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Paper Reference:	OPSG_84_2811_08
Action:	For Decision
Acronyms and Defined Terms SEC Glossary	

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-108	Non-Contactable Communication Hubs (CH)	Initial Analysis

Issue and Impact

CHs cannot be contacted and are exhibiting issues preventing them from being upgraded to the latest firmware versions. DCC state there could be varying root causes for this issue, with some CHs on older Firmware (FW) versions. DCC have confirmed that action is needed by the CSPs in relation to CHs which require further investigation and/or where customers can see that meter reads are available.

Of the CHs still yet to be upgraded to appropriate FW versions, the DCC have agreed with customers that action is required on their part in relation to; Non-compliant installs, Non communicating CHs and CHs which need to follow the Returns process.

The impact to Users is potentially having to carry out site visits to resolve the issue.

Next Steps

The OPSG to continue to monitor the OTA firmware upgrades of CHs.

The OPSG to observe the GBCS3.2 mass OTAs to assess if there has been an improvement in time taken and success rates on previous Mass OTAs.

The DCC to collaborate with the CSPs to engage with customers to ensure the scope of on-going investigations into non-contactable CHs is not limited.

3. Candidates for Closure

Issue Number	Issue Headline	Current Stage
OPSG-055	Communications Hub Alert Storm Consolidation	Closure

Issue and Impact

OPSG members raised concerns around capacity management of DCC Systems following several recent Incidents. The information provided by the DCC and the Communication Service Providers (CSPs) in relation to Incidents is not always consistent.

OPSG members did not feel they had sufficient visibility of the current situation and roadmap to provide confidence.

Status

The DCC confirmed volumes have likely reached peaks and there is no expectation to see these volumes occur again unless a significant issue arises. The DCC advised that all 4G Communications Hubs (CHs) will have built-in protection. The DCC confirmed through TABASC that there is a feature in the 4G MVP requirements to facilitate Alert Storm protection. The feature was marked as mandatory business requirement in Lot-A (CH) within the Minimum Viable Product (MVP) stage and it refers to the associated SEC requirement [App-AB17.8] 17.8 and [App-AB17.9] 17.9.

Next Steps

SECAS to present issue to OPSG as a candidate for closure and consider raising a risk regarding CSP and CH capacity in relation to spurious Alerts until the enduring mitigation provided by the implementation of 4G CHs.

Issue Number	Issue Headline	Current Stage
OPSG-105	Registration Data Provider (RDP) E4 Error Issue	Closure

Issue and Impact

A reoccurring issue has been identified with Registration Data Provider (RDP) data which results in some Users receiving an E4 response (Failed Authorisation – Invalid User / User Role for Device) which is affecting some SMETS1 prepayment Devices, along with some Install and Commissioning activities.

This has affected several Users and has caused a loss of supply to their customers.

Status

DCC confirmed the issue was managed under DCC reference PBI125600 and was completed in August 2022, the completion statement contained the wording below:

‘Following the generation of the MCCT (Meter Cache Comparison Tool) over the last two weeks in August no errors have been captured confirming that the issue is now rectified post the go live of the central switching service’.

Next Steps

The next step is for SECAS to present this issue to the OPSG to consider it as 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 Issue;
- **ENDORSE** the inclusion of the new Candidate Issue; and
- **AGREE** to the closure of the Issues in Section 2 'Candidates for Closure'.

Eugene Asante

SECAS Team

21 November 2022

6. Appendix A: OPSG Issues Log

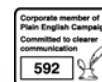
Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
1	01.11.18	Smart Metering Inventory (SMI)	CHs are commissioned and appear on the Smart Meter Inventory, despite 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	06/09/2022 - SECAS have requested the current volumes for this issue and asked the DCC to query internally what the latest position was. The DCC to provide update to OPSG in Q4 2022 29/08/2022 - 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 October 2022. 04/03/2022 - DCC continue to work with Service Managers to resolve these as well as provide reporting to Service Users. 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	13/11/2022

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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
						TOC to enhance reporting to service users and these are in scope for that programme.	
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	18/10/2022 - DCC to present latest on CH Exceptions in December 2022 at OPSG 85. 22/08/2022 - The DCC presented an update on the investigations into CH exceptions. The DCC reported that there was a 7% increase in the number of CH exceptions per Device over the past year. The DCC confirmed that “No WAN – Incident not raised” was reflective of Installation activity as opposed to in-life communication issues (this was previously questioned by the OPSG and challenged by SECAS as not being a SEC requirement). The DCC noted that the “No WAN – Incident not raised” exceptions for CSP N had increased due to higher Install and Commission volumes. The OPSG questioned whether this was consistent with the lower levels of Install and Commission reported at the last OPSG meeting and said then to be expected in the summer months. The DCC noted that 81% of these exceptions are against three Suppliers	13/12/2022

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
						Parties. DCC stated they would return to OPSG with an update in October 2022. 28/03/2022 - DCC presented an update on the CH exclusions, linked to OPSG Issues captured on the OPSG Issues Log and tracked via DCC's Performance Management Exclusion List (PMEL). The OPSG noted that the DCC should so far as possible align CH exclusions from CSP N and CSP C&S. The OPSG also asked the DCC to consider how these exclusions will impact 4G CHs. DCC to provide update to OPSG in July 2022. 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.	
3	01.11.18	Install and Commission	Incorrect CHs are being installed versus requirements of the WAN coverage database - i.e., cellular hubs	Coverage will not be full and complete, as network modelling requires gateway mesh	Monitor monthly rates of change SECAS to potentially write to the faulty Suppliers	18/10/2022 - DCC to present latest on CH Exceptions in December 2022 at OPSG 85. 22/08/2022 - The DCC presented an update on the investigations into CH exceptions. The DCC reported that there was a 7% increase in the number of CH exceptions per Device over the past year. The DCC	13/12/2022

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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
			installed where the coverage checker indicates a mesh hub should be installed. <u>CH Exception in CSPC&S</u>	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.		confirmed that “No WAN – Incident not raised” was reflective of Installation activity as opposed to in-life communication issues (this was previously questioned by the OPSG and challenged by SECAS as not being a SEC requirement). The DCC noted that the “No WAN – Incident not raised” exceptions for CSP N had increased due to higher Install and Commission volumes. The OPSG questioned whether this was consistent with the lower levels of Install and Commission reported at the last OPSG meeting and said then to be expected in the summer months. The DCC noted that 81% of these exceptions are against three Suppliers Parties. DCC stated they would return to OPSG with an update in October 2022. 28/03/2022 - DCC presented an update on the CH exclusions, linked to OPSG Issues captured on the OPSG Issues Log and tracked via DCC’s Performance Management Exclusion List (PMEL). The OPSG noted that the DCC should so far as possible align CH exclusions from CSP N and CSP C&S. The OPSG also asked the DCC to consider how these exclusions will	

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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
						impact 4G CHs. DCC to provide update to OPSG in July 2022. 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.	
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	17/10/2022 - SECAS to present the latest on this issue at OPSG 83 in November 2022. 09/08/2022 - SECAS presented the latest position of the management of the issue of 'Incorrect or No DNO Certificates'. SECAS made a further request to Supplier Parties which have not yet provided a remediation plan to provide such a plan within two weeks, in accordance with the Panel's instructions. The two Suppliers in question, responded with remediations plans. SECAS reported significant improvements in the numbers of incorrect or no DNO certificates. A DNO member noted that DNOs have seen a marked improvement in numbers and thanked the energy suppliers and SECAS for their efforts. OPSG will continue	08/11/2022

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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
					the largest percentage)	to monitor the remediation plans through to completion. 12/07/2022 - Incorrect or No DNO Certificates. SECAS presented the latest position of the Incorrect or No DNO Certificates. The OPSG noted that the issue will also be discussed at the SEC Panel meeting on 15 July 2022. The OPSG noted areas of progress, and where further improvement is needed. The OPSG noted that the next steps should include the DNOs producing a prioritisation plan, as some Suppliers have limited resources across a number of operational issues that require resolving for the DNO's. The OPSG noted that this will be discussed further at the DIG forum 30/05/2022: SECAS provided an update on the latest position to OPSG in May 2022. Priority increased given recent request by DNOs to escalate following concerns on progress from Suppliers. SECAS and OPSG Chair reached out to relevant Suppliers to get latest update. Next steps TBC. SECAS to provide update to OPSG in July 2022.	

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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
						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.	
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	08/09/2022 - BEIS provided an update on this issue: • Monitoring and reporting of CoS with SMDG suppliers has continued at SMDG with some good progress being made. • There continues to be a decrease in the volume of non-initiated CoS due to our ongoing engagement with suppliers and with the low levels of switching in the market, we anticipate non-initiated CoS to continue decreasing.	Q4 2022

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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
						• There are no concerns with non-SMDG suppliers CoS currently. Those suppliers that are not yet DCC users or have higher than usual non-initiated CoS are engaged. 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 does not currently have any concerns around the volume of non-initiated CoS occurrences across non-SMDG suppliers.	

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
						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.	

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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	06/09/2022 - SECAS have requested the current volumes for this issue and asked the DCC to query internally what the latest position was. The DCC to provide update to OPSG in Q4 2022 29/08/2022 - 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 October 2022. 09/02/2022 - DCC continue to work with Service Managers to resolve these as well as provide reporting to Service Users.	01/12/2022
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	This results in "offline" working and the exchange of emailed spreadsheets requiring considerable manual effort. The process per the SEC is not being	Monitor against OMS Release Date Escalate to bring back the Release Dates for Returns Process	17/10/2022 - SECAS & DCC met with the Energy Supplier that initially raised the issue to understand if it was still a concern. The Supplier in question confirmed they still had concerns around the process of returning a defective batch of CHs in bulk as the current process in this circumstance is manually intensive. It was discussed that this process would require a SEC modification to change, which has already been explored with MP117 - Bulk CH Returns, which was withdrawn due to no support. The Supplier	13/11/2022

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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
			is not working / being used. A transitional process has been developed that is not delivering adequately for Parties.	followed to enable ordering of Communications Hubs with applicable firmware, minimum pallets to be ordered.		stated it would discuss internally if progressing a SEC Mod for a rare occurrence was worth the effort or if they should explore a less manually intensive temporary process with DCC for when and if this rare issue occurs. SECAS will present this issue to OPSG to understand if this issue is a concern for other Suppliers. 05/05/2022 - SECAS noted that in the recent DCC Supply Chain Working Group on 19 May 2022 that the DCC were planning to host a Bulk Returns workshop to discuss any concerns from Users. 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 LS to ascertain if the issue lies with the ability to return reject defect deliveries - if so, a SEC Modification needs to be raised.	

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	11/10/2022 - OPSG Action 70/06 aligned with mitigation/action for issue #52 - The DCC to provide a forward view of the future reduction of Alert volumes. 28/07/2022 – For the Devices affected by the 8F3E alert problems DCC state upgrading the ESME FW will reduce the alert volume. Devices affected by the 8F12 alert issue, the DCC state CH Stack Upgrades will resolve defects. For Devices affected by 8F84 alert issue, there are a Multitude of factors impacting HAN drops. Most HAN related meter issues have now been resolved following the release of new meter FW versions. 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.	01/11/2022

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
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	12/10/2022 - MP96 was implemented on 12 October 2022 as an ad-hoc SEC Release. DCC state they will continue to keep DNOs up to date on the progress of the implementation of the PMM changes and confirm the first date when the report will be formally included as part of the PMR. 24/08/2022 – The Change Board voted to recommend MP96 SEC modification be approved. SECAS will send all relevant documents to the Authority for decision. If approved, this modification will be implemented ten Working Days after decision. 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	01/11/2022

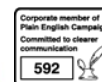
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Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
						Working Group.	
55	Oct-19	Service Performance & Capacity	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	19/10/2022 - The DCC confirmed through TABASC that there is a feature in the 4G MVP requirements to facilitate Alert Storm protection. The feature was marked as mandatory business requirement in Lot-A (CH) within MVP stage and it refers to the associated SEC requirement [App-AB17.8] 17.8 and [App-AB17.9] 17.9. SECAS to go back to OPSG to confirm if this issue can be closed. 23/06/2022 – This issue was discussed at the SEC Change Working Group where it was agreed that the proposed solution in MP62 was not a cost-effective business case due to the DSP protection and the	13/11/2022

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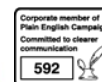
Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
						effort to reduce device alert volumes. The DCC confirmed volumes have likely reached peaks and there is no expectation to see these volumes occur again unless a significant issue arose. DCC advised all 4G CHs will have built in protection.	
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 CHISM compliant and in line with CSP C&S recommendation. This is caused by address field being optional in DUIS,	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	23/05/2022 - CSP C&S Insufficient Address Details (optional field in DUIS) (no coverage area) No longer in the CH exception issue suit. DCC to investigate further and provide update in Q4 2022. 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.	01/11/2022

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			so installers are not providing it, but the information is required by the CSP and DSPCH <u>Exception in CSPC&S</u>				
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	18/10/2022 - DCC to present latest on CH Exceptions in December 2022 at OPSG 85. 22/08/2022 - The DCC presented an update on the investigations into CH exceptions. The DCC reported that there was a 7% increase in the number of CH exceptions per Device over the past year. The DCC confirmed that “No WAN – Incident not raised” was reflective of Installation activity as opposed to in-life communication issues (this was previously questioned by the OPSG and challenged by SECAS as not being a SEC requirement). The DCC noted that the “No WAN – Incident not raised” exceptions for CSP N had increased due to higher Install and Commission volumes. The OPSG questioned whether this was consistent with the lower levels of Install and Commission	01/12/2022

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						reported at the last OPSG meeting and said then to be expected in the summer months. The DCC noted that 81% of these exceptions are against three Suppliers Parties. DCC stated they would return to OPSG with an update in October 2022 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.	

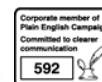
Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
69	Mar-20	HAN Stability	Devices on the HAN do not maintain stable communications with other devices on the HAN. The stability of the HAN is often disrupted by the CH reboot every 9 days. This is a significant issue in the CSP N region, and a minor issue (affecting about 1% of hubs) in the C&S Region	Affects ability for the DCC Users to communicate with devices on the HAN.	Monitor bi-weekly with contacts at DCC	03/10/2022 - DCC reported that the aim is by the end of Q4 2022 to move to BAU processes for ESME HAN stability. By the end of Q4 it is expected that mass roll out for both CH vendors (CH vendor 1 complete, CH vendor 2 to commence Q3 2022) for the CH FW with the stack fixes will be complete and ESME FW with robustness should be in the majority. Currently 81% of the SMETS2 combined estates ESMEs are on enhanced robust ESME FW. 16/05/2022 - DCC reported the aim is by the end of Q3 2022 to move to BAU processes for ESME HAN stability. By the end of Q2 it is expected that mass roll out for both CH vendors for the CH FW with the stack fixes will be complete and ESME FW with robustness should be in the majority. Currently 79% of the SMETS2 combined estates ESMEs are on enhanced robust ESME FW. Lab analysis is ongoing for MM2/CH2 Combination. The Meter Provider delivered a new ESME FW version with added robustness. If deployed by all service users, it should stop an increase in temporarily off HAN for this pot.	01/11/2022

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						MM2 is the largest pot, and it has been proven a CH power cycle can recover devices 'Off HAN' and a swift ESME FW to the robust ESME FW version can be done. A pathway to recover and protect ESMEs from further drops is available and some service users have been recovering devices in the field resulting in overall numbers dropping. A service user advises that they have had good success doing FW upgrades on meters classified as 'Off the HAN'. They attempted to send FW images to those meters with SRV11.1. Those meters sometimes take a long time to download the image, but eventually a positive high % get fully download. Then the service user attempts to upgrade those meters with SRV11.3, and on many occasions, they did upgrade and became fully operational again. This could prove an option to try before site visits. Weekly reboot data and static 'Off HAN' details are shared with impacted users via DCC SharePoint.	
72	Sep-20	Alerts	DNOs receive a large number of Alerts with	Regulatory non-compliance as	Monitor via bi-weekly calls	31/08/2022 – The DCC are still engaging with DNO Party that raised the issue and state further investigation is required to	01/11/2022

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			duplicate Originator Counters (and therefore duplicate headers), rendering them unable to distinguish between true and false instances of the Alerts	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	(set up w. Clive Hallam)	understand the root cause and wider impact if any. 11/05/2022 - SECAS contacted DCC colleagues to understand if this is a wider issue and to ascertain what the latest is on this issue. The raising party DNO has requested a clear solution detailed that can be tracked through to completion. The DNO in question is still seeing the issue with alerts having the same header as alerts received historically. 24/02/2022 - A new version Firmware has gone into production for L&G. There is also still no FW production date signed off for Aclara. EDMF FW is currently being tested. DCC to provide DNO's and SECAS with roadmap for FW delivery.	

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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)	17/10/2022 - DCC state that relating to Other Users inability to retrieve 13 months of data using the SR, all problem tickets for this issue have been closed. DCC confirmed lay with Meter Manufacturers, who accepted ownership of these issues and subsequently corrected in later releases of FW. DCC's stance is that it is now on Industry to roll out to the latest FW across their Meter estates to enable the capability for Other Users. SECAS to present issue to Other SEC Parties (OSP) to ascertain if this is still an issue. If OSP's concur with DCC and confirm this is no longer an issue, SECAS will present this issue to OPSG as a candidate for closure to understand if members are happy to close. 12/04/2022 - DCC to confirm if fix going in for meter type(s) will address this issue or whether the root cause relates to wider read retrieval issues in the CSP N region. This issue will be a confirmed a DCC non-compliance If parties are still unable to retrieve the SEC permitted 13 months of read data in one go after the meter manufacturer fixes.	13/11/2022

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						12/04/2022 - SECAS have reviewed the SEC Operations Risk Register and Issues log and have suggested the following non-Compliances are added to the DCC log of non-Compliances - OPSG Issue #73 - 'Other Party' User type SR 4.8.1 Issue OPSG Issue #75 - SR4.10 (DNO Issue) DCC are currently reviewing against the SEC and will add these non-Compliances if agreed and feedback via SEC Operations Group. 08/04/2022 - The symptoms exhibited in the 'Other User Data Retrieval' SR 4.8.1 issue seem to be reflective of the behaviour displayed in the SR 4.10 (Read Network Data) issue, therefore SECAS believe the root causes are similar in nature (i.e., Larger Response Size leads to lower success compounded with localized volume based on Geographic Location). Both issues are currently tracked via the OPSG Issue Log (#73 - Other User Data Retrieval', #75 - SR4.10 (DNO Issue)). OPSG members requested both issues are tracked	

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						under one issue relating to congestion in the CSP N region.	
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	20/10/2022 - DCC to provide update on RF Noise in Q4 in relation to the following OPSG ACTION 76/02: The DCC to confirm the number of derogated compliant meters installed, and whether this that had reached the derogated threshold originally agreed with the CSPs. DCC stated in October in 2022 that the number of non-compliant installs were in low in number (below 20 installs across all regions). 25/07/2022 – At OPSG 76 the DCC presented an update on progress made in relation to outstanding stock and non-compliant installs following the end of the derogation on 31 March 2022. The DCC	01/12/2022

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						highlighted that two energy suppliers are still installing non-compliant meters, but at low volumes. The DCC noted that it has been engaging with these energy suppliers, via service management reviews to stop these installations from continuing. The OPSG noted that the original derogation included an agreed number of Devices which could be subject to the derogation with the CSPs and queried whether that number of derogation compliant Devices had been reached. The DCC noted that it believes that this threshold has been reached and agreed to confirm the exact figures. 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 L&G meters 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	

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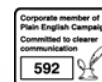
Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
						on the network will end. DCC noted that Service Users installing a non-compliant meter after this date will 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.	
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)	03/10/22 – DCC confirmed all testing with DNOs completed in July 22. The outcomes were reviewed and tactical recommendations on how DNOs can improve retrieval of data through CSPN were discussed with the DNOs. Plans have been shared by some DNOs on which of the tactical recommendations they can/will adopt. Since the issue was raised the Scaling & Optimisation initiative has also driven a channel upgrade with Arqiva in CSPN. The output from Phase 1 S&O and plan for phase 2 has also been shared with all DNOs. This initiative will present options to DNOs in Q1/Q2 2023 on how the	18/12/2022

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						retrieval of data within CSPN can be further improved. 31/08/2022 – The DCC are still engaging with DNO's on the Data Cache (Store and Forward) programmes/activities and advised the enduring resolution is being sought through the Scaling and Optimisation project. 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	

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						resolved as soon as possible with an update due by Q2 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 so this should no longer be an issue. OPSG to consider this issue as a candidate for closure as soon as reasonably possible. 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	01/11/2022

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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	24/10/2022 - The DCC agreed at OPSG 82 to return to the OPSG with an overview of the SRV8.11 Incidents on the DCC service, whether there is correlation on root cause analysis and next steps on improving resilience of the Service to mitigate future occurrence. 11/10/2022 - OPSG Action 48/05 aligned with mitigation/action for issue #78 - The DCC to provide milestone dates for each area being investigated as part of E20/E21 aged Incidents, for example Banded Sim and RAN Review. Linked to SRV issues linked to E20 & E21 incidents. 05/07/2022 – Issue to be presented to OPSG members as a candidate for closure after the DCC confirmed problem record raised had been closed after resolution. 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	01/11/2022

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						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.	
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)	06/10/2022 - Total Voltage Alerts = 706,618 (+970 from September) Total Alerting Devices = 675,292 (-4,339 from September) Retailer 1 - Firmware mass deployment from October 10th. Retailer 2 - Pilot has started. 1,449 devices upgraded, more planned for this week and next. Retailer 3 - are prioritising SMETS1. Have requested an update on any mitigations.	12/12/2022

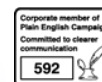
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						20/09/2022 -DIG DNO Service Performance - Voltage Alerts: Report Date = 11-Sep-22 Total Voltage Alerts = 705,648 Total Alerting Devices = 679,631 Update - DCC Retailer 1 - Firmware going through test, leading to mass deployment in September 2022. DCC Retailer 2 - Pilot commences 12/9. Agreed to review at end of September 2022. DCC Retailer 3 - are prioritising SMETS1. Have requested an update on any mitigations. 23/06/2022 - Voltage Alerts (arriving early in the morning) - This issue sits both on the DIG issues log and the OPSG Issue Log. The DCC have provided an update at the DIG and FW is now being deployed to remove the issue. Impacted DNO's have agreed this issue can be monitored via the OPSG issue log but remain on the DIG action log, with	

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						SEC OPSG being used as a point of escalation. 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.	
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	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.	Monitor via fortnightly calls with the DCC (Waiting for a dedicated owner at the DCC)	12/04/2022 - SECAS to present process options to OPSG in Q3 2022 to understand if there are still concerns regarding this issue. 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.	01/11/2022

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			Suppliers if an incorrect variant is installed.	Installing a device that is not in the 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	• 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	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	01/11/2022

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			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.	install date for new installs. This change was delivered on the 27/05/21		noted that this may clash with upcoming industry programmes.	
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	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	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 seeking 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	01/11/2022

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				that leads to cost, time and effort to resolve.	into the data and behaviour to identify issues and agree remediation plans	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).	
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	Engage with ECoS programme to understand the likelihood and scale of this IssueMonitor mitigation plans as part of the ECoS programme	03/10/2022 -Key activities over the next 2 months include: Consultations on ECoS Migration Reporting Regime (EMRR) and ECoS Error Handling and Retry Approach Document (EMEHRA) are planned in November 2022 • SIT Readiness activities are well underway and we are on track to start SIT on the JIP milestone date 04/11/2022 • Ongoing customer engagement activities with Suppliers and BEIS through different forums including TBDG,	01/12/2022

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				cost, effort, time and necessity to replace assets before the economic end of life		IMF, TAG, etc. Includes Newsletters, drop in sessions, etc. 10/05/2022 - The OPSG noted the update on the Transition and Migration Approach Document (TMAD) engagement plan at OPSG71. The OPSG was concerned that there was no transition period on implementing the Enduring Change of Supplier (ECoS) requirements for ADTs to allow for Users to prepare their systems; and requested that the DCC provide justification for this and more information on the approach envisaged. The DCC outlined the governance process for ECoS implementation and migration noting that this will be overseen by BEIS Technical Business Design Group (TBDG). The OPSG noted that concerns regarding the supply chain and stock levels may not yet have been addressed. The OPSG noted that this should be raised as part of the readiness assessment. The DCC to provide reasons why there was no transition period for ADTs as part of the ECoS TMAD requirements. The DCC to also provide a detailed lifecycle diagram of the governance process for	

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						ECoS TMAD. OPSG requested that the DCC also confirm the migration timeline for ECoS. 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.	

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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	11/10/2022 - OPSG Action 62/09 aligned with mitigation/action for issue #87 -The DCC and OPSG to work on the requirements of the SEC Modification as outlined in Option 2 of the SMETS1 IOC Aclara firmware remediation plan. 23/06/2022 – A SEC Modification has been raised but paused whilst the DCC CR is developed. There is a dependency on the Gamma Link deployment to appropriately assess the CR, with the Gamma Link delayed until Aug 2022. The DCC need to identify further limitations but need Gamma Link and ability to manage throttle. OPSG Issue not able to be progressed until at least Q3/Q4 2022. 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	01/12/2022

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						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	

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						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).	
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.	18/10/2022 - DIG Update October 2022: Retailer A (Orange) – now only have 9.3% of the total since being the worst performing at the beginning of the financial year. Retailer B (Purple) – has amended 173k ESMEs and now is responsible for 7% of the total count. Retailer C (Green) – has 38.4% of the overall ESME count impacted with Clock Drift and in increase of circa 259K meters. Total Number of Devices 965,947 (+ 158k from September)	01/12/2022

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						20/09/2022 - DCC reported at DIG that September saw a momentous increase early in the month, but the Supplier in question has also managed to bring down the total number to 183k devices. The next two Suppliers with the most occurrences continuing to decline with the overall sum of meters now have approx. 100k of devices each impacted by TCD. Total Number of Devices 807,327 13/09/2022 - The DCC highlighted that there was also an increase in SRV6.11'Clock Synchronisation'. An OPSG member highlighted that it had observed some 'clock drifting' issues causing Users to synchronise the clock on meters more often as a workaround. The OPSG requested that the DCC confirm whether there has also been an increase in 8F0C (clock drift too far) Alerts necessitating the use of SRV6.11. ACTION OPSG 79/01 31/08/2022 – The DCC confirmed at DIG that one of the main suppliers contributing towards total count of ESME Meters, has rectified more than 50% of assets and now only hold 10% of the total sum of ESMES	

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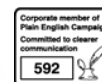
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						affected by the issue. As of August 2022, the top three suppliers total 48% of ESME count with time clock drift. Service Management team are continuing to work with these Suppliers on a monthly basis. 24/03/2020 - Time Clock Drift has been shared 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.	

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						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/	

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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.	26/09/2022 - SECAS presented an update into its investigations on Wide Area Network (WAN) coverage reporting. SECAS reported that, in relation to action 77/05, SECAS reported that there is no SEC obligation on the DCC to report on WAN coverage or connectivity. An OPSG member noted that the SEC obligation did not account for a degradation of WAN coverage, therefore there is only an aim to achieve the performance measurement (PM1.3 and PM1.4) and not resolving issues with no WAN coverage. SECAS noted that the issues of 'no WAN' is being discussed at the Strategic Working Group (SWG). The OPSG agreed that a SEC Modification should be raised to adequately report on WAN coverage. 09/08/2022 – At OPSG 77 it was noted that following discussions at the SWG, the SEC Panel had asked the OPSG to recommence reporting of WAN coverage. The DCC and SECAS presented an update on the analysis for the monitoring WAN coverage. The DCC provided a recap of the issues and its current obligations with regards to reporting.	01/12/2022

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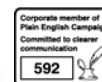
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						The OPSG noted the DCC's summary of its obligations and proposed next steps and instructed SECAS to review the SEC requirements on WAN Coverage and whether it is appropriate for the OPSG to be reviewing the continued achievement of meeting coverage targets. The DCC stated that it does not see such reporting as part of its current obligations, and to put it in place would need additional expenditure. Once SECAS have confirmed the SEC requirements of monitoring WAN Coverage the DCC will consider and present proposals on the frequency and the definition of this reporting. 30/05/2022 - The DCC will be presenting an update on the CH & Network Roadmap at the 14 June 2022 OPSG meeting. Discussions are on-going with BEIS and DCC regarding the roles and responsibilities of this Programme (and broader programmes) with the intent of presenting proposals to IMF and SEC Panel in July 2022. 16/02/2022 - DCC took the TABASC action away and continued to flesh out the concepts from a technical and operational perspective	

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						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	

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						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.	
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	05/05/2022 - There have been several pilots on the existing process and DCC are due to feedback to OPSG on how trials have gone. There are suggestions from DCC that Suppliers are carrying out this process, so DCC to provide an update to seek Supplier views on the process and whether they find it easy to use. SECAS to work with DCC in order to present an update to OPSG to ascertain if Users are happy with the process and if this issue can be closed.	01/11/2022

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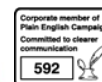
Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
					with current processes.	28/01/2022 - DCC to present lessons learned from T3 Pilot in Q2 2022. Outputs only 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.	
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	DCC to clarify Maintenance Window processes and practice. DCC to present and propose a strategy for addressing concerns raised with service outage.	13/09/2022 - ACTION OPSG 79/02: The DCC to provide a view of the scheduled outage vs actual outage durations (including the Technical Refreshes), noting the desire to see whether the DCC went above or below the communicated outage. 09/08/2022 - The DCC provided an update at OPSG 77, reflecting the outcomes of the OPSG Annual Outage Workshop held on 5 August 2022. OPSG members raised concerns about a High Impact Maintenance window on 04 October 2022, which would take place shortly after the retail energy price cap change, when energy suppliers will be updating the tariff information held on Devices. The DCC agreed to undertake a further Risk Assessment of deferring this	12/09/2022

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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
				the SEC expects.		by two days. The OPSG endorsed the Annual Outage & BCDR 2022 Plan, excluding the 4 October High Impact Maintenance Window. The OPSG also noted that the proposed outage schedule may need to be revisited in the light of the processes to be used for the Energy Bill Support Scheme. 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 July 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.	

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
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.	13/09/2022 - SECAS presented the issue as a candidate for closure at OPSG 79. SECAS noted that it will monitor the Issue until the GBCS 3.2 FW has been implemented before assessing if the implementation positively affects success rates. OPSG agreed to keep the issue open to continue monitoring. 30/05/2022 - DCC have a Firmware Manager in place to work with CSP's and customers to understand why CHs are not the latest firmware version. DCC have been tracking this since November 2021 and have seen the volume of CHs on legacy firmware versions reduce significantly during that time. DCC share these figures with BEIS on a Monthly basis and with customers on the monthly DCC Operations Forum. This now forms part of our BAU activity, rather than a pilot as so could be closed as an issue, as customers also have an opportunity to engage with DCC on this. SECAS to present issue as closure candidate to understand if there are still any concerns. 22/02/2022 - Issue is linked to DCC work on Non contactable CH work. SECAS have	01/12/2022

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						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.	
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	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	DP169 has been raised to address this Issue. Monitor modification for progress on solution and outcome. Investigate whether any interim remediation plans are required.	17/10/2022 - SECAS presented this modification at the October 2022 Working Group. SECAS will discuss the outcome with the Proposer before requesting a DCC Preliminary Assessment. 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	01/12/2022

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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
			of a Radio/Cellular device	may be inconsistent or technically not feasible.		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.	
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.	18/10/2022 - SECAS & DCC to present latest on issue at OPSG 83 (11th November 2022) 06/09/2022 - SECAS have requested the current volumes for this issue and have asked the DCC to query internally what the latest position was. The DCC to provide update to OPSG in Q4 2022. 05/05/2022 - 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 Q3 2022. 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	13/11/2022

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
						around for the FW related issue and envisage a drop in numbers.	
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	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	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)	31/08/2022 - SECAS engaged with the DCC on providing an update on this issue. The DCC to present options for Users for this scenario. 28/01/2022 - DCC to provide OPSG with an update in Q3 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.	01/12/2022

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			permission, evidence of WAN performance in MDUs.	Smart Services and could hinder the benefit case of Alt HAN DCC have requested T3 aerial installs be carried out in this scenario which is time, effort and complexity on Suppliers.	Monitor T3 Aerial Pilot underway at SMDG on performance for MDUs	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.	
96	Oct-21	Service Performance & Capacity	A DSP Technical Refresh is urgently required as some Device components have reached the end of their operational	These requests for maintenance outages are in addition to the previously envisaged two	The DCC to provide a revised and detailed proposal of	11/10/2022 - OPSG Action 65/02 aligned with mitigation/action for issue #96 - The DCC to include the DSP Technical Refresh windows and the annual outage plans onto the Forward Schedule of Change.	13/11/2022

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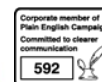
Issue	Date Raised	Process	There is an Issue that...	The Impact is...	Mitigation/Action Required (if possible, from a SECOPS perspective)	Current Status/Actions Taken to date	Next Action Date
			life. The DCC's preferred option would require 14 additional maintenance windows starting in November 2021 and ending in July 2022.	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.	approach and impacts.	05/08/2022 – The DCC provided an update on its revised DSP Technical Refresh plan during OPSG Annual Outage Plan workshop. DCC stated the plan following review, attempted to make best use of existing windows, establish technical risk reduction, and minimise schedule change. DCC confirmed they were amending the plan to include an additional ask to convert 2 Low windows to High, and a reschedule of the critical network change 12-hour exclusive window on a Saturday in October 2022. The OPSG agreed to endorse the Annual Outage & BCDR 2022 Plan, including the revised DSP Tech Refresh plan at OPSG 77. 30/05/2022 - DCC aiming to agree the annual outage plan for 2023 and hope to have it approved by September 2022. The lessons learnt and OPSG comments will be considered as part of the Service Outage Strategy due to be discussed at the 14 June 2022 OPSG meeting. Issues related to planned maintenance can now be tracked via OPSG Issue #91. SECAS to present candidate for closure to OPSG in July 2022.	

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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
						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).	

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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.	17/10/2022 - SECAS & DCC met with the Energy Supplier that initially raised the issue to understand if it was still a concern. The Supplier in question confirmed they still had concerns around the process of returning a defective batch of CHs in bulk as the current process in this circumstance is manually intensive. It was discussed that this process would require a SEC modification to change, which has already been explored with MP117 - Bulk CH Returns, which was withdrawn due to no support. The Supplier stated it would discuss internally if progressing a SEC Mod for a rare occurrence was worth the effort or if they should explore a less manually intensive temporary process with DCC for when and if this rare issue occurs. SECAS will present this issue to OPSG to understand if this issue is a concern for other Suppliers. 05/05/2022 - SECAS noted that in the recent DCC Supply Chain Working Group on 19 May 2022 that the DCC were planning to host a Bulk Returns workshop on the 5 July 2022 to discuss any concerns from Users.	01/12/2022

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						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.	

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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.	01/12/2022

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100	Feb-22	Alerts	A LS has highlighted a Post Migration Issue with Middle Operating Capability (MOC) & Initial Operating Capability (IOC) Devices.	For the LS reporting this issue, a vast majority of their Devices have stopped communicating post migration and are receiving 'purge' status or an E62 error.	OPSG action against DCC to investigate issue further and report back to main OPSG meeting.	07/09/2022 - DCC provided an update on PBI000000125412: Devices becoming non-communicative post Migration due to attempted roaming to the Tertiary network services. SMETS1 CSP have confirmed the following points; This issue only effects SMETS1 IOC, as all SMETS1 FOC SIMS are automatically provisioned to include the tertiary network. As new devices roam onto the tertiary network and become affected by the issue the CSP has advised that they would process a request to them to undertake the required actions to provision accessibility to the Tertiary Network which will restore communications with that device, however this needs to be designed and communicated accordingly once fully investigated. DCC confirmed the process to complete this solution is being compiled by the CSP in conjunction with the respective DCC	01/11/2022

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
						departments to enable a standard process to be implemented once all factors to allow this to be undertaken have been agreed. DCC noted the target Completion Date had also changed to 31/10/2022 to track the progression of the solution that will resolve this issue. 30/05/2022 - DCC confirmed the largest single reason seems to be due to sims roaming to tertiary networks for SMETS 1 devices which we are tracking under Problem Record PBI000000125412. This issue potentially affects devices across all SMETS1 Cohorts (IOC, MOC, FOC). This is as per design, as SIMs and CHUBs are hard coded to select between Primary, Secondary and Tertiary networks, dependent on available signal. Therefore, a device/SIM will only roam to the Tertiary Network if the Primary and Secondary network's signals are not available. However, the current standard tariff only covers communication over the Primary and Secondary networks and does not cover use of the Tertiary network. Therefore, if a device/SIM roams onto the Tertiary network, communication is lost with that device unless/until the device roams back	

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						to the Primary or Secondary networks. Provision for roaming onto the Tertiary network is written into the contract with the SMETS1 CSP, allowing a maximum of 1,100,000 roams onto the Tertiary network per month. DCC state this issue may also be caused by multiple other issues: The SIM memory is full - SIM gets full and doesn't clear - this results in the device being unable to set up a data session, and subsequently becoming non-communicative. The SIM has exceeded the maximum number of read / write for the device, and subsequently becomes non-communicative. The Meter Set is in a restricted state - potentially due to fraud / tampering. The SIM has not communicated for so long that it is no longer attached to the network and requires a reboot of the CHUB to restore connectivity. Devices installed at a site that has no SMWAN coverage, SMWAN coverage has been lost, or SMWAN signal is blocked by environmental factors (e.g., type of meter	

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
						box, property construction, proximity to white goods etc.). SECAS are monitoring to see if the resolution PBI000000125412 has the desired impact before trying to understand if the root cause lies with any of the other potential causes. Target completion for problem PBI000000125412 is 31/08/2022.	

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
101	Feb-22	Incident Management	"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. This included but was not limited to responses being received regarding Install and Commission, Prepay, Change of Supplier with failures significantly	This caused the system to become overwhelmed by a lack of (or slow) acknowledgment messages from Service Users.	The DCC to provide a regular review on User/DCC System Capacity – Acknowledgment response times (Transactions Per Second (TPS)).	11/10/2022 - OPSG Action 65/04 aligned with mitigation/action for issue #101 -The DCC to provide a regular review on User/DCC System Capacity – Acknowledgment response times (Transactions Per Second (TPS)). 25/07/2022 - OPSG noted the output of the TABASC discussions and associated actions on Incident INC000000806199. The DCC stated it will send out a consultation to assess the potential impact of reducing Transactions Per Second (TPS) time out window on Users. TABASC and DCC will monitor the progress of the trial, following the consultation, and assess the appropriate actions. The OPSG noted that once the design of the interface is settled, it should be formally documented. The OPSG noted that all Users in the same category should be offered the same Service by the DCC. 18/03/2022 - DCC have identified a technical solution is required to resolve this issue therefore ownership should be assigned to TABASC. OPSG to monitor discussions at TABASC, DCC expected to engage with TABASC by end of Q2 2022.	11/11/2022

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
			increased during the outage"				

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
102	Feb-22	Install & Commission	A LS is finding after Install & Leave (I&L) situations they are being contacted by the DCC Service Provider (SP) (VM02) asking them to provide them additional after already sending the requisite SR8.14.2 (Communications Hub Status Update Install No SM WAN) sent to DCC.	"DCC SP's should not be contacting Users directly for this data neither should they be requesting it. To note that I&L does not require the installation of an ESME. Neither does it require the Service User to collect this data from the install and provide it to the DCC "	DCC to investigate the issue and update OPSG. If DCC do not have this data, but their SP requires it, then the DCC should consider making a change to the SEC to obtain it.	21/09/2022 - Supplier member that raised this issue has confirmed this is no longer an issue for them. SECAS to present issue as candidate for closure at OPSG to ascertain if this is an issue for the wider User or if the issue can be closed. DCC to confirm if the process is in place. 18/03/2022 - This issue sits outside the SEC and relates to DCC internal policy, which states DCC's Service Providers should not contact customers directly. DCC to investigate LS query and update OPSG in Q3 2022. 17/02/2022 - A DCC Service Provider has contacted a LS and requested the following items of data: - Elec Meter GUID - Manufacturer Identifier (as per the CPL) e.g., 1063 - Device Model, Hardware Version & Revision (as per the CPL) e.g., 00030201 - Firmware Version (as per the CPL) e.g., 24031100"	11/11/2022

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103	Mar-22	Communication Hubs	DCC Non-Compliance - DCC 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.	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.	DCC Currently exploring 2 Options – Amend SEC or OMS. Currently costing OMS changes and will consult on customer preferred options.	30/05/2022 - DCC to update OPSG on resolution progress of agreed list of DCC Non-Compliances during Q4. 01/03/2022 - DCC 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). "	13/11/2022

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
105	Apr-22	Data Quality	A reoccurring issue has been identified with Registration Data Provider (RDP) data which results in some Users receiving an E4 response (Failed Authorisation – Invalid User / User Role for Device) which is affecting some SMETS1 prepayment Devices, along with some Install and Commissioning activities.	This has affected several Users and has caused a loss of supply to their customers.	DCC to investigate root cause and report back to OPSG.	11/10/2022 - DCC confirmed the issue was managed under DCC reference PBI125600 and was completed in August 2022, the completion statement contained the wording below: ‘Following the generation of the MCCT (Meter Cach Comparison Tool) over the last two weeks in August no errors have been captured confirming that the issue is now rectified post the go live of the central switching service.’ 01/06/2022 - DCC have provided a clear path to remediation: 1. RDP provider are refreshing data daily and this should be complete by 12th June – The files have been loading at DSP without incident and despite the additional records each day they are still processing and clearing the files before the start of the working day. 2. There is mitigation through the DSP who have a tool, Meter Cache Comparison Tool (MCCT) which compares the data between the SMI and the in-memory cache, and this is ran daily.	12/11/2022

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
						DCC to provide update once issue resolved. 10/05/2022 - The DCC confirmed that a root cause had been identified for the RDP E4 issues and a clear path to remediation will be available after the 20 May 2022. The OPSG was concerned with the length of time this may take to fix the issue and noted that there would need to be confirmation that there would be no implications for the readiness for Faster Switching Go-live.	