Data Communications Company

# DCC Responsible Communications Hubs Returns Report

## Measurement Period: July 2020 – September 2020

| | |
|---|---|
| **Version:** | **V1.0** |
| **Date:** | **10/11/2020** |
| **Security Classification:** | **DCC Controlled – SEC Panel, SEC Parties Only** |
| **DCC Catalogue Reference:** | **CHRT001** |

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# 1 Introduction

## 1.1 Purpose

This report is produced in accordance with Section F9.15 of the Smart Energy Code (SEC) and reports on the number of Communications Hubs (CH) for which the reason for return, loss or destruction is determined to have been a CH Pre-Installation DCC Responsibility or a CH Post-Installation DCC Responsibility (in accordance with Section F9 of the SEC).

The measurement period for each report covers successive periods of three months and is produced in the month following the measurement period.

The report is provided to the SEC Panel and SEC Parties.

## 1.2 Content

The report includes a supporting explanation of the circumstances that gave rise to any instances of Communications Hubs return, loss or destruction where the responsibility was determined to be a CH Pre-Installation DCC Responsibility or CH Post-Installation DCC Responsibility.

This report also illustrates the number of DCC responsible returns by contracted Region; North, Central and South.

Where DCC is disputing (under CH Fault Diagnosis) whether an instance of CH Pre-Installation DCC Responsibility or CH Post-Installation DCC Responsibility has arisen, these are excluded from the reported volumes until the matter is finally resolved (under CH Fault Diagnosis).

## 1.3 Confidential Information

This report is classified as DCC Controlled in accordance with the confidentiality provisions under Section M of the SEC. Where content is classified as DCC Confidential, this shall be reported in an annex to this report which shall be available on request.

# 2 Executive Summary

This report covers the measurement period July 2020 to September 2020; further details held in Appendix.

| Q3 2020 CH Return Status | Volume |
|---|---|
| **RRR (8.14.3 & 8.14.4)** | 33,763 |
| **8.14.3** | 15,557 |
| **8.14.4** | 18,206 |

# 3 CH Returns – Customer Registered Returns Breakdown

## 3.1 Customer Registered Returns Breakdown

### Explanation

The below table represents the volume of Registered Returns by Month and CSP, also reflecting the messages associated with those registrations.

- I99 responses are the result of a successful 8.14.3 / 8.14.4 SRV.
- W081401 response is for when either 8.14.3 / 8.14.4 SRV have been sent, but the device status is not 'Decommissioned'
- E081405 response if for the user reference data and time being supplied is a future data.
- E19 response is for failed authorisation as the device does not exist.
- E100 response is for failed authentication.

| | | | Service Request 8.14.3 Fault | Service Request 8.14.4 No Fault | Grand Total |
|---|---|---|---|---|---|
| 2020 | Qtr3 | | 15,557 | 18,206 | 33,763 |
| | Year to Date | | **40,889** | **51,128** | **92,017** |
| | | | | | |
| July | CSP C&S | I99 | 864 | 5,266 | 6,130 |
| | | W081401 | 830 | 191 | 1,021 |
| | | E081405 | - | 10 | 10 |
| | | **Sub-Total** | **1,694** | **5,467** | **7,161** |
| | CSP N | I99 | 1,982 | 6,869 | 8,851 |
| | | W081401 | 425 | 95 | 520 |
| | | E081405 | **-** | **8** | **8** |
| | | **Sub-Total** | **2,407** | **6,972** | **9,379** |
| | **Total** | | **4,101** | **12,439** | **16,540** |
| August | CSP C&S | I99 | 2,569 | 1,247 | 3,816 |
| | | W081401 | 323 | 155 | 478 |
| | | E081405 | 1 | 14 | 15 |
| | | **Sub-Total** | **2,893** | **1,416** | **4,309** |
| | CSP N | I99 | 1,310 | 641 | 1,951 |
| | | W081401 | 142 | 53 | 195 |
| | | E081405 | 1 | 5 | 6 |
| | | **Sub-Total** | **1,453** | **699** | **2,152** |
| | **Total** | | **4,346** | **2,115** | **6,461** |
| September | CSP C&S | I99 | 4,011 | 2,024 | 6,035 |
| | | W081401 | 388 | 288 | 676 |
| | | E081405 | - | 16 | 16 |
| | | **Sub-Total** | **4,399** | **2,328** | **6,727** |
| | CSP N | I99 | 2,514 | 1,237 | 3,751 |
| | | W081401 | 197 | 83 | 280 |
| | | E081405 | - | 4 | 4 |
| | | **Sub-Total** | **2,711** | **1,324** | **4,035** |
| | **Total** | | **7,110** | **3,652** | **10,762** |

## 3.2 Customer Registered Returns to DCC

### Explanation

The below table represents the volume of Physical Returns CHs by Month to the DCC and the outcome.

| | | | | DCC Outcome | | | |
|---|---|---|---|---|---|---|---|
| | | | | Non-Faulty Return | Faulty Return | Service User Non-Compliance | Total Volume Returned |
| July | C&S | Customer Reason for Return | Non-Faulty Return | 4,543 | - | - | **4,543** |
| | | | Faulty Return | 1,085 | 288 | - | **1,373** |
| | | | Service User Non-Compliance | - | - | 6 | **6** |
| | N | Customer Reason for Return | Non-Faulty Return | 1,783 | - | - | **1,783** |
| | | | Faulty Return | 77 | 19 | - | **96** |
| | | | Service User Non-Compliance | - | - | - | **0** |
| August | C&S | Customer Reason for Return | Non-Faulty Return | 8,767 | - | - | **8,767** |
| | | | Faulty Return | 2,100 | 290 | - | **2,390** |
| | | | Service User Non-Compliance | - | - | 46 | **46** |
| | N | Customer Reason for Return | Non-Faulty Return | 1,583 | - | - | **1,583** |
| | | | Faulty Return | 139 | 112 | - | **251** |
| | | | Service User Non-Compliance | - | - | - | **0** |
| September | C&S | Customer Reason for Return | Non-Faulty Return | 1,991 | - | - | **1,991** |
| | | | Faulty Return | 621 | 122 | - | **743** |
| | | | Service User Non-Compliance | - | - | 119 | **119** |
| | N | Customer Reason for Return | Non-Faulty Return | 2,770 | - | - | **2,770** |
| | | | Faulty Return | 354 | 135 | - | **489** |
| | | | Service User Non-Compliance | - | - | - | **0** |
| **DCC Total Outcome** | | | | **25,813** | **966** | **171** | **26,950** |

# 4 CH Returns – Analysis

## 4.1 By Region

### South and Central

54% of DUIS SRV attributed to CSP South and Central, of which 49% are 8.14.3 and 51% are 8.14.4.

### North

46% of DUIS SRV attributed to CSP North, of which 42% are DUIS SRV 8.14.3 and 58% are DUIS SRV 8.14.4

## 4.2 Trend

| Period | Fault SRVs 8.14.3 | No Fault SRVs 8.14.4 | Total SRVs | %of fault SRVs |
|---|---|---|---|---|
| **Q3 2019** | 915 | 2,242 | 3,157 | 29.0% |
| **Q4 2019** | 7,869 | 8,381 | 16,250 | 48.4% |
| **Q1 2020** | 8,850 | 11,920 | 20,770 | 42.6% |
| **Q2 2020** | 16,623 | 21,156 | 37,779 | 44.0% |
| **Q3 2020** | 15,557 | 18,206 | 33,763 | 46.1% |

# Appendix A – Glossary

| Business Term | Commentary |
|---|---|
| **CH Defect (as defined in SEC)** | means, in respect of a Communications Hub, any fault or defect in relation to the Communications Hub (including any failure: to conform in all respects with, and be fit for the purposes described in, the CHTS; to be free from any defect in design, manufacture, materials or workmanship; and to comply with all applicable Laws and/or Directives including with respect to product safety), which is not caused by a breach of this Code by a Party other than the DCC. |
| **CH Post-Installation DCC Responsibility (as defined in SEC)** | means, each of the reasons described in Sections F9.5(f) and (g) (where they apply following completion of the installation of the Communications Hub at a premise in accordance with the CH Installation and Maintenance Support Materials) constitute a "CH Post-Installation DCC Responsibility,<br><br>where SEC F9.5 states; |

| | |
|---|---|
| | F9.5 The reasons that apply for the purposes of this Section F9 are as follows:<br><br>(f) that the Communications Hub has a CH Defect;<br><br>(g) loss or destruction of or damage to a Communications Hub caused by a breach of this Code by the DCC. |
| **CH Pre-Installation DCC Responsibility (as defined in SEC)** | means, each of the reasons described in Sections F9.5(f) and (g) (where they apply prior to completion of the installation of the Communications Hub at a premise in accordance with the CH Installation and Maintenance Support Materials) and Section F9.5(h) constitute a "CH Pre-Installation DCC Responsibility",<br><br>where SEC F9.5 states;<br><br>F9.5 The reasons that apply for the purposes of this Section F9 are as follows:<br><br>(f) that the Communications Hub has a CH Defect;<br><br>(g) loss or destruction of or damage to a Communications Hub caused by a breach of this Code by the DCC;<br><br>(h) rejection of a Communications Hub in accordance with Section F6.10 (Rejected Communications Hub Products). |
| **CH User Responsibility (as defined in SEC)** | means, each of the reasons described in Sections F9.5(d) and (e) constitute a "CH User Responsibility", and where the Party required to do so under Section F9.2 fails to specify a reason in accordance with that Section the reason shall be deemed to be a CH User Responsibility;<br><br>where SEC F9.5 states;<br><br>F9.5 The reasons that apply for the purposes of this Section F9 are as follows:<br><br>(d) loss or destruction of or damage to a Communications Hub, which occurred while the relevant Party was responsible for such risk and which was caused otherwise than by a breach of this Code by the DCC or a CH Defect;<br><br>(e) return of a Communications Hub to the DCC, other than where another reason under this Section F9.5 applies…. |
| **Commissioned (as defined in SEC)** | means, in respect of a Device, that:<br><br>(a) the Device has been commissioned in accordance with the Smart Metering Inventory Enrolment and Withdrawal Procedures; and |

| | |
|---|---|
| | (b) the Device has not subsequently been Decommissioned, Withdrawn or Suspended,<br><br>and "Commission" is to be interpreted in accordance with (a) above. A Communications Hub shall be considered to be Commissioned where the Communications Hub Function that forms part of that Communications Hub is Commissioned. |
| **Communications Hub Return in User Dispute Window** | means, a Communications Hub that has been returned and the outcome of the final fault analysis has been disclosed to the User and DCC is awaiting a response within the 30-day window that the User has to dispute the outcome. |
| **Completion of the installation of the Communications Hub** | means, the Communications Hub has been Commissioned. |