# Summary Information

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| Topic: | Migration Error Handling and Retry Document |
| Due Date: | 02 July 2019 |
| DCC Contact | [enrolment.adoption@smartdcc.co.uk](mailto:enrolment.adoption@smartdcc.co.uk) |
| Respondent: | Western Power Distribution |
| Contact Name: |  |
| Contact Email: |  |
| Contact Telephone Number: |  |

# Responses to the consultation questions on the MEHRS

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| Numb | Question | Response |
| n/a | General Comments | We are concerned that there is no mention of Network Operators anywhere within this document. We are particularly interested in any of the issues with SharePoint as this is will provide a critical function to us throughout the migration process. DNOs need to be a recognised contact that will potentially contact the DCC if we have issues with SharePoint availability and also expect to be included as an ‘affected’ party to be notified should the DCC become aware of a SharePoint availability issue.  Consideration should also be given with regards to the reports that the DNOs will receive, for example 2.4.3 should include DNOs as an ‘affected’ User. This is required throughout the document, this is just one example.  Under 2.6.3 we would like to understand if there is any way that the DNO will be notified whether the meter set is going to be resubmitted in another week or whether it will be replaced with a SMETS2 system. Or do we just need to wait and see when we get the N16 alert at some point in the future?  Section 2.7.4 we are concerned that this will be notified via the SSI. If there is an incident where the DSP are unable to process any installations we would expect this to be a SEV1/2 incident and follow the normal SEV1/2 path with emails being sent to all parties.  We would also like clarification around 2.7.5. It states ‘. For clarity, where the Commissioning Party receives an error Response Code in relation to a ‘Request Handover Of DCC Controlled Device’, an Incident will not be raised and it shall continue processing subsequent Commissioning Requests for that SMETS1 Installation.’ Does this mean that the N42 alert will not be generated and sent to the DNO in this instance? |
| MEHR  Q1 | Do you have any detailed comments on Migration Error Handling? Please provide a rationale for your views. | [please add your response here  NB the table will resize automatically based on the text added] |
| MEHR Q2 | Do you have any detailed comments on the types of exceptions/errors that could occur? Please provide a rationale for your views. | [please add your response here  NB the table will resize automatically based on the text added] |
| MEHR Q3 | Do you have any detailed comments on the Retry and Timeout Strategy? Please provide a rationale for your views. | [please add your response here  NB the table will resize automatically based on the text added] |
| MEHR Q4 | Anything else that you think is important? Please provide a rationale for your views. | [please add your response here  NB the table will resize automatically based on the text added] |