

# Consultation Response

## Communications Hub Supporting Information changes for North Region Communications Hub Wide Area Network LED Behaviour



Date: 25 April 2019

Classification: DCC Public

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## 1 Introduction

On 27 February 2019, DCC issued a consultation to invite views on changes to the Communication Hub Supporting Information (CHSI) which is a specification under clause 1.5 of the Communications Hub Handover Support Materials (CHHSM). The amendment focused on changes to the Wide Area Network (WAN) LED behaviour for North Region Communications Hubs (Comms Hubs).

## 2 Responses to the consultation

The consultation closed on 20 March 2019 and in total 4 organisations responded. Respondents included energy suppliers and other smart metering market participants.

All 4 respondents agreed with and supported the proposed amendment to the CHSI.

One respondent highlighted that it is essential that the North Region Comms Hubs indicate whether they are connected to the Smart Metering Wide Area Network (SM WAN) (or not connected) in real time via the LEDs. This assists with resolving faults. The respondent noted that there would be an impact on industry and consumers if the issue was not resolved and Comms Hubs were to continue to indicate that they were connected to the WAN when they might not be. This is because it is likely to increase site visits and delay the raising of an incident with DCC.

Another respondent accepted that the new proposed description correctly represents the new LED behaviour. They noted that they had witnessed the new behaviour on a Test Comms Hub and confirmed that it is in line with the intention and the description in the proposed amended CHSI.

One respondent also raised several questions to the consultation relating to key themes which have been summarised below along with the DCC response.

### **Supplier Party Action**

The respondent highlighted uncertainty surrounding the proposed amendment that specifies that the Supplier Party Action for the operation status is to update a DCC Incident Record to indicate any recovery steps taken and the continued dis-connection to the SM WAN. The respondent noted that it is unclear as to the action required or how/when it is expected to be captured/reported.

### **DCC response**

DCC expects that upon continued dis-connection to the SM WAN the installing party will raise an incident. When the operational status is "SM WAN disconnected / attempting to reconnect", DCC expects the Supplier Party to update the Incident Record in accordance with the Incident Management Policy as soon as possible to indicate any recovery steps taken and to indicate the continued dis-connection to the SM WAN.

### **Implementation**

The respondent questioned how this change will be implemented. For example, whether it will be implemented via a firmware or hardware change. The respondent also questioned how they will be able to know if a North Region Comms Hub supports the new functionality.

#### **DCC response**

All North Region Comms Hubs will require a firmware update. This will be implemented via Arqiva 1.39.2 which is expected to be production ready in late May 2019. All Comms Hubs that support Arqiva 1.39.2 will support the new functionality.

### **Post Installation**

The respondent noted that it is unclear whether the solution only works pre/during installation or whether the functionality continues after install. If the solution works after install, the respondent questioned whether this functionality will be realisable via an Over-the-Air (OTA) upgrade to North Region Comms Hubs so that there can be a consistent SM WAN fault diagnosis method.

#### **DCC response**

The functionality will continue to work after installation and will be realisable via an OTA firmware update to all North Region Comms Hubs.

## **3 Conclusions**

DCC is grateful for the responses received to the consultation. Following review and consideration of these responses, DCC has amended the CHSI.

If you have any further queries, please contact [consultations@smartdcc.co.uk](mailto:consultations@smartdcc.co.uk).

## **4 Next Steps**

DCC has published version 1.6 of the CHSI on the [DCC website](#).