

# Consultation

## Communications Hub Supporting Information changes for

Consultation opens: 13 September 2019
Consultation closes: 4 October 2019

**Date:**

**13 September 2019**

**Classification:**

**DCC Public**

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## 1 Introduction

The purpose of this consultation is to invite views on an amendment to the Communications Hub Supporting Information (CHSI), which is a specification required under clause 1.5 of the Communications Hub Handover Support Materials (CHHSM). The amendment focuses on additions to the Communication Hub (Comms Hub) reset timings and processes.

## 2 Background

Appendix C<sup>1</sup> of the CHSI currently sets out the procedures and timings for undertaking a reset of a Comms Hub for each Comms Hub Variant in each Region. Where a Party wishes to reset a South and Central Comms Hub in order to resolve an issue, then the Comms Hub can either:

- be unseated from a powered Intimate Communication Hub Interface Specification (ICHIS) host for at least 3 minutes and then re-seated; or
- remain seated on the ICHIS host and power removed from the ICHIS host for at least 3 minutes.

When a Comms Hub is powered on, it creates a 'Birth Event' which is logged on the Comms Hub Event Log. Recently, DCC has seen many Comms Hubs in the South and Central Region receiving an older timestamp for a Birth Event. Investigations have shown that the build date of the Device appeared to have been logged as the timestamp.

The root cause of this issue is that these Comms Hubs have been re-seated on the ICHIS host multiple times, in close succession; i.e. under 3 minutes. This is not in accordance with the procedures and timings currently set out in CHSI Appendix C for South and Central Comms Hubs.

To prevent further occurrences DCC is seeking to amend the CHSI to state the impact of non-compliance to the instructed procedures and timings set out in Appendix C.

## 3 Amendments to CHSI

DCC have added a new clause to the South and Central section in the 'Communications Hub wait timings' table (Appendix C). This new clause sets out the consequences of not following the stated instructions when re-seating a South and Central Comms Hub. These consequences are:

1. Comms Hub will observe a power surge which could potentially damage circuitry and the Comms Hub.

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<sup>1</sup> 'Reset (Reboot and Power Down) Timings and Processes'

2. Due to the power surge the Comms Hub detects PIN 12 as HIGH and reboots in to the Test bench mode which will result in a wrong Birth Event date.
3. The wrong Birth Event will trigger an Incident, along with billing & reporting issues.

## 4 How to respond

Please provide your views on the proposed amendments to the CHSI by 17:00 on 4 October 2019 to DCC at [consultations@smartdcc.co.uk](mailto:consultations@smartdcc.co.uk). If you have any questions about the consultation documents, please contact Sasha Townsend at [sasha.townsend@smartdcc.co.uk](mailto:sasha.townsend@smartdcc.co.uk).

Consultation responses may be published on our website [www.smartdcc.co.uk](http://www.smartdcc.co.uk). Please state whether all, or any part, of your consultation response is confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department Business, Energy and Industrial Strategy (BEIS) and Ofgem (the Authority).

## 5 Next Steps

Following this consultation, DCC will consider the responses received and finalise the amended CHSI and publish it on the DCC website.