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<b>Action:</b>	<b>For Information</b>

## OPSG Issues Log – Progress Report

### 1. Purpose

This paper provides an update on the status of actively managed entries on the Operations Group (OPSG) Issues Log, together with any activities planned to take place during the following month.

The OPSG is requested to note the contents of the paper and next steps in line with the recommendations at the end.

### 2. Actively Managed Issues

This section presents the Issues which are being actively monitored by OPSG.

Issue Number	Issue Headline	Current Stage
OPSG-001	No meters on Comms Hubs	Information collection

#### Issue and Impact

Some Communications Hubs (CHs) are being commissioned and appear on the Smart Meter Inventory (SMI) as not having any meters connected to them. This could indicate that some of the information held within the SMI is incorrect. Users are responsible for ensuring that the data held within the SMI is correct.

#### Status

The Users that are responsible for the greatest number of installed CHs without a meter attached to them in the SMI have been identified and the DCC is in discussion with those Users. Three causes have been identified:

- a) Users are not completing the install & Commission process. For example, they send the Service Request (SR) 8.11 but do not follow up by sending SRs 6.X, which leads to a change in ownership status of Meters.

- b) Users may install a CH but encounter issues during the Commissioning process which means they need to leave the site and arrange a second visit to fix the issue. During the time between the two site visits, the CH could appear as not having a meter associated with it: and
- c) Users may have a significant number of CHs in their warehouses for triage and the meters used during triage may not have been properly decommissioned.

The DCC has now identified around 161k instances which fall into the three categories set out above and is working with the relevant Users to lower their numbers.

### Next Steps

Users have mentioned that they are starting decommissioning activity imminently; the DCC is to regenerate the data and quantify the improvement to OPSG. A single installing party has been identified that is responsible for over 112k of these, DCC is working closely with the Service Managers to resolve these.

Issue Number	Issue Headline	Current Stage
OPSG-004	Incorrect or missing DNO certificates on meter	Final Analysis

### Issue and Impact

Incorrect or missing DNO certificates are being placed on meters, preventing the Distribution Network Operators (DNOs) from contacting the affected meters.

### Status

The DCC continues to provide weekly updates where SR6.15.1 or SR6.21 has not been initiated by suppliers. Regular communication has taken place with 7 suppliers who have amongst the highest numbers.

The DCC has seen a reduction in the totals from one supplier (70% cleared down) and feedback has been sought from them to establish how they found the new reporting format. The feedback was positive in that it was easy to use with clear instructions.

The DCC has also met with DNOs and encouraged them to ensure they rectify where possible where energy suppliers have used the incorrect certificates.

### Next Steps

Weekly reports continue to be placed in customer's SharePoint files with weekly calls to a number of Energy Suppliers by the DCC.

The new DCC reporting being used by some Suppliers has led to a 75% reduction in missing/incorrect DNO certificates. This issue was discussed at OPSG48 on 4 May 2021 for the DCC to get feedback, which is currently being considered.

Issue Number	Issue Headline	Current Stage
OPSG-008	Suppliers not sending SR6.23 for CoS	On hold

### Issue and Impact

The Suppliers are not sending SR6.23 (Update Security Credentials) as part of Change of Supplier (CoS) which results in the CoS not working effectively.

### Status

The SMDG is monitoring industry performance on Change of Supplier (CoS) including Suppliers completing the relevant CoS actions and timing. BEIS is considering an appropriate transition date for CoS monitoring to the SEC Panel. In the meantime, the OPSG will track issues related to CoS and report any issues to BEIS.

### Next Steps

This issue is currently on hold until Q4 2021.

Issue Number	Issue Headline	Current Stage
OPSG-015	Multiple Meters per site	Final Analysis

### Issue and Impact

With Devices not being decommissioned leading to errors within the DCC Smart Meter Inventory (SMI); the SMI shows multiple meters at single site showing as held in the DCC SMI. Erroneous listings in the SMI Impacts CoS and the Suppliers ability to identify what devices are on site.

### Status

DCC Service Centre informs Users every week, advising them of the list of MPxNs in their estate that have duplicate entries, and that the entries should be cleared with priority. A fortnightly Summary Report is also completed by the Technical Operating Centre (TOC) to identify the most negative trends (in terms of Service User performance).

### Next Steps

The DCC to continue reporting and raising the issue with Users and encourage them to take corrective actions. If improvements are not seen for certain Users, this issue will be escalated to the OPSG. The DCC to work with three Service Users who need to prioritise clean ups with the largest portfolios.

Issue Number	Issue Headline	Current Stage
OPSG-017	DCC Service Flag not updated in SMI	Final Analysis

### Issue and Impact

DCC Service Flag is not being updated in the Smart Meter Inventory. D350 Flow does not contain an indicator for a move from SMETS - Dumb Meter. This issue will have a significant impact on the CoS process as the DCC Service Flag is often the trigger for following a 'smart' CoS process, rather than

the SMETS2 Meter Type. If this is not set correctly, then Suppliers may not operate a meter as 'smart' when they are required to by their Operational Licence Conditions.

#### Status

[MP077 'DCC Service Flagging'](#) was presented to Panel on 12 March 2021 requesting a change of implementation date. The Panel has recently confirmed that the implementation date will remain as 4 November 2021.

#### Next Steps

SECAS to closely monitor the progress of MP077.

Issue Number	Issue Headline	Current Stage
OPSG-027	SEC Parties unable to return Comms Hubs in large quantities easily.	Information collection

#### Issue and Impact

The communications Hub forecast, and order process as detailed in the SEC is not working/being used. A transitional process has been developed that is not delivering adequately for Parties.

Comms Hubs cannot be returned if deemed faulty by Suppliers.

Customers cannot follow the CH returns process and meet the associated timelines.

#### Status

The DCC informed the OPSG that Bulk Returns as a physical movement of assets is being delivered by OMS in September and is part of BAU today (albeit through a manual workaround). The ability to submit multiple CH GUID 8.14.3/4 SRVs in a single payload (currently it is a single SR per hub) is expected to be implemented in November 2021. DCC is looking to batch all SRs together so individual SEC Parties can carry out bulk returns in a single transaction. Assuming a DUIS change, the Preliminary/Impact Assessment route should result for implementation in a November SEC Release 2021.

#### Next Steps

[MP117 'Bulk CH Returns'](#) - Following the Working Group meeting on 7 April 2021, an RFI was distributed to assess the business case before the Modification Report is taken to Panel.

Issue Number	Issue Headline	Current Stage
OPSG-052	Spurious Alerts	Resolution

#### Issue and Impact

Parties are experiencing large numbers of spurious Alerts. Impacts range from overloading of Wide Area Network (WAN) systems, delays in fault diagnoses, and breach of Party obligations.

#### Status

Following a release of a new CH Firmware Version, a significant number (approximately 41 million) of 8F3Es have cleared from the WAN network. There are a few live assets that still need to be updated to this Firmware version, which are responsible for the majority of the outstanding 8F3Es. Following the release of R2 Firmware, the 8F12 Alert volume has significantly declined. The alerts are being kept within tolerances and monitored for emerging threats by the DCC. There was a spike on the 3 May 2021 for 8F3Es in the Communication Service Provider North (CSP N) region for which an incident was raised INC000000723932 (Network Controller issue).

### Next Steps

The DCC is working with identified Service Users above to further reduce 8F3Es and is monitoring the cumulative volume of both Alert types. We expect these numbers to continue to drop. Regular detailed updates will also continue to be provided at the OPSG meetings under the Spurious Alerts agenda item.

Issue Number	Issue Headline	Current Stage
OPSG-054	Power Outage Reporting	Information collection

### Issue and Impact

Current Power Outage Reporting Performance Measures may not be appropriate, leading to a lack of information reliability for DNOs.

### Status

The DCC is in conversation with the DNOs on this issue, on redefining the obligation measure, addressed via SEC modification proposal [MP096 'DNO Power Outage Alerts'](#) (currently in the Development stage). The Modification has been put on hold as the DCC completes multiple projects related to the issue identified, approved via the Delivery Hub Working Group.

### Next Steps

SECAS will issue a Request For Information (RFI) document to industry to gain feedback on the modification before proceeding with the business requirements.

Issue Number	Issue Headline	Current Stage
OPSG-055	Capacity Management Concerns	Information collection

### 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 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 architecture, but does not feel it currently has sufficient visibility of the situation and roadmap to provide confidence.

## Status

[MP119 'CH Alert Storm Consideration'](#) The DCC and SECAS have been co-ordinating a view of the end-to-end capacity of the DCC Service. The DCC provided an update at the OPSG48 on 4 May 2021 and will provide a further update at the July OPSG meeting.

## Next Steps

OPSG to continue monitoring progress against these Modifications.

Issue Number	Issue Headline	Current Stage
OPSG-002	CH Exceptions in CSPN	Information collection
OPSG-003	CH Exceptions in CSPC&S	
OPSG-058	CH Exceptions in CSPC&S	
OPSG-062	CH Exceptions in CSPN	

## Issue and Impact

The DCC's reports to OPSG include a large number of Exception reports, which appear to have multiple causes. Impacts vary from non-functioning Home Area Networks (HANs) and WANs, to lack of connectivity for multiple consumers.

## Status

There are various types of Exceptions; the four main types are:

- Installations being aborted by the Service User, without corresponding SRs (8.14.2/8.14.3).
- Service Users not following Communications Hub Installation and Maintenance Support Materials (CHISM) recommendations. Either:
  - they do not install the recommended CH, fail to install an aerial, or install in areas against the recommendations of the WAN Coverage Database; or
  - they provide insufficient address details (or none) for the MPxN field in SR 8.14.1.
- CSP N sees CHs appear on its network but then does not see any traffic to or from the CHs for more than 10 days.

## Next Steps

Breakdowns by SEC Party have been identified, and the DCC is to continue monitoring the scale of Exceptions. Weekly high value incident workshops with Suppliers have been scheduled to gain traction on decommissioning efforts with the identified parties. There is also a simultaneous action to correct misalignments in data between CSPs for incidents raised, a problem that is slowing progress on resolving Exception based incidents. This data cleansing is approximately 70% complete.

DCC is working with the CSP's to see if any refining of data can be done and agree a simple process flow to cover dates and expectations going forward.

Issue Number	Issue Headline	Current Stage
OPSG-064	Service Request Forecasting Obligations	Information collection

### Issue and Impact

The current requirement to provide the DCC with message volume forecasts is difficult for Suppliers to comply with. Additionally, there are also discrepancies in the numbers of Service Requests reported by Parties and the actual demand observed over the DCC networks.

### Status

The proposed way forward is for the DCC to use its internal data to predict demand and volume, and for the Users to confirm those DCC produced forecasts (and be held to those forecasts). This Modification [MP116 'Service Request Forecasting'](#) has entered the Refinement Process. The DCC is working on applying machine learning to their SR Forecast Models; currently this model is being tested.

### Next Steps

MP116 discussed at the March 2021 Working Group. The DCC are to explicitly state how and what a DCC User shall feed into the forecasts within the 'User Guidance - Threshold and Attribute Anomaly Detection' DCC Guidance Note, before returning to the Working Group. The DCC has provided the first draft of the guidance and updated the legal text which will be brought to the May Working Group meeting.

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Issue Number	Issue Headline	Current Stage
OPSG-068	Lack of Dual Band Comms Hubs	Closure

### Issue and Impact

The lack of Dual Band CHs (DBCHs) is a growing concern and no real clarity of when the chipset issues will be resolved. Long range Comms hubs cannot be extended into premises that need it.

### Status

Problem PBI000000121936 - SubGhz GSME & Arqiva DBCH Problem with GSME meter on specific firmware version (accepted by manufacturer): Following successful installation, if CH reset occurs CH loses Gas Static Data, CH stops responding to PPMID; certain SRVs to GPF return no value; Top-Ups through PPMID/GSME not possible.

N25 Join Issue SubGhz GSME & TOSH DBCH (INC000000659127) Single supplier raised c.40% Tosh DB installs, GSME is unable to connect to CH. By pressing join repeatedly, failure rate reduced to c.10%.

### Next Steps

Over 1000 DBCHs have now been installed with weekly install rates increasing. Guidance has been provided by the DCC to the Suppliers on managing the existing issues identified on DBCHs (further details in the previous updates). Enduring fixes are expected by Q4 2021. This issue will be discussed at the OPSG 50 meeting for closure.



Issue Number	Issue Headline	Current Stage
OPSG-069	Stability within the HAN	Information collection

### Issue and Impact

Devices on the HAN do not maintain stable communications with other devices on the HAN. The stability of the HAN is often disrupted by a Hub reboot. A primary operational impact is that this process likely kicks the Display Device off the HAN, and results in manual Re-join processes, potentially also causing a significant number of Alerts.

### Status

The Technical Specifications Issue Resolution Sub-group (TSIRS) will be investigating HAN Stability moving forward and have established a HAN Stability Tracker (HANSIT) with the DCC. As per the latest HANSIT, the (anonymised) Device/Device combinations for which the defect and the scale of the issue have been identified are:

- MM<sup>1</sup>1 (Stack related Issues & Meter Defects): 5776
- MM2 (Meter APS ACK & Meter Defects): 33117
- MM3/CH<sup>1</sup>2 (Meter Tunnel Defect): 1461
- MM3/CH2 (Unknown Reason for Drops): 3910
- MM4 (Meter Defects): 6417

Currently 41% of the SMETS2 ESMEs are on robust ESME Firmware versions.

### Next Steps

The aim is by the end of Q4 2021 to move to BAU processes for ESME HAN stability. By the end of the year, mass roll out of the CH FW with the stack fixes will be complete and ESME FW with resilience should be in the majority.

Issue Number	Issue Headline	Current Stage
OPSG-071	Release 2 EDM I Comms Hubs	Closure

### Issue and Impact

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

The 2.03.1 FW (also exists in current 1.38.6 Release) addresses all issues in Prepayment notices prior, however, it contains a new Prepayment Bug. The CH resets and reboots every time the PPMID reads the Debt Log after the 11th 'top up', typically once per hour.

<sup>1</sup> MM is used as an acronym for Meter Manufacturer

<sup>2</sup> CH is used as an acronym for Communications Hub

Managed by



## Status

Four Problem tickets reported on at DCC Supply Chain Working Group:

- 1) No communication within 30 days (Volume 22500). Request to customers to respond by Friday 23rd April.
- 2) Channel mismatch (Volume 3500). CSP N have now added in a small delay in activation to ensure channel alignment and are working through backlog over next 4 weeks.
- 3) Transaction ID exhaustion (Volume 1850). Investigations ongoing, discussions with CSP N to identify forward path.
- 4) Nonresponsive assets (Volume 3000). Investigations ongoing, discussions with CSP N to identify forward path.

## Next Steps

Ready for closure. Over 90% of the EDMI Comms Hub portfolio has been upgraded to Release 2.0 firmware. EDMI Comms Hubs are being produced and delivered on Release 2.0 firmware therefore we request closure of this issue at the OPSG 50 meeting.

Issue Number	Issue Headline	Current Stage
OPSG-072	Alerts with duplicate headers for DNOs	Final Analysis

## Issue and Impact

Some DNOs have highlighted that they are receiving Alerts with duplicate Originator Counters (and therefore duplicate Headers) from live ESMes. The impact is that DNOs are unable to differentiate between real instances and duplicate instances of the Alert (assuming the Meter is behaving unexpectedly), and therefore, may not be able to act upon any critical information contained within the Alert.

## Status

The meter manufacturer concerned has acknowledged there is an issue, and they believe they will have a fix available for Over the Air (OTA) by the end of June.

## Next Steps

Discussions with Suppliers on plans to OTA upgrade to latest firmware.

Issue Number	Issue Headline	Current Stage
OPSG-073	'Other User' Data Retrieval	Final Analysis

## Issue and Impact

A few Parties acting in the 'Other User' role encounter issues while retrieving data from Devices, especially when they ask for 13 months half hourly data via SR 4.8.1. The provision of up-to 13 months' worth of data to Other Users is mandated by the SEC, so a lack of this functionality implies non-compliance to regulation.

## Status

Testing has completed against multiple meter sets in the DCC Manchester Labs.

Defects have been raised against meter manufacturers where testing has identified points of failure – Two manufacturers have accepted issues and will develop fixes in next release of FW.

General issue identified with requests of data of > 63 GBT Block size (circa 5 months data) – this issue has been raised at the GBCS working group.

## Next Steps

BEIS to issue technical paper to meter manufacturers to clarify GBCS expectations.

The DCC to introduce a dedicated Common Issues Forum for 'Other Users' to capture and track items/concerns/issues. First meeting was scheduled for 13 May 2021.

The DCC to test these scenarios for SMETS1 Devices which is currently in the planning phase with SI.

Issue Number	Issue Headline	Current Stage
OPSG-074	Non-compliant Meters and Comms Hubs	Information collection

## Issue and Impact

Comms Hubs are being installed that are non-compliant with the ICHIS Specification in terms of RF noise. The impact is potential non-compliance and interruptions in data exchange over the HAN.

## Status

Customers have provided DCC with derogated outstanding stock levels – Complete.

The DCC Devices team have assessed compliance of the outstanding stock against CSP derogation levels and provide feedback – Complete.

Feedback to customers, asking for installation projections, to be complete by March 2022 at the latest – Complete.

Customers provide the projections to install by March 2022 – Complete.

Implements a monitor and review process, facilitated by the DCC Service Centre – a tactical solution is now in place, enduring process under construction.

CR with ARQ & TEF under construction. The CR objective is to underpin an agreement for CSP's to manage the existing derogated meters presently on the network and allow remaining customer stock to be installed - Ongoing.

Operating Principal: The DCC is aiming to take a collaborative approach that protects the network whilst minimising customer and end user impact.

## Next Steps

CR (Change Request) with CSP N and CSP C&S under construction. The CR objective is to underpin an agreement for CSP's to manage the existing derogated meters presently on the network and allow remaining customer stock to be installed - Ongoing.

Operating Principal: DCC are aiming to take a collaborative approach that protects the network whilst minimising customer and end user impact.

Issue Number	Issue Headline	Current Stage
OPSG-075	Retrieval of data through SR4.10 for DNOs	Final Analysis

### Issue and Impact

DNOs who are attempting to send SR4.10 to a 'high' number of ESME's simultaneously are finding high failures when requesting >30 days' worth of data. It is possible that this may impact other SR4's when DNOs start to use them. This impacts DNO's ability to collect voltage information (SR4.10) and may impact their ability to collect consumption data on their networks.

### Status

CSP-N is continuing to review and test the Unified Code from its provider. Regression testing has been completed and the team is now carrying out the functional testing. Once this has completed, they will request the Production Code and commence with the agreed release plan.

While there is no defined timescale for the current functional testing, previous approaches have taken between 3-4 weeks to complete to a point where the Production Code is ready.

The defined release plan to upload the new firmware to all towers would take between 6-8 weeks and will be carried out under full Change Control.

### Next Steps

There is a pilot for new Firmware (FW) from CSP N that is expected to go live.

Pilot will focus on upgrading a small number of Arqiva towers and is expected to take 4 weeks.

If the pilot succeeds in resolving SR4.10 retrieval issues, the plan is to update 128 towers every week from then.

Overall aim of deployment of this FW is to get parity with C&S (which is showing an 84 - 88% success rate in 4.10 retrieval).

Issue Number	Issue Headline	Current Stage
OPSG-076	No iGT Certificates on devices	Final Analysis

### Issue and Impact

Through the introduction of Project Nexus, Xoserve now only hold the national GT details and not the iGTs.

Xoserve Data is preventing the application of the appropriate Gas Transporter (GT) certificates to SMETS1 and SMETS2 Devices.

#### Status

SECAS contacted SSC and SEC Panel for a steer. Options include: DCC not validating GT certs, requesting Suppliers to not provide iGT certs, expediting a fix through Xoserve, and applying the ACB cert (similar to the solution proposed in SECMOD 128). Extraordinary SMKI PMA meeting held and issue discussed further in March SEC Panel. TBDG concluded to update TMAD to remove the validation check for GNO certs. This is a SMETS1 issue only. for SMETS2 it is being tracked under [MP128 'Gas Network Operators SMKI Requirements'](#).

#### Next Steps

SECAS to monitor the progress of MP128 and monitor the TMAD being updated before closure.

Issue Number	Issue Headline	Current Stage
OPSG-077	Duplicate UTRN generated for SMETS1	Final analysis

#### Issue and Impact

It is possible to generate duplicate UTRN values for SMETS1 devices. If a consumer tries to top-up the same prepayment meter with more than one top-up of the same value in the same hour of the same day, the utility used to generate Unique Transaction Reference Numbers (UTRNs) will generate the same UTRN value for the second transaction. The first of these will be applied to the meter but the second UTRN will be returned to the consumer but will be rejected by the meter.

#### Status

This issue was raised at the TAG and brought to OPSG for a decision. OPSG members agreed to track the issue to resolution. Waiting for a fix in FOC Release 2.1.

#### Next Steps

SECAS to monitor the fix in FOC Release 2.1 before closure.

Issue Number	Issue Headline	Current Stage
OPSG-079	Pre-payment mode on CoS	Information collection

#### Issue and Impact

Suppliers have been seeing devices come over to them in Change of Supplier that are operating in Prepayment Mode. The MRA has an agreed procedure (MAP 24 v1.6 – Smart Prepayment Change of Supplier Exceptions Process).

### Status

The MRA team has confirmed that the MRA Contract Managers for Suppliers and Distribution business are made aware of their obligations and agreed processes.

A revised version of MAP24 was shared with Contract Managers in February 2021.

There are various routes to take if parties are not complying their MRA obligations.

### Next Steps

As more Suppliers have started to see this issue, SECAS will be raising this issue at the Issue Resolution Expert Group (IREG).

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## 3. Recommendation & Next Steps

The OPSG is requested to:

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

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25 May 2021