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Action:	For Decision

OPSG Issues Log – Progress Report

1. Purpose

This paper provides an update on new Candidate Issues, Candidates for Closure, and the status of actively managed entries on the Operations Group (OPSG) Issues Log.

2. New Candidate Issues

This section presents the new Candidate Issues for inclusion on the OPSG Issue log.

Issue Number	Issue Headline	Current Stage
OPSG-100	IOC & MOC Post Migration Communication Issue	Initial Analysis

Issue and Impact

A Large Supplier (LS) has highlighted a Post Migration Issue with Middle Operating Capability (MOC) & Initial Operating Capability (IOC) Devices. The LS reported it had discovered Devices had stopped communicating post migration and are receiving 'purge' status or an E62 error.

Next Steps

DCC to investigate the issue and report back to the LS, with an update due at OPSG in May 2022.

Issue Number	Issue Headline	Current Stage
OPSG-101	DSP Protection Scheme Failure	Initial Analysis

Issue and Impact

During the OPSG review of DCC Incident (INC000000806199) it was highlighted that the protection scheme at the Data Service Provider (DSP) designed to prevent disruption spreading across Users did not succeed.

The Incident was a degraded service which impacted SMETS1 and SMETS2 Service Responses/ Alerts. The issue caused the system to become overwhelmed by a lack of (or slow) acknowledgement messages from Service Users.

Next Steps

The DCC to provide OPSG with a regular review on User/DCC System Capacity – Acknowledgment response times (Transactions Per Second (TPS)). The DCC to engage with the Technical Architecture and Business Architecture Sub-Committee (TABASC) to explore if a technical solution is required to resolve the issue. The DCC to discuss with TABASC ahead of presenting the outputs to OPSG.

Issue Number	Issue Headline	Current Stage
OPSG-102	Install & Leave Request for Non-Mandated Information	Initial Analysis

Issue and Impact

A LS is finding after Install & Leave (I&L) situations they are being contacted by a DCC Service Provider (SP) asking them to provide additional information after already sending the requisite Service Request (SR) 8.14.2 (Communications Hub Status Update Install No SM WAN) sent to DCC. The requested additional information included, but not limited to, the Manufacturer Identifier and Firmware Version.

DCC SPs should not be contacting Service Users directly for this data, neither should they be requesting it.

Next Steps

DCC to investigate the issue and update the LS and OPSG. The DCC should consider making a change to the SEC if their SP requires this data and DCC cannot currently obtain it for them.

Issue Number	Issue Headline	Current Stage
OPSG-103	DCC Non- Compliance Issue - Order Management System (OMS) Consignment status	Initial Analysis

Issue and Impact

A DCC Non-Compliance - DCC Order Management System (OMS) does not provide consignment status information as required by SEC. This is potentially due to misalignment between the SEC and DCC Service Provider contracts. The issue could result in missing information for SEC Parties i.e., unaware of status of consignment may lead to missed deliveries or Users not being sufficiently notified of deliveries leading to delivery rejections.

Next Steps

The DCC are exploring 2 Options – amend the SEC or the OMS. The DCC are Currently costing OMS changes and will consult on customer preferred options. The DCC are also to engage with OPSG/SEC Panel for consideration on resolving non-compliance (i.e., SEC Mod to change the SEC or cost/effort to become compliant).

3. Candidates for Closure

Issue Number	Issue Headline	Current Stage
OPSG-017	DCC Service Flag	Closure

Issue and Impact

The Smart Meter Inventory DCC Service Flag is not being updated. The D350 Flow does not contain an indicator for a move from SMETS - Dumb Meter. Industry does not have a simple or reliable mechanism for identifying where smart devices are, or are not, present at a location. This issue will have a significant impact on the Change of Supplier (CoS) process as the DCC Service Flag is often the trigger for following a 'smart' CoS process.

Status

[MP077 'DCC Service Flagging'](#) was implemented in the SEC November 2021 Release, OPSG are monitoring Business As Usual (BAU) matters.

There was an increase in RDP incidents due to the implementation of the service flagging modification. The incidents were caused by a misalignment in implementation dates and times.

Next Steps

There has been no further indication that anymore issues have arisen as a result of this modification - SECAS to check with OPSG if there are any more concerns ahead of proposing the issue is a candidate for closure

Issue Number	Issue Headline	Current Stage
OPSG-104	SMETS1 Device Specific Behaviours - Standing Charge/Scaler Limitations	Closure

Issue and Impact

IA query has been raised regarding SMETS1 Devices with limitations on Standing Charge and Scalers for Tariffs and Prices. This could pose problems with the Energy price increase. Meters may not be able to accurately charge consumers or display correct information on PPMIDs. Also, with Supplier back-office amendments, there could be significant issues with disputes and billing accuracy for prepayment customers as the information on the PPMID/IHD is also affected

Status

The DCC confirmed the impacted Devices and SECAS have communicated the issue on 29 March 2022.

Next Steps

There are no further steps required ahead of proposing the issue is a candidate for closure.

4. Actively Managed Issues

The full list of actively managed issues and latest updates can be found under Appendix A. Please note, new issue updates are highlighted in **red** font.

5. Recommendation & Next Steps

The OPSG is requested to:

- **REVIEW** the description, impact and next steps on the new Candidate Issues;
- **ENDORSE** the inclusion of the new Candidate Issues; and
- **AGREE** to the closure of the Issues in Section 3 'Candidates for Closure'.

Eugene Asante; SECAS Team; 04 April 2022

6. Appendix A: OPSG Issues Log

Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
1	01.11.18	Smart Metering Inventory (SMI)	CHs are commissioned and appear on the Smart Meter Inventory, despite not having meters connected to them.	Incorrect or erroneous listings in the Smart Metering Inventory	Monitor monthly rates of change SECAS to potentially write to the faulty Suppliers	04/03/2022 - DCC continue to work with Service Managers to resolve these as well as provide reporting to Service Users. DCC to provide OPSG with progress of resolution process in April 2022. 18/10/2021 - SECAS engaged with DCC to report on the latest volumes and status of this issue to OPSG in December 2021. 14/07/2021 - Commissioned Comms Hubs with no associated devices: There are 180,873 Comms Hubs with commissioned status and no associated devices. It has been possible to identify the likely installing party for 115,655 of these. There is currently a programme of work within the TOC to enhance reporting to service users and these are in scope for that programme.	29/03/2022
2	01.11.18	Install and Commission	Update 8.14.1, 2 or 3 during the I&C process to identify the associated status of the hub (e.g., installation is successful, installation results in an install and leave, install is aborted) <u>CH Exception in CSP N</u>	CSP cannot be held to account for performance measures. Hubs left in a status of unknown and excluded from service measures. For service users it any faults logged to DCC would fall outside of contracted SLAs for fixes	Monitor monthly rates of change SECAS to potentially write to the faulty Suppliers	04/03/2022 - DCC to provide a breakdown of each CH Exception issue and the appropriate resolution for OPSG to track the trend. DCC to provide update at OPSG March 2022 Reporting Meeting for CH PMEL Exclusions. 04/01/2022 - DCC provided an update at OPSG_63 and noted that CH exclusions will be managed via reporting rather than raising individual incidents. The OPSG endorsed this process, noting that it will be easier cross check exclusions. The DCC agreed to provide regular updates at the OPSG.	02/11/2021
3	01.11.18	Install and Commission	Incorrect CHs are being installed versus requirements of the WAN coverage database - i.e., cellular hubs installed where the coverage checker indicates a mesh hub should be installed. <u>CH Exception in CSPC&S</u>	Coverage will not be full and complete, as network modelling requires gateway mesh hubs to be in place to extend the reach of the coverage. Incorrect installs by one customer may affect the SMWAN connectivity for another customer.	Monitor monthly rates of change SECAS to potentially write to the faulty Suppliers	04/03/2022 - DCC to provide a breakdown of each CH Exception issue and the appropriate resolution for OPSG to track the trend. DCC to provide update at OPSG March 2022 Reporting Meeting for CH PMEL Exclusions. 04/01/2022 - DCC provided an update at OPSG_63 and noted that CH exclusions will be managed via reporting rather than raising individual incidents. The OPSG endorsed this process, noting that it will be easier cross check exclusions. The DCC agreed to provide regular updates at the OPSG.	02/11/2021

Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
4	01.11.18	Distribution Networks Post I&C Activity	Incorrect or Missing Distribution Network Operator Certificates on Meters	DNOs unable to communicate with meters. Additional time and effort to replace the incorrect DNO certificates.	Monitor on Due Date regarding improvements to the situation Ask DNOs/DCC regarding the information presented in those reports SECAS to potentially write to the faulty Suppliers (two have been identified as responsible for the largest percentage)	04/01/2022 - At OPSG_63 SECAS presented the latest figures and progress on engagement with Suppliers and with the DCC to ensure alignment on the issues (update available in the OPSG_63 slide deck). SECAS confirmed they would continue engagement with the relevant Suppliers to understand their challenges, blockers, and any plans they have to resolve the issues detailed in the SMKI11 report. SECAS stated that the Suppliers already contacted with the highest percentage of occurrences were already aware of the cases and had been in contact with DCC to assist in resolving the issues. 02/11/2021 - The OPSG noted an update from on the current status and proposed approach to progress the issue. OPSG endorsed the proposed approach (available in the OPSG_60 slide deck) and next steps. SECAS to return to OPSG in January 2022 to present latest figures and progress on engagement with Suppliers and continue engagement with the DCC and DNOs to ensure alignment on issues and discussions.	02/11/2021
8	01.11.18	Change of Supply	Supplier not sending SR6.23 (Update Security Credentials (CoS)) when required	CoS not working effectively	Monitor progress with BEIS	22/03/2022 - • BEIS have resumed monitoring and reporting CoS with SMDG suppliers with regular updates at SMDG meetings during 2022. • There has been a general decrease in the volume of non-initiated CoS activity between January and February 2022 as suppliers are responding well to BEIS's intervention. • BEIS expect this trend to continue throughout March 2022. • BEIS have noted a reduction in general CoS activity following advice to consumers to not switch or there being a lack of incentive to switch in the current market. • BEIS don't currently have any concerns around the volume of non-initiated CoS occurrences across non-SMDG suppliers. 10/11/2021 - BEIS paused SMDG monitoring of this process and issue throughout the recent market activity with increased SOLR. The majority of SMDG suppliers have seen an increase in their backlog of non-initiated CoS due to SOLR and are working through the backlog with other Suppliers prioritising other matters. BEIS plan to resume the weekly reporting to SMDG on 14 November 2021 and will address the issue with suppliers from then and anticipate a fair reduction in non-initiated backlog, particularly for SMDG suppliers. Of the non-SMDG suppliers, there are two remaining that are DCC users and have over the threshold of 1,000 non-initiated CoS over 21 days which is less of a concern and focus for BEIS.	Q4 2021
15	01.11.18	Smart Metering Inventory (SMI)	With devices not being decommissioned leading to errors within the DCC Smart Meter Inventory (SMI); the SMI shows multiple meters at single site showing as held in the DCC SMI.	Erroneous listings in the SMI impacts CoS and the Suppliers ability to identify what devices are on site.	Monitor on Due Date regarding improvements to the situation	09/02/2022 - DCC continue to work with Service Managers to resolve these as well as provide reporting to Service Users. DCC to provide OPSG with progress of resolution process in May 2022.	29/03/2022

Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
17	01.11.18	Data Quality	Smart Meter Inventory DCC Service Flag not being updated. D350 Flow does not contain an indicator for a move from SMETS - Dumb Meter Industry does not have a simple or reliable mechanism for identifying where smart devices are, or are not, present at a location.	This issue will have a significant impact on the CoS process as the DCC Service Flag is often the trigger for following a 'smart' CoS process, rather than the S2 Meter Type. If this is not set correctly then Suppliers may not operate a meter as 'smart' when they are required to by their Operational Licence Conditions. Affects the DCC Users ability to manage Smart services.	Monitor progress on SECMOD77	04/03/2022 - There was an increase in RDP incidents due to the implementation of the service flagging modification (MP77). The incidents were caused by a misalignment in implementation dates and times. There has been no further indication that anymore issues have arisen as a result of this modification - SECAS to check with OPSG if there are any more concerns ahead of proposing the issue is a candidate for closure.	12/04/2022
27	Apr-19	Communication Hubs	SEC Parties cannot return CHs in large quantities without significant effort and time to process with the DCC. The Communications Hub forecast, and order process as detailed in the SEC is not working / being used. A transitional process has been developed that is not delivering adequately for Parties.	This results in "offline" working and the exchange of emailed spreadsheets requiring considerable manual effort. The process per the SEC is not being followed to enable ordering of Communications Hubs with applicable firmware, minimum pallets to be ordered.	Monitor against OMS Release Date Escalate to bring back the Release Dates for Returns Process	18/02/2022 - DCC believe this is no longer an issue, SECAS to engage with Service Users to confirm if that is the case before proposing to close the issue at OPSG. If customers do think it's an issue there needs to be a discussion on what action is needed to resolve this issue, for example raising a SEC Modification. SECAS to engage once again with Large Supplier to ascertain if the issue lies with the ability to return reject defect deliveries - if so, a SEC Modification needs to be raised. 10/11/2021 - SECAS contacted a Large Supplier to understand their concerns and assist in addressing any real issue with the process. Despite the withdrawal of MP117 the Supplier in question expressed concerns regarding the process when the issue was discussed at OPSG.	24/03/2022

Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
52	Oct-19	Alerts	Parties are experiencing large numbers of spurious Alerts, or alternately not receiving expected ones. The Panel has asked OPSG to investigate these. As specific Issues are identified then they will be added to the Log as individual items.	There are a range of impacts, including overloading of Party systems, nugatory investigations and delays in fault diagnosis.	Monitor via weekly updates with Darren	04/03/2022 - DCC have two CH fixes remaining which will be delivered in June 2022, following this DCC will update OPSG on if the fixes have worked, discuss if any problems need to be resolved and what support Suppliers can provide to support this issue i.e., engage Meter Manufacturers.	01/05/2022
54	Oct-19	Service Performance & Capacity	The DCC cannot meet SEC defined SLAs on the delivery of particular alerts such as Power Outage and Restoration.	DNOs cannot rely on the information provided.	Monitor SEC Mod Progress	04/03/2022 - Following delivery of MP96 DCC to consider reporting for OPSG. OPSG to monitor SEC Modification then discuss reporting requirements with DCC once implemented. 20/09/2021 - MP96 was discussed at the 3 August 2021 OPSG (OPSG_54) where the 3 options were presented for consideration. The OPSG noted that they were not in favour of Option 1 but were keen to understand the outcome and any implications from the Working Group discussion/decision at the September Working Group.	01/04/2022
55	Oct-19	Service Performance & Capacity	OPSG members have concerns around capacity management of the DCC systems and networks following various recent incidents. DCC and the CSPs information is not always consistent.	OPSG Members do not feel they have sufficient visibility of the current situation and roadmap to provide confidence.	Monitor Capacity Management Reports	24/02/2022 - SECAS to engage with DCC to ascertain the current status of this issue after related SEC Modification was withdrawn. 17/11/2022 - MP119 CH Alert Storm Consolidation was withdrawn on 16 November 2021. 02/11/2021 - The DCC provided a summary of available and future service capacity and traffic at OPSG_60. DCC reported that service transaction numbers are comprised of 25% of Service Request and 75% Alerts (with the major of these being 8F3E Alerts). The DCC advised the DSP is limited to 1350 Transactions Per Second (TPS) and this has been divided between the SMETS1 and SMETS1 CSPs. DCC informed OPSG that a number of Service Providers utilised up to 70% of capacity and are working with them to install additional traffic capacity by Q2 2022. OPSG suggested it would be useful to know how much data is utilised per Device or end point to analyse the overall data exchange of the system. OPSG requested that DCC publish the modelling assumptions for User behaviour as part of the end-to-end capacity investigations.	23/03/2022

Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
58	Oct-19	Install and Commission	Installers are providing insufficient address details (or none at all) in SRV 8.14.1 to allow the CSP to determine if the install was CHIMSM compliant and in line with CSP C&S recommendation. This is caused by address field being optional in DUIS, so installers are not providing it, but the information is required by the CSP and DSPCH <u>Exception in CSPC&S</u>	This may lead to CHs being installed in areas that are declared as no coverage. Telefonica are then unable to determine if the installation is compliant and if the network plan is being adhered to.	Monitor via CH Exceptions Calls	04/03/2022 - DCC to provide a breakdown of each CH Exception issue and the appropriate resolution for OPSG to track the trend. DCC to provide update at OPSG March 2022 Reporting Meeting for CH PMEL Exclusions. SECAS to discuss this particular issue with DCC as they believe it resolved, ahead of proposing to close with OPSG. 04/01/2022 - DCC provided an update at OPSG_63 and noted that CH exclusions will be managed via reporting rather than raising individual incidents. The OPSG endorsed this process, noting that it will be easier cross check exclusions. The DCC agreed to provide regular updates at the OPSG.	24/03/2022
62	Nov-19	Install and Commission	CSP N see CHs appear on its network but then do not see any traffic to or from the CHs for more than 10 days. <u>CH Exception in CSP N</u>	The monthly PMR contains many thousand exceptions while the CHs involved are being left in a status of unknown and excluded from service measures.	Monitor via CH Exceptions Calls	04/03/2022 - DCC to provide a breakdown of each CH Exception issue and the appropriate resolution for OPSG to track the trend. DCC to provide update at OPSG March 2022 Reporting Meeting for CH PMEL Exclusions. SECAS to discuss this particular issue with DCC as they believe it resolved, ahead of proposing to close with OPSG. 04/01/2022 - DCC provided an update at OPSG_63 and noted that CH exclusions will be managed via reporting rather than raising individual incidents. The OPSG endorsed this process, noting that it will be easier cross check exclusions. The DCC agreed to provide regular updates at the OPSG.	24/03/2022
64	Nov-19	Data Quality	The current requirement to provide the DCC with Service Request Variant (SRV) forecasts is difficult for suppliers to comply with, and the information is not being used. We therefore need to review the DCC's information needs and how this can be met.	The time and resource process which is producing inaccurate and unreliable forecast.	DCC's proposal on volume forecasting will resolve this issue. OPSG will evaluate SECMOD 116	08/02/2022 - The DCC reported that the current accuracy of its forecasts was within +/- 10% of actual figures: the DCC said this level of accuracy was sufficient for its needs. The OPSG noted that MP116 'Service Request Forecasting' is due to be implemented as part of the SEC Release on 24 February 2022 and a new forecast will be available from April 2022. Once the April 2022 report is delivered, this issue will be considered for closure by OPSG. 04/01/2022 - MP116 is currently out for Modification Report Consultation with responses due 7 January 2022.	02/11/2021
69	Mar-20	HAN Stability	Devices on the HAN do not maintain stable communications with other devices on the HAN. The stability of the HAN is often disrupted by the CH reboot every 9 days. This is a significant issue in the CSP N	Affects ability for the DCC Users to communicate with devices on the HAN.	Monitor bi-weekly with contacts at DCC	21/02/2022 - HAN Stability - trend has decreased (from 40,772 to 38,663). Latest distribution of numbers below: Meter APS ACK: 6,611 (MM1) Meter Stack Issue/Meter Defect: 22,195 (MM2) Other Meter Defect: 7,489 (MM4) Tunnel Defect: 1,321 (MM3)	01/04/2022

Managed by



Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
			region, and a minor issue (affecting about 1% of hubs) in the C&S Region			Network Key Rotation: 2,414 (MM3/CH2)	
72	Sep-20	Alerts	DNOs receive a large number of Alerts with duplicate Originator Counters (and therefore duplicate headers), rendering them unable to distinguish between true and false instances of the Alerts	Regulatory non-compliance as TSIRS have confirmed that this behaviour is different to what is mandated in the spec. Also, DNOs are receiving a considerable amount of such Alerts, causing problems to their systems	Monitor via bi-weekly calls (set up w. Clive Hallam)	24/02/2022 - A new version Firmware has gone into production. There is also still no FW production date signed off. FW is currently being tested. DCC to provide DNO's and SECAS with roadmap for FW delivery. 03/12/2021 - Firmware release still in UIT with no exit date expected until January 2022 – DCC to confirm once it's on the CPL and available in order for SECAS to highlight to OPSG that Devices require upgrading.	28/03/2022
73	Sep-20	Service Performance & Capacity	An 'Other User' party has considerable difficulty retrieving data via SR 4.8.1. In some instances, the amount of data they can reliably recover is less than 2 days' worth, without any success thus far for retrieving over 2 months' worth of data.	Regulatory non-compliance as up to 13 months of data retrieval is mandated by the specs	Monitor via bi-weekly calls (set up w. Nick Ives and the 'Other User' party)	16/03/2022 - SECAS contacted DCC on if there was any further movement on the HH data access for Other Users. 21/12/21 DCC reported a partial fix has gone into UIT for one of the ESME Manufacturers. No further updates on other manufacturers. Firmware releases have been delayed into next year (2022) due to manufacturers considering stack changes that could impact HAN stability as well as other areas. 28/09/2021 - Testing with most meter manufacturers is underway, and Firmware is being released to fix the problem albeit some may need to make three service requests to get the full 13 months of data (5 months, 5 months, plus 3 months). A full fix should be available next year so that Other Users can make the request in one go. This will take some time to filter through as it will require Suppliers to update the firmware on the assets to enable the Other Users to then make use of the functionality. Fixes are in testing for 3 Meter Manufacturers, whilst the DCC are engaging with 3 other Meter Manufacturers regarding status of fixes and testing.	01/04/2022
74	Sep-20	HAN Stability	Meters and CHs are being installed that are non-compliant with the ICHIS specification in terms of RF Noise	Potential non-compliance and interruptions in data exchange over the HAN	Setup adequate reporting post Alex's presentation at OPSG 39	28/02/2022 - The DCC provided an update on progress made in relation to outstanding derogated stock and non-compliant installs. The DCC highlighted that there was a spike in the installations of non-compliant meters in CSP C&S, however DCC noted that the majority of these were one Meter Manufacturer which will become compliant following a firmware upgrade. The DCC noted that only 12.17% of the of declared derogated stock had been installed in the agreed derogated locations. The DCC noted that on 31 March 2022 the option to install derogated meters on the network will end. DCC noted that Service Users installing a non-compliant meter after this date will be requested to change the meter or make it compliant to ensure the CSP will support the device. DCC will send out final communications to Users to install declared derogated stock by 31 March 2022. DCC to also identify a process for how non-compliant meters in the triage process will be managed and update OPSG.	28/03/2022

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75	Jan-21	Service Performance & Capacity	Retrieval of data through SR 4.10 (Read Network Data) often encounters failures, for varying amounts of read log periods	Regulatory non-compliance. Network parties also could find themselves with a lack of requisite network information	Monitor via fortnightly calls (set up w. Clive Hallam)	24/03/2022 - Dates for the DNO trial of SR4.10 haven't been confirmed yet and are indicative. DCC will share wider how the trials fit into the Scaling and Optimisation and Data Cache (Store and Forward) programmes/activities at industry forums including the DIG forum in April 2022. 24/02/2022 - DCC are currently underway with the scaling and optimisation programme in CSP N. The DCC Data Cache network congestion solution is in proof-of-concept phase, the solution is being developed to ease consumption issues by reducing traffic through the DSP. DCC are engaging with DNO's to roll out trials. BEIS have indicated during discussions they would like to see this issue resolved as soon as possible with an update due by Q2 2022.	24/03/2022
76	Feb-21	Data Quality	Through the introduction of Project Nexus, Xoserve now only hold the national GT details and not the iGTs.	Xoserve Data is preventing the application of the appropriate Gas Transporter (GT) certificates to SMETS1 and SMETS2 devices.	Setup adequate reporting post Alex's presentation at OPSG 39	04/03/2022 - MP128 removed the obligation for Suppliers to apply the correct IGT certs to a GPF, SECAS to confirm if this is no longer an issue and update OPSG on the process and implications for Users. 03/12/2021 - There is no obligation on Gas Transporters (GTs) to be DCC Users with National Grid being the only GT signed up to join DCC systems. Although National Grid have been taken over by Cadence, they are still obligated to continue as a DCC User as only they can replace their certificates on a Device. From a DCC perspective Project Nexus should have no impact unless IGT's and Gas Transports choosing to become DCC Users	01/04/2022
78	Apr-21	Install and Commission	Suppliers have noted an increase in E20 and E21 errors when trying to join meters to the CH. This issue was related to an Incident (702810), but a supplier believes there is a geographical or performance issue in general that goes beyond the two days impacted by the Incident.	Suppliers cannot install and commission devices.	Get update from Dave Warner from the CSP N Common Issues Forum	18/10/2021 - DCC have been undertaking an activity with Suppliers to build evidence and data to identify any geographical issues. Further work is required, and an update will be provided at the Common Issues Forum (CIF). 20/09/2021 - Further work is being undertaken through the CSP N Common Issues Forum (CIF) to investigate the geographical issues identified on Install & Commission and other activity. SECAS will monitor progress through the CIF and provide updates on the Issues Log, next CIF scheduled for 1 October 2021.	24/03/2022
80	Jun-20	Communication Hubs	Problem PBI000000121936 - SubGhz GSME & Arqiva DBCH Problem with GSME meter on specific firmware version. Following successful installation, if CH reset occurs CH loses Gas Static Data, CH stops responding to PPMID; certain SRVs to GPF return no value; Top-Ups	Long range hubs cannot be extended into premises that need it	Monitor via IMF Progression and JIP	28/02/2022 - Mass manufacturing for the release of WNC DB 2.0.0.6 (GBCS v3.2) is underway. WNC's units are in the UK with VMO2, with first shipments planned for 1 March 2022. IMF noted that some Energy Suppliers having been waiting for this firmware release to address some known operational challenges. 17/12/2021 - Mass Manufacturing decision was approved on 17/12/2021 with mass supply expected in February 2022.	30/03/2022 (IMF update)

Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
			through PPMID/GSME not possible.				
81	Jun-20	Communication Hubs	N25 Join Issue SubGhz GSME & TOSH DBCH (INC000000659127) Single supplier raised c.40% Tosh DB installs, GSME is unable to connect to CH. By pressing join repeatedly, failure rate reduced to c.10%.	Long range hubs cannot be extended into premises that need it	Monitor via IMF Progression and JIP	28/02/2022 - Mass manufacturing for the Tosh DB 13.3 (GBCS v3.2) release is underway, with the first shipments planned for the second week of March 2022. IMF noted that some Energy Suppliers having been waiting for this firmware release to address some known operational challenges. 06/12/2021 - Mass Manufacturing decision was approved 06/12/2021 for the Toshiba CHs with mass supply expected in February 2022.	30/03/2022 (IMF update)
82	Jun-21	Alerts	A meter type is generating a large volume of voltage alerts (mostly 8028/8006/8089/8095) at certain periods, usually either between 04:00-05:00 or 16:00-17:00 every day.	It is causing the DNOs issues with processing the alerts at their end.	Monitor via fortnightly calls (set up w. Clive Hallam)	30/03/2022 - A DNO contacted SECAS to say they believe a Meter Manufacturer has a Firmware version available to resolve the issue highlighted. SECAS are waiting for an update from DCC to confirm this is correct, as DCC have challenged whether this Firmware version will resolve the problem. SECAS to also engage with DCC Supplier Service Managers to encourage the deployment of this new Firmware version if it is found to resolve the issue. Update due at OPSG in April 2022.	02/11/2021
83	Jun-21	Install and Commission	A Large Supplier member has experienced difficulties with aspects of the new connections process in the CSP C&S region. The process is not efficient and is made worse by having incidents raised against the Suppliers if an incorrect variant is installed.	The impact for new connections is:• not having a postcode for the coverage checker so potentially installing the wrong variant type or not having WAN coverage. Installing a device that is not in the	Monitor via fortnightly calls with the DCC (Waiting for a dedicated owner at the DCC)	15/09/2021 - SECAS to assess any SEC provisions relating to new connections 09/07/2021 - Initial discussions/analysis on-going between SECAS and the DCC. Awaiting a dedicated owner for this issue at the DCC to follow up with.	02/11/2022

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				derogation zones• having to visit at least twice if longitude and latitude required.			
84	Jun-21	Install and Commission	DCC runs daily process to replace the Manufacturing ACB/TCoS certificates on devices with BAU ACB/TCoS certificates. If the DSP does not receive a GBCS Response to the Update Security Credentials Command which is sent to the device, then the DSP can no longer be sure which ACB certificates are now present on the device. It could be the old ACB/TCoS certificates or the new ACB/TCoS certificates causing issues (8F1Es) to the Service Users.	• If ACB key cycling is attempted during I&C, it can cause the Supplier commands to fail during the end-to-end orchestration. This was raised to the DSP and a change has been delivered to ensure that ACB cycling is only initiated 7 days AFTER install date for new installs. This change was delivered on the 27/05/21	Monitor via fortnightly calls with the DCC (Ben Breen)	08/03/2022 - OPSG_67 Update - The OPSG noted the summary of issues identified with the ACB Certificate replacement process. The DCC noted that it continues to work the Users on the remediation plans on these issues. A LS questioned DCC's statement that failure to replace Manufacturer ACB Certificates in newly commissioned devices had no impact on end consumers, the DCC noted the comment and agreed to remove the statement from future presentations. The OPSG highlighted that some ACB Certificates may be near their expiry date there may have an impact on customers if they are not updated. The DCC noted that it is in the DSP contract to renew these certificates every 10 years. The OPSG noted that this may clash with upcoming industry programmes.	01/05/2022
85	Aug-21	Tariff Updates	The Business Process, Tariff Updates (SR1.1.1), has declined in success across all regions as identified in the May 2021 Performance Indicator Reporting (PIR) Summary	Updated or correct tariffs may not be on Devices affecting the consumer experience. This could also lead to higher retries and additional traffic on the system that leads to cost, time and effort to resolve.	DCC analysis and investigation into the PIR data to identify any signifiers or root causes DCC, SECAS and OPSG to undertake a Working Group to deep dive into the data and behaviour to identify issues and agree remediation plans	17/03/2022 - SECAS and DCC met to continue discussions on the actions from the workshop and the next steps. It was agreed that DCC would report back on the 6 workshop actions in June 2022. DCC are seeing an improved performance but are still not at the DCC minimal service level. 22/11/2021 - The workshop actions and next steps were agreed at OPSG_61. 10/11/2021 - SECAS hosted a workshop to discuss the data and analysis to help understand root causes and next steps. The intention of the workshop was to engage Supplier parties to assess whether their user experience mirrors the performance reported by the DCC and any information to help guide next steps and remediation. The draft workshop outputs and actions from workshop will be shared and agreed at the next OPSG_61 (22 November 2021).	01/05/2022

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86	Aug-21	Change of Supply	Installed Assets will fail to complete certificate migration as part of the Enduring Change of Supply (ECoS) programme. This could occur on sporadic or non-communicating devices or issues that may occur within the migration process.	Following the completion of the programme, if devices still hold Transitional Change of Supply (TCoS) certificates then devices cannot undertake the Change of Supply (CoS) process and will therefore need to be replaced. Leading to cost, effort, time and necessity to replace assets before the economic end of life	Engage with ECoS programme to understand the likelihood and scale of this IssueMonitor mitigation plans as part of the ECoS programme	22/02/2022 - ECoS IMF Update: Four IMF members provided responses to the Joint Industry Plan (JIP) Milestone change request consultation which concluded on 4 February. DCC presented a summary of the key themes at an adhoc IMF on 16 February and shared formal responses directly with respondents. At the adhoc IMF one member raised an additional point of feedback around the User Testing window and piloting. DCC will share more information on these points at the ECoS Summit, which will take place in late April 2022. Noting all feedback which has been received, DCC now seeks IMF's agreement to move forward with concluding on the JIP CR. Following this, DCC will present the revised milestones at SMDG for baselining.	02/04/2022
87	Aug-21	Firmware Downloads/Activations	The DCO Service has Capacity constraints in relation to the processing of SMETS1 Firmware images	Limitation on Service Users ability to firmware upgrade SMETS1 devices in a timely fashion	Request detailed problem statement and remediation plans from the DCC Monitor DCO capacity and performance and provide regular updates to the OPSG	04/01/2022 - The DCC provided an update and noted that it plans to be able to support up to 38k firmware downloads per day for SMETS1 IOC Aclara Devices by June 2022. It has been noted by OPSG that there are currently constraints in deploying firmware within seven days, and that this will need to be considered by the Security Sub-Committee (SSC). OPSG members also noted that if DCC were to increase the capacity to over 38k firmware downloads per day then the SEC may need to be revised for Users to be SEC compliant, as Supplier's systems will not be able to cope with the increase in volume. The DCC confirmed that there is a sharing of capacity between the migration service and the production service (and, in particular, firmware downloads). The DCC confirmed that from a technical perspective it would be feasible to adjust this allocation of capacity, but that this would need appropriate governance discussions and approvals. The OPSG agreed that it is necessary to align the capability of the firmware download service and the SEC requirement. OPSG agreed with DCC's proposal for a SEC Modification to be raised to consider the adjustment of the requirement in the SEC in parallel with a DCC Change Request to consider enhancement of the service capability to meet the current SEC requirement. The OPSG asked SECAS and DCC to begin working on the requirements for a SEC Modification and for DCC to start consideration of the change request. More generally, The OPSG emphasised that there is a SEC requirement to be able to urgently deploy firmware updates to resolve security vulnerabilities. It was agreed that a contingency plan to execute such urgent deployments was required (this is a general requirement, not limited to a particular aspect of the DCC Services).	01/04/2021

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88	Sep-21	Data Quality	The ESME and CH timeclocks can become out of sync.	Limitation on Service Users ability to receive accurate readings and gaps in alerts being generated. Power restore alerts also being generated with an incorrect time than when the outage actually occurs.	Investigate root causes and discuss remediation plan to be agreed. Monitor Technical specification of the issue being discussed at TSIRS. What is the impact on the service, details required from Users.	24/03/2020 - Time Clock Drift has been shared with both Energy Suppliers and DNOs: • The two Energy Suppliers with the most unresolved time clock drifts have been engaged and actions agreed. • Largest – ADT thresholds have been increased to allow batches of 50,000 which have now commenced. • Second Largest – Have cleared the majority of theirs over the last two weeks. • Conversations will commence with other suppliers. 24/02/2022 - DCC are engaging with a LS to assist in correcting time clock drift occurrences in batches. SECAS still waiting to receive related reporting from DCC, having enquired about the volume of occurrences. 20/09/2021 - DCC currently investigating the issue and so far, found a small percentage of CH's timeclock drift occurrences with the majority of incidences relating to ESME's. Telefonica have highlighted to the DCC that they believe the issue may lie within ESMEs - DCC to engage with meter manufacturers to investigate further. SECAS to catch up with DCC in October 2021 to discuss examples, root cause and remediation plan. 8/10/2021 - The DCC guidance document for Communication Hub Usage was recommended during discussions at TSIRS when Suppliers stated they were not able to get Devices into a 'reliable' time state. The document explains how: • Arqiva CHs update the time; • Telefonica CHs update the time; • Suppliers can reset the time on meters to a 'reliable' state. The document is available on the SECAS website at: https://smartenergycodecompany.co.uk/document-download-centre/download-info/dcc-guidance-note-communications-hub-usage-v1-0/	31/03/2022
89	Sep-21	Install and Commission	There is not a defined process and approach for SMWAN Coverage and identifying the relevant WAN variant during the transition from 2G/3G to 4G service.	Uncertainty on approach for transition to 4G CHs and Service. Dependent on the solution this may require engineers to carry additional stock. Potential for incorrect variants to be installed or that the transition won't support the rundown of CH stock.	DCC and SECAS to host a joint OPSG and TABASC Transition Requirements Session to agree approach with SEC Parties on transition from 2G/3G to 4G.	16/02/2022 - DCC took the TABASC action away and continued to flesh out the concepts from a technical and operational perspective and engaged with BEIS on what would be presented to industry. During discussions with BEIS, DCC determined there were some additional considerations that needed to be factored in, from a commercial perspective and the legal perspective, not just the technical and operational aspects, for example, Vendor contractual obligations, Competition Law and End consumer impacts (i.e., will a Supplier preference for expensive Dual Band Ch's have a cost impact). DCC are reluctant to suggest a strategy that could have various downstream impacts so have revisited the concepts and are currently engaging with BEIS regarding how the concepts ought to be presented to best capture the user needs and their preferences. DCC want to ensure all bases are covered before organising a workshop with OPSG & TABASC members. DCC have also simultaneously initiated the procurement process and have begun discussions with potential providers. Once the revised concepts have been agreed with BEIS, DCC will schedule the workshop with Service Users ahead of holding a formal consultation for industry to provide their views on the concepts. Discussions with BEIS are expected to conclude at the end of March 2022, when DCC will provide its next update.	01/04/2022

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90	Sep-21	Install and Commission	The process for requesting, installing, and maintaining T3 aerals is not efficient and easy for Suppliers to manage.	Time, effort and complexity on Suppliers.	Engage with the DCC to understand the current processes related to T3. Present to the OPSG for feedback and comments on the process and identify any issues or gaps with current processes.	28/01/2022 - DCC to present lessons learned from T3 Pilot in Q2 2022. Outputs only for OPSG as the issue is already on the SMDG issue log. Issue in monitoring state for OPSG until SMDG outputs. There was a suggestion that Suppliers are now attempting this process, DCC to provide the update to seek Supplier views on the process and whether they find it easy to use.	01/05/2022
91	Sep-21	Service Performance & Capacity	The DCC are using 'additional' Planned Maintenance above the SEC permitted allowance of 6 hours per month without requesting SEC approval.	Large supplier has flagged that DCC are going over permitted 6-hour maintenance window leaving services 'down' without permission from Panel or notifying Users adequately, resulting in lower service availability than the Users and the SEC expects.	DCC to clarify Maintenance Window processes and practice. DCC to present and propose a strategy for addressing concerns raised with service outage.	18/03/2022 - DCC have agreed the Maintenance Outages for 2022 with SEC Panel, of which currently DCC don't meet their requirements on. Actions from OPSG on DCC - return in June 2022 to discuss strategic options for 2023 to avoid issue next year. 08/02/2022 - The OPSG will discuss Annual Outages & BCDR 2022 Plan in a workshop on 23 February 2022.	01/06/2022
92	Sep-21	Firmware Downloads/Activations	DCC have a process to manage the pilot and early life of CH firmware upgrades but once the firmware is deployed it is left and cannot be challenged.	A Large Supplier reports finding numerous devices on older firmware and have to individually query why and what's being done.	Suppliers to highlight impacts of the issue to OPSG. DCC to investigate instances.	22/02/2022 - Issue is linked to DCC work on Non contactable CH work. SECAS have engaged with DCC lead on this issue to discuss resolution and next steps ahead of presenting to OPSG. 20/09/2021 - SECAS to engage with DCC for appropriate contact.	01/04/2022

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93	Sep-21	Install and Commission	The SEC has no concept of Smart as dumb and Devices have not been built to work in this fashion. Uncertainty on process and identification of Devices installed due to the consumer refusal on data consent and/or installation of a Radio/Cellular device	Reported as Failed Installs rather than an accepted Installation scenario which can lead to time and effort to investigate unnecessarily. Information and guidance to Suppliers and Energy Consumers may be inconsistent or technically not feasible.	DP169 has been raised to address this Issue. Monitor modification for progress on solution and outcome. Investigate whether any interim remediation plans are required.	17/03/2022 - Following discussion with the Working Group in February 2022, SECAS will work with the Proposer and relevant sub-committees to further develop the business requirements. Also, Ofgem are not supportive of any changes that 'allow' meters to be non-communicating. SECAS & the Proposer are working bilaterally with consumer organisations on how to amend the wording on their websites to make it clear that a 'non communicating' smart meter isn't an option. 24/11/2022 - MP169 has been raised to address this Issue and the modification will be monitored for progress on the solution and outcome. MP196 will now be discussed with at February 2022 CSC Working Group.	01/05/2022
94	Sep-21	Smart Metering Inventory (SMI)	Based on the 'Firmware Download and Activation' discussions at OPSG57 it appears that there may be instances where the SMI has not updated the FW version following activation on a Device.	The SMI is not up to date as expected by the SEC which can lead to Suppliers unnecessarily attempting firmware download and activations.	Discuss with DCC any known instances or scenarios when this can occur.	18/03/2022 - DCC to return to OPSG with specific update related to discrepancy between FW versions along with the latest between the discrepancy between meter numbers. DCC have identified a work around for the FW related issue and envisage a drop in numbers. 08/03/2022 - DCC noted at OPSG_67 that from its investigation with four SEC Parties, it has discovered that there more devices in Smart Meter Inventory (SMI) than in the Suppliers' inventory. The DCC noted that it will continue with its investigation to assess the overall volumes of the device misalignment before providing a plan for how the DCC SMI can be more accurate.	01/05/2022
95	Oct-21	Install and Commission	The process and likelihood of WAN connectivity in Multiple Dwelling Units (MDUs) is unclear in both CSP regions. Clarity required over expectations on Suppliers and Engineers, any requirements for additional equipment and permission, evidence of WAN performance in MDUs.	Suppliers unclear on the process for WAN connectivity at MDUs leading to additional time, effort and cost by multiple visits Energy Consumers in MDUs will not have access to Smart Services and could hinder the benefit case of Alt HAN DCC have requested T3 arial installs be carried	Monitor discussions at the BEIS led HAN/WAN Working Group Provide the OPSG with a view of the process and requirements from a DCC and SEC perspective (Side action) Monitor T3 Aerial Pilot underway at SMDG on performance for MDUs	28/01/2022 - DCC to provide OPSG with an update in May 2022. 24/11/2021 - SECAS engaged with DCC to schedule an update on the issue for OPSG in the 1st quarter in 2022. DCC are also tasked to return to the next HAN/WAN working group to confirm process and requirements. 18/10/2021 - Topic was discussed under AOB at the BEIS HAN/WAN Working Group on 18 October 2021. The DCC noted that WAN coverage is recorded at the curb side and an amount added to cater for penetration requirements. Telefonica noted that it would not expect MDUs to be flagged as requiring T3 unless a No SMWAN incident had been raised for a property within the MDU (Initial expectations would be SKU2 install). The group noted that the 10m cable provided for a T3 aerial install would not be sufficient for certain MDUs. CSP North noted that 'Buddy' mode is the only option available for MDUs in the North, although the WAN operates at a lower frequency, so they expect a higher penetration through walls etc. DCC action to return to the next HAN/WAN working group to confirm process and requirements.	01/05/2022

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				out in this scenario which is time, effort and complexity on Suppliers.			
96	Oct-21	Service Performance & Capacity	A DSP Technical Refresh is urgently required as some Device components have reached the end of their operational life. The DCC's preferred option would require 14 additional maintenance windows starting in November 2021 and ending in July 2022.	These requests for maintenance outages are in addition to the previously envisaged two windows per month. Each additional maintenance window would be requiring a full-service outage reducing service availability. A risk to the consumer as November is usually a busy and important period for prepayment top ups. Potential impact to the infrastructure and security risks to the service.	The DCC to provide a revised and detailed proposal of approach and impacts.	18/03/2022 - DCC's DSP Tech Refresh maintenance window request was accepted at SEC Panel in March 2022. OPSG to monitor until completion of DSP Tech Refresh programme of work. 08/03/2022 - The OPSG endorsed the Annual Outages and BCDR plan for 2022, which included additional windows to execute the DSP Technical Refresh (this had been reviewed in detail at a workshop on 23 February 2022 (OPSG 65x).	01/05/2022

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97	Oct-21	Service Performance & Capacity	DCC failed to manage a technical refresh indicating lessons had not been learnt from the issues encountered during the CSP N Technical Refresh.	Serious shortcomings in contract management and customer engagement. Failure in maintenance management could potentially impact the infrastructure and lead to security risks to the service. Failure by DCC to appreciate User and end consumer impacts and to plan accordingly leading to increased service outage.	DCC to provide evidence they have tried to address the concerns raised regarding DSP Technical Refreshes. DCC to confirm when likely a Technical Refresh is required across all service providers and a plan as to when they will engage with User on an approach for the process. DCC to demonstrate their assessment of expiration of components for the necessity Technical Refreshes.	08/03/2022 - DCC to present lessons learned update to OPSG in May 2022. 05/10/2021 - Issue raised after discussions at OPSG_58.	TBC

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98	Oct-21	Communication Hubs	SEC parties have raised concerns with being unable to reject a delivery for known CH defects.	Time, effort and cost to Service Users who have to accept and attempt installation of devices before being able to return assets with known defects.	Review process to understand areas of contention and ascertain if SEC modification required.	18/03/2022 - DCC to present an overview of the process to OPSG, identify SEC requirements and discuss areas of contention in the process ahead of exploring options for resolution. 24/11/2022 - SECAS engaging with DCC contact to understand areas of contention in the process and ascertain if SEC modification required before reporting back to OPSG. DCC to also present outline of process to OPSG. 25/10/2021 - Issue raised after discussions at OPSG_59.	01/04/2022

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99	Oct-21	Communication Hubs	The process for Split Supplier Installations is unclear to SEC parties. (An example is when a Gas Supplier attends to install their GSME when there is already a SMETS2 ESME installed by another Supplier in some instances they discover they cannot complete the GSME install as it requires a DBCH as the HAN strength is not sufficient.)	Incorrect CHF's installed leading to the removal of assets (CHF's) Additional site visits	SECAS to explore producing a guidance document regarding split supplier installs (for SMETS1 and SMETS2).	18/03/2022 - SECAS to present OPSG with the process of Split Supplier Installations from a SEC perspective and take OPSG through the related guidance. 24/11/2021 - SECAS to collaborate with DCC to produce Split Supplier Installation Guidance Document to share with SEC parties. 10/10/2021 - Raised as an issue to SECAS.	01/04/2022