

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:

June 2020



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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".

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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	136,532,943	2,102,436,732	-1,983,646,865	6%

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)	1,116,891	72,841,939	-71,793,191	2%
1.1.2	Update Import Tariff (Secondary Element)	0	70,617,187	-70,617,187	0%
1.2.1	Update Price (Primary Element)	486,004	71,240,986	-70,871,630	1%
1.2.2	Update Price (Secondary Element)	0	69,946,014	-69,946,014	0%
1.5	Update Meter Balance	248,738	70,421,616	-70,180,532	0%
1.6	Update Payment Mode	240,533	70,789,638	-70,613,261	0%
1.7	Reset Tariff Block Counter Matrix	36,320	43,270	-6,950	84%
2.1	Update Prepay Configuration	28,501	955,597	-933,702	3%
2.2	Top Up Device	336,459	4,677,217	-4,344,343	7%
2.3	Update Debt	19,071	506,013	-487,230	4%
2.5	Activate Emergency Credit	9,666	2,845,551	-2,835,885	0%
3.1	Display Message	172,205	316,653,043	-316,514,286	0%
3.2	Restrict Access For Change Of Tenancy	53,786	527,620	-476,639	10%
3.3	Clear Event Log	13,927	82,276	-68,351	17%
3.4	Update Supplier Name	190,750	49,533,995	-49,367,914	0%
3.5	Disable Privacy PIN	79,071	205,524	-128,726	38%
4.1.1	Read Instantaneous Import Registers	491,548	3,708,138	-3,216,820	13%
4.1.2	Read Instantaneous Import TOU Matrices	689,612	6,392,909	-5,704,848	11%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	0	27,657	-27,657	0%
4.1.4	Read Instantaneous Import Block Counters	0	27,612	-27,612	0%
4.2	Read Instantaneous Export Registers	329	121,242	-121,242	0%
4.3	Read Instantaneous Prepay Values	170,174	4,689,814	-4,520,643	4%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	357,068	142,907,173	-142,592,129	0%

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4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	209	289,190	-289,181	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	2	607,064	-607,062	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	415	3,335,090	-3,334,677	0%
4.6.1	Retrieve Import Daily Read Log	76,217,706	185,916,582	-119,967,762	41%
4.6.2	Retrieve Export Daily Read Log	11,770	300,765	-300,713	4%
4.8.1	Read Active Import Profile Data	36,487,510	67,778,022	-36,610,632	54%
4.8.2	Read Reactive Import Profile Data	26,935	1,564,302	-1,564,051	2%
4.8.3	Read Export Profile Data	11,910	1,616,843	-1,616,655	1%
4.10	Read Network Data	63,420	2,146,834	-2,083,414	3%
4.11.1	Read Tariff (Primary Element)	547,186	899,323	-399,247	61%
4.11.2	Read Tariff (Secondary Element)	0	312,554	-312,554	0%
4.12.1	Read Maximum Demand Import Registers	1,460	502,256	-500,796	0%
4.12.2	Read Maximum Demand Export Registers	0	491,006	-491,006	0%
4.13	Read Prepayment Configuration	7,397	475,778	-468,381	2%
4.14	Read Prepayment Daily Read Log	1,911,422	8,972,330	-7,183,902	21%
4.15	Read Load Limit Data	19,787	192,452	-172,665	10%
4.16	Read Active Power Import	0	12,925	-12,925	0%
4.17	Retrieve Daily Consumption Log	82,031	268,908	-266,735	31%
4.18	Read Meter Balance	1,702	70,025,286	-70,025,036	0%
5.1	Create Schedule	1,267,497	212,946,603	-211,861,049	1%
5.2	Read Schedule	60,963	70,728,979	-70,727,969	0%
5.3	Delete Schedule	318,051	211,503,000	-211,257,153	0%
6.2.1	Read Device Configuration (Voltage)	19,744	647,214	-627,470	3%
6.2.2	Read Device Configuration (Randomisation)	30,698	592,875	-562,177	5%
6.2.3	Read Device Configuration (Billing Calendar)	22	337,517	-337,499	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	30,103	584,906	-565,239	5%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	12,164	338,748	-326,584	4%
6.2.7	Read Device Configuration (MPxN)	25,134	748,494	-725,102	3%
6.2.8	Read Device Configuration (Gas)	178,038	657,800	-479,762	27%
6.2.9	Read Device Configuration (Payment Mode)	231,661	1,225,564	-1,007,816	19%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	14,432	-14,432	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	84,835	261,392	-193,637	32%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	5,915	18,913	-12,998	31%
6.5	Update Device Configuration (Voltage)	77,010	415,894	-338,884	19%
6.6	Update Device Configuration (Gas Conversion)	926,820	116,251,208	-115,351,953	1%

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6.7	Update Device Configuration (Gas Flow)	8,178	111,702	-111,666	7%
6.8	Update Device Configuration (Billing Calendar)	1,032,205	142,247,130	-141,407,700	1%
6.11	Synchronise Clock	1,570,636	2,490,059	-940,213	63%
6.12	Update Device Configuration (Instantaneous Power Threshold)	46,590	576,750	-542,095	8%
6.13	Read Event Or Security Log	353,461	3,656,055	-3,303,376	10%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	12,293	15,233	-3,123	81%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	51,151	866,478	-815,513	6%
6.15.1	Update Security Credentials (KRP)	270,239	930,700	-660,467	29%
6.15.2	Update Security Credentials (Device)	656,420	827,797	-234,649	79%
6.17	Issue Security Credentials	643,615	780,971	-185,616	82%
6.18.1	Set Maximum Demand Configurable Time Period	26,700	234,393	-207,693	11%
6.18.2	Reset Maximum Demand Registers	19,819	711,383	-691,564	3%
6.20.1	Set Device Configuration (Import MPxN)	163,843	495,751	-348,542	33%
6.20.2	Set Device Configuration (Export MPAN)	305	2,159	-2,159	14%
6.21	Request Handover Of DCC Controlled Device	142,281	919,341	-803,330	15%
6.22	Configure Alert Behaviour	153,565	771,332	-642,385	20%
6.23	Update Security Credentials (CoS)	141,212	483,679	-377,556	29%
6.24.1	Retrieve Device Security Credentials (KRP)	221,330	1,548,350	-1,367,281	14%
6.24.2	Retrieve Device Security Credentials (Device)	316,295	478,418	-163,153	66%
6.25	Set Electricity Supply Tamper State	104,552	286,497	-206,175	36%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	1,294	3,981	-3,957	33%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	2,091	-2,091	0%
6.28	Set CHF Sub GHz Configuration	0	1,980	-1,980	0%
6.29	Request CHF Sub GHz Channel Scan	0	2,547	-2,547	0%
6.30	Read CHF Sub GHz Configuration	0	2,547	-2,547	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	134	6,715	-6,584	2%
7.2	Disable Supply	0	11,415	-11,415	0%
7.3	Arm Supply	29	13,281	-13,252	0%
7.4	Read Supply Status	963,740	2,184,181	-1,223,569	44%
7.5	Activate Auxiliary Load Control	0	715	-715	0%
7.6	Deactivate Auxiliary Load Control	0	365	-365	0%
7.7	Read Auxiliary Load Control Switch Data	8,483	85,427	-77,518	10%
7.8	Reset Auxiliary Load	0	271	-271	0%

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7.9	Add Auxiliary Load From Boost Button	110	238	-128	46%
7.10	Remove Auxiliary Load From Boost Button	0	96	-96	0%
7.11	Read Boost Button Details	407	108	-108	377%
7.12	Set Randomised Offset Limit	46,225	10,527	35,698	439%
8.1.1	Commission Device	256,740	346,010	-109,377	74%
8.2	Read Inventory	882,481	5,965,690	-5,197,466	15%
8.3	Decommission Device	26,483	106,480	-80,428	25%
8.4	Update Inventory	3,697	79,910	-76,604	5%
8.5	Service Opt Out	0	3,514	-3,514	0%
8.6	Service Opt In	0	3,514	-3,514	0%
8.7.1	Join Service (Critical)	199,902	642,441	-460,831	31%
8.7.2	Join Service (Non-Critical)	202,998	1,262,612	-1,077,485	16%
8.8.1	Unjoin Service (Critical)	3,766	185,095	-181,802	2%
8.8.2	Unjoin Service (Non-Critical)	3,555	197,527	-194,120	2%
8.9	Read Device Log	229,251	983,433	-774,781	23%
8.11	Update HAN Device Log	181,321	557,603	-395,316	33%
8.12.1	Restore HAN Device Log	165	32,959	-32,801	1%
8.12.2	Restore GPF Device Log	114	61,381	-61,270	0%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	70,434	234,372	-168,767	30%
8.14.2	Communications Hub Status Update - Install No SM WAN	756	19,660	-19,099	4%
8.14.3	Communications Hub Status Update - Fault Return	284,933	8,798	276,131	3239%
8.14.4	Communications Hub Status Update - No Fault Return	54,438	51,474	2,787	106%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	12,331	1,560,591	-1,560,338	1%
11.2	Read Firmware Version	1,771,816	2,407,497	-679,880	74%
11.3	Activate Firmware	715,714	2,450,321	-1,968,744	29%
12.1	Request WAN Matrix	981,032	631,463	308,701	155%
12.2	Device Pre-notification	295,734	1,136,683	-864,775	26%
14.1	Record Network Data (GAS)	0	1	-1	0%
Total		136,532,943	2,102,436,732	-1,983,646,865	6%

Table 2 – Service Request Aggregate Forecast Variance

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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