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Operations Group Meeting 114_2503

26 February 2024, 12:20 – 16:30

Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to it by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

3. SEC Panel Reports – February 2024 (SECAS): There were seven new Registration Data Provider (RDP) Incidents opened in February 2024 and all Incidents from previous months had been resolved within the last month through Registration Data corrections. The DCC also provided an updated version of the quarterly Communications Hub (CH) returns report, noting that the initial report held incorrect data.

4. PMR – January 2024 (SECAS): SECAS noted that Communication Service Provider Central & South (CSP C&S) had not achieved Minimum Service Level for CPM3A (Power Outage Alerts) for ten months in a row. SECAS also highlighted that Performance Measure (PM) 1.1 for an FOC Service Provider achieved Target Service Level for the first time since going live in August 2022.

5. Business Processes Indicator Reporting (DCC): The DCC highlighted that Pre-Payment performance continues to improve ahead of the forecasted trajectory. The OPSG noted the volatility of performance of Firmware activation, most notably in the Final Operating Capability (FOC). The DCC reported a dip in Change of Supply (CoS) performance, which was attributed to a large Supplier; however, the root cause was still under investigation.

The DCC described the impact of Vodafone 3G sunsetting on performance and noted that no material adverse impacts had been identified.

6. DCC Service Non-Compliances (DCC): The DCC provided a list of SEC non-compliances and noted no new items.

7. June 2024 SEC Release – Readiness Review (DCC): The DCC presented an update on the SEC system release and noted risk as a result of increased network demand resulting from use of the new Meter Data Retriever (MDR) role. SECAS proposed that this should be an OPSG risk and will return with the submission.

8. Major Incidents – Review of Causes (DCC): The DCC noted that six of the 33 Major Incidents during 2023 were attributed to CSPN: three in Category 1 and three in Category 2. The DCC reported its' findings that two were infrastructure component issues and four were operations issues attributed to process. The DCC recognised a requirement for improvements to the implementation of changes, as the root causes for the majority of these Incidents were related to this process.

9. April Price Change Event (DCC): The DCC provided an update on the preparations for the 1 April 2024 Price Change Event and noted that these preparations were on track. The OPSG noted that there was no change to the User guidance.

10. MP253 'Traffic Management for Price Control Events – User Actions Required' (SECAS):

SECAS presented the proposed solution and the updated legal text. The OPSG discussed the impact on reporting and potential performance in relation to the SLA's.

12. AOB:

DCC DSP Migration Drop-In

The DCC noted two DSP migration Drop-in's scheduled for 26 April and 31 May 2024. The DCC provided the following contact customerengagement@smartdcc.co.uk for requesting an invitation.

Category 2 Incident

The DCC noted that Major Incident INC00000115655 occurred on 20 March 2024. It was noted this was due to a problem with the DSP maintenance release and that this Service Request Variant (SRV) 6.21 performance.

Next Main Meeting: 09 April 2024; Next Reporting Meeting: 22 April 2024.