MP137 'Sharing information on Defects and Issues'

October 2021 Working Group – meeting summary

Attendees

Attendee	Organisation
Ali Beard	SECAS
Khaleda Hussain	SECAS
Bradley Baker	SECAS
Joey Manners	SECAS
Anik Abdullah	SECAS
Tim Newton	SECAS
Sasha Townsend	DCC
David Walsh	DCC
Sarah-Jane Russell	British Gas
Lucy Hogarth	EDMI
Julie Geary	E.ON
Alex Hurcombe	EDF Energy
Daniel Davis	ESG Global
Matt Hallchurch	Honeywell
Alastair Cobb	Landis + Gyr
Ralph Baxter	Octopus Energy
Ashton Pearson-Child	Outfox the Market
Mafs Rahman	Scottish Power
Eric Taylor	SLS Corp
Elias Hanna	Smart ADSL
Matthew Alexander	SSEN
Robert Johnstone	Utilita
Gemma Slaney	WPD

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified, the Proposed Solution, the business requirements, and the proposed next steps.

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Issue

- There is currently no mechanism to allow the sharing of information regarding defects and performance related issues with Meters and other Devices other than the Data Communications Company (DCC) Top Issues Forum.

- Smart Energy Code (SEC) Parties have little visibility of defect and performance fixes that are planned by Device Manufacturers.

- Lack of shared information has led to the industry facing issues that are not quickly resolved due to the commercially sensitive information associated with Device Model Combination (DMC).

Business Requirements

1. Device Model Combination (DMC) including Communications Hub (CH) which present a safety or security concern, or billing issue will be recorded on the database.

2. Defects and Issues with fixes which are raised by anyone to the Data Communications Company (DCC) will be recorded on the database.

3. Defects and issues on DMC including CH which are voluntarily declared by manufacturers will be recorded on the database.

4. Specified authorised Parties will be able to submit queries to the database by DMC.

5. Results returned will be by DMC.

6. Results will be returned only if the Party has that DMC on their estate.

Proposed Solution

- To create an additional centralised system to be developed to hold information on all known issues with component parts of the system, planned resolution, dates and any mitigations.

Working Group Discussion

SECAS (KH) provided an overview of the meeting objectives, the issue and Proposed Solution. The Working Group noted the issue and provided no further comments.

SECAS (KH) presented the business requirements to the Working Group. A Working Group member (AC) advised there has been a lot of push back on the first business requirement regarding 'DMC and CH which present a safety or security concern, or billing issue will be recorded on the database' as this is being reported elsewhere. He confirmed there is an existing route via the Security Sub-Committee (SSC) where members must report these issues as an obligation on Devices presenting safety and security concerns. Members requested this requirement be removed as this will cause duplication. The Proposer (RB) iterated the purpose of the platform to be used on a voluntary basis to benefit the industry in locating fixes for known issues quickly, which is otherwise held by the DCC. The Working Group expressed their opinion the solution should not be a duplication of effort if these issues are being reported elsewhere.

SECAS (KH) highlighted the benefits of the solution to members reassuring members the search criteria would be limited to DMC level only, to avoid security and confidentiality concerns. A small

Supplier (LH) supported the change advising they would benefit from this modification as they are restricted in currently obtaining this information and this is an issue they are experiencing.

The Proposer (RB) highlighted the principle of the modification can be achieved either by the DCC Service Desk, as the DCC currently oversee most of the issue, or by developing a centralised platform. Members expressed interest for a platform rather than going through DCC helpdesk as resourcing issues will need to be considered. Another Working Group member (LH) highlighted the reason why they supported the modification was because the current route to take to find such information is not clear and not easy to access. The Proposer acknowledged the industry did not feel comfortable in sharing issues and defects but highlighted it was important the industry looked at what could be done to make such information more accessible as well as being entirely voluntary.

Members advised it would be beneficial to know clearly what the ask would be of the industry when this platform is created and what work would need to be done from a DCC perspective.

SECAS went over the business requirements in detail with the Working Group. It was agreed to remove requirement one. Regarding requirement two, members agreed there was a need to have the firmware to be recorded as part of the Device Model Combination (DMC). Members confirmed they were comfortable with requirement three and for information to be issued on a voluntary basis, SECAS agreed to keep this as is. Regarding requirement four it was suggested for both the DCC and Suppliers to have access and the DCC to populate the information on the platform. It was agreed that results should be returned by DMC. It was agreed that requirement 6 should be removed as every Supplier would eventually have all DMCs on their estate through churn. SECAS agreed to review and refine the business requirements and share with the industry accordingly.

The Working Group noted the next steps and provided no further comment.

Next Steps

The following actions were recorded from the meeting:

- SECAS to refine the business requirements.
- SECAS to circulate the revised business requirements offline with the industry for comment.
- SECAS to request the Preliminary Assessment