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Operations Group Meeting 117_1405

14 May 2024, 09:50 – 16:00

Meeting Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple Smart Energy Code (SEC) Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

3. OPSG Issues (SECAS): SECAS presented proposals for a new OPSG issue raising process and the introduction of the new candidate issue 'DCC SSI Certificate Allocation'. The OPSG provided feedback to SECAS on the issue prioritisation process and discussed the outcome of the meeting with Communication Service Provider North (CSPN) that took place on 9 May 2024.

4. Non- Communicating Devices (DCC): The DCC presented the history of non-communicating devices along with providing a high-level definition of non-communicating devices. The DCC highlighted its continued engagement with DESNZ and SECAS to create industry wide definitions, which would be presented at OPSG 119 in June 2024.

5. DCC Operational Update (DCC): The DCC presented four Major Incidents, two Category 2 and two Category 1 Incidents that occurred in April. The DCC reported three of the Incidents were attributed to CSPN and one in relation to the Enduring Change of Supplier (ECoS) Service. The DCC reported low impact to Pre-Payment processes during these Incidents, however, the OPSG highlighted that the DCC is not able to report on Pre-Payment performance where the DSP is experiencing a full system outage.

6. Communications Hubs and Networks (CH&N) (DCC): The DCC presented an update on the development of the CH&N Initial Pallet Validation (IPV) readiness and IPV Approach Document (IPVAD). The DCC confirmed that the process for ordering IPV CHs is the same process for all future CH orders, with the addition of CH forecasting requirements applicable from October 2024 onwards. The OPSG discussed the importance of an appropriate IPV exit criteria in the IPVAD and agreed with the proposed approach to establish an IPV working group reporting into the Communications Transition Group (CTG), whilst acknowledging the OPSG and CTG will need to work together as both forums have a vested interest.

7. Demand Forecasting (DCC): The DCC presented the quarterly demand forecast assumptions, highlighting variance from previous assumptions. The OPSG noted the assumptions but highlighted the requirement for appropriate levels of certainty to be provided for each assumption.

8. Trust Centre Swap Out (TCSO) – Operational Issues Project Brief (SECAS): SECAS presented a project brief that proposed a new OPSG sub-group that will manage the current TCSO issues log created during the DESNZ led TCSO Surgery working group. The OPSG refrained from endorsement of the sub-group until the TCSO sub-group objectives are provided and agreed.

9. Annual Outage Plan (DCC): The DCC presented an updated version of the Annual Outage Plan, noting that two Business Continuity and Disaster Recovery (BCDR) tests were cancelled, and that it will provide the new planned dates at OPSG 119 in June 2024 for endorsement.

10. Future Service Management (FSM) (DCC): The DCC presented an update on the Service Management Working Group (SMWG) within FSM. The DCC confirmed that an open invitation to all interested SEC Parties to join SMWG had been distributed and that it is working with SECAS and the OPSG Chair to ensure that all outcomes of the working group and the context for the decisions are provided to the OPSG when endorsement is sought.

11. Future Connectivity Strategy (DCC): The DCC presented a summary of the two options being considered. The DCC noted the operational considerations and the intention to provide separate business cases for the two regions (North, and Central and South). The DCC confirmed that it will return to OPSG 119 in June 2024 with the Outline Business Case for the North. The OPSG highlighted the requirement for strategies in both regions which enable installation of the CH which has the highest possibility of achieving connection to the premise, and that this is needed as soon as possible. The DCC requested comments from members to be fed back by Friday 24 May 2024.

11. Work Package: Q4 2023/24 (SECAS): SECAS presented the OPSG Q4 lookback report: expenditure reported was over budget for the quarter, however, the expenditure for the Full Year was lower than the budget.

12. AOB:

DSP Requirement Feedback from OPSG Members: SECAS requested feedback from OPSG on the DSP requirements by 17 May 2024.

SEC website: SECAS highlighted that the new SEC website is live and requested that members contact secas@gemserv.com if they find any issues.

[The Smart Energy Code \(SEC\) \(smartenergycodecompany.co.uk\)](https://smartenergycodecompany.co.uk)

The SEC Panel Chair, OPSG, SECAS, DESNZ, the DCC and the incoming OPSG Chair, thanked Dave Warner for all of his invaluable knowledge and contributions as the OPSG Chair.

Next Reporting Meeting: 24 May 2024; Next Main Meeting: 11 June 2024.