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Operations Group Meeting 140_1305

13 May 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. RAID Log Review (SECCo): SECCo proposed to close and transfer existing Issue I009 '2G/3G RF Noise' to the Technical Architecture and Business Architecture Sub-Committee (TABASC). The OPSG queried the reasoning for transferring to TABASC and decided that the issue should remain within the OPSG RAID Log. The OPSG approved the baselining of the RAID Log as baselined v5.0.

4. Non-Communicating Update (DCC): The DCC noted that overall non-communicating volumes had fallen by 3K through April 2025. The OPSG raised concern regarding the continued increase to the number of non-communicating devices that would ultimately require a site-visit to resolve, and the associated cost impacts this had on SEC Parties. It was also noted that the data presented did not include a large volume of GSMEs where SRV responses had an 'empty payload.' The DCC took feedback on the reporting and confirmed that it would return in June 2025 with an updated view. The OPSG considered Gas Smart Metering Equipment (GSME) batteries and the impact on the non-communicating volumes, noting the practical challenge of acquiring evidence of volumes. The OPSG discussed the importance of understanding the root causes and required resolutions, and how the known issues log would support this work. The OPSG Chair confirmed that a call would be set up with a subset of OPSG members to discuss this further and agree next steps.

5. DCC Operational Update (DCC): The DCC noted there had been no Major Incidents (MI) in April 2025, noting that this is the first month since September 2022 with no MI. The OPSG raised concern regarding the previously mentioned Incident Management Workshop at the DESNZ Smart Metering Delivery Group (SMDG) and questioned when the Workshop would happen. The DCC stated that it had held a meeting with two Suppliers on 23 April 2025 and confirmed that there had been a miscommunication that suggested an industry-wide workshop would take place. The OPSG requested that an Incident Management Workshop be arranged and the DCC confirmed it would organise this.

6. FSM (DCC): The DCC presented the updated plan which confirmed the implementation of FSM had moved from October 2025 to March 2026. The OPSG questioned the delay and whether it would impact the Data Service Provider (DSP) motorway and the DCC agreed to return with a response on this. The OPSG queried the cost of extending the current Service Management contract due to end in October 2025 and the DCC advised that it would share these with the OPSG once the commercial discussions were completed.

7. Customer First (DCC): The DCC provided an update on the initial feedback from Phase 1 of the pilot, noting that the results varied significantly. The OPSG raised concern that the individuals on the internal DCC Customer Board were not in regular direct communication with DCC Customers. The DCC noted the feedback and offered to have further discussion with Suppliers offline and agreed to consider the inclusion of SECCo in the survey, in future phases.

8. Any Other Business (AOB):

Reminder to Participate in the DCC Customer Engagement Consultation

The OPSG Chair reminded Members to participate in the survey:

<https://smartenergycodecompany.co.uk/reminder-to-participate-in-the-dcc-customer-engagement-consultation/>

New Trust-Centre Swap Out Issues Resolution Group (TIRG) Members

The OPSG Chair advised that a request had been made for both Martin Bell (EUA) and Patricia Massey (BEAMA) to become TIRG Members and asked if OPSG Members approved.

OPSG Members approved for Martin Bell and Patricia Massey to become TIRG Members.

Action TBDG 126/01: DCC to provide TBDG with an implementation plan of DCC's preferred route to the FOC meter reconfiguration fix.

The OPSG noted that the fix should have been implemented by Q1 2025 and expressed concern with the delay and lack of update. The DCC stated that the FOC Service Provider had been asked to prioritise this and that there would be an update provided at an upcoming meeting on Friday 16 May 2025.

CH 'Silent Mode' defect

The OPSG Chair reiterated that Suppliers should be returning CHs and ensuring that they conduct the following steps to enable defect volumes to be recorded as accurately as possible:

1. Decommission CH
2. Minimise external damage to the CH using packaging
3. Send a Faulty JSR (8.14.4) selecting the 'LED fault' drop down
4. Return all CHs within 90 days

The OPSG Chair confirmed that the DCC was working on how to bring forward the fix through a Firmware maintenance release and noted that the DCC would provide an update on 10 June 2025. The OPSG raised concern regarding the formal returns process of faulty CHs and the OPSG Chair stated that they would continue the discussion with Suppliers offline ahead of the in-person meeting.

Member Leaving

Ofgem attendee (Grace Royall) advised that they would no longer be attending OPSG meetings, noting that they would confirm who would be their replacement once decided. The OPSG Chair thanked the Member for their contribution to OPSG.

DCC Reporting

The OPSG noted that there was not an agreed procedure or efficient mechanism for Suppliers to raise queries or discuss issues with DCC reports and the DCC confirmed that it would return with a response on this enquiry.

4G Pre-notification Changes

SECCo highlighted that there was a change to the pre-notification process that was presented at the Mass Deployment Working Group (MDWG) on Thursday 8 May 2025 and questioned if Members were aware of this information. The OPSG responded that they were not aware and SECCo stated that they would request the information to be shared with Communications Transition Group (CTG) and OPSG.

Next Meeting 2: Friday 23 May 2025; Next In-Person Meeting 1: 10 June 2025