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Paper Reference:	OPSG_32_0505_05
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 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

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,

- 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 the DCC has initiated a project to undertake detailed investigations; the OPSG is being updated on a weekly basis on progress. In C&S, one manufacturer's firmware found no Severity 1 or 2 issues in UIT Testing and has subsequently entered a micro-pilot phase. In the North, the OTA pilot of R2.0 EDMH hubs has indicated positive results thus far, although this pilot had to be suspended as some upgraded hubs entered a non-communicative phase. Additionally, on both pilots, definitive conclusions depend on longer observation periods. The DCC is expected to provide an update this meeting.

Communications Hub Exceptions

Current Stage



Issue and Impact

The DCC's reports to the 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 70,000 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 9,000 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 100,000 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 150,000 such cases.

Next Steps

These problems are largely due to Service Users not following specific processes. The 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 progress on a weekly basis. A breakdown by SEC Parties has been identified for all Exceptions, and the DCC are in conversations

with each Party to resolve the issue and are expected to provide an update this meeting.

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 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



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.

The 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

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 was also approved by the SEC Panel and is currently out for Modification Report Consultation (stage prior to CSC Approval). Note also that [MP119 'CH Alert Storm Consolidation'](#), raised on 10 March 2020, was approved by the SEC Panel and is currently in Refinement stage.

Next Steps

The 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



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

The OPSG initiated a PMR project to address this and related issues. The output of this report went through to the SEC Panel on 17 April 2020, and a Modification is imminently expected.

Next Steps

It is recommended that this issue now be closed or alternatively moved to Long-Term Monitoring.

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 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 stage). The Modification has been put on hold as the DCC complete multiple projects related to the issue identified, approved via the Delivery Hub Working Group.

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. 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

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. SEC Panel approved this proposal on 17 April 2020; the proposal has now been converted into a Modification [MP116 'Service Request Forecasting'](#) and has entered the Refinement Process.

Next Steps

The OPSG to monitor the progress of MP116.

Lack of R2 Dual Band Hubs

Current Stage



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

CR91, concerning the Delivery dates for C&S DBCH, was approved. Currently, initial installations are expected to commence in August and Mass Production is expected to be around November. CR92 (Delivery dates for N DBCH) has been issued for consultation on 6 April 2020 and responses scheduled to be discussed on 11 May 2020. These timelines are primarily monitored by the IMF.

Next Steps

The OPSG to monitor delivery timelines for DBCH.

Stability within the HAN

Current Stage



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 the DCC nor customers have been able to reliably replicate this issue. Attempts to do so are ongoing.

From our experience thus far, no single party is tracking this issue or its variants. Various hypotheses concerning ZigBee and GBCS have been put forward in other fora, most notably in the Common Issues Forum. However, it is unclear who the root cause owner is. The OPSG intends to ask an open question to members this meeting as to the best way to track this issue moving forward.

Next Steps

The OPSG to monitor progress towards root cause identification and resolution.

Lack of defect fixes for the EDM CH GPFs

Current Stage



Issue and Impact

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

Status

The R2 EDM 2.02.4 FW addresses substantial Prepayment issues identified in prior versions. OTA Pilots for this Release, expected to run from March to April originally, have been suspended due to some upgraded hubs being stuck in a non-communicative mode of operation. The DCC are currently investigating the issue, but to the best of our knowledge, supply is still expected to be from June 2020.

Note that this FW contains a 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 from August to October 2020 and released, with supply commencing November 2020.

Next Steps

The OPSG to monitor the R2 EDM 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