Data Communications Company

DCC Responsible Communications Hubs Returns Report

Measurement Period: July 2019 – September 2019

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1 Introduction

1.1 Purpose

This report is produced in accordance with Section F9.15 of the Smart Energy Code (SEC) and reports on the number of Communications Hubs (CH) for which the reason for return, loss or destruction is determined to have been a CH Pre-Installation DCC Responsibility or a CH Post-Installation DCC Responsibility (in accordance with Section F9 of the SEC).

The measurement period for each report covers successive periods of three months and is produced in the month following the measurement period.

The report is provided to the SEC Panel and SEC Parties.

1.2 Content

The report includes a supporting explanation of the circumstances that gave rise to any instances of Communications Hubs return, loss or destruction where the responsibility was determined to be a CH Pre-Installation DCC Responsibility or CH Post-Installation DCC Responsibility.

This report also illustrates the number of DCC responsible returns by contracted Region; North, Central and South.

Where DCC is disputing (under CH Fault Diagnosis) whether an instance of CH Pre-Installation DCC Responsibility or CH Post-Installation DCC Responsibility has arisen, these are excluded from the reported volumes until the matter is finally resolved (under CH Fault Diagnosis).

1.3 Confidential Information

This report is classified as DCC Controlled in accordance with the confidentiality provisions under Section M of the SEC. Where content is classified as DCC Confidential, this shall be reported in an annex to this report which shall be available on request.

2 Executive Summary

This report covers the measurement period July 2019 to September 2019; further details held in Appendix.

Q3 2019 CH Return Status	Volume
8.14.3 & 8.14.4	3,157
RMA's Raised (with CSPs)	4
CH Returned via RMA to CSP's	704
FAR (fault report available)	Not Available

In Q3 the DDC has managed to close outstanding INC that have impacted upon returns:

[1] DCC remedy misalignment and error fields (INC000000455689)

[2] DSP & CSP alignment, Unlock Command failing (INC000000455690)

In Q3 the DCC where unable to close the outstanding PBI

[1] PBI000000116701 (Communication Hub Triage Unlock Command).

This problem record is assigned to the CSP to resolve the unlock command within triage and whilst the fix has been applied, the CSPs have a backlog to which the CSPs will work through, to maintain service CSPs are continuing to triage and segregate affected CH.

In Q3 the DCC has engaged with Service Users to understand issues that they are facing with returns and has supported them in their understanding and are preparing to deliver a Workshop to Industry to further support Service Users with returns.

3 CH Returns – Customer Registered Returns Breakdown

3.1 Explanation

The below table represents the volume of Registered Returns by Month and CSP, also reflecting the messages associated with those registrations.

- I99 responses are the result of a successful 8.14.3 / 8.14.4 SRV.
- W081401 responses are the result of CHF Device status is not 'Decommissioned'.
- E081405 responses are the result of the user reference date & time supplied is a future date.
- E19 response related to failed authorisation of request.

			Service Request 8.14.3 Fault	Service Request 8.14.4 No Fault	Grand Total
2019	Qtr1		189	4,072	4,261
	Qtr2		270	2,424	2,694
	Qtr3		915	2,242	3,157
	Year to Date		**1,374**	**8,738**	**10,112**
July	CSP C&S	E19	0	2	2
		I99	24	264	288
		W081401	60	164	224
		Sub-Total	**84**	**430**	**514**
	CSP N	E19	0	1	1
		I99	11	290	301
		W081401	11	32	43
		Sub-Total	**22**	**323**	**345**
	Total		**106**	**753**	**859**
Aug	CSP C&S	E081405	0	1	1
		I99	22	369	391
		W081401	83	150	233
		Sub-Total	**105**	**520**	**625**
	CSP N	E081405	0	1	1
		I99	15	393	408
		W081401	21	9	30
		Sub-Total	**36**	**403**	**439**
	Total		**141**	**923**	**1,064**
Sept	CSP C&S	I99	201	264	465
		W081401	99	182	281
		Sub-Total	**300**	**446**	**746**
	CSP N	I99	49	15	64
		W081401	319	105	424
		Sub-Total	**368**	**120**	**488**
	Total		**668**	**566**	**1,234**

4 CH Returns – Analysis

4.1 By Region

South and Central

77% of DUIS SRV are attributed to CSP South and Central CH returns with an average monthly increase of 116 DUIS SRV. This is a steady increase rate over Q3

North

23% of DUIS SRV are attributed to CSP North with an average monthly increase of 72 DUIS SRV. This is a steady increase rate over Q3

4.2 Trend

In Q1 DCC saw 4% of all returns registered as faulty by Service Users. This has continued to increase to 29% within Q3. DCC expect to see this trend to continue into Q4 with industry gaining understand of the DCC returns process.

Appendix A – Glossary

Business Term	Commentary
CH Defect (as defined in SEC)	means, in respect of a Communications Hub, any fault or defect in relation to the Communications Hub (including any failure: to conform in all respects with, and be fit for the purposes described in, the CHTS; to be free from any defect in design, manufacture, materials or workmanship; and to comply with all applicable Laws and/or Directives including with respect to product safety), which is not caused by a breach of this Code by a Party other than the DCC.
CH Post-Installation DCC Responsibility (as defined in SEC)	means, each of the reasons described in Sections F9.5(f) and (g) (where they apply following completion of the installation of the Communications Hub at a premise in accordance with the CH Installation and Maintenance Support Materials) constitute a "CH Post-Installation DCC Responsibility, where SEC F9.5 states; F9.5 The reasons that apply for the purposes of this Section F9 are as follows: (f) that the Communications Hub has a CH Defect;

	(g) loss or destruction of or damage to a Communications Hub caused by a breach of this Code by the DCC.
CH Pre-Installation DCC Responsibility (as defined in SEC)	means, each of the reasons described in Sections F9.5(f) and (g) (where they apply prior to completion of the installation of the Communications Hub at a premise in accordance with the CH Installation and Maintenance Support Materials) and Section F9.5(h) constitute a "CH Pre-Installation DCC Responsibility", where SEC F9.5 states; F9.5 The reasons that apply for the purposes of this Section F9 are as follows: (f) that the Communications Hub has a CH Defect; (g) loss or destruction of or damage to a Communications Hub caused by a breach of this Code by the DCC; (h) rejection of a Communications Hub in accordance with Section F6.10 (Rejected Communications Hub Products).
CH User Responsibility (as defined in SEC)	means, each of the reasons described in Sections F9.5(d) and (e) constitute a "CH User Responsibility", and where the Party required to do so under Section F9.2 fails to specify a reason in accordance with that Section the reason shall be deemed to be a CH User Responsibility; where SEC F9.5 states; F9.5 The reasons that apply for the purposes of this Section F9 are as follows: (d) loss or destruction of or damage to a Communications Hub, which occurred while the relevant Party was responsible for such risk and which was caused otherwise than by a breach of this Code by the DCC or a CH Defect; (e) return of a Communications Hub to the DCC, other than where another reason under this Section F9.5 applies….
Commissioned (as defined in SEC)	means, in respect of a Device, that: (a) the Device has been commissioned in accordance with the Smart Metering Inventory Enrolment and Withdrawal Procedures; and (b) the Device has not subsequently been Decommissioned, Withdrawn or Suspended,

	and "Commission" is to be interpreted in accordance with (a) above. A Communications Hub shall be considered to be Commissioned where the Communications Hub Function that forms part of that Communications Hub is Commissioned.
Communications Hub Return in User Dispute Window	means, a Communications Hub that has been returned and the outcome of the final fault analysis has been disclosed to the User and DCC is awaiting a response within the 30-day window that the User has to dispute the outcome.
Completion of the installation of the Communications Hub	means, the Communications Hub has been Commissioned.