	78,096	396,833	-318,737	20%
6.6	Update Device Configuration (Gas Conversion)	1,033,648	64,522,327	-63,533,810	2%

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

6.7	Update Device Configuration (Gas Flow)	5,449	109,456	-109,360	5%
6.8	Update Device Configuration (Billing Calendar)	883,162	68,527,956	-67,811,306	1%
6.11	Synchronise Clock	1,512,032	2,247,380	-748,364	67%
6.12	Update Device Configuration (Instantaneous Power Threshold)	41,056	520,962	-491,508	8%
6.13	Read Event Or Security Log	237,892	3,344,089	-3,106,409	7%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	7,905	15,105	-7,296	52%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	24,867	815,333	-790,564	3%
6.15.1	Update Security Credentials (KRP)	308,467	868,738	-560,271	36%
6.15.2	Update Security Credentials (Device)	506,054	881,537	-469,885	57%
6.17	Issue Security Credentials	566,942	896,970	-417,643	63%
6.18.1	Set Maximum Demand Configurable Time Period	67,983	234,273	-166,290	29%
6.18.2	Reset Maximum Demand Registers	59,768	682,240	-622,472	9%
6.20.1	Set Device Configuration (Import MPxN)	56,962	498,249	-450,824	11%
6.20.2	Set Device Configuration (Export MPAN)	166	2,076	-2,076	8%
6.21	Request Handover Of DCC Controlled Device	49,900	944,911	-904,789	5%
6.22	Configure Alert Behaviour	126,515	760,456	-649,045	17%
6.23	Update Security Credentials (CoS)	114,346	446,840	-359,075	26%
6.24.1	Retrieve Device Security Credentials (KRP)	264,164	1,615,382	-1,370,399	16%
6.24.2	Retrieve Device Security Credentials (Device)	97,054	585,795	-491,993	17%
6.25	Set Electricity Supply Tamper State	82,876	289,061	-222,770	29%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	954	3,757	-3,733	25%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,078	-2,078	0%
6.28	Set CHF Sub GHz Configuration	0	1,980	-1,980	0%
6.29	Request CHF Sub GHz Channel Scan	0	2,520	-2,520	0%
6.30	Read CHF Sub GHz Configuration	0	2,520	-2,520	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	171	6,489	-6,318	3%
7.2	Disable Supply	0	10,956	-10,956	0%
7.3	Arm Supply	38	13,373	-13,335	0%
7.4	Read Supply Status	315,641	2,123,738	-1,810,203	15%
7.5	Activate Auxiliary Load Control	0	703	-703	0%
7.6	Deactivate Auxiliary Load Control	0	353	-353	0%
7.7	Read Auxiliary Load Control Switch Data	4,857	78,033	-73,177	6%
7.8	Reset Auxiliary Load	0	263	-263	0%

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

7.9	Add Auxiliary Load From Boost Button	8	230	-222	3%
7.10	Remove Auxiliary Load From Boost Button	0	93	-93	0%
7.11	Read Boost Button Details	1	103	-103	1%
7.12	Set Randomised Offset Limit	27,214	9,096	18,118	299%
8.1.1	Commission Device	75,172	365,706	-300,559	21%
8.2	Read Inventory	774,479	4,221,406	-3,597,766	18%
8.3	Decommission Device	11,606	148,611	-137,243	8%
8.4	Update Inventory	2,665	76,101	-73,651	4%
8.5	Service Opt Out	0	3,144	-3,144	0%
8.6	Service Opt In	0	3,144	-3,144	0%
8.7.1	Join Service (Critical)	56,363	595,445	-546,610	9%
8.7.2	Join Service (Non-Critical)	47,044	1,224,813	-1,184,230	4%
8.8.1	Unjoin Service (Critical)	1,829	198,686	-197,148	1%
8.8.2	Unjoin Service (Non-Critical)	1,172	254,894	-253,868	0%
8.9	Read Device Log	147,389	1,043,820	-910,640	14%
8.11	Update HAN Device Log	45,781	597,521	-561,193	8%
8.12.1	Restore HAN Device Log	70	45,822	-45,759	0%
8.12.2	Restore GPF Device Log	28	70,926	-70,900	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	22,226	235,746	-219,098	9%
8.14.2	Communications Hub Status Update - Install No SM WAN	247	18,022	-17,924	1%
8.14.3	Communications Hub Status Update - Fault Return	83,460	8,697	74,763	960%
8.14.4	Communications Hub Status Update - No Fault Return	128,679	48,609	79,989	265%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	5,511	1,484,758	-1,481,612	0%
11.2	Read Firmware Version	1,553,506	2,341,005	-795,764	66%
11.3	Activate Firmware	531,792	2,599,835	-2,245,426	20%
12.1	Request WAN Matrix	654,758	623,920	-30,647	105%
12.2	Device Pre-notification	275,260	1,179,123	-931,403	23%
14.1	Record Network Data (GAS)	0	1	-1	0%
Total		141,200,010	1,143,718,311	-1,020,055,661	12%

Table 2 – Service Request Aggregate Forecast Variance

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