

APPENDIX E – DCC USER GATEWAY INTERFACE SERVICES SCHEDULE

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
3.1	3.1	Display Message	Import Supplier, Gas Supplier	30 seconds		
3.2	3.2	Restrict Access – CoTfor 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	ResetDisable Privacy PIN	Import Supplier, Gas Supplier	30 seconds		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
4.1	4.1.1	Read Instantaneous Import Register ValuesRegisters	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		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

<u>RefService Reference</u>	<u>Service Reference Variant</u>	<u>Description</u>	<u>Eligible Users</u>	<u>Target Response Time</u>	<u>Non-Device Services</u>	<u>Notes</u>
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		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		<p>1) 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.</p> <p>2) This Service can be scheduled.</p>

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService 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, Export Supplier , Other User	30 seconds		This Service can be scheduled.

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		This Service can be scheduled.
4.11	4.11.1	Read Tariff (Primary Element)	Import Supplier, Gas Supplier, Other User	30 seconds		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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	Import Supplier, Export Supplier, Electricity Distributor	24 hours		This Service can be scheduled.
4.13	4.13	Read Prepayment Configuration	Import Supplier, Export Gas Supplier	30 seconds		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
4.14	4.14	Read Prepayment Daily Read Log	Import Supplier, Export Gas Supplier	30 seconds		1) 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. 2) This Service can be scheduled.
4.15	4.15	Read Load Limit Counter Data	Import Supplier, Electricity Distributor	24 hours		This Service can be scheduled.
4.16	4.16	Read Active Power Import	Import Supplier, Electricity Distributor	30 seconds		This Service can be scheduled.

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

RefService 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		This Service can be scheduled.
4.18	4.18	Credit Mode Read Meter Balance	Import Supplier, Gas Supplier	30 seconds		This Service is only available in respect of Devices that are not operating in pre-payment mode.
5.1	5.1	Create Schedule	Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User	24 hours	✓	

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

<u>RefService Reference</u>	<u>Service Reference Variant</u>	<u>Description</u>	<u>Eligible Users</u>	<u>Target Response Time</u>	<u>Non-Device Services</u>	<u>Notes</u>
<u>5.2</u>	<u>5.2</u>	<u>Read Schedule</u>	<u>Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User</u>	<u>24 hours</u>	<input checked="" type="checkbox"/>	
<u>5.3</u>	<u>5.3</u>	<u>Delete Schedule</u>	<u>Import Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Export Supplier, Other User</u>	<u>24 hours</u>	<input checked="" type="checkbox"/>	
<u>6.2</u>	<u>6.2.1</u>	<u>Read Device Configuration (Voltage)</u>	<u>Import Supplier, Electricity Distributor, Registered Supplier Agent</u>	<u>30 seconds</u>		

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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, Export Supplier, Registered Supplier Agent, Other User	30 seconds		

Appendix E – March 2015 (Mark-up from Nov 14/Jan 15) (Consultation = Yellow Highlight; Conclusions = Blue Highlight)

<u>RefService Reference</u>	<u>Service Reference Variant</u>	<u>Description</u>	<u>Eligible Users</u>	<u>Target Response Time</u>	<u>Non-Device Services</u>	<u>Notes</u>
<u>6.2</u>	<u>6.2.5</u>	<u>Read Device Configuration (Instantaneous Power Thresholds)</u>	<u>Import Supplier, Registered Supplier Agent</u>	<u>30 seconds</u>		
<u>6.42</u>	<u>6.2.7</u>	<u>UpdateRead Device Configuration (Load LimitingMPXN)</u>	<u>Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor, Gas Transporter, Registered Supplier Agent, Other User</u>	<u>30 seconds</u>		
<u>6.2</u>	<u>6.2.8</u>	<u>Read Device Configuration (Gas)</u>	<u>Gas Supplier, Registered Supplier Agent, Gas Transporter</u>	<u>30 seconds</u>		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
6.2	6.2.9	Read Device Configuration (Payment Mode)	Import Supplier, Gas Supplier, Registered Supplier Agent	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		
6.5	6.5	Update Device Configuration (Voltage)	Electricity Distributor	30 seconds		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
6.12	6.12	Update Device Configuration (Instantaneous Power Threshold)	Import Supplier, Gas 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		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		
6.1920	6.20.1	Set Device Configuration (Local Time Change Calendar) Import MPxN)	Import Supplier, Gas Supplier	30 seconds		
6.20	6.20.2	Set Device Configuration (Export MPxN)	Import/Export Supplier, Gas Supplier	30 seconds		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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, Gas Transporter	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		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		
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		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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 Control	Import Supplier	30 seconds		
7.6	7.6	Deactivate Auxiliary Load Control	Import Supplier	30 seconds		
7.7	7.7	Read Auxiliary Load Control Switch ConfigurationData	Import Supplier, Other User	30 seconds		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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		
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		

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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	✓	

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RefService 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	✓	

RefService 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 only 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>

RefService 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 only 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>

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RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
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 update the HAN Device Log with 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		

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
8.12	8.12.2	Restore <u>HANGPF Device Log</u>	Import Supplier, Gas Supplier	30 seconds		<u>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.</u>
8.13	8.13	<u>Update HHTReturn Local Command Response</u>	Import Supplier, Gas Supplier	30 seconds		

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RefService 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	<input checked="" type="checkbox"/>	
8.14	8.14.2	Communications Hub Status Update-CHF Install Success No SM WAN	Import Supplier, Gas Supplier	30 seconds	<input checked="" type="checkbox"/>	
8.14	8.14.3	Communications Hub Status Update. – Fault Return	Import Supplier, Gas Supplier	30 seconds	<input checked="" type="checkbox"/>	
8.14	8.14.4	Communications Hub Status Update – No Fault Return	Import Supplier, Gas Supplier	30 seconds	<input checked="" type="checkbox"/>	

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RefService 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	5 days 24 Hours	<input checked="" type="checkbox"/>	
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		

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RefService 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	✓	

RefService Reference	Service Reference Variant	Description	Eligible Users	Target Response Time	Non-Device Services	Notes
14.1	14.1	Record Network Data (GAS)	Gas Transporter	30 seconds		This Service can be scheduled.

1 For the purposes of [Section H3.4711] (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) — states which Services are available as Scheduled Services;~~

~~(b)(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

(e)(b) sets out further restrictions on the Devices in respect of which the Services can be provided 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 currently 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 $ASMS_m$.	24

<p>Import Supplier Gas Supplier Export Supplier</p>	<p>4.8 Read Profile Data</p>	<p>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.</p>	<p>The number of days in month m</p>
<p>Import Supplier Gas Supplier</p>	<p>11.1 Send Firmware</p>	<p>The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMS_m.</p>	<p>6</p>
<p>Electricity Distributor Gas Transporter</p>	<p>4.8 Read Profile Data</p>	<p>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.</p>	<p>$10^{-3} \times 48 \times$ the number of days in month m</p>
<p>Electricity Distributor Gas Transporter</p>	<p>4.8 Read Profile Data</p>	<p>The total over month m and the previous eleven months of the number of Service Requests; divided by the User ASMS_m.</p>	<p>4</p>

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} x 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 _m .	4

- In the above table, "User ASMS_m" 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 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). 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 prior to the First Service Month; and
 - for the purposes of determining User ASMS_m any months prior to the First Service Month shall be disregarded.