

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. The DCC to provide combined MP242 reporting, and a monthly operational scorecard/dashboard, which includes 4G performance reporting, to the OPSG to replace the current BPI metrics, and strategic insight for Business Process performance, including root causes remediation.	DCC/SECAS	28/02/2022	01/06/2022	The OPSG agreed to change the wording for this action at the OPSG 141 meeting.	Open
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 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	An update could not be provided at this time.	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 2025.	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 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	An update could not be provided at this time.	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 2025.	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 Fylingdales post code areas.	DCC	27/11/2023	01/02/2025	This action can be closed as 4G can be installed in the Fylingdales area.	Propose to close
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 2025.	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 121/04	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 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. The DCC to provide the results of the CSPN WAN audit to the OPSG, including both historic and future updates to the WAN coverage checker where there is no WAN (this includes historic postcodes and future requirement following the WAN audit).	DCC	23/09/2024	01/02/2025	The OPSG agreed to change the wording for this action at the OPSG 141 meeting.	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	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 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
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 134/04	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 installs.	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	This action was proposed to close at OPSG 139, however an OPSG Member (RH) questioned if the reporting specifically stated the DSP system retries. The DCC (SH) confirmed it would investigate internally and come back to OPSG. The OPSG Chair stated that the action would remain open until the DCC responds to the query.	Open
OPSG 135/04	Meeting 2	The OPSG Chair to liaise with the DCC on how specific issues relating to 3G sunsetting 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 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 CSCP&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 138/03	Meeting 1	The DCC to clarify how it is addressing the commercial implications of non-communicating CHs. Particularly those CSPN CHs being returned with no fault found and the commercial mechanisms and liabilities the DCC are implementing.	DCC	08/04/2025	29/08/25	An update could not be provided at this time.	Open
OPSG 138/04	Meeting 1	SECCo/SECAS to work with DESNZ to align on next steps regarding bilaterals with energy suppliers to drive progress with SMNOSM related insights and best practice approach.	SECCo/SECAS	08/04/2025		An update could not be provided at this time.	Open
OPSG 138/06	Meeting 1	DCC to come back to the OPSG with clear definitions and criteria used to classify major incident reports on all classification statuses and method to ensure timely communications to Service Users.	DCC	08/04/2025	29/08/25	An update could not be provided at this time.	Open
OPSG 138/07	Meeting 1	SECAS to work with the DCC as part of MP287 to review options to enhance the COS reporting currently provided to energy suppliers and consider extending the period of recording both GSME alert for battery removal and battery replacement as part of mitigation of potential issues as a result of post COS Gain.	DCC/SECAS	08/04/2025	13/05/2025	This action was proposed to close at OPSG 141. An OPSG Member (EL) advised that this had been passed on to OPSG to monitor and therefore the action should remain open. The OPSG Chair agreed that the action should remain open.	Open
OPSG 139/01	Meeting 2	The DCC to investigate and confirm to the OPSG how the 4G CSP determines any returned CHs as 'no fault found', taking into account the OPSG concerns that any damage to the CH is considered not faulty under the CSPN returns process.	DCC	28/04/2025	29/08/25	An update could not be provided at this time.	Open
OPSG 139/02	Meeting 2	The DCC to provide the latest CH returns data to the OPSG and provide insights on the circa 99% of the total volume of CHs returned as 'no fault found'. The data should include category, volume and those that are categorised as 'no triage as CH is damaged' and any backing data for this determination.	DCC	28/04/2025	29/08/25	An update could not be provided at this time.	Open
OPSG 139/03	Meeting 2	The DCC to review and confirm options for Suppliers to return CSPN CH stock at no additional cost/charge, based on the Silent Mode defect that has been confirmed by the manufacturer.	DCC	28/04/2025	29/08/25	An update could not be provided at this time.	Open
OPSG 139/04	Meeting 2	The DCC to investigate the non-communicating volume of CSPN CHs and information provided by the Suppliers, to determine an estimation of the Silent Mode defect prevalence on currently installed CHs. The DCC to use this information and return to the OPSG with its findings and confirmation on whether the defect mitigation can be brought forward from the current GBCS 4.2 release in 2026.	DCC	28/04/2025	29/08/25	An update could not be provided at this time.	Open
OPSG 139/05	Meeting 2	SECCo/SECAS to coordinate a workshop led by the DCC to go through the reporting metrics in SEC Modification MP242 reporting with the aim of aligning with DCC Users and their understanding of reporting.	SECCo/SECAS	28/04/2025		An update could not be provided at this time.	Open
OPSG 139/06	Meeting 2	SECCo/SECAS to work with the DCC and confirm how SEC Parties can access the guidance documentation for SEC Modification MP242 reports that will support ongoing interpretation of the metrics reported.	SECCo/SECAS	28/04/2025		An update could not be provided at this time.	Open

OPSG 139/07	Meeting 2	The DCC to return to the OPSG with an update on PBI000000131916 which relates to the updated I&C guidance for CSPN.	DCC	28/04/2025	29/08/25	CSP North, and the device manufacturer, are already aware of this issue, and are working on a solution that retains the in-life behaviour implemented by the previous change, but also reinstates the original behaviour during Install and Commission. However, as this will require inclusion in a new version of firmware, this will not be implemented until Q3 2026 at the earliest. Workaround/Mitigation: Service Users have been advised to wait for a period of 5min after the status LEDs indicate WAN connectivity before they trigger their commissioning orchestration. This requirement has been established by CSP North through field observations during actual installs. One Service User has already built this workaround into their orchestration where, should an E20 error response be received to the SRV8.11 (the first SRV sent during install and commissioning), the engineer's handheld displays a message confirming the engineer should wait for 5 minutes then try the commissioning again.	Propose to close
OPSG 139/08	Meeting 2	The DCC to investigate and provide the OPSG with an update regarding issues reported by Suppliers in receipt of CHs that have not been Pre-Notified.	DCC	28/04/2025	29/08/25	An update could not be provided at this time.	Open
CTG 26	CTG	The OPSG Chair to discuss building in a Go-Live criteria for the TMG with the DCC.	OPSG Chair	12/05/2025		There was a meeting held on Tuesday 20 May with SECCO & DCC to discuss this and the DCC will bring TMG updates and success criteria to OPSG in June 2025.	Open
OPSG 140/01	Meeting 1	The DCC come back to the OPSG with the notification process for alerting SEC Parties of mast outages in the CSPN region.	DCC	13/05/2025		An update could not be provided at this time.	Open
OPSG 140/02	Meeting 1	The OPSG Chair to work with DESNZ (Ian Crag-Hine and Peter Morgan) to discuss history behind Gas meter battery replacement and provide an update to OPSG.	OPSG Chair	13/05/2025		An update could not be provided at this time.	Open
OPSG 140/03	Meeting 1	SECCo/SECAS to coordinate a workshop with OPSG members to review ways in which OPSG can make best use of the Non-Comm data reported in order to address the root causes and resolution outcomes.	SECCo/SECAS	13/05/2025		A meeting has been booked in with Suppliers for Tuesday 27 May 2025.	Open
OPSG 140/04	Meeting 1	The DCC to confirm methodology of 'Empty Payload' data for Gas Meters to enable the DCC to provide greater visibility of those in the overall Non-Comm reporting to OPSG.	DCC	13/05/2025		An update could not be provided at this time.	Open
OPSG 140/05	Meeting 1	SECCo/SECAS and the DCC to review options of the provision of monthly trend analysis of Non-Comm data month by month, and how many CHs are going non-comm each month, how many of those are install and leave and how many have been connected but have since dropped off.	SECCo/SECAS/DCC	13/05/2025		An update could not be provided at this time.	Open
OPSG 140/06	Meeting 1	The DCC to confirm if the CH firmware upgrades contributed to the spike in Non-Comm performance of CSPN CHs across Q3 2024-Q1 2025, as experienced by an OPSG Member.	DCC	13/05/2025		An update could not be provided at this time.	Open
OPSG 140/07	Meeting 1	SECCo/SECAS and the DCC to investigate options to report sub-committee appropriate operational metrics covering the performance of 4G CHs across the key business processes.	SECCo/SECAS/DCC	13/05/2025		An update could not be provided at this time.	Open

OPSG 140/08	Meeting 1	The DCC with support from SECCo/SECAS to arrange a workshop with OPSG members to cover the Incident Management process to address Supplier issues and align on required improvements and agree next steps.	DCC/SECAS	13/05/2025		An update could not be provided at this time.	Open
OPSG 140/09	Meeting 1	The DCC to review status of SSI reporting provided to Parties and to come back to the OPSG with an update on the process and approach that are in place that ensure the DCC are communicating effectively with Parties in a timely manner.	DCC	13/05/2025		An update could not be provided at this time.	Open
OPSG 141/01	Meeting 2	The DCC to request CSPN to investigate the drop in performance of Tariff Updates (SRV 1.1.1) and CoS (SRV 6.23) seen in CSPN during March/April 2025 and for the DCC to provide an update on remedial actions that CSPN can take to address this.	DCC	23/05/2025		An update could not be provided at this time.	Open
OPSG 141/02	Meeting 2	The DCC to request the CSPN increases the current storage capability for network system data to at least 90 days (in-line with Incident Management SLA).The OPSG has requested a response by 6 June 2025 to avoid further escalation.	DCC	23/05/2025		An update could not be provided at this time.	Open
OPSG 141/03	Meeting 2	The DCC to come back to the OPSG with a timeline plan and device level schedule applicable to the agreed staggered approach to the certificate rotation of Gen1 Non-Compacting prepayment installations and for this update to be provided at the OPSG meeting on 10 June 2025.	DCC	23/05/2025		The DCC propose to close this action at OPSG 142 within the Certificate Rotation Update agenda item.	Propose to close
OPSG 141/04	Meeting 2	SECCo/SECAS to facilitate a workshop with the DESNZ, OPSG Suppliers and the DCC to review the data presented by DESNZ on DBCH underutilisation and align on an approach to managing this.	SECCo/SECAS	23/05/2025		An update could not be provided at this time.	Open
CTG 27/CONF01	CTG	The DCC to provide OPSG with a clear process capturing the approach for how it will proactively and reactively update the 4G WAN Coverage Database and how it will ensure Users are communicated to.	DCC	19/05/2025		This action has been transferred from CTG to OPSG.	Open
CTG 27/CONF02	CTG	The DCC to provide OPSG with a summary of the contributing factors that may impact CHs WAN connectivity, including environmental factors such as vegetation growing on deciduous plants.	DCC	19/05/2025		This action has been transferred from CTG to OPSG.	Open
CTG 27/04	CTG	The DCC to provide data to the Mass Deployment Work Group (and follow-up summary update to OPSG) on 4G connectivity to identify the current average birthing time for 4G CHs and how that compares to 2G/3G CHs and LRR CHs.	DCC	19/05/2025		This action has been transferred from CTG to OPSG.	Open
CTG 27/02	CTG	The DCC to consider what historical data on the CH history is available at a particular premises that can be shared on a Change of Supplier (CoS) event with the new Supplier and provide the output of this review to OPSG.	DCC	19/05/2025		This action has been transferred from CTG to OPSG.	Open