

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
August 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	175,711,832	481,904,354	-351,687,728	36%

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)	1,449,451	10,462,220	-9,310,997	14%
1.1.2	Update Import Tariff (Secondary Element)	0	1,016,108	-1,016,108	0%
1.2.1	Update Price (Primary Element)	396,000	8,995,381	-8,736,061	4%
1.2.2	Update Price (Secondary Element)	0	1,000,708	-1,000,708	0%
1.5	Update Meter Balance	306,243	9,150,175	-8,885,555	3%
1.6	Update Payment Mode	378,056	2,667,832	-2,392,174	14%
1.7	Reset Tariff Block Counter Matrix	26,182	15,540	-5,809	168%
2.1	Update Prepay Configuration	94,900	749,727	-673,692	13%
2.2	Top Up Device	425,842	1,576,566	-1,165,176	27%
2.3	Update Debt	58,360	172,724	-116,444	34%
2.5	Activate Emergency Credit	19,602	69,802	-50,400	28%
3.1	Display Message	285,224	42,935,652	-42,745,929	1%
3.2	Restrict Access For Change Of Tenancy	91,412	179,018	-108,930	51%
3.3	Clear Event Log	31,025	25,686	-10,562	121%
3.4	Update Supplier Name	367,774	2,458,746	-2,155,586	15%
3.5	Disable Privacy PIN	90,737	173,686	-100,914	52%
4.1.1	Read Instantaneous Import Registers	495,674	2,533,612	-2,223,503	20%
4.1.2	Read Instantaneous Import TOU Matrices	844,811	2,068,271	-1,348,865	41%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	1	2,119	-2,119	0%
4.1.4	Read Instantaneous Import Block Counters	1	1,995	-1,995	0%
4.2	Read Instantaneous Export Registers	928	92,602	-92,602	1%
4.3	Read Instantaneous Prepay Values	271,003	1,674,540	-1,417,333	16%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	499,985	13,440,525	-13,054,098	4%

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4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	123	22,392	-22,381	1%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	5	71,431	-71,431	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	1,631	159,146	-159,082	1%
4.6.1	Retrieve Import Daily Read Log	92,893,882	72,925,543	-8,052,290	127%
4.6.2	Retrieve Export Daily Read Log	16,102	4,399	-4,318	366%
4.8.1	Read Active Import Profile Data	41,755,326	53,822,106	-18,516,882	78%
4.8.2	Read Reactive Import Profile Data	39,271	1,588,159	-1,587,865	2%
4.8.3	Read Export Profile Data	18,161	1,597,175	-1,596,989	1%
4.10	Read Network Data	85,391	1,790,032	-1,704,641	5%
4.11.1	Read Tariff (Primary Element)	469,730	934,815	-475,163	50%
4.11.2	Read Tariff (Secondary Element)	0	1,020	-1,020	0%
4.12.1	Read Maximum Demand Import Registers	1,235	545,828	-544,593	0%
4.12.2	Read Maximum Demand Export Registers	0	545,678	-545,678	0%
4.13	Read Prepayment Configuration	9,747	28,021	-19,630	35%
4.14	Read Prepayment Daily Read Log	2,596,869	4,428,501	-2,033,756	59%
4.15	Read Load Limit Data	80,638	186,346	-105,708	43%
4.16	Read Active Power Import	2	14,623	-14,621	0%
4.17	Retrieve Daily Consumption Log	256,131	23,687	226,333	1081%
4.18	Read Meter Balance	566	8,739,671	-8,739,130	0%
5.1	Create Schedule	1,286,117	21,615,834	-20,893,075	6%
5.2	Read Schedule	183,591	8,676,565	-8,673,966	2%
5.3	Delete Schedule	409,069	19,970,127	-19,782,084	2%
6.2.1	Read Device Configuration (Voltage)	78,739	307,460	-228,721	26%
6.2.2	Read Device Configuration (Randomisation)	102,021	257,678	-165,510	40%
6.2.3	Read Device Configuration (Billing Calendar)	7	30,630	-30,624	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	660,232	254,790	-176,433	259%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	19,443	23,984	-4,541	81%
6.2.7	Read Device Configuration (MPxN)	662,698	270,043	-190,089	245%
6.2.8	Read Device Configuration (Gas)	169,830	78,288	89,794	217%
6.2.9	Read Device Configuration (Payment Mode)	212,127	130,751	-12,474	162%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	13,787	-13,787	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	226,390	510,784	-351,762	44%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	6,320	146,772	-140,452	4%
6.5	Update Device Configuration (Voltage)	178,179	444,766	-266,587	40%
6.6	Update Device Configuration (Gas Conversion)	1,552,423	115,715,055	-114,246,529	1%

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6.7	Update Device Configuration (Gas Flow)	38,954	110,543	-105,286	35%
6.8	Update Device Configuration (Billing Calendar)	1,633,559	19,500,723	-18,421,098	8%
6.11	Synchronise Clock	1,807,658	799,959	267,923	226%
6.12	Update Device Configuration (Instantaneous Power Threshold)	112,537	448,845	-378,177	25%
6.13	Read Event Or Security Log	594,342	951,605	-383,694	62%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	16,740	15,962	-2,103	105%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	126,450	51,872	71,750	244%
6.15.1	Update Security Credentials (KRP)	765,705	1,425,629	-683,514	54%
6.15.2	Update Security Credentials (Device)	1,822,795	1,347,907	159,736	135%
6.17	Issue Security Credentials	1,799,498	1,378,862	94,126	131%
6.18.1	Set Maximum Demand Configurable Time Period	100,451	228,402	-127,951	44%
6.18.2	Reset Maximum Demand Registers	80,833	759,935	-679,102	11%
6.20.1	Set Device Configuration (Import MPxN)	356,180	730,388	-432,488	49%
6.20.2	Set Device Configuration (Export MPAN)	872	772	-772	113%
6.21	Request Handover Of DCC Controlled Device	430,303	1,220,869	-889,154	35%
6.22	Configure Alert Behaviour	369,095	1,023,316	-737,639	36%
6.23	Update Security Credentials (CoS)	194,060	248,780	-128,347	78%
6.24.1	Retrieve Device Security Credentials (KRP)	425,320	1,975,164	-1,608,242	22%
6.24.2	Retrieve Device Security Credentials (Device)	202,424	218,711	-137,386	93%
6.25	Set Electricity Supply Tamper State	230,916	593,002	-424,614	39%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	10,381	1,828	-428	568%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	119	-119	0%
6.28	Set CHF Sub GHz Configuration	0	10	-10	0%
6.29	Request CHF Sub GHz Channel Scan	0	685	-685	0%
6.30	Read CHF Sub GHz Configuration	0	685	-685	0%
6.31	Read CHF Sub GHz Channel	0	10	-10	0%
6.32	Read CHF Sub GHz Channel Log	0	10	-10	0%
7.1	Enable Supply	554	3,837	-3,303	14%
7.2	Disable Supply	0	2,433	-2,433	0%
7.3	Arm Supply	81	4,886	-4,824	2%
7.4	Read Supply Status	633,039	1,679,898	-1,244,250	38%
7.5	Activate Auxiliary Load Control	0	1,569	-1,569	0%
7.6	Deactivate Auxiliary Load Control	0	1,569	-1,569	0%
7.7	Read Auxiliary Load Control Switch Data	372,653	1,607	10,462	23189%
7.8	Reset Auxiliary Load	0	1,256	-1,256	0%

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7.9	Add Auxiliary Load From Boost Button	1,505	2,640	-1,141	57%
7.10	Remove Auxiliary Load From Boost Button	0	1,066	-1,066	0%
7.11	Read Boost Button Details	330,997	1,273	-1,273	26001%
7.12	Set Randomised Offset Limit	84,627	54,637	29,990	155%
8.1.1	Commission Device	638,617	740,034	-215,594	86%
8.2	Read Inventory	1,508,120	3,696,764	-2,492,928	41%
8.3	Decommission Device	32,695	83,081	-51,804	39%
8.4	Update Inventory	4,803	31,173	-27,466	15%
8.5	Service Opt Out	0	0	0	100%
8.6	Service Opt In	0	310	-310	0%
8.7.1	Join Service (Critical)	588,794	1,772,194	-1,288,345	33%
8.7.2	Join Service (Non-Critical)	596,239	4,522,921	-4,029,958	13%
8.8.1	Unjoin Service (Critical)	8,864	82,899	-75,345	11%
8.8.2	Unjoin Service (Non-Critical)	17,425	111,967	-95,183	16%
8.9	Read Device Log	893,638	510,244	-318,016	175%
8.11	Update HAN Device Log	526,645	1,799,974	-1,361,736	29%
8.12.1	Restore HAN Device Log	508	10,703	-10,228	5%
8.12.2	Restore GPF Device Log	359	10,167	-9,827	4%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	167,938	352,207	-202,636	48%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,506	24,866	-23,428	6%
8.14.3	Communications Hub Status Update - Fault Return	4,590	14,249	-9,687	32%
8.14.4	Communications Hub Status Update - No Fault Return	35,143	18,277	16,859	192%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	21,231	2,375,976	-2,375,584	1%
11.2	Read Firmware Version	5,538,026	6,424,488	-1,580,859	86%
11.3	Activate Firmware	901,620	4,888,651	-4,358,929	18%
12.1	Request WAN Matrix	1,354,829	899,052	-505,561	151%
12.2	Device Pre-notification	222,506	1,403,560	-1,229,496	16%
14.1	Record Network Data (GAS)	0	211	-211	0%
Total		175,711,832	481,904,354	-351,687,728	36%

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