

# **APPENDIX E**

## **DCC User Interface Services Schedule**

### **DCC USER INTERFACE SERVICES SCHEDULE**

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
1.1	1.1.1	Update Import Tariff (Primary Element)	Import Supplier, Gas Supplier	30 seconds		
1.1	1.1.2	Update Import Tariff (Secondary Element)	Import Supplier	30 seconds		
1.2	1.2.1	Update Price (Primary Element)	Import Supplier, Gas Supplier	24 hours		
1.2	1.2.2	Update Price (Secondary Element)	Import Supplier	24 hours		
1.5	1.5	Update Meter Balance	Import Supplier, Gas Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
1.6	1.6	Update Payment Mode	Import Supplier, Gas Supplier	30 seconds		
1.7	1.7	Reset Tariff Block Counter Matrix	Import Supplier	30 seconds		
2.1	2.1	Update Prepay Configuration	Import Supplier, Gas Supplier	30 seconds		
2.2	2.2	Top Up Device	Import Supplier, Gas Supplier	30 seconds		
2.3	2.3	Update Debt	Import Supplier, Gas Supplier	30 seconds		
2.5	2.5	Activate Emergency Credit	Import Supplier, Gas Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
3.1	3.1	Display Message	Import Supplier, Gas Supplier	30 seconds		
3.2	3.2	Restrict Access for Change of Tenancy	Import Supplier, Gas Supplier	30 seconds		
3.3	3.3	Clear Event Log	Import Supplier, Gas Supplier	30 seconds		
3.4	3.4	Update Supplier Name	Import Supplier, Gas Supplier	24 hours		
3.5	3.5	Disable Privacy PIN	Import Supplier, Gas Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
4.1	4.1.1	Read Instantaneous Import Registers	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds		
4.1	4.1.2	Read Instantaneous Import ToU Matrices	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds		
4.1	4.1.3	Read Instantaneous Import ToU with Blocks Matrices	Import Supplier, Electricity Distributor	30 seconds		
4.1	4.1.4	Read Instantaneous Import Block Counters	Gas Supplier	30 Seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
4.2	4.2	Read Instantaneous Export Register Values	Export Supplier, Electricity Distributor	30 seconds		
4.3	4.3	Read Instantaneous Prepayment Register Values	Import Supplier, Gas Supplier	30 seconds		
4.4	4.4.2	Retrieve Change of Mode / Tariff Triggered Billing Data Log	Import Supplier, Gas Supplier,	30 seconds		
4.4	4.4.3	Retrieve Billing Calendar Triggered Billing Data Log	Import Supplier, Gas Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
4.4	4.4.4	Retrieve Billing Data Log (Payment Based Debt Payments)	Import Supplier, Gas Supplier	30 seconds		
4.4	4.4.5	Retrieve Billing Data Log (Prepayment Credits)	Import Supplier, Gas Supplier	30 seconds		
4.6	4.6.1	Retrieve Import Daily Read Log	Import Supplier, Gas Supplier	30 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.

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
4.6	4.6.2	Retrieve Export Daily Read Log	Export Supplier	30 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.
4.8	4.8.1	Read Active Import Profile Data	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Other User	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
4.8	4.8.2	Read Reactive Import Profile Data	Import Supplier, Electricity Distributor, Other User	30 seconds		
4.8	4.8.3	Read Export Profile Data	Export Supplier, Electricity Distributor, Other User	30 seconds		
4.10	4.10	Read Network Data	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds		
4.11	4.11.1	Read Tariff (Primary Element)	Import Supplier, Gas Supplier, Other User	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
4.11	4.11.2	Read Tariff (Secondary Element)	Import Supplier, Other User	30 seconds		
4.12	4.12.1	Read Maximum Demand Import Registers	Import Supplier, Electricity Distributor	24 hours		
4.12	4.12.2	Read Maximum Demand Export Registers	Export Supplier, Electricity Distributor	24 hours		
4.13	4.13	Read Prepayment Configuration	Import Supplier  Gas Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
4.14	4.14	Read Prepayment Daily Read Log	Import Supplier Gas Supplier	30 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.
4.15	4.15	Read Load Limit Data	Import Supplier, Electricity Distributor	24 hours		
4.16	4.16	Read Active Power Import	Import Supplier, Electricity Distributor	30 seconds		

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
4.17	4.17	Retrieve Daily Consumption Log	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Other User	30 seconds		
4.18	4.18	Read Meter Balance	Import Supplier, Gas Supplier	30 seconds		
5.1	5.1	Create Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User	24 hours	✓	

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
5.2	5.2	Read Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User	24 hours	✓	
5.3	5.3	Delete Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User	24 hours	✓	
6.2	6.2.1	Read Device Configuration (Voltage)	Import Supplier, Electricity Distributor, Registered Supplier Agent	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.2	6.2.2	Read Device Configuration (Randomisation)	Import Supplier, Electricity Distributor, Registered Supplier Agent	30 seconds		
6.2	6.2.3	Read Device Configuration (Billing Calendar)	Import Supplier, Gas Supplier, Registered Supplier Agent	30 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		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.2	6.2.5	Read Device Configuration (Instantaneous Power Thresholds)	Import Supplier, Registered Supplier Agent	30 seconds		
6.2	6.2.7	Read Device Configuration (MPXN)	Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent, Other User	30 seconds		
6.2	6.2.8	Read Device Configuration (Gas)	Gas Supplier, Registered Supplier Agent, Gas Transporter	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.2	6.2.9	Read Device Configuration (Payment Mode)	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds		
6.2	6.2.10	Read Device Configuration (Event and Alert behaviours)	Import Supplier, Gas Supplier, Electricity Distributor	30 seconds		
6.4	6.4.1	Update Device Configuration (Load Limiting General Settings)	Import Supplier	30 seconds		
6.4	6.4.2	Update Device Configuration (Load Limiting Counter Reset)	Import Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.5	6.5	Update Device Configuration (Voltage)	Electricity Distributor	30 seconds		
6.6	6.6	Update Device Configuration (Gas Conversion)	Gas Supplier	24 hours		
6.7	6.7	Update Device Configuration (Gas Flow)	Gas Supplier	24 hours		
6.8	6.8	Update Device Configuration (Billing Calendar)	Import Supplier, Gas Supplier	30 seconds		
6.11	6.11	Synchronise Clock	Import Supplier, Gas Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.12	6.12	Update Device Configuration (Instantaneous Power Threshold)	Import Supplier	30 seconds		
6.13	6.13	Read Event or Security Log	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent	30 seconds		
6.14	6.14.1	Update Device Configuration (Auxiliary Load Control Description)	Import Supplier	24 hours		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.14	6.14.2	Update Device Configuration (Auxiliary Load Control Scheduler)	Import Supplier	24 hours		
6.15	6.15.1	Update Security Credentials (KRP)	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds		
6.15	6.15.2	Update Security Credentials (Device)	Import Supplier, Gas Supplier	30 seconds		
6.17	6.17	Issue Security Credentials	Import Supplier, Gas Supplier	24 hours		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.18	6.18.1	Reset Maximum Demand Registers - Configuration Time Period	Electricity Distributor	24 hours		
6.18	6.18.2	Reset Maximum Demand Registers	Electricity Distributor	24 hours		
6.20	6.20.1	Set Device Configuration (Import MPxN)	Import Supplier, Gas Supplier	30 seconds		
6.20	6.20.2	Set Device Configuration (Export MPxN)	Export Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.21	6.21	Request Handover Of DCC Controlled Device Service Request	Import Supplier, Gas Supplier	30 seconds		
6.22	6.22	Configure Event Behaviour	Import Supplier, Gas Supplier, Electricity Distributor,	30 seconds		
6.23	6.23	Update Security Credentials (CoS)	Import Supplier, Gas Supplier	30 seconds		
6.24	6.24.1	Retrieve Device Security Credentials (KRP)	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.24	6.24.2	Retrieve Device Security Credentials (Device)	Import Supplier, Gas Supplier	30 seconds		
6.25	6.25	Set Electricity Supply Tamper State	Import Supplier	30 seconds		
6.26	6.26	Update Device Configuration (daily resetting of Tariff Block Counter Matrix)	Import Supplier	30 seconds		
6.27	6.27	Update Device Configuration (RMS Voltage Counter Reset)	Electricity Distributor	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
6.28	6.28	Set CHF Sub GHz Configuration	Import Supplier, Gas Supplier	30 seconds		
6.29	6.29	Request CHF Sub GHz Channel Scan	Import Supplier, Gas Supplier	30 seconds		
6.30	6.30	Read CHF Sub GHz Configuration	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds		
6.31	6.31	Read CHF Sub GHz Channel	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds		
6.32	6.32	Read CHF Sub GHz Channel Log	Import Supplier, Gas Supplier, Registered Supplier Agent	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
7.1	7.1	Enable Supply	Import Supplier	30 seconds		
7.2	7.2	Disable Supply	Import Supplier, Gas Supplier	30 seconds		
7.3	7.3	Arm Supply	Import Supplier, Gas Supplier	30 seconds		
7.4	7.4	Read Supply Status	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent	30 seconds		
7.5	7.5	Activate Auxiliary Load	Import Supplier	30 seconds		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
7.6	7.6	Deactivate Auxiliary Load	Import Supplier	30 seconds		
7.7	7.7	Read Auxiliary Load Control Switch Data	Import Supplier, Other User	30 seconds		
7.8	7.8	Reset Auxiliary Load	Import Supplier	30 seconds		
7.9	7.9	Add Auxiliary Load To Boost Button	Import Supplier	24 hours		
7.10.	7.10.	Remove Auxiliary Load From Boost Button	Import Supplier	30 seconds		
7.11	7.11	Read Boost Button Details	Import Supplier, Other User	30 seconds		

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
7.12	7.12	Set Randomised Offset Limit	Import Supplier	24 hours		
8.1	8.1.1	Commission Device	Import Supplier, Gas Supplier	30 seconds		
8.2	8.2	Read Inventory	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent, Other User	30 seconds	✓	
8.3	8.3	Decommission Device	Import Supplier, Gas Supplier	30 seconds	✓	

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
8.4	8.4	Update Inventory	Import Supplier, Gas Supplier, Registered Supplier Agent, Electricity Distributor, Gas Transporter , Export Supplier, Other User	30 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	Import Supplier, Gas Supplier	24 hours		
8.6	8.6	Service Opt In	Import Supplier, Gas Supplier	24 hours	✓	

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
8.7	8.7.1	Join Service (Critical)	Import Supplier, Gas Supplier	30 seconds		
8.7	8.7.2	Join Service (Non-Critical)	Import Supplier, Gas Supplier, Other User	30 seconds		<p>1) The only Devices that Other Users may join are Type 2 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>

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
8.8	8.8.1	Unjoin Service (Critical)	Import Supplier, Gas Supplier	30 seconds		
8.8	8.8.2	Unjoin Service (Non-Critical)	Import Supplier, Gas Supplier, Other User	30 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>

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
8.9	8.9	Read Device Log	Import Supplier, Gas Supplier, Other User	30 seconds		
8.11	8.11	Update HAN Device Log	Import Supplier, Gas Supplier, Other User	30 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		

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
8.12	8.12.2	Restore GPF Device Log	Import Supplier, Gas Supplier	30 seconds		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.
8.13	8.13	Return Local Command Response	Import Supplier, Gas Supplier	30 seconds		

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
8.14	8.14.1	Communications Hub Status Update-CHF Install Success SM WAN	Import Supplier, Gas Supplier,	30 seconds	✓	
8.14	8.14.2	Communications Hub Status Update-CHF Install Success No SM WAN	Import Supplier, Gas Supplier	30 seconds	✓	
8.14	8.14.3	Communications Hub Status Update. – Fault Return	Import Supplier, Gas Supplier	30 seconds	✓	
8.14	8.14.4	Communications Hub Status Update – No Fault Return	Import Supplier, Gas Supplier	30 seconds	✓	

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
9.1	9.1	Request Customer Identification Number	Other User	30 seconds		
11.1	11.1	Update Firmware	Import Supplier, Gas Supplier	24 Hours	✓	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.

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
11.2	11.2	Read Firmware Version	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Registered Supplier Agent, Other User	30 seconds		
11.3	11.3	Activate Firmware	Import Supplier, Gas Supplier	30 seconds		

Service Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
12.1	12.1	Request WAN Matrix	Import Supplier, Gas Supplier, Registered Supplier Agent, Export Supplier, Electricity Distributor, Gas Transporter, Other User	30 seconds	✓	
12.2	12.2	Device Pre-notification	Import Supplier, Gas Supplier, Registered Supplier Agent, Electricity Distributor, Gas Transporter , Export Supplier, Other User	30 seconds	✓	

<b>Service Reference</b>	<b>Service Reference Variant</b>	<b>Description</b>	<b>Eligible Users</b>	<b>Target Response Time</b>	<b>Non-Device Services</b>	<b>Notes</b>
14.1	14.1	Record Network Data (GAS)	Gas Transporter	30 seconds		

- 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 Subject to paragraph 2 above, the Target Response Time for Service Responses shall be as set out in the table above, in the column headed “Target Response Time”.
- 4 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.
- 5 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.

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

7 The Monthly Service Metrics and Monthly Service Thresholds (referred to in Section H3.24 for reporting) are as set out in the table 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	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 ASMS <sub>m</sub> .	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 ASMS <sub>m</sub> .	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 ASMS <sub>m</sub> .	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 ASMS <sub>m</sub> .	4

- In the above table, "User ASMS<sub>m</sub>" is determined in relation to each User and each month m as the mean of the numbers of Smart Metering Systems 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 15<sup>th</sup> 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). 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 ASMS<sub>m</sub> any months prior to the First Service Month shall be disregarded.