**MP082 ‘2.4GHz Channel Management’**

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**Request for information**

Responding to this consultation

This is a Request for Information for [MP082 ‘2-4GHz Channel Management'](https://smartenergycodecompany.co.uk/modifications/2-4ghz-channel-management/). We invite you to respond to this consultation and welcome your responses to the questions set out in this form. To help us better understand your views on this Modification Proposal, please provide rationale to support your responses. In order for us to set out the business case we ask that you provide any information you can on the costs and benefits of this modification to you. This can be a rough order of magnitude and can be marked as confidential.

To help us process your response efficiently, please email your completed response form to [sec.change@gemserv.com](mailto:sec.change@gemserv.com) with the subject line ‘MP082 Request for information response’.

If you have any questions or wish to respond verbally, please contact Khaleda Hussain on 020 7770 6719 or email [sec.change@gemserv.com](mailto:sec.change@gemserv.com).

Deadline for responses

This consultation will close at **17:00** on **Friday 22 April 2022.**

The Proposer may not be able to consider late responses.

Summary of the proposal

## What is the issue?

As the Smart Metering rollout progresses, more and more Devices will be installed and will be operating simultaneously on the same 2.4GHz Channel. Other Devices may be co-located and compete for access on the license free Industrial, Scientific and Medical (ISM) bands. The ZigBee 2.4GHz Channel used by the Communications Hub is selected at install and set for the life of the Smart Metering System unless the system is subject to external intervention. This would be via a site visit involving a Communications Hub exchange and a migration of the existing HAN, and no guarantee a better channel will be selected.

There are a number of HAN stability issues, defined as issues in which Devices abruptly drop off the HAN for a sustained period of time. A variety of Device combinations maybe involved. At present, the main issue appears to be ESME and Communications Hub related. However, HAN stability issues may also concern other Devices (e.g. IHD, PPMID), individual pairings, or a particular combination of Devices on the HAN.

Impact

* Suppliers have reported some performance issues noted by customers including
  + - Smart Metering Devices losing connectivity (e.g., IHD not displaying data)
    - Interference
    - Inability to read smart data

MP082 proposes to develop a mechanism to allow the Communications Hub to change the radio channel remotely after installation. This modification will provide an additional tool for Suppliers to attempt to resolve the impacts of poor HAN performance.

SECAS understands and recognises that it may not be possible for SEC Parties and Suppliers to ascertain the root cause of such issues due to the limited amount of HAN performance data that is available to them. This RFI encourages that any anecdotal evidence or indicators also be shared which may be attributable to this issue.

Respondent details

| Respondent details | |
| --- | --- |
| **Name** | Click and insert your name |
| **Organisation** | Click and insert the name of the organisation you are responding for |
| **Phone number** | Click and insert a phone number we can call you on with any queries |

| Parties represented | |
| --- | --- |
| **Party Category** | Click and select your Party Category |
| **Parties represented** | Click and insert the name(s) of any SEC Parties you are responding for |

| Confidential information | |
| --- | --- |
| Does your response contain any confidential information? | |
| **Response** | Click and select your response |
| If ‘yes’, please clearly mark all confidential information (e.g. in red font).  Any confidential responses will be shared with the Change Board and the Authority under a **Red** classification in accordance with the SEC Panel Information Policy. | |

Consultation questions

| Question 1 | |
| --- | --- |
| Do you recognise the issues identified under MP082?  *Please provide your rationale.* | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 2 | |
| --- | --- |
| Please provide details of any HAN stability occurrences for Single Band installations or Dual Band installations with Devices on the 2.4GHz band, that could be attributed to the problems described under MP082. Please include information on occurrence rate, impact, how these were diagnosed and if applicable how they were resolved. | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 3 | |
| --- | --- |
| Of the above recorded issues, how many have had root cause analysis which has found the issue within the scope of MP082 likely to be the problem. Has the root cause analysis shown several simultaneous issues have resulted in similar loss of HAN or instability of HAN.  *Please provide your rationale.* | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 4 | |
| --- | --- |
| Please provide any further comments you may have. | |
| **Comments** | Click and insert any further comments |