

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

- SIT issues encountered over Christmas are under resolution

MOC and FOC remain on plan:

- MOC contract signature expected week commencing 21 January 2019
- FOC commercials are in place

LC13 Consultation:

- LC13 consultation closed on 23 November 2019 outlining capability release dates of:
 - IOC - May 2019; MOC - Aug 2019; FOC - Oct 2019
 - Having reviewed industry feedback a DCC response document will be issued to BEIS on 18 January 2019

DCC Customer Event at the end of February will focus on:

- Supporting DCC customers understanding and contribution to key events:
 - “How to” stalls for independent suppliers
- Galvanising commitment to start migrations

Industry plans for mobilisation not visible to the DCC

SMETS1 programme has re-organised to prepare for migrations

DBCH 1ST PALLET STATUS

STATUS:

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

- 1st pallet of dual band comms hubs (DBCH) for South and Central are with CSP:
 - CH Manufacturer Device CPA is complete and 1 pallet devices were sent on 30 Nov 2018.
 - CH Manufacturer Device CPA is awaiting completion by 11 Jan for estimated shipment by 25 Jan 2019.
- Defects delaying the availability of DBCHs for the North are fixed for testing. DCC to update TAG and SEC Panel in Jan 2019 on their resolution.
- DBCHs for North has a new firmware release in product integration testing. CPA and system integration testing are planned to complete during January. 1st pallet of North DBCHs are estimated to ship for 15 February.

DBCH DEVICE INTEGRATION TESTING

STATUS: Device Integration Testing (DIT) is underway with Meter Manufacture 1 (MM1). A Second Meter Manufacture (MM2) on a different chipset is required to complete full DIT scope and volume manufacturing

- DIT progresses well with planned completion of 28 Feb. Any work off issues will be addressed in maintenance releases.
- The search for MM2 remains. DCC continues to engage with Meter Manufacturers however there is no confirmed commitment to date.

DBCH – JOINT INDUSTRY PLAN CR

STATUS: Responses received from Customers for update to IMF and SMDG

- Responses to the Joint Industry Plan (JIP) Change Request (CR) in relation to the Sub GHz meter availability identified that:
 - There is a minimal appetite for additional DBCH meters in July 2019
 - Customers have not placed orders for Sub GHz meters
 - No evidence of planned Dual Band testing
 - Agreement to shift DB forecasting until November 2019

JOINT INDUSTRY PLAN RESPONSE

STATUS: DCC are open to supporting an interim Dual Band Comms Hub supply in July 2019, but require customer activity to support a manufacturing decision

- The programme supports the supply of additional DBCH devices in July 2019 based on:
 - Successful DIT with MM1
 - Customer Dual Band Comms Hub testing in UIT (with 2.4 Ghz Meters)
 - 1st Pallets of DBCHs are utilised by customers
 - DBCH Operational Acceptance
 - Meter Manufacturer 2 availability
- DCC will work with customers to shift DBCH forecasts to November 2019

Major Incident Reporting

INC000000419894 – Meter Install Outage

Incident opened:

- 1st Occurrence: 30 December 2018 at 04:26.
- 2nd Occurrence: 31 December 2018 at 04:05.

Incident closed:

- 1st Occurrence: 30 December 2018 at 10:30.
- 2nd Occurrence: 31 December 2018 at 11:25.

Issue Summary:

- Initial triage identified that the current version of Volt Database (V6.9 & used by DCC) has a known error which impacts database replication across nodes. This issue impacted all Service Users' ability to carry out installation of SMETS2+ Devices.

Actions Taken:

- The DSP performed a reboot of the Volt production database servers.
- The DSP attempted to disable the Volt Disaster Recovery nodes followed by a second reboot of the production database.
- The DSP rebuilt the Volt Database and switched off replication to restore service.
- User confirmation received for service restoration.
- DCC conducted a post incident review on 02 January 2019 at 10:30 and instructed the DSP to ensure the incident logging procedure is fully enforced and correct Severity Levels are assigned.

Root Cause:

- The root cause is still to be fully determined. Initial feedback from Volt is that this issue impacts all databases that use Volt Database V6.9 and will be fixed by a future release.

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:

- CSP Central and South experienced a national outage on their mobile data network, which impacted all 2G, 3G and 4G mobile data services dependant on the O2 / CSP Central and South network across the UK.
- Specific impact to DCC and its customers in the Central and South regions was:
 - New Communication Hub Installations were unable to connect to DCC systems;
 - Submitted Service Requests failed;
 - No connectivity to the Smart Meter Wide Area Network (SM WAN); and
 - Scheduled Meter Firmware deployments will fail.

Actions Taken:

- DCC Engaged with CSP Central and South for updates on the recovery of services.
- DCC held Management Bridges to ensure a consistent message to DCC customers.
- CSP Central and South implemented a workaround to restore service: changed system time to 200 days prior to expiry time. It reactivated expired certificates and restored service.
- Full mitigation by upgrading CSP Central and South's Mobility Management Entity (MME) firmware to version 1.2. tracked under Problem record PBI 000000112814.

Root cause:

- Root cause was a global software fault in CSP Central and South's MME network, which is time related and caused certificates on the infrastructure to expire.
- All Smart Metering Communication Hubs are dependent on being able to use the O2 network - this failure caused a total loss of service across the SM WAN.

DCC Consultations

Current consultations

- [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
DCC Smart Metering Devices and WAN Forum	31 Jan 2019 – IBEX House	The DCC Smart Metering Devices and WAN Forum is for DCC, DCC Customers, SEC Parties, and Device Manufacturers to discuss Comms Hub, SM-WAN or device issues and developments.
Common Issues and Pilots	06 Feb 2019 – IBEX House	Forum to discuss operational incidents and problems with BEIS, CSP, DSP
DCC Customer Operations Forum	14 Feb 2019 – IBEX House	Forum/workshop focusing on operational improvements with BEIS, CSPs, DSP