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Paper Reference:	OPSG_27_0312_17
Action:	For Decision

OPSG Issues – 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.

Open Issues

Comms Hubs Incorrectly Shown as Commissioned in SMI (Issue 1)



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

These issues result from incorrect commissioning/decommissioning processes by some suppliers which needs to be updated. DCC guidance has been issued and performance appears to be improving. DCC will publish a report on the effectiveness of the guidance w/c 25/11/2019. This is arriving too late for this OPSG Paper; however, we will provide a verbal update at the next OPSG meeting, and if improvement is maintained then the issue can be closed.

Next Steps

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

SMI Shows Multiple Meters at a Single Site (Issue 15)

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 issue has the same status as Issue 1. If the aforementioned DCC report (w/c 25/11/2019) arrives too late for this OPSG Paper, a verbal update will be provided at the next OPSG meeting, and assuming improvement is maintained, the issue can be closed.

Next Steps

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

SMI Update Not Sent or Duplicated (Issue 2)

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 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 (Issue 4)

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 large majority have no (rather than wrong) certificates.

DCC have provided reports to DNOs and Suppliers to allow the majority (> 90%) of the incorrect DNO certificates on meters to be rectified. The remainder may need to be looked at individually. The rate of new instances has slowed significantly, and Suppliers are rectifying the certificates where possible.

Next Steps

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

Installs and Live Lab devices generating power outage alerts (Issue 7)

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:

- Meters in test labs are being turned on and off frequently as part of test processes.
- Alerts are generated during installation, typically due to power cycling of meters during install.

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

Next Steps

On test systems, DCC are discussing the possibility of partner exercises between Suppliers and DNOs which will, incidentally, address the lab's issue. Once these exercises have been agreed, this part of the issue can be closed.

On the alerts, certain meters do not currently correctly generate power restoration alerts, and this issue is now with TSIRS for resolution.

DCC Service Flag not Updated (issue 17)

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 processes, as they use 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.

SEC MP0077 has been raised to address the issue and to ensure the system complies with the SEC.

Next Steps

Modification to go to Preliminary Impact Assessment imminently and currently planned for presentation to Working Group in December.

Comms Hub Forecasting and Ordering Process not Fit for Purpose (Issue 27)

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 DCC which encompasses both ordering and returns processes.

Work is continuing to ensure the new system meets 300+ user requirements. A Workshop was held 18/11 to update users.

Next Steps

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

Incorrect Comms Hubs Installed (Issue 3)

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

Good progress is being made in the CSP C&S regions. Multiple Suppliers have implemented systems in their hand-held terminal or back offices, to prevent incorrect installations. One installer has made over 100 appointments to replace the incorrect equipment, but this meets (understandable) consumer resistance, and there are further issues where the meter has subsequently churned to another Supplier.

Improved processes and rectifications should be reflected in reduced Comms Hub Exceptions in the monthly PMR – see Issue 57.

Next Steps

If the guidance is proving effective (as reflected in the December and January PMRs) then the issue can be closed.

Incident handling for apparently uncommunicative meters (Issue 24)

Current Stage



Issue and Impact

The DCC Service Desk passes Incidents from Communication Service Provider to Energy Suppliers for non-communicating Communication Hubs that Energy Suppliers can communicate with.

Status

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

Next Steps

Dependent on the results of the information gathering, more detail will be provided on the cause of the issue and appropriate actions initiated.

Apparently Spurious Alerts (Issues 52, 53, 56, 59 and 60)

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. There are a range of impacts, including overloading of Party systems, nugatory investigations and delays in fault diagnosis.

Next Steps

DCC are undertaking detailed investigations of these Issues and will provide a full report on progress to OPSG each month. The Issues Log will be updated with any significant developments between reports, but will not duplicate DCC's work in this area.

Capacity Management Concerns (Issue 55)

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 CSP's 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 for six months and, if the reporting continues to be satisfactory, then the issue can be closed.

Operational Reports do not reflect DCC Customer Experience (Issue 21)

Current Stage



Issue and Impact

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

- it is difficult to review the Report from an informed position; and
- the Reports feed into the OPR mechanism and may not provide an accurate view.

Status

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

Next Steps

OPSG to monitor progress of the PMR project to ensure concerns are being addressed.

Communications Hub Exceptions (Issues 57, 3, 58, 61, 62)

Current Stage



Issue and Impact

DCC's reports to OPSG include a large number of Communications Hub Exception reports, which appear to have multiple causes. As specific Issues are identified, they will be added to the Log as individual items.

Status

SECAS is working with DCC and its Service Providers to identify root causes and rectification plans.

Next Steps

DCC are undertaking detailed investigations of these Issues and will provide a full report on progress to OPSG each month. The Issues Log will be updated with any significant developments between reports, but SECAS will not duplicate DCC's work in this paper.

New Issues

Power Outage Reporting (Issue 54)

Current Stage



Issue and Impact

Current Power Outage Reporting Performance Measures may not be appropriate, so DNOs cannot rely on the information provided.

Status

The DCC are in conversation with the DNOs on this issue. Once SEC modification proposal 0096 is agreed, the measure can be redefined.

Next Steps

Dependent on the timescales for the modification.

Issues Closed

The following issues have been closed since the last update: -

High Level of N25 Alerts Received (Issue 25)

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

Inability to “move on” pre-registered meters (Issue 40)

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.

OPSG agreed to close the issue as there was minimal operational impact and a viable workaround.

Unexplained Comms Hubs Exceptions (Issue 51)

Issue and Impact

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

Status

This has been superseded by Issue 57.

Candidates for Inclusion

The following items have been put forward by OPSG members. OPSG Members are asked to agree which of these should be included in the Issues Log, and which OPSG member will be the nominated owner.

Forecasting Obligations: The current requirement to provide the DCC with message volume forecasts is difficult for suppliers to comply with, and the information is not being used. OPSG therefore need to review the DCC's information needs and how this can be met.

Command Forecasting: There are discrepancies in numbers of Service Requests reported by Parties and the DCC which need to be resolved. For example, Users can't tally with the DCC reports, so reports to Panel to say we are outside of our 10% tolerance might be incorrect.

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

26 November 2019