

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:
September 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	200,259,488	549,847,908	-397,768,241	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)	2,135,583	11,614,365	-10,100,633	18%
1.1.2	Update Import Tariff (Secondary Element)	0	1,170,017	-1,170,017	0%
1.2.1	Update Price (Primary Element)	3,332,088	9,997,598	-6,902,653	33%
1.2.2	Update Price (Secondary Element)	0	1,155,592	-1,155,592	0%
1.5	Update Meter Balance	369,311	9,924,026	-9,604,016	4%
1.6	Update Payment Mode	502,437	3,086,485	-2,710,178	16%
1.7	Reset Tariff Block Counter Matrix	40,499	14,411	6,585	281%
2.1	Update Prepay Configuration	142,393	886,080	-790,998	16%
2.2	Top Up Device	527,396	2,372,310	-1,865,948	22%
2.3	Update Debt	75,622	213,273	-141,469	35%
2.5	Activate Emergency Credit	25,535	79,158	-53,857	32%
3.1	Display Message	348,644	46,210,943	-46,002,741	1%
3.2	Restrict Access For Change Of Tenancy	107,741	193,232	-110,447	56%
3.3	Clear Event Log	36,931	29,392	-11,018	126%
3.4	Update Supplier Name	407,136	2,851,021	-2,504,666	14%
3.5	Disable Privacy PIN	105,031	199,247	-114,984	53%
4.1.1	Read Instantaneous Import Registers	640,518	3,150,397	-2,735,193	20%
4.1.2	Read Instantaneous Import TOU Matrices	1,068,904	2,677,205	-1,823,993	40%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	1	2,909	-2,909	0%
4.1.4	Read Instantaneous Import Block Counters	0	2,724	-2,724	0%
4.2	Read Instantaneous Export Registers	1,071	92,852	-92,848	1%
4.3	Read Instantaneous Prepay Values	397,294	2,211,283	-1,835,974	18%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	613,852	15,264,248	-14,776,945	4%

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4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	228	23,770	-23,765	1%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	7	123,004	-123,004	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	1,862	179,739	-179,368	1%
4.6.1	Retrieve Import Daily Read Log	100,131,387	88,788,389	-18,630,369	113%
4.6.2	Retrieve Export Daily Read Log	36,114	4,718	-4,661	765%
4.8.1	Read Active Import Profile Data	45,590,620	66,736,797	-28,392,988	68%
4.8.2	Read Reactive Import Profile Data	41,691	1,978,786	-1,978,485	2%
4.8.3	Read Export Profile Data	38,312	1,987,894	-1,987,714	2%
4.10	Read Network Data	144,252	2,205,468	-2,061,216	7%
4.11.1	Read Tariff (Primary Element)	645,960	1,111,808	-477,224	58%
4.11.2	Read Tariff (Secondary Element)	0	1,026	-1,026	0%
4.12.1	Read Maximum Demand Import Registers	34,528	573,164	-538,636	6%
4.12.2	Read Maximum Demand Export Registers	0	573,014	-573,014	0%
4.13	Read Prepayment Configuration	16,715	44,980	-33,331	37%
4.14	Read Prepayment Daily Read Log	2,971,477	5,043,903	-2,330,867	59%
4.15	Read Load Limit Data	158,191	188,872	-30,682	84%
4.16	Read Active Power Import	0	14,952	-14,952	0%
4.17	Retrieve Daily Consumption Log	422,089	25,744	389,640	1640%
4.18	Read Meter Balance	389	9,478,076	-9,477,711	0%
5.1	Create Schedule	1,504,456	23,583,875	-22,463,150	6%
5.2	Read Schedule	46,457	9,385,690	-9,383,314	0%
5.3	Delete Schedule	303,606	21,963,576	-21,750,777	1%
6.2.1	Read Device Configuration (Voltage)	156,421	332,465	-176,044	47%
6.2.2	Read Device Configuration (Randomisation)	184,514	264,543	-91,574	70%
6.2.3	Read Device Configuration (Billing Calendar)	6	32,536	-32,534	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	390,201	260,885	-104,539	150%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	23,534	28,650	-5,116	82%
6.2.7	Read Device Configuration (MPxN)	383,963	277,805	-119,569	138%
6.2.8	Read Device Configuration (Gas)	233,476	80,202	150,589	291%
6.2.9	Read Device Configuration (Payment Mode)	298,029	136,005	-1,982	219%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	13,888	-13,888	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	239,139	757,849	-583,668	32%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	5,180	293,490	-288,311	2%
6.5	Update Device Configuration (Voltage)	346,954	411,155	-64,201	84%
6.6	Update Device Configuration (Gas Conversion)	2,787,841	123,984,386	-121,291,545	2%

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6.7	Update Device Configuration (Gas Flow)	37,103	162,901	-159,085	23%
6.8	Update Device Configuration (Billing Calendar)	1,689,711	21,450,692	-20,164,408	8%
6.11	Synchronise Clock	1,604,830	977,257	68,919	164%
6.12	Update Device Configuration (Instantaneous Power Threshold)	163,819	613,793	-493,938	27%
6.13	Read Event Or Security Log	800,849	1,409,378	-637,294	57%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	15,647	17,135	-5,788	91%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	160,147	61,557	94,148	260%
6.15.1	Update Security Credentials (KRP)	927,103	1,783,926	-877,766	52%
6.15.2	Update Security Credentials (Device)	2,462,485	1,494,614	325,065	165%
6.17	Issue Security Credentials	2,452,930	1,536,345	249,590	160%
6.18.1	Set Maximum Demand Configurable Time Period	286,156	233,015	53,141	123%
6.18.2	Reset Maximum Demand Registers	305,536	791,771	-486,235	39%
6.20.1	Set Device Configuration (Import MPxN)	422,902	887,007	-538,832	48%
6.20.2	Set Device Configuration (Export MPAN)	1,008	1,032	-1,032	98%
6.21	Request Handover Of DCC Controlled Device	556,015	1,677,190	-1,243,249	33%
6.22	Configure Alert Behaviour	515,524	1,162,723	-729,249	44%
6.23	Update Security Credentials (CoS)	214,787	274,404	-155,719	78%
6.24.1	Retrieve Device Security Credentials (KRP)	1,024,588	2,674,755	-1,826,908	38%
6.24.2	Retrieve Device Security Credentials (Device)	408,823	251,763	-124,053	162%
6.25	Set Electricity Supply Tamper State	268,318	775,777	-567,558	35%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	6,773	1,977	-1,663	343%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	137	-137	0%
6.28	Set CHF Sub GHz Configuration	0	15	-15	0%
6.29	Request CHF Sub GHz Channel Scan	0	724	-724	0%
6.30	Read CHF Sub GHz Configuration	0	724	-724	0%
6.31	Read CHF Sub GHz Channel	0	15	-15	0%
6.32	Read CHF Sub GHz Channel Log	0	15	-15	0%
7.1	Enable Supply	996	4,049	-3,076	25%
7.2	Disable Supply	8	2,548	-2,548	0%
7.3	Arm Supply	98	5,190	-5,114	2%
7.4	Read Supply Status	918,279	1,895,864	-1,166,025	48%
7.5	Activate Auxiliary Load Control	4	1,685	-1,685	0%
7.6	Deactivate Auxiliary Load Control	0	1,585	-1,585	0%
7.7	Read Auxiliary Load Control Switch Data	151,635	1,613	13,099	9401%
7.8	Reset Auxiliary Load	0	1,267	-1,267	0%

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7.9	Add Auxiliary Load From Boost Button	1,159	2,651	-1,589	44%
7.10	Remove Auxiliary Load From Boost Button	0	1,067	-1,067	0%
7.11	Read Boost Button Details	120,253	1,277	-1,277	9417%
7.12	Set Randomised Offset Limit	86,259	56,908	29,351	152%
8.1.1	Commission Device	820,780	942,940	-259,463	87%
8.2	Read Inventory	2,641,685	6,175,935	-4,063,927	43%
8.3	Decommission Device	41,557	97,734	-58,336	43%
8.4	Update Inventory	25,001	38,213	-15,466	65%
8.5	Service Opt Out	0	0	0	100%
8.6	Service Opt In	0	363	-363	0%
8.7.1	Join Service (Critical)	758,078	2,210,254	-1,581,217	34%
8.7.2	Join Service (Non-Critical)	759,497	5,189,392	-4,555,512	15%
8.8.1	Unjoin Service (Critical)	11,341	95,851	-85,668	12%
8.8.2	Unjoin Service (Non-Critical)	24,856	126,575	-102,326	20%
8.9	Read Device Log	740,373	580,181	-232,661	128%
8.11	Update HAN Device Log	671,755	2,170,640	-1,608,471	31%
8.12.1	Restore HAN Device Log	643	13,047	-12,449	5%
8.12.2	Restore GPF Device Log	443	12,417	-11,995	4%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	937,117	387,213	524,263	242%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,489	27,839	-26,430	5%
8.14.3	Communications Hub Status Update - Fault Return	8,813	15,815	-7,054	56%
8.14.4	Communications Hub Status Update - No Fault Return	9,031	20,097	-11,077	45%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	646	2,551,459	-2,550,953	0%
11.2	Read Firmware Version	5,656,756	6,590,707	-1,340,033	86%
11.3	Activate Firmware	1,678,591	5,418,796	-4,270,331	31%
12.1	Request WAN Matrix	1,556,964	1,033,927	-559,092	151%
12.2	Device Pre-notification	294,741	1,642,030	-1,380,874	18%
14.1	Record Network Data (GAS)	0	265	-265	0%
Total		200,259,488	549,847,908	-397,768,241	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