

Details			Responsible	Dates			
filter	Main/ Reporting meeting	Action	Owner	Raised on	Due Date	Update	Status
OPSG 66/08	Reporting	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	28/02/2022	01/06/2022	The OPSG agreed to change the wording for this action at the OPSG 141 meeting. The MP242 reporting is due in July 2025.	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		DCC have taken the 6 outstanding points flagged in the gap analysis and are reviewing these. The DCC are planning to respond to SECAS with an assessment of these in August 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 Q3 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 107/01	Reporting	The DCC to provide information on the reported number of devices and develop a geographical view of the top 10 impacted towers that are contributing to CSPN traffic congestion caused by excessively alerting CHs, and the measures being 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
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 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 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 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 127/03	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 insights from the site visits fed into the updated hints and tips training document, highlighting the request to wait 3 mins, and also focusing on existing guidance that is not always followed. Anything outside of this was rolled into the Customer Improvement Project Site Visit Feedback and Development Areas document, sent to Customers on Friday 13 June 2025.	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
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	30/08/25	An update could not be provided at this time.	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 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	The DCC propose to close this action within the BPI agenda item at OPSG 145.	Propose to close
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 138/06	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. The DCC to investigate 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	08/04/2025	13/05/2025	SECAS has worked with the DCC to enhance the CoS reporting by extending the period of recording both the GSME alert for battery removal and battery replacement from 30 days to 12 months to mitigate issues post CoS Gain. The DCC has confirmed the changes to CoS Reporting went live on 14th July 2025. These changes were communicated to DCC Service Users and to Ben Giblin at SECAS.	Propose to close
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' taking into account the OPSG concerns that any damage to the CH is considered not faulty. 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	This action has been reworded and now supercedes action OPSG 114/01 raised in March 2024.	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 139/05	Meeting 2	SECCo 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	28/04/2025		An MP242 Reporting Explained workshop was held on 15 July 2025 between DCC and OPSG Members.	Propose to close
OPSG 139/06	Meeting 2	The DCC to confirm how SEC Parties can access the guidance documentation for SEC Modification MP242 reports that will support ongoing interpretation of the metrics reported.	DCC	28/04/2025		An MP242 Reporting Explained workshop was held on 15 July 2025 between DCC and OPSG Members.	Propose to close
OPSG 139/07	Meeting 2	The DCC to provide confirmation of the root cause requiring the workaround and details of the proposed fix for PBI000000131916 (I&C guidance covering a workaround that recommends a 5 minute wait time in CSPN). The DCC to advise on whether this Problem resolution can be included within the maintenance release in Q4 2025.	DCC	28/04/2025	29/08/25	This action was proposed to close at OPSG 142, however the OPSG agreed that the action would remain open until further clarification in the description of the action and confirmation of what the root cause(s) with the associated fix and delivery timescale was provided by the DCC.	Open

OPSG 139/08	Meeting 2	The DCC to investigate and provide the OPSG with an update regarding issues reported by Suppliers with missing CH pre-notifications.	DCC	28/04/2025	29/08/25	The problem record number has changed to PBI000000132709 with a target RCA date of the 10th July. Latest DCC update: "It was identified that an internal CSP C&S workflow had not processed correctly, leaving the status of the communication hub as 'deviceinmanufacturing', rather than the expected state of 'deviceinuse'"	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	29/09/25	This is shared as a banner in SSI and Members were taken through the process at OPSG 144 by Tracy Minter who set out the process in full.	Propose to close
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 140/05	Meeting 1	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.	DCC	13/05/2025		The DCC proposed to close this action at OPSG 144, however the OPSG Chair aised concerns about discrepancies between DCC data and Supplier experience. The OPSG Chair proposed a dedicated in-person workshop involving technical stakeholders from both the DCC and Suppliers and extended invite to the Department for Energy Security and Net Zero (DESNZ) to review the current Service Request (SRV) 8.14.x exception process considering Service User Process Orchestrations and the following topics: •CSPN CH Green Light (Batch Fault) •Service User data showing GSMes dropping off the Home Area Network (HAN) •OPSG Chair to consider whether to include a review of the CSPN WAN Audit report as part of review of the Network and CH performance. The OPSG did not agree to close the action and would be revisited once the workshop had occurred.	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	13/05/2025	29/09/25	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	29/10/25	The data set used to show the drop in performance of Tariff updates (SRV 1.1.1) and COS (SRV 6.23) are no longer valid in light of 242 data. The DCC propose to close this action as 242 data will now be shared going forwards.	Propose to close
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	29/10/25	This action was proposed to close at OPSG 143, however, the OPSG requested the action remain open until confirmation is presented by the DCC demonstrating that the 7-day retention period is sufficient.	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	29/11/25	The OPSG approved for this action to be 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	29/11/25	The OPSG approved for this action to be transferred from CTG to OPSG.	Open

CTG 27/04	CTG	The DCC to provide 4G performance reporting to the OPSG that includes; average birthing time, pre-payment SRVs, non-communicating volumes and percentage, no WAN (install and leave 8.14.2), poor WAN Incidents, No WAN alt. tech installed, faulty with returns with insights. This should be provided in conjunction with C&S and LRR reporting to allow comparison of performance.	DCC	19/05/2025	29/11/25	The OPSG approved for this action to be 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	29/11/25	The OPSG approved for this action to be transferred from CTG to OPSG.	Open
SMDG 127.01	SMDG	The DCC to investigate why tooling, a method used to bring CHs back online, works on newer devices and not older ones.	DCC	12/06/2025	29/11/25	This is due to many of the older "legacy" CHs being offline and unreachable due to the red-light / silent mode issue. Volumes of these have built up over the years and we know there is no way to tackle these remotely. Due to this backlog, the new vs old recovery rates are better, as we are able to reach more of the recent non-comm CHs with remote fix tooling.	Propose to close
OPSG 142/01	Meeting 1	The DCC to check the information currently stated in the 'Network Coverage Extract File Format' Guidance Document for all CSP regions and ensure that it reflects the correct terminology of 'true' and 'false'.	DCC	10/06/2025	29/11/25	An update could not be provided at this time.	Open
OPSG 142/02	Meeting 1	The DCC to confirm where contract related matters are discussed and provide the process that gives assurance to industry that operational feedback and 'lessons learnt' are considered as part of the contract management process.	DCC	10/06/2025	29/11/25	An update could not be provided at this time.	Open
OPSG 142/03	Meeting 1	The DCC to confirm how Supplier Parties can claim costs for site visits due to defects found in CHs under the 'Polluter Pays' terms for the 4G contracts. An example scenario discussed involved a Supplier Party that is unable to deliver a firmware fix via remote communication which then requires a field operative to attend site and replace the CH such that the Supplier Party is then able to claim back the cost for making that visit.	DCC	10/06/2025	29/11/25	An update could not be provided at this time.	Open
OPSG 143/01	Meeting 2	The DCC to provide any insight it has on 2/3G and 4G CH installs in the North. Including where possible volume, links to RTS or/and if any LRR installation was attempted, along with if an incident was raised.	DCC	23/06/2025		An update could not be provided at this time.	Open
OPSG 143/03	Meeting 2	The DCC to come back to the OPSG to confirm whether the deadline of 1 July 2025 and 31 December 2025 provided by CSP C&S can be extended and costs associated with the support for new installs of 2G/3G CHs in the CSP North region.	DCC	23/06/2025		An update could not be provided at this time.	Open
OPSG 143/04	Meeting 2	The DCC to come back to the OPSG with SRV 8.11 (Update Device HAN Log) performance during I&C against the previously provided days of the week performance measures covering CH delayed birthing events to show.	DCC	23/06/2025		The DCC propose to close this action within the BPI agenda item at OPSG 145.	Propose to close
OPSG 143/05	Meeting 2	The DCC to share with the OPSG the manual process as part of MP252 for approval ensuring it is fit for purpose for industry including any assurances required for ongoing engagement.	DCC	23/06/2025		The DCC propose to close this action within the MP252 Manual Process agenda item at OPSG 145.	Propose to close
OPSG 144/01	Meeting 1	The DCC to carry out a full review of current DCC reporting suite and rationalise to ensure reports are still fit for purpose.	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/02	Meeting 1	The DCC to carry out a full review of how Service Users currently access reports in the DCC SharePoint to improve ease of use.	DCC	08/07/2025		An update could not be provided at this time.	Open

OPSG 144/03	Meeting 1	SECAS to organise a workshop to review current requirements around the use of Service Request (SRV) 8.14.x during Installation & Commissioning (I&C) exception process across all regions, considering delayed CH birthing and appropriate interpretation of the CH lighting sequence and management of known batch faults.	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/04	Meeting 1	The DCC to remove the Sankey diagram containing Non-Communicating CHs by Service User along with Customer driven Scorecard and replace with data driven insights.	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/05	Meeting 1	The DCC to come back to the OPSG with datasets showing the comparison of intermittent communications to ESMEs versus GSMEs, to highlight both HAN/WAN related performance of Service Requests.	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/06	Meeting 1	The DCC to provide industry with non-communicating GSMEs by device manufacturer and firmware version(s) for those devices understood to be sending 'empty payload' data packets to the Gas Proxy Function (GPF).	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/07	Meeting 1	The DCC to investigate and confirm whether there is a case for all CSPN CHs with a strong signal to be automatically set to be a prospective buddy by the CSPN CH management system.	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/08	Meeting 1	The DCC to provide analysis following the incident Management Service Desk improvements that is outcome based and shows how many of the closed tickets have been resolved with an outcome industry is satisfied with.	DCC	08/07/2025		An update could not be provided at this time.	Open
OPSG 144/09	Meeting 1	SECCo to meet with some OPSG Members to agree an approach to tackle the next steps for access to additional diagnostic data from the 4G CHs to help understand gas tunnelling issues.	SECCo	08/07/2025		An update could not be provided at this time.	Open