

■ DP305 – Communications Hub Returns Process

Marc Rhodes

Raised by Emslie Law from OVO

MEDIUM

■ Intentions for the Operations Group

Understand

The approach for the modification and progress to date.

Review

The key challenges that have been identified.

Overview

- The process within the SEC for Communications Hub (CH) returns has multiple gaps or requirements for clarity to aid a successful process and enable better reporting for the CH returns process for industry.

Issue



- The current process is causing CH's to be disposed of without triage.
- This causes costs to the industry and results in delays to fixes for consumers.
- At present only 30% of all return records that have been raised in 2025 have been returned to DCC.

Impact



- A Review of the CH returns process and amendments to SEC Section F 'Smart Metering System Requirements' and Appendix I 'CH Installation and Maintenance Support' as required to reflect this.

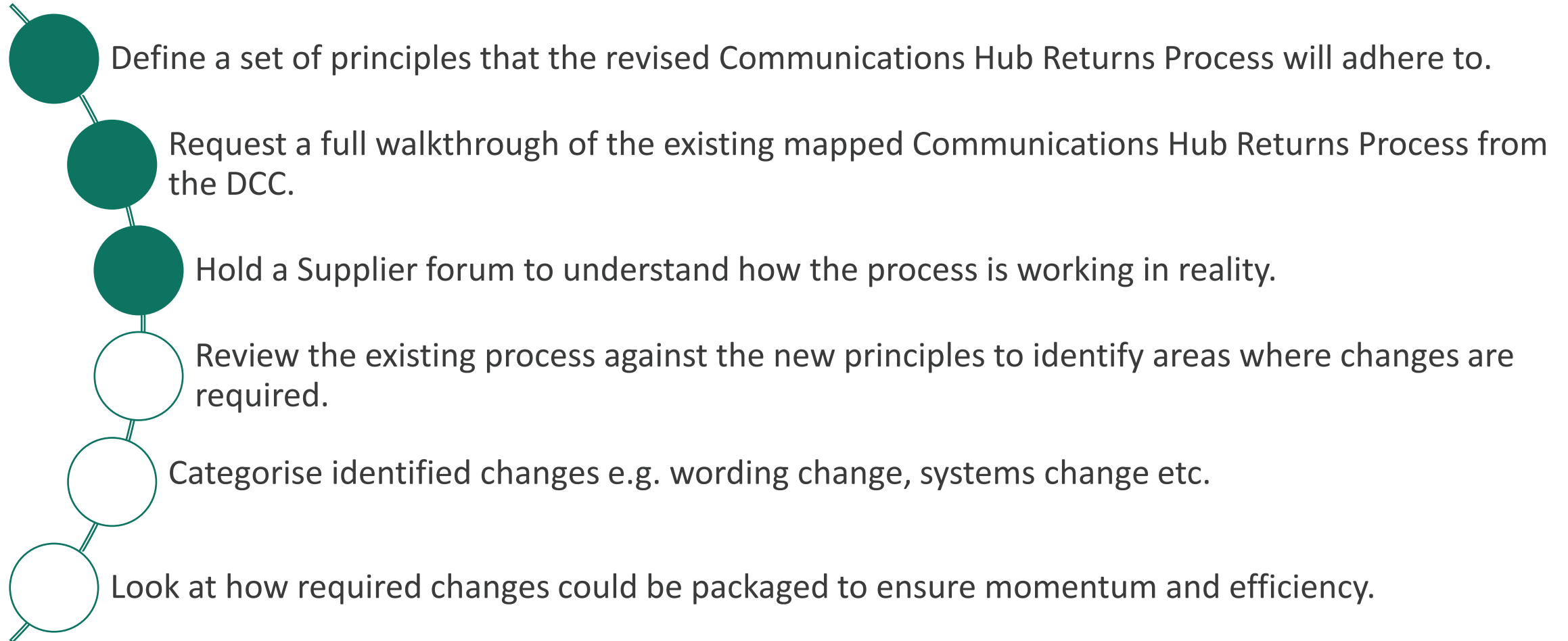
Proposed Solution



Highlighted Issues

- The current SEC returns process is being misinterpreted and being treated as a refurbishment process instead of a fault triage process.
- There is a misalignment on categories available for returning a CH.
- No fault found is often used to return CH's that have failed at install process.
- Industry are forced to return functionally working CH's due to the inability to recognise if the device has been commissioned.
- Current definitions related to the returns process for batch faults limit the investigations process and could cause confusion or misinterpretation.

■ Approach



■ Workshop outputs

Fault Triage process

- Enable the SEC to prioritise identification of faults.
- Definitions for visual triage need to be clearer.

Returns categories

- Identify opportunities to simplify and make the process easier to follow.

CHs being returned in 'Pending' status as not faulty

- Inconsistent triage processes utilised across the Suppliers.
- On site challenges for Engineers to identify CH status leading to 'no fault' return.
- Predominantly engineer led process. Explore improvement opportunities, consider Use Case 5 and FSM implementation.

CH Reporting & Batch Fault definition

- Additional workshop required to explore detail.

Next Steps

