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Operations Group Meeting 139_2804

28 April 2025, 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 – March 2025 (SECAS): SECAS presented the RDP Monthly Incident Report for March 2025 and the OPSG approved the report.

4. PMR – February 2025 (SECAS): SECAS presented the February 2025 Performance Measurements Report (PMR) and the OPSG approved the report.

5. Major Incidents (SECAS): SECAS presented the review reports for three Major Incidents and the OPSG approved the reports.

6. CSPN: Red Light Issue (DCC): The DCC advised that Communication Service Provider North (CSPN) had investigated this issue and had confirmed that there is a defect within the LRR CH Firmware which results in some CH's falling into 'Silent Mode'. The DCC noted that a fix had been developed and is expected to be delivered as part of the GBCS 4.2 release in 2026. The OPSG stated that the figure of 198 (0.4%) of faulty returns in 2024 showing this defect, provided by the DCC, did not appear to be accurate based on the number of CHs they had seen with this fault, so the DCC agreed to remove this from all documentation until it had completed further investigation around the volume of CHs returned confirming the fault is associated with the defect. The OPSG raised concern surrounding the faulty Communication Hubs (CHs) returns process and requested further clarification from the DCC around CSPN classification of what are deemed 'damaged' CHs during the triage/returns process. The DCC confirmed that it would return to the OPSG with further information as soon as possible.

7. BPI – Install & Commission (I&C) Best Practice Guidance Update (DCC): The DCC requested feedback from the OPSG regarding the [SEC Modification MP242 'Change to Operational Metrics to Measure on Success'](#) reporting at OPSG meetings. OPSG Members confirmed that as much data as possible should be included and the DCC agreed to organise a session to go through the reporting metrics. The DCC confirmed the outcome of the CSPN I&C trial with one Supplier, which had resulted in an update to the best practice guidance and the OPSG Chair highlighted that the guidance documentation needed to be shared with all Parties that carried out the I&C process.

8. Future Connectivity North (DCC): The DCC presented three options regarding the online coverage checker release which it had proposed to bring forward from 30 June 2025 to 30 May 2025. The OPSG supported the early release and approved the request for Additional Planned Maintenance on 29 May 2025 to enable this.

9. MP289 'BCDR Engagement' (SECAS): SECAS noted that the DCC had raised [SEC Modification MP289 'BCDR Engagement'](#) to put a BCDR Test Approach Document in place and to propose a 'relaxation' of the current SEC Section H10.12B requirement to notify BCDR testing at least 60 Working Days in advance. The OPSG raised concern regarding the DCC proposal where it had been indicated that no impact to service would result in no advance notification of BCDR testing, noting that there had been instances where Incidents had occurred where no impact was expected. The OPSG questioned if the Modification would adapt to potential changes within technology and the DCC confirmed that it would consider the risk-based approach as part of the BCDR Test Approach Document, which would be adapted in future as required.

10. Known Device Issue Log Draft Review (SECCo): The OPSG Chair requested feedback from the OPSG on the log, noting that they would add a column for 'Impacted Process' in the final version. The OPSG Chair confirmed that the log would only include known, confirmed issues, and not suspected/non-confirmed issues. The OPSG supported the proposed draft log, noting that this was essential to support the collaborative work that the OPSG has been doing on best practice and remote fixes. The OPSG Chair suggested three options for inputting information into the log and requested that Members provide feedback by Friday 2 May 2025, by emailing Jason (Jason.Stevens@seccoltd.com), Ashton (Ashton.Briggs@seccoltd.com) or SECAS@gemserv.com.

11. Any Other Business (AOB): SECAS requested feedback from the OPSG regarding providing a general indicative idea of costs associated with repeated site visits and inbound calls, noting that the intention would be to quantify the impact to industry on outages and other important processes. The OPSG were supportive of the request but noted that the information was commercial sensitive and should therefore be restricted to minimal individuals.

OPSG members noted that they had been experiencing missing pre-notification of CH pallets within the past month or so, the DCC agreed to investigate the issue and respond to the OPSG.

Next Meeting 1: Tuesday 13 May 2025; Next Meeting 2: Friday 23 May 2025