

APPENDIX E

DCC User Interface Services Schedule

DCC USER INTERFACE SERVICES SCHEDULE

Service Reference	Service Reference Variant	Description	Eligible Users	SMETS2+Target Response Time	SMETS1 Target Response Time	Non-Device Services	Notes
1.1	1.1.1	Update Import Tariff (Primary Element)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
1.1	1.1.2	Update Import Tariff (Secondary Element)	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
1.2	1.2.1	Update Price (Primary Element)	Import Supplier, Gas Supplier	24 hours	24 hours		
1.2	1.2.2	Update Price (Secondary Element)	Import Supplier	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
1.5	1.5	Update Meter Balance	Import Supplier, Gas Supplier	30 seconds	16 seconds		
1.6	1.6	Update Payment Mode	Import Supplier, Gas Supplier	30 seconds	16 seconds		
1.7	1.7	Reset Tariff Block Counter Matrix	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
2.1	2.1	Update Prepay Configuration	Import Supplier, Gas Supplier	30 seconds	16 seconds		
2.2	2.2	Top Up Device	Import Supplier, Gas Supplier	30 seconds	16 seconds		
2.3	2.3	Update Debt	Import Supplier, Gas Supplier	30 seconds	16 seconds		
2.5	2.5	Activate Emergency Credit	Import Supplier, Gas Supplier	30 seconds	16 seconds		
3.1	3.1	Display Message	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in

							respect of SMETS2+ Devices
3.2	3.2	Restrict Access for Change of Tenancy	Import Supplier, Gas Supplier	30 seconds	16 seconds		
3.3	3.3	Clear Event Log	Import Supplier, Gas Supplier	30 seconds	16 seconds		
3.4	3.4	Update Supplier Name	Import Supplier, Gas Supplier	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
3.5	3.5	Disable Privacy PIN	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
4.1	4.1.1	Read Instantaneous Import Registers	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds	16 seconds		
4.1	4.1.2	Read Instantaneous Import ToU Matrices	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds	16 seconds		
4.1	4.1.3	Read Instantaneous Import ToU with Blocks Matrices	Import Supplier, Electricity Distributor	30 seconds	16 seconds		
4.1	4.1.4	Read Instantaneous Import Block Counters	Gas Supplier	30 Seconds	16 seconds		
4.2	4.2	Read Instantaneous Export Register Values	Export Supplier, Electricity Distributor	30 seconds	16 seconds		
4.3	4.3	Read Instantaneous Prepayment	Import Supplier, Gas Supplier	30 seconds	16 seconds		

		Register Values					
4.4	4.4.2	Retrieve Change of Mode / Tariff Triggered Billing Data Log	Import Supplier, Gas Supplier,	30 seconds	16 seconds		
4.4	4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	Import Supplier, Gas Supplier	30 seconds	16 seconds		
4.4	4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
4.4	4.4.5	Retrieve Billing Data Log (Prepayment Credits)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
4.6	4.6.1	Retrieve Import Daily Read Log	Import Supplier, Gas Supplier	30 seconds	16 seconds		Where a change of supplier occurs on any day, both the new supplier and the old supplier will be eligible to retrieve the daily read log for that day.
4.6	4.6.2	Retrieve Export Daily Read Log	Export Supplier	30 seconds	n/a		Where a change of supplier occurs on any day, both the new supplier and the old supplier will be eligible to retrieve the daily read log for that day. Users may only be Eligible Users for this Service in respect of SMETS2+ Devices

4.8	4.8.1	Read Active Import Profile Data	Import Supplier, Gas Supplier, Electricity Distributor, Gas	5,600 seconds	16 seconds		
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			Transporter, Other User				
4.8	4.8.2	Read Reactive Import Profile Data	Import Supplier, Electricity Distributor, Other User	30 seconds	16 seconds		
4.8	4.8.3	Read Export Profile Data	Export Supplier, Electricity Distributor, Other User	30 seconds	16 seconds		
4.10	4.10	Read Network Data	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds	16 seconds		
4.11	4.11.1	Read Tariff (Primary Element)	Import Supplier, Gas Supplier, Other User	30 seconds	16 seconds		
4.11	4.11.2	Read Tariff (Secondary Element)	Import Supplier, Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
4.12	4.12.1	Read Maximum Demand Import Registers	Import Supplier, Electricity Distributor	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
4.12	4.12.2	Read Maximum Demand Export Registers	Export Supplier, Electricity Distributor	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
4.13	4.13	Read Prepayment Configuration	Import Supplier Gas Supplier	30 seconds	16 seconds		
4.14	4.14	Read Prepayment Daily Read Log	Import Supplier Gas Supplier	30 seconds	n/a		Where a change of supplier occurs on any day, both the new supplier and the old supplier will be eligible to retrieve the daily read log for that day. Users may only be Eligible Users for this

							Service in respect of SMETS2+ Devices
4.15	4.15	Read Load Limit Data	Import Supplier, Electricity Distributor	24 hours	24 hours		
4.16	4.16	Read Active Power Import	Import Supplier, Electricity Distributor	30 seconds	16 seconds		
4.17	4.17	Retrieve Daily Consumption Log	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
4.18	4.18	Read Meter Balance	Import Supplier, Gas Supplier	30 seconds	16 seconds		
5.1	5.1	Create Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User	24 hours	24 hours	✓	
5.2	5.2	Read Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User	24 hours	24 hours	✓	
5.3	5.3	Delete Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export	24 hours	24 hours	✓	

			Supplier, Other User				
6.2	6.2.1	Read Device Configuration (Voltage)	Import Supplier, Electricity Distributor, Registered Supplier Agent	30 seconds	16 seconds		
6.2	6.2.2	Read Device Configuration (Randomisation)	Import Supplier, Electricity Distributor, Registered Supplier Agent	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.2	6.2.3	Read Device Configuration (Billing Calendar)	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds	16 seconds		
6.2	6.2.4	Read Device Configuration (Identity exc. MPXN)	Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent, Other User	30 seconds	16 seconds		
6.2	6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	Import Supplier, Registered Supplier Agent	30 seconds	16 seconds		
6.2	6.2.7	Read Device Configuration (MPXN)	Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices

			Supplier Agent, Other User				
6.2	6.2.8	Read Device Configuration (Gas)	Gas Supplier, Registered Supplier Agent, Gas Transporter	30 seconds	16 seconds		
6.2	6.2.9	Read Device Configuration (Payment Mode)	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds	16 seconds		
6.2	6.2.10	Read Device Configuration (Event and Alert behaviours)	Import Supplier, Gas Supplier, Electricity Distributor	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.4	6.4.1	Update Device Configuration (Load Limiting General Settings)	Import Supplier	30 seconds	16 seconds		
6.4	6.4.2	Update Device Configuration (Load Limiting Counter Reset)	Import Supplier	30 seconds	16 seconds		
6.5	6.5	Update Device Configuration (Voltage)	Electricity Distributor	30 seconds	16 seconds		
6.6	6.6	Update Device Configuration (Gas Conversion)	Gas Supplier	24 hours	24 hours		
6.7	6.7	Update Device Configuration (Gas Flow)	Gas Supplier	24 hours	24 hours		
6.8	6.8	Update Device Configuration (Billing Calendar)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
6.11	6.11	Synchronise Clock	Import Supplier, Gas Supplier	30 seconds	16 seconds		

6.12	6.12	Update Device Configuration (Instantaneous Power Threshold)	Import Supplier	30 seconds	16 seconds		
6.13	6.13	Read Event or Security Log	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent	30 seconds	16 seconds		
6.14	6.14.1	Update Device Configuration (Auxiliary Load Control Description)	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.14	6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.14	6.14.3	Update Device Configuration (Auxiliary Controller Scheduler)	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.15	6.15.1	Update Security Credentials (KRP)	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds	16 seconds		
6.15	6.15.2	Update Security Credentials (Device)	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.17	6.17	Issue Security Credentials	Import Supplier, Gas Supplier	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.18	6.18.1	Set Maximum Demand Configurable Time Period	Electricity Distributor	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices

6.18	6.18.2	Reset Maximum Demand Registers	Electricity Distributor	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.20	6.20.1	Set Device Configuration (Import MPxN)	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.20	6.20.2	Set Device Configuration (Export MPxN)	Export Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.21	6.21	Request Handover Of DCC Controlled Device Service Request	Import Supplier, Gas Supplier	30 seconds	16 seconds		
6.22	6.22	Configure Event Behaviour	Import Supplier, Gas Supplier, Electricity Distributor,	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.23	6.23	Update Security Credentials (CoS)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
6.24	6.24.1	Retrieve Device Security Credentials (KRP)	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds	16 seconds		
6.24	6.24.2	Retrieve Device Security Credentials (Device)	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.25	6.25	Set Electricity Supply Tamper State	Import Supplier	30 seconds	16 seconds		
6.26	6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.27	6.27	Update Device Configuration	Electricity Distributor	30 seconds	16 seconds		

		(RMS Voltage Counter Reset)					
6.28	6.28	Set CHF Sub GHz Configuration	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.29	6.29	Request CHF Sub GHz Channel Scan	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.30	6.30	Read CHF Sub GHz Configuration	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.31	6.31	Read CHF Sub GHz Channel	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
6.32	6.32	Read CHF Sub GHz Channel Log	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.1	7.1	Enable Supply	Import Supplier	30 seconds	16 seconds		
7.2	7.2	Disable Supply	Import Supplier, Gas Supplier	30 seconds	16 seconds		
7.3	7.3	Arm Supply	Import Supplier, Gas Supplier	30 seconds	16 seconds		
7.4	7.4	Read Supply Status	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered	30 seconds	16 seconds		

			Supplier Agent				
7.5	7.5	Activate Auxiliary Load	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.6	7.6	Deactivate Auxiliary Load	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.7	7.7	Read Auxiliary Load Control Switch Data	Import Supplier, Electricity Distributor, Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.8	7.8	Reset Auxiliary Load	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.9	7.9	Add Auxiliary Load To Boost Button	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.10.	7.10.	Remove Auxiliary Load From Boost Button	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.11	7.11	Read Boost Button Details	Import Supplier, Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.12	7.12	Set Randomised Offset Limit	Import Supplier	24 hours	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.13	7.13	Set Auxiliary Controller State	Import Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.14	7.14	Read Auxiliary Controller Configuration Data	Import Supplier, Electricity Distributor, Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
7.15	7.15	Read Auxiliary Controller Operational Data	Import Supplier, Electricity Distributor, Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices

7.16	7.16	Limit APC Level	None	n/a	n/a		Not used
8.1	8.1.1	Commission Device	Import Supplier, Gas Supplier	30 seconds	16 seconds		
8.2	8.2	Read Inventory	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent, Other User	30 seconds	16 seconds	✓	

8.3	8.3	Decommission Device	Import Supplier, Gas Supplier	30 seconds	16 seconds	✓	
8.4	8.4	Update Inventory	Import Supplier, Gas Supplier, Registered Supplier Agent, Electricity Distributor, Gas Transporter, Export Supplier, Other User	30 seconds	16 seconds	✓	Where a Device has an SMI Status of 'pending' only the User that added the Device to the Smart Metering Inventory may either update the details of that Device, or delete that Device from the Smart Metering Inventory. For Devices with an SMI Status other than 'pending', only the Responsible Supplier may amend the SMI Status of that Device.
8.5	8.5	Service Opt Out	None	n/a	n/a		Not used
8.6	8.6	Service Opt In	None	n/a	n/a		Not used
8.7	8.7.1	Join Service (Critical)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
8.7	8.7.2	Join Service (Non-Critical)	Import Supplier, Gas Supplier, Other User	30 seconds	16 seconds		1. The only Devices that Other Users may join are Type 2

							<p>Devices that are not IHDs</p> <p>2. Where a Gas Proxy Function is to be joined to a Gas Smart Meter, any Gas Supplier or Import Supplier that is a Responsible Supplier for any Device which is associated with the same Communications Hub Function as the Gas Proxy Function may request this Join Service Request.</p>
8.8	8.8.1	Unjoin Service (Critical)	Import Supplier, Gas Supplier	30 seconds	16 seconds		
8.8	8.8.2	Unjoin Service (Non-Critical)	Import Supplier, Gas Supplier, Other User	30 seconds	16 seconds		<p>1. The only Devices that Other Users may unjoin are Type 2 Devices that are not IHDs</p> <p>2. Where a Gas Proxy Function is to be unjoined from a Gas Smart Meter, any Gas Supplier or Import Supplier who is a Responsible Supplier for any Device which is associated with the same Communications Hub Function as the Gas Proxy Function may request this Unjoin Service Request.</p>
8.9	8.9	Read Device Log	Import Supplier, Gas	30 seconds	16 seconds		

			Supplier, Other User				
8.11	8.11	Update HAN Device Log	Import Supplier, Gas Supplier, Other User	30 seconds	16 seconds		Other Users may only add (or remove) Type 2 Devices that are not IHDs to (or from) a HAN Device Log.
8.12	8.12.1	Restore HAN Device Log	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
8.12	8.12.2	Restore GPF Device Log	Import Supplier, Gas Supplier	30 seconds	n/a		Any Gas Supplier or Import Supplier who is a Responsible Supplier for any Device which is associated with the same Communications Hub Function as the relevant Gas Proxy Function may request this Restore GPF Device Log Service Request. Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
8.13	8.13	Return Local Command Response	Import Supplier, Gas Supplier	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
8.14	8.14.1	Communications Hub Status Update-CHF Install Success SM WAN	Import Supplier, Gas Supplier,	30 seconds	n/a	✓	Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
8.14	8.14.2	Communications Hub Status Update-CHF Install Success No SM WAN	Import Supplier, Gas Supplier	30 seconds	n/a	✓	Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
8.14	8.14.3	Communications Hub Status Update. – Fault Return	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds	n/a	✓	Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
8.14	8.14.4	Communications Hub Status Update – No Fault Return	Import Supplier, Gas Supplier, Registered	30 seconds	n/a	✓	Users may only be Eligible Users for this Service in respect of SMETS2+ Devices

			Supplier Agent				
9.1	9.1	Request Customer Identification Number	Other User	30 seconds	n/a		Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
11.1	11.1	Update Firmware	Import Supplier, Gas Supplier	24 Hours	24 hours	✓	In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within 5 days of receipt of the Service Request.
11.2	11.2	Read Firmware Version	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent, Other User	30 seconds	16 seconds		
11.3	11.3	Activate Firmware	Import Supplier, Gas Supplier	30 seconds	5 days		
12.1	12.1	Request WAN Matrix	Import Supplier, Gas Supplier, Registered Supplier Agent, Export Supplier, Electricity Distributor, Gas Transporter, Other User	30 seconds	n/a	✓	Users may only be Eligible Users for this Service in respect of SMETS2+ Devices
12.2	12.2	Device Pre-notification	Import Supplier, Gas Supplier, Registered Supplier	30 seconds	16 seconds	✓	

			Agent, Electricity Distributor, Gas Transporter , Export Supplier, Other User			
14.1	14.1	Record Network Data (GAS)	Gas Transporter	30 seconds	n/a	Users may only be Eligible Users for this Service in respect of SMETS2+ Devices

- 1 For the purposes of Section H3.11 (Categories of Service), Scheduled Services, On-Demand Services and Future-Dated Services are identified in the DCC User Gateway Interface Specification.
- 2 For Future-Dated Services, the Target Response Time shall be 30 seconds for an Update Security Credentials (COS) Service Request and shall be 24 hours for any other Service Request.
- 3 For Scheduled Services, the Target Response Time shall always be 24 hours.
- 4 Subject to paragraphs 2 and 3 above, the Target Response Time for Service Responses shall be as set out in the table above, in the column headed “SMETS2+ Target Response Time” or “SMETS1 Target Response Time” (as applicable, depending upon the Device to which the Service Response relates). In respect of SMETS2+ Devices, the Target Response Time for Service Responses refers to the period starting as described in Section H3.14 and ending on provision of the Service Response to the User, but only counting the processing time between (1) the DCC User Interface to the Communications Hub (inclusive); and/or (2) the Communications Hub to the DCC User Interface (inclusive). In respect of SMETS1 Devices, the Target Response Time for Service Responses refers to the period starting as described in paragraph 5 and ending on provision of the Service Response to the User, but only counting the processing time between (1) the DCC User Interface to the DCC SMETS1 Processing Systems (inclusive); and/or (2) the DCC SMETS1 Processing Systems to the DCC User Interface (inclusive). For the purpose of which, the "DCC SMETS1 Processing Systems" are the DCC Systems used to process communications and data relating to SMETS1 Devices, but excluding the SMETS1 SM WAN.
- 5 In relation to SMETS1 Devices, the start of the period referred to in paragraph 4 shall be:
 - (a) for SMETS1 Service Requests that are not a Sequenced Service, a Future Dated Service or a Scheduled Service, the receipt by the DCC of the relevant Service Request over the User Interface;
 - (b) for Sequenced Service Requests, the receipt by the DCC Individual Live System referred to at paragraph (a) of the definition of DCC Live Systems of the communication upon which the Service Request is dependent;
 - (c) for Future Dated Services or for Scheduled Services, the time and date for execution specified in the Service Request received by the DCC; or
 - (d) for SMETS1 Alerts and S1SP Alerts, the point in time at which the DCC SMETS1 Processing Systems have available to them the information that means that the relevant alert should be sent.
- 6 In the table above, where a “✓” appears in the column headed “Non-Device Service Request”, this indicates that the Service Request described is a Non-Device Service Request.
- 7 The column of the table above headed “Notes”:
 - (a) sets out further restrictions on which Users are eligible to receive the Services (and the definition of Eligible User and Eligible User Role will be interpreted accordingly); and

(b) sets out further restrictions that may apply, depending on the Device Type, that may be the target of a Service Request of that type from particular Users.

8 For the avoidance of doubt, none of the Services described in this Appendix attract an Explicit Charge.

9 The Monthly Service Metrics and Monthly Service Thresholds (referred to in Section H3.24 for reporting) are as set out in the table below. These shall not apply in respect of SMETS1 Smart Metering Systems. Accordingly, SMETS1 Service Requests and SMETS1 Smart Metering Systems shall be excluded from each of the calculations set out below.

Monthly Service Metric applies to Users acting in the following User Roles**	Monthly Service Metric applies to Service Requests for the following Services	Monthly Service Metric (excluding SMETS1 Service Requests and SMETS1 SMS)	Monthly Service Threshold
Import Supplier Gas Supplier	3.1 Display Message	The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMSm.	24
Import Supplier Gas Supplier Export Supplier	4.8 Read Profile Data	The number of Service Requests in month m; divided by the number of Smart Metering Systems for which that User is a Responsible Supplier on the 15th day of month m.	The number of days in month m
Import Supplier Gas Supplier	11.1 Send Firmware	The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMSm.	6
Electricity Distributor Gas Transporter	4.8 Read Profile Data	The number of Service Requests in month m; divided by the number of Smart Metering Systems for which the User is the Electricity Distributor or Gas Transporter on the 15th day of month m.	$10^{(-3)} \times 48 \times$ the number of days in month m
Electricity Distributor Gas Transporter	4.8 Read Profile Data	The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMSm.	4
Electricity Distributor	4.10 Read Network Data	The number of Service Requests in month m; divided the number of Smart Metering System for which the User is the Electricity Distributor or Gas Transporter on the 15th day of month m.	$10^{(-3)} \times$ the number of days in month m
Electricity Distributor	4.10 Read Network Data	The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMSm.	4

- In the above table, "User ASMSm" is determined in relation to each User and each month m as the mean of the numbers of Smart Metering Systems (excluding SMETS1 SMS) for which that User is a Responsible Supplier, Electricity Distributor or Gas Transporter (as applicable) on the 15th day of month m and on the 15th day of each of the previous 11 months.
- For each User, the "First Service Month" shall be the month following the month in which that User first sends a Service Request (of any type, but excluding SMETS1 Service Requests). No Monthly Service Metric shall be determined for a User in relation to any month prior to that User's First Service Month.

- Where a Monthly Service Metric is to be determined for a User which includes a requirement to determine the number of Service Requests of a particular type sent over a time period which includes any time prior to that User's First Service Month then:
 - the Monthly Service Metric for that User shall be the value determined in accordance with the table above, multiplied by twelve and divided by the number of months in that time period from (and including) the First Service Month; and
 - for the purposes of determining User ASMSm any months prior to the First Service Month shall be disregarded.