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Operations Group Meeting 109_1601

16 January 2024, 09:20 – 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 proposed changes to the structure of OPSG Meetings to address the need for collective discussions and effective issue resolution and noted that proposed changes had been informed by Member feedback. The OPSG also recognised that this process should feed into a prioritisation process.

The OPSG considered two high priority issues: CSPN Lost Communication Hubs (CH) Communication and CH Birthing Issue in CSPN. The OPSG identified information gathering to be done before further consideration at the next meeting.

4. DCC Operational Update (DCC):

The DCC highlighted three Category 2 Major Incidents that occurred on 3, 8 and 14 December, with root causes attributed to faults in SMETS 1 Service Provider (S1SP) cards and maintenance releases and in S1CSP software components respectively.

DCC reported success rates for SMETS1 & 2 Prepayment Vends increased overall, with SMETS1 at 99% and SMETS2 at 98%. The success rate for Final Operating Capability (FOC) had dropped, due to the major incidents in the month. DCC requested suppliers work with DCC to identify which of the reported non-operated devices should be formally decommissioned.

5. Future Service Management (FSM) – Requirements Traceability Matrix (RTM) (DCC): SECAS highlighted that the FSM business needs had been endorsed by the OPSG ex-committee. The DCC shared high-level requirements and how these maps are delivered to the identified User Business needs. The DCC noted the RTM and how it encompassed FSM requirements and the Pain Points, allowing for traceability for Users. Additionally, DCC requested continued engagement with Users. The OPSG noted the update.

6. DSP SI – High-level Requirements (DCC): The DCC provided the OPSG with an update on Data Service Provider (DSP) System Integrator (SI) High Level Requirements. The DCC addressed the questions raised in OPSG 108 and provided answers to the OPSG. The OPSG agreed that the DCC had made some progress in addressing the questions but did feel that further clarification was required from the DCC.

7. Demand Forecasting (DCC): The DCC highlighted the key assumptions that it intends to use and an estimated projection of demand split by User category through to December 2026. The OPSG agreed that the proposed assumptions were reasonable. Uncertainty in forecasting Other User usage

was noted. The OPSG noted that combined supplier usage is predicted to be at 40% of total traffic, which should be highlighted to the SEC Panel.

8. DCO (DCC): The DCC presented details of the refined business needs and sought decision on these. The OPSG endorsed the business needs and will discuss requirements in the future.

9. February 2024 SEC Release (DCC): The OPSG deferred this item due to time constraints. It was noted that no Issues or Risks had been highlighted.

10. BCDR Testing Schedule and Draft Outage Plan 2024 (DCC): The OPSG deferred item due to time constraints.

11. Manufacturing Pack (DCC): SECAS confirmed governance of the Manufacturing Pack via the Panel Subcommittees had been approved by the SEC Panel. SECAS confirmed governance of the manufacturing pack issuance will consist of the Security Sub Committee (SSC) and Smart Metering Key Infrastructure (SMKI) Policy Management Authority (PMA) to review and endorse the content while the OPSG governed the operational readiness for issuing of the pack (targeted for a December 2024 release. SECAS confirmed the DCC will provide the Test Advisory Group (TAG) visibility of testing. The DCC also confirmed its intentions to engage key industry stakeholders via the relevant trade bodies. The OPSG endorsed the DCC's proposed Live Service Criteria (LSC).

12. January Price Change Event: Initial Review (DCC): The DCC provided an initial review with the OPSG and noted that behavioural changes were largely as expected with no Major Incidents. The DCC noted that next steps include a Service Provider performance review and pursuing continued Service User engagement.

13. OMS & Logistics (DCC): The OPSG deferred item due to time constraints.

15. AOB:

Incident Workshop: A DCC Incident Workshop will be held on 25 January 2024 in Manchester with a remote joining option available.

User Forum: SECAS briefed OPSG members that a new Teams Channel has been implemented for members to post general communications and a trial for the longer-term solution will be implemented by the end of January 2024. The solution to be trialled will be accessed via an additional tab within Teams. SECAS noted that it would be looking for member feedback over the course of the trial.

Performance Assurance Board (PAB) Update: [MP224 Performance Assurance Framework](#) is at the refinement stage with a targeted implementation of July 2024 (ad hoc SEC release). It will be considered further at February Change Working Group.

Next Reporting Meeting: 29 January 2024; Next Main Meeting: 13 February 2024.