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Operations Group Meeting 143_2306

23 June 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):

1. 2G North (DCC): The DCC addressed concerns regarding the ongoing deployment of CSP C&S 2G/3G Communication Hubs (CHs) in the North region without a commercial agreement in place to support this service provision. Communication Service Provider Central and South (CSP C&S) have stated it will not support existing 2G/3G CHs installed in the CSPN region prior to 30 June 2025 beyond 31 December 2025, or any new 2G/3G CHs installations in the North from 1 July 2025. The DCC shared details of CSP C&S's commercial offer to support 2G/3G CHs in the CSPN region, capped at 100,000 at a cost of £3 million p.a. The DCC sought Industry feedback on whether to enter into this commercial agreement with CSP C&S or agree to remove all 2G/3G CHs installed in the CSPN region (and replace with either LRR or 4G CHs) before 31 December 2025 in order to prevent loss of smart meter connectivity. The OPSG provided robust feedback to the DCC, with Members voicing dissatisfaction at the limited timeframe for decision making, economic inefficiencies of the proposed contractual terms, and the historic challenges associated with CSPN's service performance. The DCC noted this feedback and assured the OPSG that it will continue to pull all contractual levers available to drive a better outcome for Suppliers. The DCC also agreed to investigate whether the deadlines of 1 July 2025 and 31 December 2025 can be extended and agreed to provide a view on the volume of new installs of 2G/3G CHs in the North region, particularly where no LRR install was first attempted.

4. SEC Panel Reports – RDP Monthly Incident Report Q1 2025 (SECAS): SECAS presented the SEC Panel Reports;

- RDP Monthly Incident Report for Q1 2025
- DCC Quarterly Problem Report Summary for April 2025
- Service Request Variance Report for Q1 2025
- DCC Responsible CH Returns Quarterly Report

The OPSG approved the reports.

5. PMR – April 2025 (SECAS): SECAS presented the April 2025 Performance Measurements Report (PMR) and noted that the OPSG approved the report. SECAS noted that CPM 2.1 remains at a RAG Status of Amber, CPM 4.0 dropped below the target service level and CPM 3A remains an ongoing issue until permanent fixes are delivered as part of Great Britain Companion Specification (GBCS) 4.2 CH firmware in 2026.

6. Major Incidents (SECAS): SECAS presented a review report for one Category 1 Major Incident (MI) INC000001271158 on 2 May 2025 affecting SMETS1 FOC. The OPSG noted the update and there were no comments or objections provided.

7. Planned and Unplanned Maintenance Comms (DCC): The DCC presented its proposal to simplify communications issued during high-impact maintenance windows by removing the detailed table of individual changes and instead providing a summary of affected services and total maintenance duration. The DCC did not receive endorsement from the OPSG for the proposed plan. The OPSG cited the ease of locating and sharing information via email as a key reason to maintain the current format. The OPSG requested plain English be adopted in maintenance updates. The DCC acknowledged this request and noted that in addition to this, it will also include a technical explanation for each outage.

8. BPI (DCC): The DCC reported a growth in volume but a spike in failures for SMETS2 Change of Supplier (CoS) performance, primarily across the Central and South regions. The DCC noted that two service users accounted for 60% of the failures, indicating a continued concentration of performance issues. The DCC shared the findings from the firmware-over-the-air (FOC) analysis, which demonstrated a positive correlation between higher firmware update activity and improved system performance.

9. Manufacturing Pack 2 (MP2) Replan Update (DCC): The DCC shared that a critical issue identified during the User Testing Services 2 (UTS 2) phase required a Data Service Provider (DSP) design change, captured under Small Change Request (SCR) 415. The DCC noted the design change is scheduled for implementation during the planned maintenance window of 4 August to 9 September 2025, after which the project will proceed with User Test Services 3 (UTS 3) testing and a production pilot starting on 29 September 2025 and running through to the end of November 2025. The DCC shared five recommendations from the Testing Advisory Group (TAG) and confirmed each has been appropriately addressed. The OPSG endorsed the DCC's proposed Manufacturing Pack 2 (MP2) plan, which reflects a shift in timeline but includes the necessary safeguards for a successful December delivery.

10. 4G Maintenance Release (MR) 1 Update (DCC): The DCC presented two options to progress the 4G Maintenance Release (MR1) project, and noted it supports Option 2, to delay the Toshiba manufacture go-live by two weeks to align with the MP2 production start date of 12 December 2025. Option 2 received non-objection by the OPSG. The DCC noted it will return to the OPSG with a status update in September, covering MR1 rollout progress and updates on the MP2 scope.

11. CH Returns & Dual Band Mesh Update (DCC): The DCC provided an update on the planning and implementation of MP252, which initially focused on no-fault returns, and disposal of 2G/3G CHs, but expanded to include BAU returns and swap-outs, following stakeholder feedback. The DCC confirmed that governance responsibilities are to be split across forums: the OPSG will oversee BAU processes, the CTG will manage enhanced returns, and the Supply Chain Working Group will serve as an information-sharing platform. The DCC confirmed continued collaboration with service users is required to refine implementation and recommended that future updates be routed through the OPSG, acknowledging that the Supply Chain Working Group is not a decision-making body. The DCC presented two options to address the remaining Dual Band Mesh stock, and noted it supports Option 2, which proposes the equitable distribution of residual units among Suppliers with existing orders. Option 2 received no objections from those present on the call, however, the OPSG Chair emphasised the need to consult three absent Large Suppliers. Should no objections be raised, the OPSG will support the DCC implementing Option 2.

12. Any Other Business (AOB):

SECCo addressed the urgent need for Suppliers to review and, where appropriate, amend their Long-Range Radio (LRR) CHs stock forecasts in light of the rollout of 4G CHs in the North region. The DCC confirmed that several customers have already submitted revised forecasts and reminded stakeholders that the next submission deadline is Wednesday 25 June 2025. It was also noted that the DCC’s flexible reallocation process remains in place to help optimise stock distribution and mitigate the risk of surplus inventory across the supply chain.

Next Meeting 1: 8 July 2025; Next Meeting 2: 28 July 2025