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Action:	For Decision

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.

Actively Managed Issues

This section presents those Issues that are being actively monitored by the OPSG.

Apparently Spurious Alerts

Current Stage



Issue and Impact

Parties are experiencing large numbers of apparently spurious Alerts. Impacts range from overloading of CSP/Party systems, delays in fault diagnoses, and breach of Party obligations.

Status

In total, there are about 5.7 million Alerts observed in the North and 45 million Alerts observed in C&S. Those in question relate to the following:

- 8F3Es:
 - In the C&S, this alert forms 95% of Alerts as per the following categorisations:
 - 75% are traceable to a Toshiba/WNC hub operating alongside a particular ESME and/or PPMID (in combination or otherwise);
 - 12% are traceable to the ESME (with other hubs);
 - 6% are traceable to the ESME-PPMID combination (with other hubs or FW);
 - the rest – some of which may be legitimate – are largely due to other Devices.
 - In the North, this alert forms about 21% of Alerts as per the following categorizations:

- 11% are traceable to the aforementioned ESME;
 - the rest have been traced to other Device combinations.
- 8F12s:
 - In C&S, this Alert has not been observed;
 - In the North, this alert forms 71% of the Alerts as per the following categorisations:
 - the entire 71% are traceable to a specific PPMID.
 - Other Alerts – 8F01, 8014, 8015 etc. – form 8% of Alerts in the North and 5% in C&S.

Next Steps

The 8F3E and 8F12 alerts have been prioritised and DCC has initiated a project to undertake detailed investigations; the OPSG is being updated on a weekly basis on progress. In C&S, few manufacturer fixes have been identified and are currently on track for PIT Testing at the end of Feb, while in the North, the root cause has not yet been identified. The DCC is to provide more detailed updates at the March meeting.

Communications Hub Exceptions

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. Impacts vary from non-functioning HANs and WANs to lack of connectivity for multiple consumers (for instance, when a normal hub is installed instead of a mesh).

Status

These currently comprise:

- Installations have been aborted by the service user, but no corresponding Service Request (8.14.2/8.14.3) has been submitted; overall, there are about 46,000 such cases;
- Service Users are not following CHIMSM recommendations. Either:
 - they have not installed the recommended CH, or fail to install an aerial, or install in areas against the recommendations of the WAN Coverage Database; overall, there are about 7,000 such cases;
 - they have provided insufficient address details (or none at all) for the MPxN field in SRV 8.14.1; overall, there are about 83,000 such cases.
- CSPN see Comms Hubs appear on its network but then do not see any traffic to or from the Comms Hubs for more than 10 days; overall, there are about 67,000 such cases.

Next Steps

These problems are largely due to Service Users not following specific processes. DCC has issued guidance and is working with Service Providers & Suppliers to correct the existing Exceptions and to prevent new ones from occurring; the OPSG is being updated on a weekly basis on progress. Progress on these Issues will be reported by DCC as part of the DCC's CH OPSG Agenda item.

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

Two DNOs collectively have about 40,000 ESMEs across all their regions with this problem. Scaling this figure by the proportion of regions supplied by these DNOs results in 80,000 instances of this Issue overall. It is believed that the large majority have no (rather than wrong) certificates.

The DNOs require additional information reports in order to progress. DCC has committed to providing these by the end of February.

Next Steps

Dependent on the content of the reports.

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 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 have sufficient visibility of the situation and roadmap to provide confidence.

Status

DCC has committed to producing 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 reporting is satisfactory, the issue can be closed.

Operational Reports & DCC Customer Experience

Current Stage



Issue and Impact

The current Performance Measurement Report (PMR) doesn't reflect the Customer experiences on a day to day operational basis. As a result:

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

Status

OPSG has initiated a PMR project to address this and related issues. The first draft of this Report was submitted to OPSG members for review on 18/02/2020, with an expected completion date for the review cycle on 26/02/2020.

Next Steps

OPSG to review the draft submission and monitor progress of PMR project.

Power Outage Reporting

Current Stage



Issue and Impact

Current Power Outage Reporting Performance Measures may not be appropriate, leading to lack of reliability of information for DNOs.

Status

The DCC is in conversation with the DNOs on this issue, on redefining the obligation measure, addressed via SEC Modification [DP096 'DNO Power Outage Alerts'](#) (currently in development).

Next Steps

Dependent on the timescales for the modification.

Forecasting Obligations

Current Stage



Issue and Impact

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 these can be met.

Status

DCC has proposed an alternative approach where it provides the estimates based on analysis of historical volumes supplemented by additional information from Parties. This issue is now the subject of a draft modification proposal ([DP116 'Service Request Forecasting'](#)) which was submitted on 18/02/2020.

Next Steps

OPSG to evaluate DCC's proposal when it is submitted.

Command Forecasting

Current Stage



Issue and Impact

There are discrepancies in numbers of Service Requests reported by Parties and the DCC which need to be resolved:

- Users can't tally with the DCC reports, so reports to Panel to say we are outside of our 10% tolerance might be incorrect; and
- The outstanding issue of the correct reporting of critical commands - should Users be forecasting 2 or the DCC reporting 1?

Status

DCC's proposal on volume forecasting will resolve this issue. This issue is now the subject of a draft modification proposal ([DP116 'Service Request Forecasting'](#)) which was submitted on 18/02/2020.

Next Steps

OPSG to evaluate DCC's proposal when it is submitted.

Misleading Performance Indicators

Current Stage



Issue and Impact

All performance indicators for the North region are shown in reports as Green, despite significant issues. This gives a false indication of service quality leading to user dissatisfaction.

Status

DCC and its service providers have undertaken a number of initiatives to address performance, and these will be monitored through DCC reporting to OPSG. In addition, the appropriateness of the measures is being addressed as part of the service reporting project.

Next Steps

Dependent on progress of the service improvement initiative.

New Candidate Issues

The minutes of the previous OPSG meeting (OPSG_29) captured significant concerns around OTA Firmware updates. SECAS recommends adding this to the log with a “catch-all” entry, similar to the handling of Alerts and Comms Hub Exceptions, then adding specific cases.

The following issues were identified in the recent Effectiveness Survey, with a recommendation that they be added to the OPSG Issues Log.

1. The DCC system often times-out before the Devices have had time to receive/respond when Parties are replacing the Certificates via DCC SRs. In many cases the Device has successfully replaced the Certificates, but the Party receives a negative response from the DCC. In this scenario they have to either check the certificate on the Device to confirm the status, or just try the new certificate i.e. ignore the DCC response status. In some scenarios, the DCC also need to update SMKI via a service ticket (Survey action 20).
2. The lack of Dual Band CHs is a growing concern and there is no real clarity of when the chipset issues will be resolved.
3. The stability of the HAN is often disrupted by the CH reboot every 9 days, which throws the PPMID off the HAN and results in a manual re-join processes – a growing problem and a cause of a significant number of alerts (8F3Es).
4. There are issues connecting Elster gas meters to WNC Comms Hubs during installation resulting in E21 responses in up to 20% of installs.
5. Lack of defect fixes for the GPF within EDM1 CHs have stopped the ability to rollout prepayment functionality to customers in the North. As the PPMID displays incorrect information (i.e. not the same information as the gas meter), this leads to consumer confusion and drives calls into Suppliers’ contact centres. Particularly concerning, is the discrepancy in remaining credit.

Recommendation & Next Steps

The OPSG is requested to:

- **NOTE** the contents of this paper;
- **APPROVE** the recommended next steps for each issue; and
- **AGREE** whether the Candidate Issues merit addition into the Issues Log; and
- **APPROVE** the addition of any Issues as appropriate.

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25 February 2020