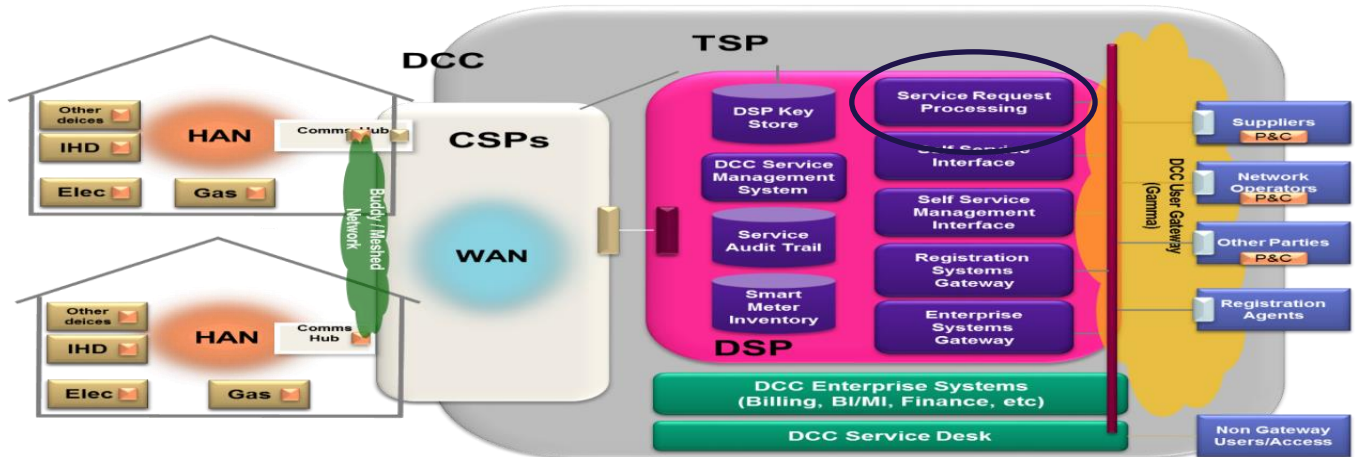


DCC Major Incident Summary Report

(Produced in accordance with Section H9 of the SEC)

Date of Incident	14/10/2020
DCC Incident Reference Number	INC000000643344
DCC Problem Reference Number	PBI000000121921
Service Impacted	All SMETS1
Date/ Time Incident reported	14/10/2020 15:07 (Actual outage start time)
Date &time incident resolved	14/10/2020 17:29 (Outage restoration time)
Time taken to restore Service(s) (Hours)	2 hours 22 minutes
Resolution within SLA (Y/N) [SEC 9.14(b)]	Yes

Nature of the Major Incident / Short Description



At 15:11 14/10/2020, the DSP (Data Service Provider) raised incident INC000000643344 and subsequently advised DCC that 100% of Service Requests were failing for SMETS1 traffic.

Further investigations by DSP and SMETS1 Service Provider (S1SP) confirmed that errors were being received from DCO (Dual Control Organisation) for all SMETS1 Service Requests. A technical restoration bridge was hosted by DCC Incident Management, where it was identified that the DCO system was returning HTTP://500 errors and a 'could not commit transaction' error was being generated within the DCO application.

Full service restoration was observed at 17:29 by DSP and S1SP following a restart of the DCO applications across both of their datacentres.

This impacted all on demand Service Requests across the SMETS1 estate. SMETS1 migrations were delayed for the duration of the incident.

As immediate mitigation, DSP and S1SP have amended transaction throughput to reduce load on the DCO systems until root cause has been determined.

Region / Location impacted

All SMETS 1 (Total Service Outage)

Summary of impact / Likely future impact of the Major incident

All Service Requests failed for the duration of the incident.
Migrations could not progress during the outage but recommenced upon service restoration.

Resolving actions taken

- Restart of the DCO Applications.

Root Cause, if known

Full root cause has not been established. The DCO system was available after the restart of the DCO applications across both datacentres.

DCO have opened high priority fault tickets with their application and hosting support vendors to determine Root cause. This will be tracked via the DCC Problem Management ticket PBI000000121921.

Table of linked incidents

Incident	Linked incident	Nature of link
INC000000643344	INC000000643378	Related
	INC000000643397	Related
	INC000000643398	Related
	INC000000643408	Related
	INC000000643424	Related
	INC000000643425	Related
	INC000000643429	Related
	INC000000643461	Related
	INC000000643462	Related
	INC000000643513	Related

