SEC
Smart Energy Code

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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 the Issues which are being actively monitored by OPSG.

Apparently Spurious Alerts

Current Stage

Acceptance & Prioritization → Initial Analysis → **Information Collection** → Final Analysis → Resolution → Closure

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

The alerts in question relate to the following:

- 8F3Es:
  - In the C&S, forms 95% of Alerts as per the following categorizations:
    - 73% is traceable to a Toshiba/WNC hub operating alongside a particular ESME and/or PPMID (in combination or otherwise);
    - 14% is traceable to the aforementioned ESME (with other hubs);
    - 6% is traceable to the ESME-PPMID combination (with other hubs or FW);
    - the rest – some of which may be legitimate – is largely due to other Devices.
  - In the North, forms about 27% of Alerts as per the following categorizations:
    - 15% is traceable to the aforementioned ESME;
    - 12% is traceable to another ESME-Hub combination

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- 8F12s:
  - In C&S, this Alert has not been observed
  - In the North, forms 66% of the Alerts as per the following categorisations:
    - 66% is traceable to a specific PPMID-Hub combination
- Other Alerts – 8F01, 8014, 8015 etc. – form minor proportions in C&S and North

Next Steps

The 8F3E and 8F12 alerts have been prioritised and DCC has initiated a project to undertake detailed investigations; OPSG is being updated on a weekly basis on progress. In C&S, a few manufacturer fixes have been identified with one recently entering SIT Testing. In the North, root cause has not been identified thus far, although the OTA pilot of R2.0 EDMI hubs (commencing 27/03/2020) may provide further insights into the observed issue. The DCC will provide further updates at the April OPSG meeting.

Communications Hub Exceptions

Current Stage

Acceptance & Prioritization | Initial Analysis | **Information Collection** | Final Analysis | Resolution | Closure

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 55,000 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 8,000 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 90,000 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 80,000 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; OPSG is being updated on progress on a weekly basis. The worst offending SEC Parties have been identified for a few Exceptions and a similar breakdown by SEC Party is expected for all Exceptions. Progress will be reported by DCC at April OPSG meeting.

Incorrect DNO certificates on meter

Current Stage

Acceptance & Prioritization | Initial Analysis | Information Collection | **Final Analysis** | Solutioning | Closure

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 around 40,000 ESMEs with this problem across all their regions. If we extrapolate this data, it suggests there are 80,000 instances of this Issue overall. It is believed that the large majority have no (rather than wrong) certificates.

The DCC has provided Reports to the DNOs & Suppliers at the beginning of March. Following this the DNOs have questioned the accuracy of data in and reproducibility of the Reports. The DCC is expected to provide an update at the April OPSG.

Next Steps

Dependent on the content of the reports.

Capacity Management Concerns

Current Stage

Acceptance & Prioritization | Initial Analysis | Information Collection | Final Analysis | Solutioning | **Closure**

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

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

Three Modifications – SECMP0062 'Northbound Application Traffic Management - Alert Storm Protection' and SECMP0067 'Service Request Traffic Management' – are relevant here and are being monitored. SECMP0062's solution has been approved with Part 1 and 2 implementation dates of May 2020 and November 2020 respectively. SECMP0067 is currently in Refinement stage. Note also that DP119 'CH Alert Storm Consideration', which was raised on 10/03/2020, and is currently in the Development Stage, will also address general capacity management from an Alert perspective.

Next Steps

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

Operational Reports & DCC Customer Experience

Current Stage

Acceptance & Prioritization | Initial Analysis | Information Collection | Final Analysis | **Resolution** | Closure

Issue and Impact

The current Performance Measurement Report (PMR) doesn't reflect the Customer experience on a day to 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. Project output has been issued to SEC Parties and feedback is being addresses, prior to a final report being submitted to SEC Panel on 17 April.

Next Steps

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

Power Outage Reporting

Current Stage

Acceptance & Prioritization | Initial Analysis | **Information Collection** | Final Analysis | Resolution | Closure

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 are in conversation with the DNOs on this issue, on redefining the obligation measure, addressed via SEC modification proposal DP096 'DNO Power Outage Alerts' (currently in development). In the most recent Change meeting, Parties asked for an explanation regarding the DCC's delivery capabilities for this alert to help them redefine the delivery measure.

Next Steps

Dependent on the timescales for the modification.

Forecasting Obligations

Current Stage

Acceptance & Prioritization | Initial Analysis | Information Collection | Final Analysis | Solutioning | **Closure**

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. There are also 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

DP116 'Service Request Forecasting' is in development and will go to the next Change Committee (31 March). The DCC already has a solution ready for this: to remove the obligation and instead, let the DCC use its internal data to predict demand and volume. Most parties (DNOs, Suppliers etc.) are happy with the proposition; so it is likely this will progress to full implementation soon.

Next Steps

OPSG to monitor the progress of DP116.

Lack of R2 Dual Band Hubs

Current Stage

Acceptance & Prioritization | Initial Analysis | **Information Collection** | Final Analysis | Resolution | Closure

Issue and Impact

Lack of Dual Band CHs is a growing concern and there is no real clarity of when the chipset issues will be resolved. The most obvious operational impact from this is that long range hubs cannot be extended into premises that require it.

Status

Delivery for C&S DBCH is expected to be around November. The timeline for delivery for the North DBCH needs reassessment due to the Prepayment patch for 2.02.4x

SMIP CR 91 (issued 12/03/2020) recommends revising the DBCH timelines for C&S, but leaves the North timelines open and uncommitted. While the best case for delivery is November, both plans are subject to revision; the C&S DBCH due to whether a particular mitigation will progress, and the North DBCH due to the Patch timeline.

Next Steps

OPSG to monitor delivery timelines for DBCH.

Stability within the HAN

Current Stage

Acceptance & Prioritization | **Initial Analysis** | Information Collection | Final Analysis | Resolution | Closure

Issue and Impact

The stability of the HAN is often disrupted by the CH reboot every 9 days. A primary operational impact is that this process likely kicks the IHD/PPMID off the HAN, and results in manual re-join processes, potentially also causing a significant number of Alerts.

Status

This is a significant issue in the Arqiva region, and a minor issue (affecting about 1% of hubs) in the C&S Region. There is an additional issue of HAN loss that has been observed on a single Elster Meter, however, neither DCC nor customers have been able to reliably replicate this issue. Attempts to do so are ongoing.

Next Steps

OPSG to monitor progress towards root cause identification and resolution.

Lack of defect fixes for the EDMI CH GPFs

Current Stage

Acceptance & Prioritization → **Initial Analysis** → Information Collection → Final Analysis → Resolution → Closure

Issue and Impact

Lack of defect fixes for the GPF within EDMI CHs have stopped the ability to rollout prepayment functionality to customers in the north.

Status

The R2 EDMI 2.02.4 FW addresses all Prepayment issues in the prior version. OTA Pilots for this will run from March to April and BAU supply will be available from May to November 2020.

However, this FW contains a new Prepayment Bug; the hub resets and reboots every time the PPMID reads the Debt Log after the 11th 'top up', typically once an hour. The fix for this is planned in 2.02.6, to be piloted in September and October 2020 and released to BAU in November 2020.

Next Steps

OPSG to monitor the R2 EDMI CH Release against the expected Delivery plan.

Recommendation & Next Steps

The OPSG is requested to:

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

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31 March 2020