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MP239 'Enduring Solution for Resolving SMETS2 Device Certificate Misalignment Issue'

September 2023 Working Group – meeting summary

Attendees

Attendee	Organisation
Rachel Black (RBl)	SECAS
Ali Beard (AB)	SECAS
Elizabeth Woods (EW)	SECAS
Bradley Baker (BB)	SECAS
Ben Giblin (BG)	SECAS
Robin Seaby (RS)	DCC
Christopher Thompson (CT)	DCC
David Walsh (DW)	DCC
Tom Rothery (TR)	DCC
Patricia Massey (PM)	BEAMA
Julie Brown (JB)	British Gas
Beth Davey (BD)	Calvin Capital
Sharon Armitage (SA)	E.ON
Ian Turner (IT)	E.ON
Amy Cox (AC)	EDF
Alex Hurcombe (AH)	EDF
Daniel Davies (DD)	ESG Global
Martin Bell (MB)	EUA
Stuart Blair (SB)	Northern Powergrid
Joey Manners (JM)	Octopus Energy
Ralph Baxter (RB)	Octopus Energy
Audrey Smith-Keary (ASK)	OVO
Mahfuzar Rahman (MRa)	Scottish Power
Jeff Studholme (JS)	Smart Meter Assets
Shuba Khatun (SK)	SSEN

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified, and the proposed business requirements.

Issue

- As part of Post Commissioning Obligations, Suppliers and Wide Area Network (WAN) Providers are expected to update the Device certificate. This must be carried out within seven days following installation, via Service Request (SR) 6.17 'Issue Security Credentials' and Service Reference Variant (SRV) 6.15.2 'Update Security Credentials (Device)'. In some instances, the success response is not processed or not received by the Data Service Provider (DSP), resulting in a certificate misalignment between the Device and the DSP. This renders the Device incommunicable.
- Common scenarios for misalignment
    - A response to SRV 6.15.2 is not processed by the DSP for reasons including:
        1. the response is never generated by the Device;
        2. the response is lost in transit; or
        3. the response reaches the DSP after timeout.

Impact

- Parties are unable to communicate with any Device that has a certificate that is misaligned with the DSP Master Key Store.
- Manual correction has associated costs and is prone to errors.

Business requirements

Business Requirements		
Ref.	**Requirement**	**Responsible for delivery**
1	Device certificate misalignment issues are to be resolved to enable the Service User to send all Service Requests (SRs) to a Device and for the Device to respond accordingly.	DCC
2	The Proposed Solution must resolve the issue for three scenarios: • Change of Supplier (CoS) when the gaining Supplier cannot rectify the issue through manual intervention. • When the previous Supplier has ceased to trade, and a Supplier of Last Resort (SoLR) has been nominated. • When the Device does not support the process of Service Reference Variant (SRV) 6.24.2 'Retrieve Device Security Credentials (Device)'.	DCC
3	Addressing Device certificate misalignment issues should not require a manual Smart Metering Inventory (SMI) update except in exceptional circumstances.	DCC
4	Device certificate reporting is to be enduring as opposed to being produced on an ad-hoc basis and made available to Smart Energy Code (SEC) Parties.	DCC

Business Requirements		
Ref.	**Requirement**	**Responsible for delivery**
5	Device certificate reporting must not duplicate information contained within current Post-Commissioning reporting.	DCC

Working Group Discussion

SECAS (BB) provided an overview of the issue and the proposed business requirements.

Resolving the issue for three given scenarios

SECAS (BB) advised the Working Group that during the Requirements Workshop, a Communications Service Provider (CSP) representative suggested sub-scenarios should be included alongside the three scenarios to be addressed within requirement 2. The Data Communications Company (DCC) (DW) informed the Working Group that they will work with a Large Supplier representative (JB) to identify the sub-scenarios and include them in the business requirements ahead of the DCC Preliminary Assessment.

Scale of the issue

A Large Supplier representative (AH) queried the scale of the issue and the amount of Devices impacted, citing that the Modification Report stated approximately 120k Devices. This would impact how much the industry is willing to spend on a solution. (JB) stated that updated reporting has reduced the number of impacted Devices to approximately 42k where there is an existing and current certificate misalignment. (JB) advised that the number the number is likely to steadily increase, however it is difficult to determine 100% accurate figures due to ongoing resolutions.

Can the root cause be addressed?

(AH) acknowledged that a solution is required, but suggested that the root cause is also investigated. (JB) added that 3% of responses from Devices are lost, and this is out of SEC Parties' control. They added that despite this, Parties can react better when the issue does occur. They also advised that in some cases, the DSP can intervene such as with certificate cycling, however more automation is required. Ultimately, SEC Parties do not want to be in a situation where they lose communication with their Devices.

Next Steps

The following actions were recorded from the meeting:

- SECAS to finalise the business requirements.
- SECAS to request the DCC Preliminary Assessment.