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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.

No meters on Hubs

Current Stage



Issue and Impact

Comms Hubs are commissioned and appear on the Smart Meter Inventory, despite not having meters connected to them. Primary impact concerns erroneous listings in the Smart Metering Inventory.

Status

Initial hypothesis is that Suppliers are not completing the installation process fully – sending the 8.11 but not following that by sending the 6.X SRs, which change the ownership status from NULL to the

true IS/GS. This hypothesis is yet to be proven with TOC data; however, biggest contributing Suppliers have been identified and the DCC are in conversations with those Suppliers.

Next Steps

OPSG will work with the DCC to test the hypothesis above and identify the root cause(s).

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 DCC has initiated a project to undertake detailed investigations; OPSG is being updated on a weekly basis on progress. A new FW Release went into OTA a few weeks ago and this has cleared approximately 41 million alerts off the C&S networks. A few issues remain (concerning Supplier Joins etc.) that are causing less Alerts to be cleared than would have been the case; however, these issues are currently being worked through. Overall, the result has been very positive.

The OTA pilot of R2.0 EDMH hubs has indicated positive results; 98% of the initial sample set no longer alert post upgrade, although this pilot had to be suspended as some upgraded hubs entered a non-communicative phase. We expect these fixes to arrive in Release 2.02.6 version.

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 85,000 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 10,000 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 110,000 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 250,000 such cases.

Next Steps

These problems are largely due to Service Users not following specific processes. A breakdown by SEC party has been identified for all Exceptions, and DCC are in conversations with each party to resolve the issue and are expected to provide an update this meeting.

This item will soon be subsumed under the 'Aged Incidents' category and OPSG is currently working to identify a convenient reporting structure for this purpose.

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

DCC are now producing weekly reports for Suppliers and OPSG is being updated on progress on a biweekly basis. As of now, there are about 78k ESMEs in this state, out of which 10k have been identified as not immediately solvable. DCC has mentioned that while investigations are ongoing for the majority of these, around 380 cases are a result of IDNOs not delivering the right certificates and that some are a result of Suppliers not following their obligations prior to a churn event.

Next Steps

OPSG to monitor this item on a biweekly basis moving forward. This item will soon be brought into the 'Aged Incidents' category alongside CH Exceptions above.

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

Status

Three Modifications – [SECMP0062 'Northbound Application Traffic Management - Alert Storm Protection'](#), [SECMP0067 'Service Request Traffic Management'](#), and [SECMP00119 'CH Alert Storm Consideration'](#) – are relevant here and are being monitored. SECMP0062's Part 1 was implemented earlier this month. SECMOD67 and 119 are currently in the Refinement process.

Next Steps

OPSG to continue monitoring progress against these Modifications.

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

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. Significant timelines on four parallel projects have been provided by the DCC; the first of these will be a technical paper, to be ready on 11th August and to be discussed with DNOs on 14 August.

Draft of Technical Paper ready on 11th Aug, and to be discussed w. DNOs on the 14th of Aug.

Next Steps

Dependent on the timescales for the modification and the outlined projects.

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 reporting a critical command as two (owing to a two way transfer of data) or as one?

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

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 and 92, for C&S and N DBCH respectively, were approved.

For CSP C&S, first tranche deliveries are expected to commence in August and Mass Production is expected to be late October/early November. For CSP N, the date for UIT commencement was revised to June 2020, and full Volume Production DBCH is expected to be around November 2020. Note that the DCC is currently consulting on its LC13 Plan, sent for consultation on 21 July 2020 and for which Responses are due back 18 August 2020.

Currently, DIT has been completed for all three hub variants: WNC, TOSH, and EDM1.

Next Steps

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

OPSG has been seeking some high-level figures from the DCC. From what we can see, there are 40,132 ESMEs currently with HAN stability issues, with around 600 Devices on average showing HAN drops per day. Reboot restore success rate continues to stand at around 25%. On the GSME side, around 30,000 have HAN stability issues. Currently, there are somewhat strong indications that when there is a total HAN loss, the issue is CH related, and that when individual meters drop off the HAN (without the CH loss), the issue is specific to the meter.

Next Steps

OPSG to work with the DCC to better understand the scale of the problem and agree on operational metrics for monitoring purposes.

Lack of defect fixes for the EDM1 CH GPFs

Current Stage



Issue and Impact

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

Status

The R2 EDMC 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. Release 2.02.6 has a workaround 'fix' for this issue; SIT for this new FW commenced on 5 June 2020 as planned and is on track to complete on 24 June. Mass supply is confirmed for early September 2020.

Next Steps

OPSG to monitor the R2 EDMC 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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