

# DCC Update

**Tom Rothery**  
Head of Regulation

15<sup>th</sup> June 2018



# Agenda

- General Update
- Major Incident Update
- Tactical Production Proving
- Annex
  - SMDG Slides

# Production status

## ACTIVITY SUMMARY AS OF 08/06

Region	# Suppliers	ESME device	GSME device
CSP(N)	8	5	2
CSP(C/S)	15	5	3

Region	ESME count	GSME count
CSP(N)	86	63
CSP(C/S)	528	502

## OUTCOMES

- Broader deployments and pilot adoption continues, milestone of >1000 meters now passed
- Some internal re-organisation underway within DCC to support next stage of Operational delivery and BAU Service demands; DCC recognise importance of maintaining established contacts and relationships.

## KEY ISSUES

- SMKI Cert errors: fix has been proven in test environment and is now being validated in Production, with positive initial results
- Gas Proxy instability: fix for CH manufacturer is ready for OTA to production; information on CH firmware releases is being provided regularly
- CSP(N) firmware upgrade: all 1100 masts for OS support now 50% complete, just 1 day behind schedule
- RDP Data: some DSP errors in processing identified (incl CoS and duplicates). A fix is being applied and further work is being carried out with customers on exception handling.
- Maintenance/Fix activities: a programme of improvements to provide enhanced monitoring and resiliency has been planned, for deployment through to Sept/Oct. DCC hopes to deliver this via planned maintenance.

# Delivery: SMETS1 and SMETS2 Release 2.0

## SMETS1

- A further Security workshop held on 13th June to enable baselining for IOC.
- Additional JIP milestones for IOC and MOC deliverables will go to July IMF.
- 2nd code deployed into SIT and formal reporting to SEC panel has started.
- Updates provided to BEIS to support consultations; more info next month on meter manufacturers.
- Good overall progress with DCC supply chain; all material contracts either signed or in negotiation; all are ahead or on track.
- TMAD consultation has closed: large volume of responses now being analysed.
- Continuing stakeholder bilateral and multi-party meetings (15 in June). Good meeting with DNOs (7<sup>th</sup> June), well-attended independent supplier forum (12<sup>th</sup> June).

## SMETS2 Release 2.0

- Single Band CH UIT Commenced on 21st May as planned, with two Test Participants already in testing.
- Dual Band CH SIT underway with both CSP(C/S) and CSP(N) ahead of the glide path.
- SMETS2v3 SBCH DIT testing has commenced; initial assessment of the new meter firmware is very positive.
- CSP(N) test comms hubs for RTLs delayed – latest forecast for initial batch to be delivered on 13th July.
- Order Management System is due to go live on 3rd July.
- Request For Proposals to support DIT for SMETS2v3 covering new firmware for single band devices and new sub GHz meters has closed with only one respondent able to meet the dates.
- CSP(N) Fylingdales comms hubs are delayed by approx 3 months to March 19; should not affect a material number of orders.

# DCC Events

DCC Finance Update	20 June 2018	DCC is holding a Finance Update for Customers prior to the publication of our next indicative Charging Statement for RY2019/20 and an indicative budget for RY20/21-RY21/22 (Issue 2.0).
Testing Design and Execution Group (TDEG)	July 2018 (date TBC) at Ibex House	TDEG is a monthly DCC forum to discuss the development of the test approach documents, testing environments, and any issues DCC's Customers are experiencing in the User Interface Testing (UIT) environment.
Design Release Forum (DRF)	July 2018 (date TBC) at Ibex House/ (telco available)	The Design Release Forum discusses core technical briefing information on changes to Customer Facing interface specifications for forthcoming Releases. It runs monthly, meetings are run face to face and teleconference; on occasion some discussion/development items will be face to face only by agreement.
DCC Customer Operations Forum	5 July 2018 at Ibex House	This is a regular meeting for DCC, our customers and other industry parties to discuss key aspects of Service Management. The forum focusses on how our customers interact with the DCC solution.
Common Issues workshop	11 July 2018 at Ibex House	Workshop run under Chatham House Rule, where customers share their top three issues in testing and or their Pilots.
SW WAN Comms Hubs Forum	26 July 2018 at Ibex House	The Comms Hub & SM-WAN forum is for DCC Customers; Energy Suppliers, SEC Parties, and Device Manufacturers to discuss CH & SM-WAN issues and developments according to the priorities of the attendees.

# DCC Consultations

## Current Consultations

- DCC does not currently have any open consultations.

## Forthcoming consultations

- Reduced Height Communications Hub (North Region), June 2018 – July 2018
- Firmware Management Strategy, July 2018 – August 2018
- SMETS1 User Testing Service Approach Document (UTSAD) and associated changes to the Common Test Scenarios Document (CTSD) and the Enduring Test Approach Document (ETAD), August 2018
- SMETS1 Systems Capacity Testing Approach Document (SCTAD), September 2018
- Consultation on Temporary Maintenance Proposals due imminently

# Major Incident Reporting

## 1. Internet connectivity at DCC Runcorn unavailable.

**Incident opened:** 4 April 2018 at 07:10

**Incident closed:** 4 April 2018 at 08:40

### Issue Summary:

- An issue with a server prevented network access to the Ruddington Office which hosts the DCC Service Desk and several DCC Operations staff.
- DCC Service Desk availability was impacted.

### Action taken:

- Mobile tethering and VPN connectivity were used to allow access to all operational systems.
- Server reboot restored full connectivity.

## 2. Application Programming Interface (API) not running in one direction

**Incident opened:** 10 April 2018 at 10:36

**Incident closed:** 11 April 18 at 02:10

### Issue Summary:

- The devices that manage and regulate inbound / outbound traffic (e.g. messages) through the DCC User Gateway in the North region were not working properly, this stopped traffic being processed and resulted in the service becoming unavailable.
- CSP South and Central use a different system which limited impact to the Smart Metering Inventory being unavailable.

### Action taken:

- Problem investigated to determine extent of failure
- Impact assessment conducted to ascertain risk to DCC and its customers and to identify and implement the resulting recommended actions.

# Production Proving Update

- A Tactical Production Proving solution is being implemented to give DCC a basic production proving capability prior to Release 2.0.
- DCC will contract with a SEC Party who will undertake production proving on its behalf.
- Following an open procurement process, DCC is now engaging with one vendor (who will operate in the Other User role).
- A limited solution will be implemented with controls in place to ensure there is no conflict with existing regulatory and security arrangements.
- Details of the solution have been shared with the SEC Operations Group and Customers (via DCC Forums i.e. Ready to Scale).
- An Enduring Production Proving solution is being developed by DCC, enabled by Section P (Production Proving) of the SEC.