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Operations Group Meeting 108_1212

12 December 2023, 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. DCC Operational Update (DCC): The DCC highlighted two Major Incidents, one Category 2 and one Category 3 that occurred on 24 and 29 November, respectively. This included a Category 2 incident and a Category 3 Major Incident which was downgraded from Category 2 and was challenged by the OPSG as prepayment vends were impacted despite being mitigated by retry strategies. The root causes are being investigated for both Incidents.

Success rates for SMETS1 & 2 Prepayment Vends largely remained stable across the CSP regions for SMETS2 and performance was largely consistent with the previous month while SMETS1 performance has increased in all cohorts by as much as 5%.

4. Spurious Alerts (DCC): The principal cause of the unexpected increase in 8F3E alerts has been identified, and the DCC is working with Suppliers to resolve it. This is expected to result in reduction in the alert volumes in the coming quarter.

5. DSP (DCC): The DCC provided the OPSG with an update on Data Service Provider (DSP) System Integrator (SI) Strategic Outline Case (SOC). The OPSG discussed accountability and measurability of effectiveness of the SI and asked that the DCC come back in January to provide an update in response to the feedback provided.

6. FSM (DCC): The OPSG noted the update but did not endorse the proposed business needs. The OPSG asked that these needs be adjusted to address the key concerns raised on behalf of Users.

7. Scaling and Optimisation (DCC): The DCC provided a progress update on Phase 2 and the results from the preferred option, SRW (Scheduled Read Window) trial of the time adjustment. Now that confidence in this mechanism has been established, the next step will be to set out how it will be employed.

8. 1 Jan Price Change Event (DCC): The DCC presented a summary of its planning and preparation activities, stating there are no major differences to the approach envisaged from that employed for the October price change event. The DCC will again request cooperation from Users, and the OPSG again emphasised the need for the DCC to ensure the readiness of Service Providers.

9. OMS (DCC): The DCC provided the OPSG with an update on the Order Management System (OMS) and noted there were still comments from Users on the proposed requirements, and the DCC were asked to clarify this. The DCC noted that, in a change, the capability and service being described would now be used for ordering for the IPV phase.

The OPSG noted the proposed service will be heavily reliant on emails between Service Users and the DCC, expressing concern on whether it was sufficiently robust given the significance (financial and operational) of the transactions that it be required to support.

10. TSAT Expired Communications Hubs (DCC): The DCC stated that, other than for a small subset of these devices, it would be possible to install, commission and update these devices without undue problems either for individual devices or the service as a whole.

The OPSG highlighted that individual Suppliers were responsible for resolving this matter, in compliance with the SEC, and if necessary, should raise a Modification Proposal.

The OPSG noted that any impacts on the planning assumptions for the 4G rollout needed to be identified.

11. Ofgem Price Control RY2022/23 (SECAS): SECAS provided an initial draft response for review with the OPSG. SECAS noted any final comments could be raised the SEC Panel and the agreement of the formal Panel response to Ofgem.

12. OPSG Issues Log (SECAS):

Incorrect DNO Certificates

The OPSG agreed that SECAS should contact the Suppliers for which error rates were increasing significantly and ask for their plans for remedying this. SECAS should also seek any input on best practice from Suppliers with low error rates.

T3 Antenna Installation Process

OPSG agreed SECAS will return in January with an update considering the OPSG Members feedback.

13. Work Package = Q4 2023/24 Look Forward (SECAS): The OPSG noted the 2023/24 calendar year budget and approved the Work Package to advance to SECCo Board approval.

14. Terms of Reference (ToR) Review (SECAS): There were no OPSG comments on the proposed draft, which was endorsed by the OPSG.

16. AOB:

SEC Derogations (Planned Maintenance and BDCR): The OPSG Chair initially raised awareness of a possible derogation for planned maintenance scheduling prompting a discussion of the difficulties experienced with scheduled BCDR events. The OPSG discussed obligations for scheduling Planned Maintenance and BCDR testing. The OPSG agreed to return to this topic in 2024.

Operational Issues: The OPSG agreed more frequent and lengthier regular discussion of operational issues should be accommodated in the Main OPSG Meeting. SECAS were asked to set out how this could be done.

OPSG 103/03: User Forum: Deferred due to time constraints. Proposals to be taken forward for comment ex committee.

Next Main Meeting: 16 January 2024; Next Reporting Meeting: 29 January 2024