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Action:	For Information

OPSG Issues Log – Progress Report

Purpose

This paper provides an update on the status of Actively Managed entries on the OPSG Issues Log together with any plans for the next month.

The Operations Group (OPSG) is requested to note the contents of the paper and approve the recommended next steps.

Issue Status Update

Comms Hubs Incorrectly Shown as Commissioned in SMI

Current Stage



Issue and Impact

Comms Hubs are commissioned and appear on the Smart Meter Inventory, despite not having meters connected to them, leading to incorrect/erroneous listings in the Smart Metering Inventory.

Status

This is the result of incorrect commissioning/decommissioning processes by some suppliers which need to be updated. DCC guidance has been issued and performance is improving.

Next Steps

DCC to report back in November and, if improvement is maintained, then the issue can be closed.

SMI Update Not Sent or Duplicated

Current Stage



Issue and Impact

Update 8.14.1 (Communications Hub Status Update-CHF Install Success SM WAN) is already on the SMI Log; either not sent or duplicated, with the result that the CSP cannot be held to account for performance measures.

Status

DCC have issued guidance to Suppliers.

Next Steps

Confirmation has been requested from the DCC that the guidance has been effective. If so, the issue can be closed.

Incorrect DNO certificates on meter

Current Stage



Issue and Impact

Incorrect (or no) certificates are being placed on meters, preventing the Distribution Network Operators (DNOs) from contacting the affected meters.

Status

At the start of September, there were 30,723 ESMEs across all DNO regions without correct DNO Certificates, and the number was increasing in line with installs. The vast majority have no (rather than wrong) certificates. Two Suppliers have been responsible for a large percentage of missing certificates. One has subsequently improved their decommissioning process, which significantly reduces the number of new installations with missing certificates. The numbers are coming down, so historic examples are also being corrected.

Next Steps

DCC to report back in November and, if improvement is maintained, then the issue can be closed.

Installs and Live Lab devices generating power outage alerts

Current Stage



Issue and Impact

Meters installed in Customer 'live lab' environments which are connected to production systems are more likely to be powered off / on which generates power outage alerts which DNOs are required to respond to. Some meter types generate outage alerts during installation.

Status

There are two related issues here, both resulting in spurious alerts to the DNO:

1. Meters in test labs are being turned on and off frequently as part of test processes.

2. Alerts are generated during installation, typically due to power cycling of meter during install.

Not all DNO systems can be set to ignore alerts around install time.

Next Steps

DCC guidance on installation & commissioning processes is improving the position and a report is due in November. If the improvement is maintained, this issue can be closed.

SMI Shows Multiple Meters at a Single Site

Current Stage



Issue and Impact

The DCC Smart Meter Inventory (SMI) shows multiple gas meters at a single location, leading to potential CoS and maintenance problems.

Status

This is a special case of a more general issue with commissioning/decommissioning processes.

This is the result of incorrect commissioning/ decommissioning processes by some suppliers. DCC guidance has been issued and performance appears to be improving.

Next Steps

DCC to report back in November and, if improvement is maintained, then the issue can be closed.

DCC Service Flag not being updated

Current Stage



Issue and Impact

The DCC Service Flag held in ECOES/DES is not correctly updated. This issue can have a significant impact on some Suppliers' CoS process, as they use the DCC Service Flag rather than the S2 Meter Type to trigger a 'smart' CoS process.

Status

DCC systems send a D350 update to ECOES/DES to show the presence of a smart system, however they are not regressed if the MPAN reverted to non-smart.

[MP077 'DCC Service Flagging'](#) has been raised to address the issue and to ensure the system complies with the SEC.

Next Steps

This Modification is awaiting a Preliminary Impact Assessment and is currently planned for presentation to the Change Working Group in December.

High Level of N25 Alerts Received

Current Stage



Issue and Impact

Suppliers are receiving a high number of N25 (potentially unsuccessful Comms Hub whitelist update) alerts, during the installation and commissioning phase of all device types and in all regions. This leads to a high number of Install and Leaves, installer time wasted on site and return visits.

Status

The originator believes this remains an issue within the wider issue of Install and Commissioning failures of the whole Smart Metering System (i.e. all devices on the HAN not just the Comms Hub, which is DCC's definition of Install and Leave). The originator recommends closing this specific N25 Issue but will raise a new Issue covering the Installation & Commissioning of the whole SMS.

Next Steps

Close Issue

Inability to “move on” pre-registered meters

Current Stage



Issue and Impact

Suppliers appear not to be able to change a meter from pre-registered, in some circumstances. It appears that if an RSA pre-registers a Device and leaves it in Pending state, then only they (as the original registration party) can move it on - the owning Supplier cannot.

Status

While the owning Supplier cannot move the meter status from Pending to Whitelisted, they can pre-register the meter again, thus allowing them to move the meter on.

Next Steps

OPSG agreed to close the issue.

Comms Hub Forecasting and Ordering Process not Fit for Purpose

Current Stage



Issue and Impact

The Communications Hub forecasting and ordering processes, as detailed in the SEC, are not working or being used. A transitional process has been developed, but that is not delivering adequately for Parties. As a result:

- Comms Hubs cannot be returned if deemed faulty by Suppliers; and
- Customers cannot follow the Comms Hub returns process and meet the associated timelines.

Status

A replacement Order Management System (OMS) system is being developed by the DCC which encompasses both ordering and returns processes. This is currently on Sprint 7 of 11, and the go-live is planned for early Jan 2020.

Next Steps

DCC to report on progress of the OMS development at the December OPSG.

Incorrect Comms Hubs Installed

Current Stage



Issue and Impact

Incorrect Comms Hubs are being installed versus requirements of the WAN coverage database - i.e. cellular hubs are being installed where the coverage checker indicates a mesh hub should be installed.

As a result, coverage will not be full and complete, as network modelling requires gateway mesh hubs to be in place to extend the reach of the coverage. Incorrect installs at one consumer's location may affect the SMWAN connectivity for another customer.

Status

DCC has identified top offenders and are working with them. There is some evidence of minor improvements from some suppliers, however there are still approximately 1,000 instances per month, and it is too early to decide whether the issue has been fully addressed.

Next Steps

OPSG need to monitor the impact (incorrect installs as exceptions of PMR) and have suggested that the DCC could provide compliance data to OPSG. If the guidance is proving effective, then the issue can be closed.

Capacity Management Concerns

Current Stage



Issue and Impact

OPSG members have expressed concerns around capacity management of the DCC systems and networks, following various recent incidents. There is a further concern that DCC and the CSPs information is not always consistent.

OPSG should have a clear understanding of exactly what these capacities and restrictions are in the entire end to end piece, but do not feel they currently have sufficient visibility of the situation and roadmap to provide confidence.

Status

DCC have committed to produce quarterly capacity management reports to OPSG. The first of these was received and was satisfactory.

Next Steps

OPSG to monitor these reports for six months and, if the reporting continues to be satisfactory, then the issue can be closed.

Incident handling for apparently uncommunicative meters

Current Stage



Issue and Impact

The DCC service desk passes Incidents from the CSP to Energy Suppliers, for non-communicating Comms Hubs that Energy Suppliers can communicate with, which is wasting Energy Supplier resources when the CSP processes are at fault.

Status

OPSG is liaising with the DCC and the originator to identify the current situation.

Next Steps

Next steps are dependent on the results of the information gathering.

Unexplained Comms Hubs Exceptions

Current Stage



Issue and Impact

There are a large number of unexplained Comms Hub Exceptions in the CSP North region. The impact of this is not clear at present, however it appears potentially serious.

Status

The DCC has done a preliminary analysis of the data - the next step is to speak to Users about their experience of these CH installations. DCC to present interim results to November OPSG and detail at December OPSG.

Next Steps

Next steps are dependent on results of information collection and analysis.

Apparently Spurious Alerts

Current Stage



Issue and Impact

Parties are experiencing large numbers of apparently spurious Alerts, or alternately not receiving expected ones. There are a range of impacts, including overloading of Party systems, nugatory investigations and delays in fault diagnosis.

Status

The Panel has asked OPSG to investigate these. As specific Issues are identified, then they will be added to the Log as individual items.

Next Steps

Next steps are dependent on results of information collection and analysis.

Spurious 8F3E Alerts

Current Stage



Issue and Impact

A few thousand Toshiba and WNC Comms Hubs in the Central and South regions are generating multiple 8F3E alerts triggered by un-joined PPMIDs. Repeating the Join process for the Device may only provide a temporary solution.

Status

DCC are currently coordinating an investigation with the CH manufacturers concerned.

Next Steps

Next steps are dependent on results of information collection and analysis.

Operational Reports do not Reflect DCC Customer Experience

Current Stage



Issue and Impact

The current Performance Measurement Report doesn't reflect the experiences of DCC Customers on a day to operational basis. There are concerns that:

- it is difficult to review the report from an informed position; and
- the reports feeding into the OPR mechanism may not provide an accurate view for Ofgem.

Status

OPSG has initiated a Performance Management Reporting project to address this and a number of related issues.

Recommendation

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **APPROVE** the recommended next steps for each issue.

Alan Bateman

SECAS Team, 29 October 2019