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Operations Group Meeting 142_1006

10 June 2025, 9:20 – 16:00

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. DCC Operational Update (DCC): The DCC provided information on the two Major Incidents (MI) in May 2025, noting that both were related to Final Operating Capacity (FOC), one was a Category 1, and one was a Category 2. The DCC presented the FOC Heightened Supplier Management (HSM) plan and Data Service Provider (DSP) Service Stability plan, both of which were aimed at proactively preventing MIs. The OPSG asked that the DCC confirm where Service Provider contract improvements would be discussed with industry, and the DCC confirmed that it would return to the OPSG with this information. The DCC presented the CSPN Smart Metering Wide Area Network (SMWAN) Postcode Coverage Checker update process which involved analysis of the 'no WAN' Incidents raised, which resulted in the coverage status of Postcodes with poor-WAN identified being changed from True to False in the WAN Coverage Checker. The DCC noted that historically the CSPN WAN coverage checker had been updated quarterly, using Royal Mail postcode updates only, which did not provide a true reflection of the coverage. The OPSG highlighted that the terminology used with regards to WAN coverage should only be 'true' or 'false' and asked for more detail around the work CSPN had been carrying out to improve coverage. The DCC shared details on this which included moving traffic to different masts and utilizing the Comms Hub 'buddy mode' functionality. The Incident Management update was deferred due to time constraints.

4. Red Light Issue (DCC): The DCC discussed the two options to mitigate the 'silent mode' defect identified in CSPN CHs (Option 1: GBCS 4.2 Q3 2026; Option 2: Maintenance Release starting October 2025). The OPSG raised concern regarding the expected testing costs associated with Option 2 given that the defect was CH related, however, it noted that each month of delay caused a potential estimated average of 2.4K CHs to become non-communicating which would attract higher industry costs. Therefore, the OPSG reluctantly agreed to Option 2.

5. CH Returns & Dual Band Mesh Update (DCC): This agenda item was deferred to the next OPSG meeting on Monday 23 June 2025 due to time constraints.

6. RAID Log Review (SECCo): The OPSG approved the following changes to the RAID Log and the v6.0 baselined log:

- Add a new Issue I010 'Incident Management'.
- Add a new Risk R006 'Ofgem GSOP Changes'.
- Update the wording of Issue I006 'Impact of Unplanned Outages'.
- Update the wording of Issue I007 'Comms Hub Returns'.

SECAS presented the proposed 'Known Device Issues Log' process, the OPSG discussed the benefits and challenges of this and SECCo confirmed that it would discuss the proposal with the Meter Asset Providers (MAPs). The DCC also agreed to return with an update on the information that it could provide with regards to known issues.

7. Non-Communicating Update (DCC): The DCC presented the Non-Comm Meters Baseline, noting that the number of Non-communicating devices had increased due to the work it had been doing around classifying certain devices, including a classification called 'duplicate HAN'. The DCC also stated that it had seen more devices going through triage, with 60% of the ones remaining being new Non-comm and the other 40% primarily being FOC. The DCC re-confirmed that the Non-comm numbers presented did not include 'Empty Payload' Gas Smart Metering Equipment (GSME). The OPSG discussed non-operating, intermittent devices and GSME 'Empty Payload' and requested that the DCC come back to OPSG in July 2025, with a slide that provided the numbers associated with these categories. The DCC confirmed it would do this.

8. FSM (DCC): This agenda item was deferred to the next OPSG meeting on Monday 23 June 2025 due to time constraints. The OPSG expressed concern with the UIT activity being over the Christmas period and the TAG Chair confirmed that this had been raised with the DCC for feedback.

9. TMG (DCC): The DCC noted that it did not anticipate a detrimental impact to the consumer's or User's experience or service for the June 2025 release. The OPSG highlighted that it would be good to check the power outages and update the performance as those were the key areas that Suppliers would be concerned about. The DCC stated that it would take that request away and find out if it could be included.

10. DCC Service Provider Contract Lever Discussion (DCC): The DCC confirmed that it would share the 4G contracts with Members. The OPSG questioned if there would be any compensation for Suppliers for the cost of site visits due to a Communication Hub (CH) defect that could not be fixed remotely and required a costly site-visit. The DCC advised that it would return to the OPSG with an answer on this.

11. Certificate Rotation (DCC): This agenda item was deferred due to time constraints. The DCC requested that the OPSG review the meeting documentation and provide feedback on the requested endorsement [*Does OPSG endorse the request to update the monthly rotation success report, to include all of the data in the additional extract and be produced on a weekly basis rather than monthly?*] by Friday 13 June 2025. If no feedback is received by Members, the DCC would take the approach as approved by OPSG.

12. Any Other Business (AOB):

MP169 - 'Managing SEC Obligations and the Consumer's Right to refuse a Smart Meter'

The OPSG Chair asked Members for feedback and the OPSG discussed the disappointment that there would be a move away from a technical solution and agreed that it would be beneficial to have a definition for 'dumb mode'. The OPSG Chair noted the feedback.

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The TAG Chair noted that there had been many issues related to UIT and a larger issue that there was no communication sent out to DCC Users regarding 'go live'. SECAS stated that this issue was being investigated and the OPSG noted the update.

Next Meeting 2: 23 June 2025; Next Meeting 1: 8 July 2025