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Operations Group Meeting 134_1102

11 February 2025, 9:20 – 13:30

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. Issues Review (SECCo): SECCo presented the latest version of the OPSG RAID Log and the process that the team will follow in managing updates going forward. SECCo confirmed that all 4G-related risks and issues would continue to be captured in the Communications Transition Group (CTG) risks and issues log, and the OPSG and CTG Chairs noted there would be a transition period at some point in the future. The OPSG approved the baselining of the RAID Log as baselined v2.0. The DCC presented the latest update on non-communicating devices and agreed to set up meetings with individual Suppliers to discuss the reporting in more detail.

4. DCC Operational Update (DCC): The DCC presented the Operational Update, advising that five Major Incidents had occurred in January 2025, with two Category 1 Incidents related to Data Service Provider (DSP) and were change-related, and three Category 2 Incidents. The OPSG Chair highlighted that due to improved network monitoring capability, the DCC was now able to identify Incidents proactively, in many cases preventing significant impacts on Service Users. The DCC noted the Unplanned Maintenance on 30 January 2025, stating that it was not common practice, but on this occasion, it was the best course of action given the risk of further Major Incidents. The OPSG discussed concern regarding the timeframe that Suppliers were notified of the Unplanned Maintenance and communication channels used, and the DCC noted that a review of the process surrounding Unplanned Maintenance events was underway.

5. Future OPSG Operational Updates (DCC): The DCC presented the draft scorecard metrics and asked Members for feedback. The OPSG Chair requested that Members provide feedback by Friday 14 February 2025.

6. Demand Forecasting (DCC): The DCC provided an update on the January 2025 Demand Forecast Q1, noting the importance of capacity assurance. The OPSG questioned if the DCC could provide a graph that showed a capacity overlay on the average Service Request Variants (SRVs) per day. The DCC confirmed it would discuss the feasibility with a volunteer OPSG Member.

7. 4G CH&N: IPV Exit Update (DCC): The DCC presented a progress update on the Initial Pallet Validation (IPV) period and proposed the removal of the Prepayment Meter Interface Device (PPMID)

Over the Air (OTA) customer journey from the exit criteria. The OPSG agreed to remove this from the IPV exit criteria.

8. Performance Measurement Methodology Document (PMMD) – Performance Measurement Exception List (PMEL) (DCC): The DCC provided an update on the PMEL with OPSG members noting that the Communications Service Providers (CSPs) should be responsible for resolving some of the exclusions. The DCC agreed and confirmed that a workshop would be set up to discuss collaborative solutions to the exceptions list.

9. Virtual WAN Agreements (DESNZ): DESNZ presented an update on the work it is leading to introduce Virtual WAN arrangements, which included the relevant Governance and Engagement Plans. The OPSG Chair asked OPSG members to confirm their support for the DCC to deliver the relevant functionality and capability for Virtual WAN. The OPSG confirmed their support and agreed to the need for Virtual WAN functionality and capability, however, also requested greater transparency on the cost impacts to industry.

10. Change Capacity & Improvements (DCC): The DCC provided an update on Change Capacity & Improvements, advising the opportunities and recommendations to increase change capacity to minimise change-related service outage time. The OPSG recommended that the DCC raised a SEC Modification which looked at planning maintenance time and the OPSG Chair highlighted that this would need to happen quickly.

11. CSPN Scaling & Optimisation (DCC): The DCC provided an update on the Communications Service Provider North (CSPN) Scaling & Optimisation programme. The OPSG questioned if the DCC could provide assurance that the Regional Network Interface (RNI) Phase 1 and RNI Phase 2 Drop 1 would go ahead. The DCC noted the ongoing delivery testing and that it was confident it was on track, however, confirmed that it would arrange for an update to be sent to the OPSG on 24 February 2025.

12. SMETS1 Retry Strategy (DCC): The DCC provided an update on SMETS1 Retry Strategy and requested feedback from Members regarding the proposed retry options. The OPSG discussed they would need to take it back internally and to their Adaptor providers to discuss. The OPSG Chair requested that Members provide feedback by Friday 14 February 2025, noting they would also discuss the proposed retry options approach with the Technical Architecture and Business Architecture Sub-Committee (TABASC) Chair and the DCC.

13. Any Other Business (AOB):

Future Service Management (FSM) and Market Half Hourly Settlement (MHHS): SECAS requested that Members review the AOB slides in their own time and provide feedback to the DCC by 20 March 2025 using customerengagement@smartdcc.co.uk.

February SEC Release: SECAS requested that Members provide any objections to the February SEC Release by Friday 14 February 2025.

Next Meeting 1: 24 February 2025; Next Meeting 2: 11 March 2025