**Version E 4.1**

**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 Register Values | Import Supplier, Gas Supplier | 30 seconds | 16 seconds |  |  |
| 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 Transporter, Other User | 5600seconds | 16 seconds |  |  |
| 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 SupplierGas 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 Supplier, Other User | 24 hours | 24 hours | **✓** |  |
| 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 Supplier Agent, Other User | 30 seconds | n/a |  | Users may only be Eligible Users for this Service in respect of SMETS2+ Devices |
| 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 (RMS Voltage Counter Reset) | Electricity Distributor | 30 seconds | 16 seconds |  |  |
| 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 Supplier Agent | 30 seconds | 16 seconds |  |  |
| 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+ DevicesThe limitations set out in footnote **Error! Bookmark not defined.** also apply |
| 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 Devices that are not IHDs
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.
 |
| 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 |  | 1. The only Devices that Other Users may unjoin are Type 2 Devices that are not IHDs
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.
 |
| 8.9 | 8.9 | Read Device Log | Import Supplier, Gas Supplier, Other User | 30 seconds | 16 seconds |  |  |
| 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 Supplier Agent | 30 seconds | n/a | **✓** | Users may only be Eligible Users for this Service in respect of SMETS2+ Devices |
| 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 Agent, Electricity Distributor, Gas Transporter , Export Supplier, Other User | 30 seconds | 16 seconds | **✓** |  |
| 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 |

# 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.

# 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.

# For Scheduled Services, the Target Response Time shall always be 24 hours.

# 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.

# In relation to SMETS1 Devices, the start of the period referred to in paragraph 4 shall be:

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;

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;

for Future Dated Services or for Scheduled Services, the time and date for execution specified in the Service Request received by the DCC; or

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.

# 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.

# The column of the table above headed “Notes”:

### 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

### 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.

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

# 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 SupplierGas Supplier | 3.1Display Message | The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMSm. | 24 |
| Import SupplierGas SupplierExport Supplier | 4.8Read 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 SupplierGas Supplier | 11.1Send Firmware | The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMSm. | 6 |
| Electricity DistributorGas Transporter | 4.8Read 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 x 48 x the number of days in month m |
| Electricity DistributorGas Transporter | 4.8Read 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 | 4.10Read 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 x the number of days in month m |
| Electricity Distributor | 4.10Read 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 by 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.