

Service Request Variance and Metrics Panel Report – Redacted Version

Measurement Period:

October 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	236,445,334	1,455,786,055	-1,276,122,025	16%

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)	2,239,904	3,892,410	-2,056,242	58%
1.1.2	Update Import Tariff (Secondary Element)	0	1,137,158	-1,137,158	0%
1.2.1	Update Price (Primary Element)	2,933,633	2,492,225	-10,040	118%
1.2.2	Update Price (Secondary Element)	0	1,120,244	-1,120,244	0%
1.5	Update Meter Balance	423,370	1,819,748	-1,489,454	23%
1.6	Update Payment Mode	652,609	2,238,366	-1,761,478	29%
1.7	Reset Tariff Block Counter Matrix	52,948	12,169	487	435%
2.1	Update Prepay Configuration	162,929	1,096,153	-954,972	15%
2.2	Top Up Device	733,145	163,466,254	-162,767,792	0%
2.3	Update Debt	96,022	160,253,562	-160,163,510	0%
2.5	Activate Emergency Credit	28,143	160,078,929	-160,050,932	0%
3.1	Display Message	354,509	328,023,102	-327,801,397	0%
3.2	Restrict Access For Change Of Tenancy	120,603	177,757	-83,855	68%
3.3	Clear Event Log	40,908	25,503	-2,834	160%
3.4	Update Supplier Name	477,051	1,769,659	-1,372,506	27%
3.5	Disable Privacy PIN	123,132	185,226	-101,659	66%
4.1.1	Read Instantaneous Import Registers	712,165	4,403,041	-3,887,108	16%
4.1.2	Read Instantaneous Import TOU Matrices	1,139,827	3,613,994	-2,681,094	32%
4.1.3	Read Instantaneous Import TOU With Blocks Matrices	8	4,918	-4,918	0%
4.1.4	Read Instantaneous Import Block Counters	1	4,532	-4,532	0%
4.2	Read Instantaneous Export Registers	665	84,377	-84,129	1%
4.3	Read Instantaneous Prepay Values	565,545	163,183,776	-162,647,147	0%
4.4.2	Retrieve Change Of Mode / Tariff Triggered Billing Data Log	1,341,905	8,200,923	-7,019,708	16%

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4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	99	23,508	-23,504	0%
4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	6	206,428	-206,427	0%
4.4.5	Retrieve Billing Data Log (PrePayment Credits)	2,584	187,337	-187,250	1%
4.6.1	Retrieve Import Daily Read Log	122,901,998	96,989,312	-10,574,422	127%
4.6.2	Retrieve Export Daily Read Log	53,321	6,835	6,164	780%
4.8.1	Read Active Import Profile Data	55,814,665	70,099,160	-23,483,867	80%
4.8.2	Read Reactive Import Profile Data	51,359	2,255,396	-2,204,072	2%
4.8.3	Read Export Profile Data	55,017	2,263,662	-2,248,521	2%
4.10	Read Network Data	183,806	2,523,837	-2,340,031	7%
4.11.1	Read Tariff (Primary Element)	596,210	892,493	-311,638	67%
4.11.2	Read Tariff (Secondary Element)	0	1,032	-1,032	0%
4.12.1	Read Maximum Demand Import Registers	10,609	597,854	-587,245	2%
4.12.2	Read Maximum Demand Export Registers	0	597,704	-597,704	0%
4.13	Read Prepayment Configuration	17,327	57,568	-43,721	30%
4.14	Read Prepayment Daily Read Log	3,761,971	5,658,405	-2,265,124	66%
4.15	Read Load Limit Data	66,027	154,808	-88,781	43%
4.16	Read Active Power Import	10	14,129	-14,119	0%
4.17	Retrieve Daily Consumption Log	597,099	32,926	559,249	1813%
4.18	Read Meter Balance	556	2,454,542	-2,454,023	0%
5.1	Create Schedule	1,639,865	7,453,110	-6,210,287	22%
5.2	Read Schedule	53,421	1,365,186	-1,361,809	4%
5.3	Delete Schedule	398,168	6,298,803	-6,010,835	6%
6.2.1	Read Device Configuration (Voltage)	65,174	298,485	-233,311	22%
6.2.2	Read Device Configuration (Randomisation)	99,633	233,386	-145,341	43%
6.2.3	Read Device Configuration (Billing Calendar)	29	30,125	-30,099	0%
6.2.4	Read Device Configuration (Identity Exc MPxN)	169,860	223,369	-158,086	76%
6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	28,521	33,970	-5,449	84%
6.2.7	Read Device Configuration (MPxN)	166,715	243,547	-176,397	68%
6.2.8	Read Device Configuration (Gas)	226,431	73,054	150,850	310%
6.2.9	Read Device Configuration (Payment Mode)	343,607	126,501	23,453	272%
6.2.10	Read Device Configuration (Event and Alert Behaviours)	0	11,307	-11,307	0%
6.4.1	Update Device Configuration (Load Limiting General Settings)	272,336	959,134	-757,115	28%
6.4.2	Update Device Configuration (Load Limiting Counter Reset)	9,676	562,568	-552,894	2%
6.5	Update Device Configuration (Voltage)	343,353	361,819	-18,466	95%
6.6	Update Device Configuration (Gas Conversion)	3,035,655	32,818,704	-29,892,268	9%

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6.7	Update Device Configuration (Gas Flow)	38,666	170,636	-165,100	23%
6.8	Update Device Configuration (Billing Calendar)	1,981,957	5,524,323	-3,913,499	36%
6.11	Synchronise Clock	1,969,244	942,283	273,177	209%
6.12	Update Device Configuration (Instantaneous Power Threshold)	267,173	674,061	-453,543	40%
6.13	Read Event Or Security Log	983,779	161,309,420	-160,354,700	1%
6.14.1	Update Device Configuration (Auxiliary Load Control Description)	22,670	18,432	-1,281	123%
6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	179,011	54,358	118,873	329%
6.15.1	Update Security Credentials (KRP)	1,151,294	1,984,987	-886,769	58%
6.15.2	Update Security Credentials (Device)	2,750,040	1,043,539	1,057,666	264%
6.17	Issue Security Credentials	2,803,424	1,079,282	994,262	260%
6.18.1	Set Maximum Demand Configurable Time Period	182,313	218,086	-35,773	84%
6.18.2	Reset Maximum Demand Registers	194,133	801,429	-607,296	24%
6.20.1	Set Device Configuration (Import MPxN)	463,785	656,411	-290,290	71%
6.20.2	Set Device Configuration (Export MPAN)	500	2,209	-2,153	23%
6.21	Request Handover Of DCC Controlled Device	626,507	1,958,025	-1,496,303	32%
6.22	Configure Alert Behaviour	533,817	947,244	-512,513	56%
6.23	Update Security Credentials (CoS)	254,513	237,274	-80,609	107%
6.24.1	Retrieve Device Security Credentials (KRP)	747,374	2,954,862	-2,427,083	25%
6.24.2	Retrieve Device Security Credentials (Device)	478,366	207,556	-145,523	230%
6.25	Set Electricity Supply Tamper State	350,057	889,502	-605,179	39%
6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	6,009	2,265	-2,213	265%
6.27	Update Device Configuration (RMS Voltage Counter Reset)	0	150	-150	0%
6.28	Set CHF Sub GHz Configuration	0	20	-20	0%
6.29	Request CHF Sub GHz Channel Scan	0	799	-799	0%
6.30	Read CHF Sub GHz Configuration	0	799	-799	0%
6.31	Read CHF Sub GHz Channel	0	20	-20	0%
6.32	Read CHF Sub GHz Channel Log	0	20	-20	0%
7.1	Enable Supply	1,200	2,756	-1,613	44%
7.2	Disable Supply	2	1,691	-1,691	0%
7.3	Arm Supply	159	3,654	-3,565	4%
7.4	Read Supply Status	695,267	2,035,533	-1,648,514	34%
7.5	Activate Auxiliary Load Control	18	686	-686	3%
7.6	Deactivate Auxiliary Load Control	0	686	-686	0%
7.7	Read Auxiliary Load Control Switch Data	76,697	703	20,371	10910%
7.8	Reset Auxiliary Load	0	357	-357	0%

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7.9	Add Auxiliary Load From Boost Button	1,034	1,941	-1,224	53%
7.10	Remove Auxiliary Load From Boost Button	0	147	-147	0%
7.11	Read Boost Button Details	50,156	365	-365	13741%
7.12	Set Randomised Offset Limit	105,277	54,400	50,877	194%
8.1.1	Commission Device	926,040	1,024,092	-291,546	90%
8.2	Read Inventory	2,892,339	4,976,976	-2,578,474	58%
8.3	Decommission Device	46,188	84,043	-40,659	55%
8.4	Update Inventory	2,765	38,622	-36,519	7%
8.5	Service Opt Out	0	0	0	100%
8.6	Service Opt In	0	195	-195	0%
8.7.1	Join Service (Critical)	806,926	1,769,237	-1,107,284	46%
8.7.2	Join Service (Non-Critical)	845,302	2,292,796	-1,616,302	37%
8.8.1	Unjoin Service (Critical)	13,597	81,350	-69,345	17%
8.8.2	Unjoin Service (Non-Critical)	25,792	98,457	-73,524	26%
8.9	Read Device Log	476,244	550,251	-326,633	87%
8.11	Update HAN Device Log	737,946	1,522,486	-909,434	48%
8.12.1	Restore HAN Device Log	859	13,083	-12,275	7%
8.12.2	Restore GPF Device Log	583	12,582	-12,035	5%
8.13	Return Local Command Response	0	0	0	100%
8.14.1	Communications Hub Status Update - Install Success	237,435	251,722	-43,354	94%
8.14.2	Communications Hub Status Update - Install No SM WAN	1,935	19,689	-17,939	10%
8.14.3	Communications Hub Status Update - Fault Return	8,159	12,809	-4,701	64%
8.14.4	Communications Hub Status Update - No Fault Return	29,513	16,394	13,101	180%
9.1	Request Customer Identification Number	0	0	0	100%
11.1	Update Firmware	2,576	2,053,926	-2,052,891	0%
11.2	Read Firmware Version	5,686,858	6,733,015	-1,256,379	84%
11.3	Activate Firmware	1,704,684	4,569,351	-3,172,175	37%
12.1	Request WAN Matrix	1,598,723	687,015	-166,133	233%
12.2	Device Pre-notification	322,298	1,803,021	-1,564,419	18%
14.1	Record Network Data (GAS)	0	2	-2	0%
Total		236,445,334	1,455,786,055	-1,276,122,025	16%

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