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Operations Group Meeting 128_2810

28 October 2024, 12:20 – 16:30

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. SEC Panel Reports – September 2024 (SECAS): SECAS reported on the SEC Panel Reports for September 2024 to the OPSG. There were no objections from the OPSG to approve the SEC Panel Reports.

4. PMR Report – August 2024 (SECAS): SECAS presented the Performance Measurement Report for August 2024. The OPSG agreed with the PMR Summary noting that SECAS have an action to share the exclusions that relate to each PMR measure with the OPSG.

5. CSPN Update (DCC): The DCC presented an update on the CSPN improvement activity noting that the metrics and measures for reporting progress on the CSPN improvement activity was agreed in the recent workshop held with large suppliers. The DCC stated that a key focus is to drive initial improvements from 82.7% to 85% for the Comms Hub Birth to first Meter within 30 minutes. The DCC provided an Install Success Initiatives Update, noting that 28 Postcodes had now been removed from the CSPN WAN coverage database. The OPSG Chair stated that given the updates, OPSG members are more comfortable with the measures now that they have been explained.

6. Business Process Indicator Reporting (DCC): The DCC highlighted that Change of Supply (CoS) performance had increased this month in all CSP (Communication Service Provider) regions primarily due to 2 Users (ES 18.95%, ES 1.31%) having an uptick in performance. The DCC noted that most performance metrics have remained stable with SMETS1 and that the firmware issue from last month where one User's (ES 24.0%) responses of the S1CE20 error code was driving down success, is still ongoing. The OPSG Chair highlighted the importance for members to respond to the information requested from the DCC to assist in building more detailed insights.

7. CH&N LSC (DCC): The DCC presented the final statement of readiness for LSC 1 (Live Service Criteria 1) to OPSG Members noting the recommendation needed from OPSG for the commencement of the Initial Pallet Validation (IPV) Phase. The OPSG Chair noted that OPSG members endorsed the recommendation to go to IPV, noting all the concerns that have been raised by OPSG around WAN coverage assurance which need to be factored in as part of the LSC2 criteria discussion. The OPSG

Chair also referenced OPSG member concerns around the DCC's, Future Connectivity Strategy delivery timescale and the need for alternative technologies to fill any gaps.

8. Service Centre Re-Procurement (DCC): The DCC presented an update on the Service Centre Re-Procurement advising that it switched to its new supplier EXL on 1 September 2024 and that there were no issues for the service desk go-live and the transfer was successful.

9. Demand Forecasting (DCC): The DCC provided the Demand Forecast for October 2024 to OPSG Members, noting the demanding capacity function within the DCC. The DCC highlighted that it is getting better at capturing insights and stabilising assumptions and getting faster at building forecasts.

10. AOB: The OPSG Chair presented the OPSG 2025 Meeting Dates to OPSG Members. The OPSG approved the 2025 Meeting Dates. The OPSG Chair noted that a review of the Issues Log will happen over the next few weeks. OPSG Members discussed the DESNZ (Department for Energy Security and Net Zero) consultation on VWD (Virtual WAN Device) and which SEC-Subcommittee would likely best placed to take ownership of monitoring the delivery. The OPSG Chair also confirmed that a response to the consultation is currently being drafted and will be shared via the relevant SEC Sub-Committees as part of the review process.

Next Meeting 1: 12 November 2024; Next Meeting 2: 25 November 2024