Data Communications Company

# DCC Update


## Tom Rothery

**Head of Regulation**


14th September 2018

# Agenda

- General Update
  - Major Incident reporting
  - SMETS1
  - R2.0
  - DCC Events
  - DCC Consultations

# Major Incident Reporting

1. **Comms Hub Device Management: Customers reported intermittent issues impacting the ESME and GSME installations**

**Incident opened:** 21 August 2018 at 10:24

**Incident closed:** 21 August 2018 at 12:22

**Issue Summary:** Several customers advised that various service requests were not being processed which impacted the ability for new Gas and Electric meters to be installed.

**Action taken:**

- A change undertaken by DSP, expected to be 'non intrusive' was identified as the cause of the incident and was reversed on 21 August 2018 at 12:22.
- An immediate Change Freeze was applied to the DSP.
- A permanent fix has been applied to the affected database and the service has been fully recovered.

2. **Core Communication Services in North Region disrupted**

**Incident opened:** 3 September 2018 at 10:30

**Incident closed:** 3 September 2018 at 11:45

**Issue Summary:**

- CSP North Identified an issue with managing transient storage space that impacted the primary and secondary network controllers, which impacted the ability of customers in the North Region to connect to Communication Hubs.

**Action taken:**

- Disc space was extended on the impacted network controllers at 11:35. The impacted network controllers were then restarted at 11:45 which restored Core Communication Service on 3 September 2018.
- Following service restoration, end to end connectivity checks were conducted by CSP North to confirm connectivity was restored.

# Delivery: SMETS1

- Re-planning will be complete by 18th September 2018
- Consultation with industry will start on 8th October2018
- Proof of Interoperability – 14th December 2018

## Timeline to consultation and a new SMETS1 LC13 plan

# Delivery: Release 2.0

- DCC have decided to delay go-live of R2.0 from 29/09 to 27/10. This is due to the decision to align with upcoming releases of production firmware and to allow time for additional testing DCC have decided to undertake to complete successfully. Upgrade of UIT-A to R2.0 will now take place on 16/10/18.
- JIP CR to amend the milestone for delivery of mass manufactured comms hubs was reviewed and adopted by IMF. This has been moved from 13/12/18 to 15/04/19 to allow for additional testing with sub GHz devices which are not yet available from suppliers
- SBCH UIT regression testing now mainly complete with only one obligated test participant likely not to complete by the deadline but all are likely to complete ahead of go-live.
- DCC now carrying out Final Regression Testing to test merged production code, final hardware revisions, and TAG SIT exit conditional items
- DBCH UIT progressing for CSP-South/Central. DBCH UIT entry for CSP-North awaiting completion of final regression testing

# DCC Events

| Forum | Date | Details |
|---|---|---|
| Smart Meter Wide Area Network (SM WAN) Comms Hubs Forum | 27th September at Ibex House | The Comms Hub & SM-WAN forum is for Smart DCC Customers; Energy Suppliers, SEC Parties, and Device Manufacturers to discuss Comms Hub & SM-WAN issues, and developments according to the priorities of the attendees. |
| DCC Customer Operations Forum | 20th September at Ibex House | This is a regular meeting for Smart DCC, our customers and other industry parties to discuss key aspects of Service Management. The forum focusses on how our customers interact with the Smart DCC solution. |
| Testing Design and Execution Group (TDEG) | 9th October at Ibex House | TDEG is a monthly Smart DCC forum to discuss the development of the test approach documents, testing environments, and any issue Smart DCC's Customers are experiencing in the User Interface Testing (UIT) environment. |
| Common Issues workshop | 10th October at Ibex House | Workshop run under Chatham House Rule, where customers share their top three issues in testing and or their Pilots. |

# DCC Consultations

## Current consultations

- Changes to the Intimate Communications Hub Interface Specification (ICHIS) – closes 21st September
- SMETS1 User Testing Service Approach Document (UTSAD) and associated changes to the Common Test Scenarios Document (CTSD) and the Enduring Test Approach Document (ETAD) – closes 21st September

## Forthcoming consultations

- Firmware Management Strategy, Late September - October 2018
- SMETS1 LC13 re-plan, Late September – October 2018
- SMETS1 Transition and Migration Approach Document, 9th October – 31st October 2018
- SMETS1 Systems Capacity Testing Approach Document (SCTAD) - TBC