



# Communications Hubs & Networks Consultation on Changes to the Communications Hub Supporting Information (CHSI) 2026

DCC conclusions on proposed changes to the  
Communications Hub Supporting Information to address  
issues with LED behaviour

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# Table of Contents

- 1. Executive Summary ..... 3**
- 2. Introduction..... 4**
  - 2.1. Background..... 4**
  - 2.2. Decision..... 5**
- 3. Consultation Questions & Responses..... 6**
  - 3.1. Questions ..... 6**
  - 3.2. Responses..... 6**
  - 3.3. Question 1..... 6**
  - 3.4. Question 2..... 6**
  - 3.5. Question 3..... 6**
- 4. DCC Considerations and Next Steps ..... 7**
- 5. Attachments ..... 7**

# 1. Executive Summary

1. The Data Communications Company (DCC) is Britain's digital energy spine, supporting the transformation of the energy system. DCC is licensed by the Government and regulated by the energy regulator Ofgem to connect smart meters in homes and small businesses across Great Britain to a single secure, digital network. DCC supports the roll-out of second-generation (SMETS2) smart meters, as well as the migration of existing first-generation (SMETS1) meters onto its network.
2. On the 9<sup>th</sup> March 2026 DCC consulted<sup>1</sup> on proposed changes to the Communications Hub Supporting Information (CHSI), closing on the 7<sup>th</sup> April 2026. This is the conclusion to that consultation. Our proposal was to update the CHSI to address concerns raised by SEC Parties relating to LED behaviour during the installation of a Communications Hub (CH). The only costs associated to this change are administrative.
3. We received one response to our consultation which was supportive of the proposed updates to the CHSI document. We are therefore intending to make these changes and publish an updated CHSI alongside this consultation, which will also be available on the DCC website.

<sup>1</sup> <https://www.smartdcc.co.uk/consultations/consultation-on-changes-to-the-communications-hub-supporting-information-chsi-2026/>

## 2. Introduction

### 2.1. Background

4. The CHSI<sup>2</sup> contains additional information for SEC Parties in relation to the packaging, labelling, Advanced Shipment Notification file formats, CH Status Information of Communications Hubs (both 2G/3G and 4G) and outline descriptions for aerial types. The current CHSI (v2.0) can be found on the DCC website<sup>1</sup> as required by SEC Appendix H 'Communications Hub Handover Support Materials' (CHHSM) clause 1.4.
5. The CHSI provides:
  - Information regarding CH labelling;
  - Advanced Shipment Notification (ASN) file formats;
  - Additional graphical information supporting the definition of Significant Metallic Obstruction;
  - Description of the way in which light emitting diode (LED) indicators depict the operational status of a CH;
  - Description of the aerial types DCC make available within the South and Central Regions; and
  - Definition of the wait times necessary to initiate reboot functionality and to completely power down the CH.
6. In accordance with SEC Appendix H clause 1.5, DCC is required to undertake reasonable consultation, give due consideration to consultation responses received, and publish a statement of its reason to amend content, prior to publishing a new version of the CHSI.
7. The previous update to the CHSI was in 2024 when DCC consulted<sup>3</sup> on changes to support the introduction of new 4G CHs and include a new 4G Cellular CH Variant. Version 2.0 of the CHSI went live on the 18 July 2024.
8. In 2025 concerns were raised by SEC Parties regarding 4G CH LED behaviour. It has been confirmed that CH LEDs, from the initial batch of 4G CHs (Toshiba, firmware 0.8.07), continue flashing once unseated from a powered ESME (Tamper) and can take up to 25 minutes before it stops. This can cause a field engineer to spend additional unnecessary time during a site visit as it is unclear when a CH has completed a reset process.
9. This LED behaviour has been addressed in the 4G firmware Maintenance Release 1 (MR1), meaning that for updated devices the LEDs will turn off promptly after the CH is unseated from a powered ESME (usually within 10 seconds), the CH can then be resealed after a wait period of 1 minute to allow for the CH to reboot.
10. However, CHs that have not yet received a firmware update through MR1, for example where devices have been in storage, remain a concern and could continue to impact field engineers. Therefore, following discussions with SEC committees, DCC has agreed to provide clear guidance so that CH installers are aware of the tamper and reset processes and the 1-minute wait period to avoid installation errors and unnecessary job failures.

<sup>2</sup> <https://www.smartdcc.co.uk/media/kdged1me/communications-hub-supporting-information-v20.pdf>

<sup>3</sup> <https://www.smartdcc.co.uk/consultations/chn-consultation-on-the-communications-hub-supporting-information/>

11. DCC has engaged with the Technical Architecture and Business Architecture Sub-Committee (TABASC), the SEC Operations Group (OPSG) and the Technical Specification Issue Resolution Subgroup (TSIRS) on our proposed changes.
12. In March 2026 DCC consulted and asked for stakeholders' views prior to publishing an updated version of the CHSI document that provides additional guidance for engineers address SEC Party concerns.

## **2.2. Decision**

13. DCC will update the CHSI document to align with the proposals made within our consultation.

## 3. Consultation Questions & Responses

### 3.1. Questions

14. DCC asked three questions within the consultation, asking for views on changes to the CHSI document that provides guidance on 4G LED behaviour and additionally that references to SEC Region within the document are updated. The consultation presented the questions as set out in Table 1.

Q1	Do you agree with DCC's proposals to include additional text within the CHSI that provides guidance on 4G LED behaviour? Please explain your response.
Q2	Do you agree with DCC's proposals to update references to Region within the CHSI to align with the SEC? Please explain your response.
Q3	Do you have any additional comments?

Table 1 – Consultation questions

### 3.2. Responses

15. DCC received one response to the consultation from a SEC Committee with members that are representative of the wider industry.

#### 3.3. Question 1

16. DCC sought views on including additional guidance text within the CHSI, asking: **“Do you agree with DCC's proposals to include additional text within the CHSI that provides guidance on 4G LED behaviour? Please explain your response”**.

##### Respondent Views

17. The respondent agreed with the issue as described within the consultation, noting that the behaviour of LED indicators has the potential to cause operational confusion for field installers and considered the proposal to clarify LED behaviours within the CHSI as a positive and necessary step to address the issue.

#### 3.4. Question 2

18. DCC sought views on making administrative updates to the CHSI, asking **“Do you agree with DCC's proposals to update references to Region within the CHSI to align with the SEC? Please explain your response”**.

##### Respondent Views

19. No comments were received in relation to this administrative update.

#### 3.5. Question 3

20. DCC asked if respondents had any additional comments.

##### Respondent Views

21. The respondent welcomed the DCC's engagement and collaborative approach in working with SEC Sub-Committees and SEC Parties in developing the proposed changes to the CHSI.

## 4. DCC Considerations and Next Steps

22. DCC will update the CHSI document to align with the proposals made within our consultation, with no changes.
23. DCC is required to undertake reasonable consultation, give due consideration to consultation responses received, and publish a statement of its reason to amend content, prior to publishing a new version of the CHSI as required by SEC Appendix H clause 1.5. DCC confirms that through this consultation process we have met these requirements and the CHSI otherwise remains fit for purpose at this time.

## 5. Attachments

Attachment 1: communications-hub-supporting-information-v2.1