

DCC Update

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Agenda

- SMETS1
- R2.0
- Major Incident reporting
- DCC Consultations
- DCC Events

Delivery: SMETS1

STATUS: SMETS1 continues to make solid progress. The programme is scaling ahead of migration, continues to build its commercial supply chain and is increasing its customer engagement.

- **IOC** - On target for 26 May 2019
- **Proof of Interoperability** was successfully demonstrated on 27 November 2018
- **Consultation:**
 - LC13 consultation was issued to SEC parties on 1 Nov outlining capability release dates of: IOC - May 2019; MOC - Aug 2019; FOC - Oct 2019
 - DCC held a conference call on 13 Nov to provide stakeholders an opportunity to ask questions to inform their final responses.
 - Consultation closed 23 Nov 2018 and responses now being assessed. A final plan is expected early in the new year.
- **Independent suppliers:**
 - DCC intends to offer a new support service to managed service providers and suppliers to facilitate and expedite SMETS1 Eligibility Testing.
 - Given the initial focus on dormant meter migration, we are keen for independent suppliers to come forward and be part of this.
- **Industry mobilisation plans** in order to gain industry support for first migration

Delivery: R2.0

STATUS:

Delivery of 1st pallet of Central/South Dual Band Comms Hubs (DBCH) is underway and planned for completion by January.
Delays in delivery of North DBCHs due to severity 2 defects

- 1st pallet of dual band comms hubs (DBCH) for South and Central are with CSP:
 - CH Manufacturer CPA is complete and 1 pallet devices was sent on 30 Nov 2018
 - CH Manufacturer CPA is planned to complete 12 December and to ship 11 January 2019
- Availability of DBCHs for the North was delayed due to a severity 2 defect. This defect was fixed and closed in November. Two other defects were identified in November which are currently under investigation. DCC to update TAG and SEC Panel in January on the status of their resolution.
- North DBCHs firmware will be available for UIT and delivery of the 1st pallet following TAG and SEC Panel approval
- 1st pallet orders have an uptake from 7 customers for approximately 1000 devices with ~1400 remaining for use. Customers urged to contact DCC Service Desk for further requests.

Delivery: R2.0 – Mass Manufacture

STATUS: Device availability to affect DBCH mass manufacture

- The development of a JIP change request (CR) is underway and was presented at the November IMF meeting. The deadline for responses to the CR is 21 December with the aim to report back to SMDG on 17 January 2019
- Confidence testing activities for DBCH 868MHz Meter Manufacturer 1 (MM1) are complete. DCC started 868MHz device integration testing on 3 December (estimated completion 1 March)
- DCC to provide interim volumes in July following successful completion of DIT testing for MM1 (see plan on slide 5 of this pack)
- A second manufacturer of 868MHz meters (MM2) is yet to be identified. DCC engagements with Meter Manufacturers indicates a second meter for Device Integration Testing (DIT) estimate for April 2019
- Setting up production lines for DBCH full volume capability requires 2 meters tested on differing chipsets as set out in the DIT approach. The delayed second meter would indicate full volume capability in November 2019.
- DCC will engage with CSPs to confirm interim volumes based on customer responses and will seek to identify when pilots are to commence and the number of DBCH devices required to support this.

Major Incident Reporting

INC000000337346 - Core Communication Services: Meter Install disruption.

Incident opened: 24 October 2018 at 07:45

Incident closed: 24 October 2018 at 09:40

Issue Summary:

- A Service User reported they were unable to carry out electricity and gas meter installations from 07:45 on 24/10/2018. This generated a Severity 2 incident INC000000337271.
- Between 08:24 and 09:00, a further 2 Service Users reported being unable to carry out Installs and Commission. DCC then raised the incident to a Severity 1.
- This incident also covers INC000000336689 logged on 23/10/2018 at 16:54 - incident with the same cause.

Root Cause:

- The VoltDB file system stores all Service Requests processed by the VoltDB database. The file system reached 90% usage & switched into a 'read-only mode' (as per design) to protect data integrity. The switch to 'read-only' mode stopped all service requests processing and resulted in customers unable to perform any Install and Commission activity.
- A separate event due to system backups occurring that temporarily decreased the amount of available space on the VoltDB file system, was triggered at the same 90% threshold
- System event monitoring did not provide sufficient forecast that utilisation was approaching critical limits & did not warn that the VoltDB database had gone into a 'read-only' mode. The error description was also misleading & resulted in the incident not being picked up in a timely manner.

Major Incident Reporting

INC000000415468 - Core Communication Services: Meter Install disruption.

- **Incident opened:** 06 December 2018 at 06:50
- **Incident closed:** 06 December 2018 at 21:35 (System restoration)
07 December 2018 at 08:30 (Incident restoration).

Issue Summary:

- Telefonica experienced a UK wide loss of 2G, 3G and 4G data services - 06/12/2018
- All services dependant on the O2 / Telefonica network, including the smart metering systems under DCC's control in the Central and South regions were impacted (e.g. no connectivity to existing SMETS2+ devices in the Central and South regions; customers unable to install new SMETS2+ devices in the Central and South regions; and all meter readings and alerts were impacted for existing devices).

Actions Taken:

- Action opened with Telefonica to review any mitigation options should there be a loss of data network in the future.
- Telefonica restored service by implementing a workaround - amending the system time and date to ensure the time-based failure would not occur for 200 days – in that time they will update software to a (newer) version that does not contain the bug that caused the incident.

Root cause:

- Still to be fully confirmed.
- Initial view is it is due to a failure in the software that is running on the Telefonica core network devices.

DCC Consultations

Current consultations

- DCC Firmware Management Consultation, 5th Nov– 17 Dec 2018
- DCC Production Performance Monitoring, 30 Nov – 14 Dec 2018
- Smart DCC Engagement with Customers and Stakeholders, 3 Dec – 31 Jan 2019

Forthcoming consultations

- Wider change to the Intimate Communications Hub Interface Specification, Q1 2019
- SMETS1 Systems Capacity Testing Approach Document (SCTAD), TBC

DCC Events

Forum	Date	Details
Smart DCC Business Forum	3 Jan - Webex session	The purpose of the business forum is to build a common understanding of Smart DCC integration from a customer perspective i.e. Energy suppliers, network operators and other users. The forum will cover key business processes e.g. Install & commission, prepayment, change of supply, change of tenancy, security, comms hub replacement, PPMD, IHD and alerts.