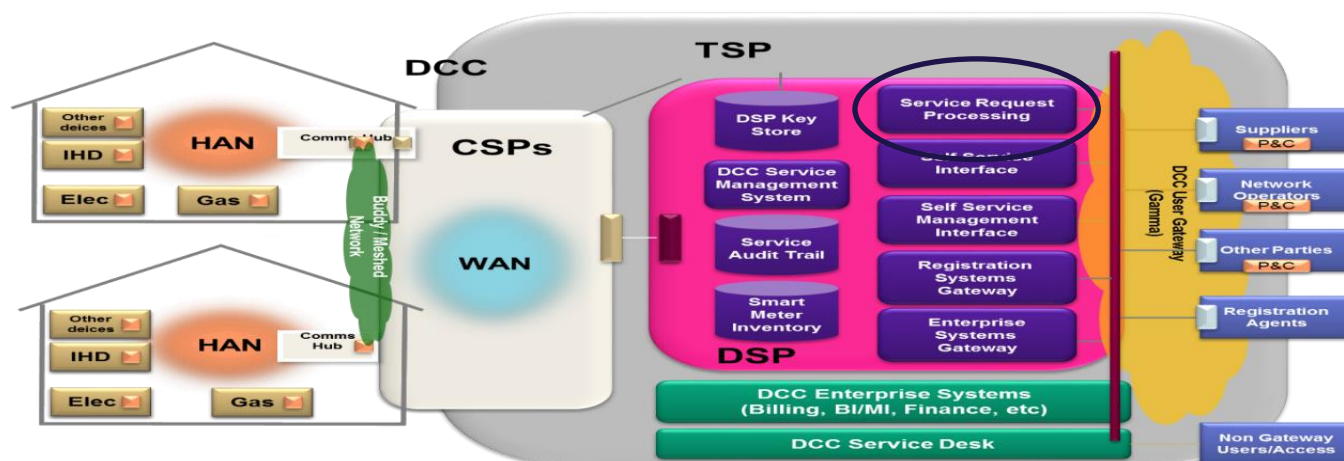


DCC Major Incident Summary Report

(Produced in accordance with Section H9 of the SEC)

Date of Incident	23/03/2021
DCC Incident Reference Number	INC000000707890
DCC Problem Reference Number	PBI000000122422
Service Impacted	All SMETS1
Date/ Time Incident reported	23/03/2021 14:34 (Logged in the ITSM tool) 23/03/2021 13:52 (Actual outage start time)
Date & time incident resolved	24/03/2021 08:54 (Logged in the ITSM tool) 23/03/2021 15:01 (Outage restoration time)
Time taken to restore Service(s) (Hours)	1 hours 9 minutes
Resolution within SLA (Y/N) [SEC 9.14(b)]	Yes

Nature of the Major Incident / Short Description



At 14:34 23/03/2021, an incident was logged by one of the Service Users advising that they are seeing Service Request failures in the SMETS1 estate. DCC TOC (DCC Technical Operations Centre) and SMETS1 Service Provider (S1SP) both advised DCC Incident Management that 100% of Service Requests were failing for SMETS1 traffic. Upon investigation by DCO (Dual Control Organisation) it was found that 100% of Service requests had been failing on the SMETS1 estate since 13:52.

DCO observed that there was an outage on their NDB (Network Database)

DCO convened an internal technical restoration bridge and a restart of all elements on the NDB platform was performed.

Service was restored at 15:01 and this was confirmed by DCC TOC and the S1SP that had previously reported the failures.

This impacted all on demand Service Requests across the SMETS1 estate. This would have impacted the ability to migrate SMETS1 meters, however, none were planned for 23/03/2021.

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.

SMETS1 migrations would not have progressed, although there were no migrations planned for the day.

The high impact release window had to be cancelled, pending a rearranged date.

Resolving actions taken

- Restart of the DCO Network Database elements.

Root Cause, if known

DCO have opened high priority fault tickets with their NDB platform hosting provider to determine root cause.

Root cause will be tracked via the DCC Problem Management ticket PBI000000122422.

Table of linked incidents

Incident	Linked incident	Nature of link
INC000000707890		Related
INC000000707889		Related
INC000000707786		Related
INC000000707926		Related
INC000000707776		Related
INC000000707777		Related
INC000000707923		Related
INC000000707928		Related
INC000000707929		Related
INC000000707939		Related
INC000000708043		Related
INC000000708054		Related
INC000000708103		Related

