

Details			Responsible	Dates			
filter	Main/ Reporting meeting	Action	Owner	Raised on	Due Date	Update	Status
OPSG 65/07	Main	The DCC to circulate the guidance notes for Non-SEC Modification governance process to SEC Parties, including its engagement plan.	DCC	08/02/2022	04/08/2022	The DCC is looking to finalise the final stage of its governance updates in Q1 regulatory year 25/26 and will come back to OPSG with an update with information following this. The DCC expect to share this in June 2025.	Open

OPSG 66/08	Reporting	The DCC and SECAS to propose a plan for systematically diagnosing and remediating business process failures.	DCC/SECAS	28/02/2022	01/06/2022	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
OPSG 70/05	Reporting	SECAS and DCC to schedule workshops to discuss the performance of individual business processes, as prompted by the Performance Indicators.	DCC/SECAS	25/04/2022	14/02/2023	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold

OPSG 79/13	Main	The DCC to provide a process for managing and resolving instances of unstable WAN and include the various scenarios of unstable WAN (e.g. non-communicating CHs, intermittent WAN etc.) and map these in a holistic view.	DCC	13/09/2022	14/02/2023	The DCC expects developments in Q1 2025 due to CSPN improvement work and 4G rollout. This is linked to action 129/04.	Open
OPSG 86/02	Main	The DCC to work with SECAS and the OPSG Chair to review the format of the Operational Update, to provide an action driven approach for the monthly operational performance in terms of risks, issues and activities.	DCC/SECAS	10/01/2023	31/10/2023	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
OPSG 87/01	Reporting	The DCC to assess whether there is a correlation between message size and success rates.	DCC	23/01/2023	30/04/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
OPSG Project DM&A 7.F	Main	SECAS to use the Gap Analysis produced in Phase 2 to produce a view on how any relevant content (such as the Dispute and Material Breach clauses) could be used with regards to DCC Non-Compliance.	SECAS	11/04/2023		SECAS has reviewed the gap analysis and will be providing its view on the next steps with regards to this action by the end of Q2 2025	Open
OPSG Project DM&A 8.A	Main	DCC and SECAS to work together to produce a Dashboard overview for the OPSG Main meeting operational update	DCC/SECAS	11/04/2023		The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold

OPSG 93/03	Reporting	The DCC to provide a post project review of the work to date to achieve minimum service level for CSP N PM2 and in particular a view of what additional steps may be taken to achieve the target service level.	DCC	24/04/2023	31/07/2023	The DCC expect to get greater visibility within the Estate Health work due in Q3.	Open
OPSG 96/06	Main	The DCC to publish the DCC Firmware Management Policy (FMP) on its website and notify SEC Parties once done.	DCC	13/06/2023	01/02/2025	The DCC have confirmed that FMP has been reviewed and concluded that no updates are required post IPV. The document will be included and shared in Q2.	Open
OPSG 101/01	Reporting	SECAS to review and provide visibility to SEC Parties of the centralised database under development listing the issues captured across the SEC Sub-Committees with a view to highlighting any potential duplication.	SECAS	29/08/2023	29/08/2024	SECAS has completed its review of the cross sub-committee issues and will be looking to publish the list externally within Q2 of 2025.	Open
OPSG 101/02	Reporting	The DCC and OPSG Chair to review potential approaches to prioritising the focus on specific Business Processes at future OPSG meetings. The DCC to then bring this back to OPSG for further discussion and agreement on next steps.	DCC	29/08/2023	30/06/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
OPSG 103/01	Reporting	DCC to map the Performance Measures that are below Minimum and Target Service Levels onto the appropriate waterfall charts within the Business Process Indicator Report Summary.	DCC	25/09/2023	30/06/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
OPSG 106/03	Main	DCC and SECAS to propose a process for DCC and Users to collectively discuss scheduling issues for SRs.	DCC/SECAS	14/11/2023	01/02/2025	OPSG Chair and SECAS to engage with large supplier who raised the issue initially to understand if this is still an issue.	Open

OPSG 107/01	Reporting	The DCC to provide an update to OPSG that covers the reported number of noncompliant devices that are contributing to CSP North traffic congestion caused by excessive alerting Comms Hubs, chatty devices and noisy devices, the impact of each of these categories on performance, and the measures being taken or proposed to remediate them.	DCC	27/11/2023	01/02/2025	The DCC have confirmed this will be covered in Estate Health work which is expected in Q3.	Open
OPSG 107/02	Reporting	The DCC to come back to the OPSG with guidance / recommendation(s) that will assist Users with managing device selection for RAF Fylindales post code areas.	DCC	27/11/2023	01/02/2025	This action is on hold while the wider CSPN operational improvement work is carried out, this will be re-visited when the WAN coverage audit has been completed.	On hold
OPSG 110/03	Reporting	SECAS to work with the DCC to propose and schedule a focussed session with SEC Parties covering operational impacts relating to Pre-Payment.	DCC/SECAS	29/01/2024	30/06/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
OPSG 111/04	Main	The DCC to provide the OPSG with the Incident management structure/process it will be using to investigate and address the Communications Hubs (CHs) in CSPN Losing Communication issue.	DCC	13/02/2024	01/02/2025	An update could not be provided at this time.	Open
OPSG 111/07	Main	SECAS to work with the DCC on restructuring the reporting within the OPSG meetings to reduce duplication and allow adequate time for discussion of issues. SECAS to submit proposals to the OPSG for decision.	DCC/SECAS	13/02/2024	30/06/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold
SECP123/01	Main	SECAS to develop a process with the DCC and the OPSG for requesting Planned Maintenance derogations under Section H8.3, including the ability for the Panel to determine it is tolerating the need for such a derogation.	DCC/SECAS	23/01/2024	31/10/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and the outage process is undertaken.	On hold
OPSG 112/04	Reporting	The DCC to develop a geographical view of the top 10 impacted towers in CSP North and linked 'chatty' devices to see if there is an increase over Q2 2024. This is to include a view of the proportion of 'chatty devices', per tower that are being targeted.	DCC	26/02/2024	01/02/2025	The DCC will be able to provide this at the conclusion of the 242 reporting and Estate Health Planning which is expected in Q3.	Open

OPSG 114/01	Reporting	The DCC to work with Users on CH returns to understand the fault reason for return and if faulty, the correct categorisation for the fault in line with the SEC and come back to OPSG with a review and conclusions. The aim is to achieve better alignment between Users and CSPs in assessment of faults.	DCC	25/03/2024	01/02/2025	An update could not be provided at this time.	Open
OPSG 115/01	Main	The DCC to provide an explanation on the process to proactively prevent runbook issues that cause Major Incidents following a change, following concerns raised by the OPSG around the recurrence of Major Incidents related to the runbook.	DCC	09/04/2024	01/02/2025	The DCC took this action to close at OPSG 125. The OPSG (RB) noted that the DCC response was unsatisfactory, and that Users had been suffering from runbook issues for two to three years. The OPSG (RB) queried what the runbook issues arise from as it seems to be a systemic issue. The OPSG (RB) noted that this was not isolated to the Data Service Provider (DSP) and suggested that it should be reviewed by the Technical Architecture and Business Architecture Sub-Committee (TABASC). The OPSG noted that the DCC update on this action had not satisfied the requirements for closure.	Open
OPSG 118/02	Reporting	The OPSG Chair to reach out to OPSG member (EL) to align on the appropriate scope of OPSG interest in reviewing the challenges identified as part of delayed success of USRs presented by the DCC as part of the BPis reporting view.	OPSG Chair	24/05/2024	30/09/2024	An update could not be provided at this time.	Open
OPSG 121/02	Main	The Chair and SECAS to review the CTG risk register associated with the operational impacts of 3G sunset, the take up of 4G and effects on 2G traffic. This is with respect potential reporting of the knock-on operational impacts on HAN stability.	OPSG Chair/SECAS	09/07/2024	31/12/2024	An update could not be provided at this time.	Open
OPSG 121/04	Main	OPSG members to provide evidence of costs and impacts of different orchestration between the North and Central & South regions.	OPSG	09/07/2024	31/12/2024	An update could not be provided at this time.	Open
OPSG 122/01	Reporting	The DCC to report back to OPSG 123 with the outputs of the DCC led workshops investigating the root cause of Major Incident (INC000001180084) and the knock-on operational impacts identified. The DCC to also provide a demonstration of what is being done contractually to aid visibility of the DCC's endeavours to implement the contractual remedies and lessons learnt. SECAS to ensure enough time is allocated for review of this topic in the OPSG 123 agenda.	DCC/SECAS	22/07/2024	01/02/2025	The DCC proposed to close this action at OPSG 125 but noted that it would report back on Incident root cause analysis in two weeks' time and provide the provisions in place to manage these effectively with the service provider, the OPSG noted that this action would remain Open. The DCC has not provided any further update with regards to this action.	Open
OPSG 123/02	Main	The DCC to cross reference the DNO Certificate Issue list with the list of non-communicating devices.	DCC	13/08/2024	01/02/2025	An update could not be provided at this time.	On hold
OPSG 126/03	Meeting 2	The DCC to investigate the level of detail that can be provided with regards to coverage e.g. a defined metric such as % coverage within postcode areas.	DCC	23/09/2024	01/02/2025	The DCC proposed to close this action at OPSG 128 but the OPSG Chair noted that further discussion needs to occur offline separately with the DCC regarding closing this action. OPSG asked the DCC to come back with a comparison view by Supplier (anonymised) showing performance of 'CH Birth with Meter Metric' across the CSP regions and to share more visibility of the activities CSPN undertakes to assess issues with comms at the premises, including how mast failures are proactively identified.	Open
OPSG 126/04	Meeting 2	The DCC to come back to the OPSG to provide clarity on the correlation of the analysis data presented at OPSG 126 (Non-Comm Devices) versus in-life drop offs.	DCC	23/09/2024	01/02/2025	An update could not be provided at this time.	Open

OPSG 127/01	Meeting 1	The DCC to provide further clarification around how the CSPN masts costs have been allocated, the OPSG would like to understand who has paid for the current masts and who will pay for any newly installed masts in future, given that other utilities will be sharing this infrastructure.	DCC	08/10/2024	01/02/2025	The DCC has confirmed that it is working internally with Commercial Teams, there is no estimated timeframe for further update.	Open
OPSG 127/03	Meeting 1	The DCC to provide the outcomes and findings of the site visits conducted by CSPN as part of the service improvement actions.	DCC	08/10/2024	01/02/2025	The DCC have advised that outcomes and findings of the site visits conducted by CSPN as part of the service improvement actions has fed into the hints and tips document shared with suppliers. This has also been presented at SMDG and the notes/minutes have been shared from all meetings and ride alongs. Suppliers have been using this in the live environment, and the DCC has seen an increase in performance that can be contributed to this. If required, the DCC will confirm with OPSG members who in their organisations received the notes/mins.	Open
OPSG 128/03	Meeting 2	The DCC to come back to the OPSG to share more visibility of the activities CSPN undertakes to assess issues with comms at the premises including how mast failures are proactively identified.	DCC	28/10/2024	01/02/2025	An update could not be provided at this time.	Open
OPSG 128/05	Meeting 2	The OPSG Chair to feedback to the OPSG the options considered to monitor the progression of Virtual WAN Device (VWD) solution delivery.	OPSG Chair	28/10/2024	31/12/2024	An update could not be provided at this time.	Open
OPSG 129/04	Meeting 1	The DCC to come back to the OPSG with a more detailed view of the reasons why Comms Hubs are dropping off the CSPN network including a sufficiently detailed breakdown of the Root Cause Analysis undertaken.	DCC	12/11/2024	01/02/2025	A Member raised concern at OPSG 135 that the DCC had not provided sufficient analysis and output from the CSPN, and requested discussions are maintained at the OPSG as opposed to bi-laterals to ensure Industry receives the correct information. The OPSG did not agree to close this action.	Open
OPSG 130/02	Meeting 2	The DCC to come back to the OPSG to confirm the approach to be taken for the management/replacement of chatty 'SMETS2' smart meters impacting CSP C&S sunsetting.	DCC	25/11/2024	31/03/2025	The DCC has confirmed that chatty meters will be managed via the existing BAU channels which was agreed during the previous OPSG session. The DCC has seen some great progress so far and will continue to monitor and look for opportunities to reduce volumes across the alerts portfolio.	Propose to close
OPSG 132/01	Meeting 2	The DCC to come back to the OPSG to provide greater transparency on the decision-making process and address any corresponding impact on the SEC. This action was raised in response to the decision to upgrade CH firmware where there is a known issue affecting 4-6K devices.	DCC	14/01/2025	30/05/25	The DCC has confirmed that it is near completion and expect to share with the OPSG at the end of June 2025.	Open
OPSG 133/03	Meeting 1	The DCC to provide the CSPN Proof of Concept (POC) solution for multi-tenant dwellings.	DCC	27/01/2025	28/07/25	An update could not be provided at this time.	Open

OPSG 133/04	Meeting 1	The DCC to share the procedure around removing and re-adding postcodes to the WAN coverage checker in the North with the OPSG.	DCC	27/01/2025	28/03/25	The DCC has confirmed that the Trial has begun and will run until March 2025 to ensure the right parameters. Once the Trial is complete, BAU process will be shared with the OPSG.	Open
TBDG 126/01	TBDG	DCC to provide TBDG with an implementation plan of DCC's preferred route to the FOC meter reconfiguration fix.	DCC	19/02/2024	30/05/25	The DCC is currently reviewing the responses to the consultation and will draft its conclusions and report with recommendations for the Department. An update will be provided with next steps.	Open
OPSG 134/01	Meeting 2	The DCC to confirm following the February SEC Release, the number of current DCC Users that have not set TPS configurations with the DCC.	DCC	11/02/2025	30/05/25	An update could not be provided at this time.	Open
OPSG 134/02	Meeting 1	The DCC to use the next bilateral meetings with Energy Suppliers, to agree the meeting requirements and continue to work collaboratively on non-comms. The DCC to confirm with the OPSG once this process has taken place and Users are happy with their individual arrangements.	DCC	11/02/2025	30/05/25	An update could not be provided at this time.	Open
OPSG 134/04	Meeting 1	The DCC to discuss the request for a comparison of demand vs capacity as part of the demand forecasting with an OPSG member.	DCC	11/02/2025	30/05/25	The DCC has confirmed that a meeting has been arranged with the OPSG Member on 29 April 2025.	Open
OPSG 135/01	Meeting 2	The DCC to share the output and conclusions from the testing undertaken during the CSPN engagement with Supplier Parties during the summer of 2024 detailing the interferences that have impacted	DCC	24/02/2025	30/05/25	An update could not be provided at this time.	Open
OPSG 135/02	Meeting 2	The DCC to investigate the level of response from CSPN relating to the reverse logistics process, particularly with reference to triaging red WAN LEDs seen by installing Parties and return to a future OPSG with an update.	DCC	24/02/2025	30/05/25	An update could not be provided at this time.	Open
OPSG 135/03	Meeting 2	The DCC as part of the Network Traffic Management workstream to provide a list to Parties of those devices known to be non-communicating which fall into the 'DSP system retries – non-comm meters'.	DCC	24/02/2025	30/05/25	The DCC has confirmed that customers receive a weekly report every Monday on non-comms which is shared via SharePoint and included the DSP system retries.	Open
OPSG 135/04	Meeting 2	The OPSG Chair to liaise with the DCC on how specific issues relating to 3G sunseting are reflected in the DCC Performance Measure Exclusion List.	DCC/OPSG Chair	24/02/2025	30/05/25	An update could not be provided at this time.	Open
OPSG 135/05	Meeting 2	OPSG members requested to report any concerns if any in relation to the FSM timeframe and delivery milestones as a result of MHHS and DCO Go-Lives moving to October 2025. Responses to the DCC are required by end of play Friday 28 February to philip.hood@smartdcc.co.uk.	OPSG	24/02/2025		The deadline has passed for Members to provide a response.	Propose to close
OPSG 136/02	Meeting 1	The DCC to carry out a deep dive of FOC failures/S1SP report to be brought back to May OSPG.	DCC	11/03/2025	30/05/25	An update could not be provided at this time.	Open
OPSG 137/01	Meeting 2	The DCC to investigate and provide clarity on the increasing differences in Install and Commission performance trends reported between CSPN and CSPC&S, particularly from February 2025.	DCC	24/03/2025	30/07/25	An update could not be provided at this time.	Open
OPSG 137/02	Meeting 2	The DCC to confirm the number of non-communicating CHs reconnected through CSPN activity (using the three tools) versus those that were resolved through data-cleansing.	DCC	24/03/2025	30/07/25	An update could not be provided at this time.	Open
OPSG 137/04	Meeting 2	The DCC to investigate any work being undertaken with a Service User to review the S1CE20 errors seen in the FOC cohort for Pre-Payment and provide its findings to the OPSG.	DCC	24/03/2025	30/07/25	An update could not be provided at this time.	Open

OPSG 137/05	Meeting 2	The DCC to investigate E68 errors that have been observed by Service Users as part of the Change of Supplier validation and provide its findings to the OPSG.	DCC	24/03/2025	30/07/25	An update could not be provided at this time.	Open
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