

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
July 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	152,794,562	219,126,152	-110,856,405	70%

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)	1,381,540	2,508,838	-1,473,069	55%
1.1.2	Update Import Tariff (Secondary Element)	0	1,512,244	-1,512,244	0%
1.2.1	Update Price (Primary Element)	438,567	1,122,867	-860,528	39%
1.2.2	Update Price (Secondary Element)	0	755,226	-755,226	0%
1.5	Update Meter Balance	340,988	1,197,959	-952,372	28%
1.6	Update Payment Mode	373,119	1,225,045	-1,040,195	30%
1.7	Reset Tariff Block Counter Matrix	59,674	19,652	2,469	304%
2.1	Update Prepay Configuration	59,790	583,245	-537,998	10%
2.2	Top Up Device	373,314	1,350,307	-992,455	28%
2.3	Update Debt	47,273	154,658	-108,784	31%
2.5	Activate Emergency Credit	15,801	62,429	-46,677	25%
3.1	Display Message	248,381	4,904,017	-4,760,364	5%
3.2	Restrict Access For Change Of Tenancy	84,452	91,376	-27,583	92%
3.3	Clear Event Log	26,780	21,352	-6,809	125%
3.4	Update Supplier Name	317,903	1,035,746	-796,426	31%
3.5	Disable Privacy PIN	119,591	120,553	-41,877	99%
4.1.1	Read Instantaneous Import Registers	521,868	2,350,455	-2,049,355	22%
4.1.2	Read Instantaneous Import TOU Matrices	788,261	1,739,753	-1,099,902	45%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	1	6,972	-6,972	0%
4.1.4	Read Instantaneous Import Block Counters	0	6,780	-6,780	0%
4.2	Read Instantaneous Export Registers	406	94,909	-94,909	0%
4.3	Read Instantaneous Prepay Values	219,969	1,597,268	-1,390,508	14%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	467,756	4,294,911	-3,970,603	11%

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4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	76	26,510	-26,489	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	8	24,889	-24,889	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	742	301,956	-301,919	0%
4.6.1	Retrieve Import Daily Read Log	82,840,888	46,470,199	8,729,908	178%
4.6.2	Retrieve Export Daily Read Log	20,858	472,773	-472,710	4%
4.8.1	Read Active Import Profile Data	37,303,192	29,534,137	720,705	126%
4.8.2	Read Reactive Import Profile Data	33,037	1,808,100	-1,807,874	2%
4.8.3	Read Export Profile Data	21,949	1,816,840	-1,816,654	1%
4.10	Read Network Data	88,779	2,098,822	-2,010,043	4%
4.11.1	Read Tariff (Primary Element)	696,606	201,602	462,912	346%
4.11.2	Read Tariff (Secondary Element)	0	1,014	-1,014	0%
4.12.1	Read Maximum Demand Import Registers	1,473	529,592	-528,119	0%
4.12.2	Read Maximum Demand Export Registers	0	518,342	-518,342	0%
4.13	Read Prepayment Configuration	9,194	25,497	-17,060	36%
4.14	Read Prepayment Daily Read Log	2,011,954	3,932,096	-2,200,826	51%
4.15	Read Load Limit Data	76,447	187,249	-110,802	41%
4.16	Read Active Power Import	0	16,079	-16,079	0%
4.17	Retrieve Daily Consumption Log	116,985	12,345	-8,335	948%
4.18	Read Meter Balance	163	840,985	-840,963	0%
5.1	Create Schedule	752,918	5,176,954	-4,693,833	15%
5.2	Read Schedule	35,238	1,742,484	-1,740,323	2%
5.3	Delete Schedule	241,264	4,337,388	-4,170,375	6%
6.2.1	Read Device Configuration (Voltage)	72,962	328,820	-255,858	22%
6.2.2	Read Device Configuration (Randomisation)	93,938	249,190	-162,759	38%
6.2.3	Read Device Configuration (Billing Calendar)	28	26,845	-26,819	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	217,176	252,786	-180,259	86%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	19,590	21,619	-2,029	91%
6.2.7	Read Device Configuration (MPxN)	193,723	264,342	-193,489	73%
6.2.8	Read Device Configuration (Gas)	230,628	71,277	157,794	324%
6.2.9	Read Device Configuration (Payment Mode)	233,463	94,820	15,264	246%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	11,948	-11,948	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	152,770	228,300	-121,893	67%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	7,946	47,772	-39,865	17%
6.5	Update Device Configuration (Voltage)	147,353	426,465	-279,112	35%
6.6	Update Device Configuration (Gas Conversion)	1,178,085	63,760,360	-62,668,159	2%

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6.7	Update Device Configuration (Gas Flow)	9,108	94,225	-94,125	10%
6.8	Update Device Configuration (Billing Calendar)	1,282,008	3,448,813	-2,453,209	37%
6.11	Synchronise Clock	1,947,374	695,972	195,906	280%
6.12	Update Device Configuration (Instantaneous Power Threshold)	82,582	195,664	-149,479	42%
6.13	Read Event Or Security Log	426,221	1,577,569	-1,232,982	27%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	13,206	9,529	2,223	139%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	106,194	11,355	93,399	935%
6.15.1	Update Security Credentials (KRP)	772,919	811,146	-99,099	95%
6.15.2	Update Security Credentials (Device)	1,462,580	472,754	655,693	309%
6.17	Issue Security Credentials	1,429,554	464,668	644,030	308%
6.18.1	Set Maximum Demand Configurable Time Period	104,966	228,287	-123,321	46%
6.18.2	Reset Maximum Demand Registers	77,865	732,499	-654,634	11%
6.20.1	Set Device Configuration (Import MPxN)	321,305	370,952	-136,480	87%
6.20.2	Set Device Configuration (Export MPAN)	376	1,675	-1,675	22%
6.21	Request Handover Of DCC Controlled Device	333,214	643,151	-421,744	52%
6.22	Configure Alert Behaviour	318,634	704,275	-473,833	45%
6.23	Update Security Credentials (CoS)	182,828	137,877	-29,736	133%
6.24.1	Retrieve Device Security Credentials (KRP)	477,987	1,214,433	-860,619	39%
6.24.2	Retrieve Device Security Credentials (Device)	382,930	116,345	5,747	329%
6.25	Set Electricity Supply Tamper State	163,452	311,631	-182,064	52%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	2,815	1,747	-1,731	161%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	125	-125	0%
6.28	Set CHF Sub GHz Configuration	0	5	-5	0%
6.29	Request CHF Sub GHz Channel Scan	0	628	-628	0%
6.30	Read CHF Sub GHz Configuration	0	628	-628	0%
6.31	Read CHF Sub GHz Channel	0	5	-5	0%
6.32	Read CHF Sub GHz Channel Log	0	5	-5	0%
7.1	Enable Supply	271	2,783	-2,526	10%
7.2	Disable Supply	0	2,243	-2,243	0%
7.3	Arm Supply	63	4,284	-4,231	1%
7.4	Read Supply Status	444,916	1,584,771	-1,425,215	28%
7.5	Activate Auxiliary Load Control	2	547	-547	0%
7.6	Deactivate Auxiliary Load Control	0	547	-547	0%
7.7	Read Auxiliary Load Control Switch Data	86,201	412	10,868	20923%
7.8	Reset Auxiliary Load	0	244	-244	0%

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7.9	Add Auxiliary Load From Boost Button	733	216	517	339%
7.10	Remove Auxiliary Load From Boost Button	0	64	-64	0%
7.11	Read Boost Button Details	65,910	75	-75	87880%
7.12	Set Randomised Offset Limit	76,381	25,612	50,691	298%
8.1.1	Commission Device	572,974	243,711	155,833	235%
8.2	Read Inventory	1,331,407	1,985,774	-934,181	67%
8.3	Decommission Device	44,033	55,180	-12,847	80%
8.4	Update Inventory	6,754	36,723	-30,582	18%
8.5	Service Opt Out	0	0	0	100%
8.6	Service Opt In	0	195	-195	0%
8.7.1	Join Service (Critical)	466,346	432,097	-75,649	108%
8.7.2	Join Service (Non-Critical)	492,024	744,541	-372,623	66%
8.8.1	Unjoin Service (Critical)	7,908	73,986	-67,398	11%
8.8.2	Unjoin Service (Non-Critical)	11,452	86,851	-75,939	13%
8.9	Read Device Log	340,283	201,539	-133,940	169%
8.11	Update HAN Device Log	428,884	390,463	-52,518	110%
8.12.1	Restore HAN Device Log	397	7,120	-6,805	6%
8.12.2	Restore GPF Device Log	245	6,986	-6,755	4%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	139,262	139,385	-22,138	100%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,157	14,739	-13,778	8%
8.14.3	Communications Hub Status Update - Fault Return	6,121	8,974	-2,877	68%
8.14.4	Communications Hub Status Update - No Fault Return	47,483	21,725	25,712	219%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	1,462	1,588,504	-1,587,245	0%
11.2	Read Firmware Version	2,855,853	1,688,507	738,294	169%
11.3	Activate Firmware	1,096,948	3,526,902	-3,138,918	31%
12.1	Request WAN Matrix	1,395,556	543,478	-228,930	257%
12.2	Device Pre-notification	290,551	843,956	-628,662	34%
14.1	Record Network Data (GAS)	0	96	-96	0%
Total		152,794,562	219,126,152	-110,856,405	70%

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