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Operations Group Meeting 147_1908

19 August 2025, 10:00 – 15:00

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. SEC Panel Reports – July 2025 (SECCo): SECCo presented the Registration Data Provider (RDP) Monthly Incident Report for July 2025, noting the nine open RDP incidents and three resolved incidents. The OPSG approved the report.

4. PMR – June 2025 (SECCo): SECCo presented the Performance Measurement Report (PMR) for June 2025, highlighting that PM 2.1 and CPM3A were the performance measure that had not achieved target service level. The OPSG approved the report.

5. Major Incidents (SECCo): SECCo presented the Major Incident (MI) Report for INC000001286302 which was related to the Smart Metering Equipment Technical Specification 1 (SMETS1) Final Operating Capacity (FOC) cohort and occurred on 30 June 2025. The OPSG approved the report.

6. BPI (DCC): The DCC presented the latest updates of the Business Process reporting following the implementation of [SEC Modification MP242 'Change to Operational Metrics to Measure on Success'](#). The OPSG requested that the DCC clarify ownership of 4G roaming switching arrangements and who the responsibility would sit with in the performance reporting. The DCC advised it would investigate. The OPSG stated that a Communication Failure Major Incident (MI) must sit under the DCC responsibility and the DCC agreed and confirmed it would update the report. The OPSG raised concerns regarding the way the DCC presented Non-Communicating metrics to its internal stakeholders versus what is provided externally to industry and requested that the DCC use the same reporting presented to the OPSG as the single source of truth to be shared with everyone. The DCC advised that it would take that feedback internally.

7. AOB

The OPSG noted that the [Conclusion to DCC consultation on out-of-Region Communications Hubs](#) had been issued and questioned whether this would be discussed at Sub-Committees and / or SEC Panel. The DCC confirmed that it would bring an item to the OPSG on 9 September 2025.

The OPSG asked the DCC how Communication Service Provider (CSP) Central and South (C&S) would provide assurance that SMETS1 assets would not be disconnected in Initial Operating

Capability (IOC) and Middle Operating Capability (MOC) in the North region. The DCC advised it would review with CSP C&S and provide a response to the OPSG.

The OPSG raised concerns around the launch of Virtual Wide Area Network (VWAN) services in 2026 and the switching arrangements from the 4G and potentially Communication Service Provider North (CSPN), that would result in multiple carriers being involved as well as VWAN. The OPSG stated that those arrangements needed to be carefully explained to Suppliers as it could be a high risk. SECCo confirmed that it would discuss with DESNZ and the TAG Chair and provide a proposed approach to the OPSG.

8. Service Request (SRV) 8.14.x Workshop (DCC): The OPSG discussed the use of SRV 8.14.x process and how the current process does not work operationally. The OPSG expressed concerns around the purpose of the proposed workshop without addressing the WAN related issues. The OPSG Chair and the DCC agreed to end the workshop early given the feedback provided by Members, noting that a future workshop would be needed that will look at the whole journey from end to end including future 4G and Guaranteed Standards of Practice (GSoP). The OPSG agreed and a separate conversation was held with OPSG Members and the DCC to understand what success would look like in the future and how to make sure that would work for Energy Suppliers.

Next Meeting 1: 9 September 2025; Next Meeting 2: 22 September 2025