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## Operations Group Meeting 101

29 August 2023, 12:30-16:10

### Headlines

At every meeting, the Operations Group (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. SEC Panel Reports – July 2023 (SECAS)

3.1. RDP Incidents Report (SECAS): The Smart Energy Code Administrator and Secretariat (SECAS) noted five Registration Data Provider (RDP) Severity 5 Incidents were opened in July. All incidents from May and June have now been resolved following Registration Data corrections, with 4 Incidents being reported as resolved within the month.

3.2. SEC Panel Quarterly Problem Report Summary – Q2 2023 (SECAS): The report outlined that there were 47 Open problems at the end of Q2 2023. Three Problems have breached the target the DCC has set for Root Cause Analysis: two Problems were in the medium Category, with one in the low Category. There were also 44 open Problems which the DCC considers are 'Significant and/or Impactful'.

3.3. Service Request Variance Report – Q2 2023 (SECAS): The OPSG noted that the aim is for forecasts to be within +/-10% of actuals. In Q2 2023, forecasts were 94.718% of actual service request (SRV) volumes.

3.4. DCC Responsible Communications Hubs Returns Quarterly Report (SECAS): The Q2 2023 report outlined that a total of 6,463 records were closed during this period. Of these, 6,129 were attributed to Service Users (No Fault Found) and 334 were attributed to the DCC (Fault Found). The Communications Hub Fault Rate regional split of returns was 65% in Central & South and 35% in the North.

The OPSG noted the contents of the paper and approved the commentary.

#### 4. Performance Measurement Report – June 2023 (SECAS and DCC)

SECAS provided an overview of the Performance Measurement Report (PMR) for June 2023, focusing on the measures that were below target. The OPSG noted one Category 2 incident was closed during this month and no incidents were excluded from the June 2023 PMR.

Key points discussed included:

- S1SP DXC PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' has failed to achieve the minimum service level again (after previously achieving target service level for the first time in May 2023, since first being reported in August 2021).
- S1SP DXC PM1.5 'Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time' failed to achieve the minimum service level, with performance worse than for the previous month.

- The PM2 measure failed to meet its target service level across all Communication Service Provider (CSP) regions.
- CMP3A for CSPs C&S failed to achieve the minimum service level for the third month in a row. The DCC reported they are in the process of considering a number of factors contributing to this reported performance, and noted that a formal report will be presented to the OPSG in October. The DCC reported they are in direct contact with the network providers via the Distribution Generation forum; it was also noted that Ofgem regularly review performance against this measure.
- PI1 'Performance against the times set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document' failed to reach target service level for all SMETS2 CSP regions for the third month in a row.

The OPSG noted the update.

## 5. PM2 Performance Update

This item was **Deferred**.

## 6. Business Indicator Report Summary (DCC)

The DCC provided an overview of performance against key business process indicators. Key points discussed included:

- Change of Supplier (CoS) performance has dropped due to the CSS MI,
- Tariff Update performance has increased to expected levels as it was in April 2023.
- SMETS2 post Install & Commission (I&C) performance has dropped across all CSP regions due a particular SRV being used by a single user as part of their orch.
- Similar behaviour to previous months has been observed within MOC and Suppliers are working with Users in FOC to ensure successful future rollouts. CoS (MOC/IOC) has dipped due to the CSS MI.
- There has been no overall drop in performance within the 3G sunsetting trial areas pre and post switch off at around 94% success with 96-97% of Devices communicating.
- Prepayment performance remained stable, the OPSG noted the inclusion of overall success percentage in the report.
- SMETS2 CoS performance has been variable while Install and Commission (I&C) volumes are slightly down on the previous month. For I&C reporting, the OPSG noted the metric 'Incorrect Device Status' now constitutes both 'devices not commissioned' and 'devices in an incorrect state'.
- Tariff Update performance has seen an increase in failures across all cohorts since the Price Change Event with failed validations of SRV 1.1.1 due to an invalid date and time being provided.

The OPSG noted the need for OPSG to be able to provide input on priorities for both reporting to OPSG and also execution of improvement plans

The OPSG noted the update.

## 7. OPSG Risks & Issues Update (SECAS)

SECAS presented a summary of discussions regarding the highest severity OPSG risks and new candidate OPSG Issue 111 'Arqiva whitelist CH Issue' for consideration. The OPSG agreed to Risks 015 and 016 being managed by the CTG and on the rewording of Risk 017. The OPSG also endorsed the addition of OPSG Issue 111 onto the OPSG Issues Log.

## 8. BCDR Action – 88/03 (DCC)

The DCC provided an update and conclusion for the DXC March 2023 BCDR test which experienced failures at both fallback and failover. The DCC carried out a 'lessons learnt' exercise which resulted in the decision not to run future fallback/failover in the same day for DXC or, generally, for other service providers (it may still be considered for specific instances where the architecture is such as to explicitly support it). The OPSG noted testing schedules already consulted on with industry for 2023/24 and the DCC confirmed they are to replan the DXC dates currently scheduled in September 2023 to a later date.

## 9. Price Change Events Workshop Update

The DCC provided an update on the Price Event Workshop on 16 August and noted how well it went. Service Users identified their priorities for the 1 October Price Event which included updates on: prepayment, monthly bills and credit, and expressed the particular importance of protecting prepayment consumers. The DCC highlighted the need to involve other Industry service users who did not participate in the Price Change Event workshop and do not attend the OPSG. The DCC requested support from OPSG members to assist in driving the message to those less engaged service users. The DCC also confirmed they are targeting a draft guidance document for all service users to be issued week commencing 4 September 2023, with a final update to all service users on actual planned changes targeted by 15 September 2023. The OPSG noted the update.

## 10. Any Other Business

### 10.1. SECAS Update – Panel Information Policy v6.

SECAS presented an update on the changes to the SEC Panel Information Policy Classifications.

### 10.2. Northbound prioritisation (including N56) Update.

The DCC provided an update on the Northbound prioritisation (inc. N56) and noted that there were currently no emerging risks and delivery is on track for go live on 5 October 2023. The DCC agreed to return to the September OPSG 103 Reporting meeting to provide an update ahead of go-live.

### 10.3 PKI-E consultation

SECAS reminded the OPSG of the PKI-E consultation which is due to close on 1 September.

### 10.4. Call for nomination's reminder

SECAS reminded the OPSG that the call for nominations is open until 4 September and that there is one vacant set for the Other Sec Parties seat.

### 10.5 Customer Satisfaction Survey

The Chair again invited members to contact him with any comments regarding this survey. In addition, the Chair noted the intention to schedule a discussion of the survey outcomes at a future OPSG.

**Next Main Meeting will be an in-person meeting: 12 September 2023** (London location to be confirmed by SECAS)

**Next Reporting Meeting: 25 September 2023**