

Details		Responsible	Dates			Overdue Actions	
filter	Action	Owner	Raised on	Due Date	Update	Status	Revised Due Date
OPSG 66/08	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 242 reporting was first presented at OPSG 145 and will continue to be provided in the DCC's regular reporting. This action will remain open until data has been provided for a few months and is part of BAU activity, the DCC will review to close this action at the end of year.	Open	31/12/2025
OPSG 93/03	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	The Summary plan is to be first shared with Chairs ahead of OPSG and presented to OPSG Members in September OPSG meeting.	Open	31/12/2025
OPSG 96/06	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 propose to close this action at OPSG 149 within the Product Assurance Update agenda item.	Propose to close	30/09/2025
OPSG 101/01	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	The current Issues Log is in the final process of being reviewed and the intention is for it to be published on the SEC website by 12 September 2025.	Open	
OPSG 107/01	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	30/09/2025
SECP123/01	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 SEC Panel has delegated the responsibility for approval of the Planned Maintenance arrangements set out in SEC section H8.3 to the OPSG.	Propose to close	
OPSG 115/01	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	30/09/2025
OPSG 123/02	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.	Open	

OPSG 126/03	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 Summary plan is to be first shared with Chairs ahead of OPSG and presented to OPSG Members in September OPSG meeting.	Open	30/09/2025
OPSG 127/03	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	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	The DCC to cover this information within the Non-Comm monthly update and continue to work with OPSG to refine and improve the reporting. Devices that drop off the HAN become non-comm and there is a large sway of issues the DCC deal with and showcase insight on. The DCC deal with this as BAU and maintain consistent focus on the issue.	Open	
OPSG 132/01	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	This is currently under review to determine whether a formal process is required in DCC, update to follow.	Open	09/09/2025
OPSG 134/04	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	The DCC held a call with OPSG member (RH) on 2/7/25 to discuss this action and a further ask to describe a specific capacity bottleneck. The outcome of the discussion was that the Demand and Capacity Management team in DCC exists primarily to identify and resolve – cost effectively - bottlenecks that would prevent the DCC from delivering SRVs in line with its performance targets, as shown by the process routinely outline at OPSG when the DCC share its quarterly forecast. The DCC agreed it would use OPSG to be more open about actions its taking to manage capacity levels, or other solutions its delivering, such as implementing traffic management techniques, and the material presented at August OPSG is an example this ongoing transparency with OPSG about forthcoming capacity changes.	Propose to close	31/08/2025
OPSG 135/01	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 138/03	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 139/02	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	The DCC will provide an update at OPSG 149 within the CH Returns agenda item.	Open	
OPSG 139/03	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	The DCC will provide an update at OPSG 149 within the CH Returns agenda item.	Open	

OPSG 139/07	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	09/09/2025
OPSG 139/08	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 DCC will provide an update at OPSG 149 within the CH Returns agenda item.	Open	
OPSG 140/02	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	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	08/12/2025
OPSG 140/08	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	The Workshop has been organised for 16 September 2025.	Propose to close	30/09/2025
OPSG 141/02	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	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	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 DCC will return to OPSG with a summary of the contributing factors that may impact CHs WAN connectivity, including environmental factors such as vegetation growing on deciduous plants as part of a wider coverage update.	Open	
CTG 27/04	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.The DCC to provide a timeframe on when this it being brought to OPSG.	DCC	19/05/2025	29/11/25	Performance reporting will begin to be shared in July OPSG and going forwards. The DCC propose to review this at the end of the year to allow more data to flow through.	Open	31/12/2025

CTG 27/02	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 CH report issued to energy suppliers currently contains a history of when the CH was last communicating. The DCC does have the data to potentially add the 'count' on how many times a specific CH has been replaced at a site where there continues to be non comms. The DCC is reviewing ways of getting this count column added to the current non comms report.	Open	
SMDG 127/01	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 action was proposed to close at OPSG 145, however the OPSG stated that many older legacy Communication Hubs (CHs) were offline and unreachable due to the Red Light/Silent Mode issue. The OPSG also expressed concern that that even after the planned fix, other underlying issues may persist. The DCC (GF) agreed to monitor the situation and provide the OPSG more clarity regarding older legacy CHs that were affected by the same root cause. The OPSG agreed to keep this action open.	Open	
OPSG 142/02	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	The DCC will discuss this action and provide an update at OPSG 149 within the Contract Issues agenda item.	Open	
OPSG 142/03	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	The DCC propose to close this action at OPSG 149 within the Contract Issues agenda item.	Propose to close	
OPSG 143/01	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	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 144/01	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		The DCC are currently considering options on holding and archiving data, following this mapping can be shared on reporting and improvements to ease of use.	Open	
OPSG 144/02	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		The DCC are currently considering options on holding and archiving data, following this mapping can be shared on reporting and improvements to ease of use.	Open	
OPSG 144/03	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	09/09/2025
OPSG 144/08	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		The DCC anticipate closing this action as part of the Incident Management workshop on 16th September 2025.	Open	30/09/2025

OPSG 145/02	The DCC to confirm if the 9 failed firmware downloads failed SLA/failed altogether.	DCC	28/07/2025		The DCC proposed to close this action at OPSG 148, however an OPSG Member (EL) raised a question regarding the timeframe of the failures, seeking clarity on when they occurred and whether they were being tracked appropriately. The DCC (KV) acknowledged the query and confirmed it would take the action away internally to obtain an update and bring the update back to the OPSG once available. The action remained open.	Open	
OPSG 145/03	The DCC to provide a legal opinion on the protections in the CSPN contract and confirm if there are any further contractual leverage options with CSPN.	DCC	28/07/2025		An update could not be provided at this time.	Open	
OPSG 146/03	The DCC to include a slide in the next Non-Communicating Update at OPSG 148 on the top five reasons as to why Devices are non-communicating, this is to be at a level that includes who & what is at fault.	DCC	12/08/2025		The DCC to provide an update at OPSG 148 within the Non Communicating agenda item.	Open	
OPSG 146/04	SECAS to update the Known Devices Issues Log with SMETS1 GSME blank payload, SMETS2 GSME blank payloads, and spurious alerts.	SECAS	12/08/2025		SECAS is liaising with the DCC as part of its ongoing work to investigate GSME blank payload issues which includes the development of a new guidance document. The DCC have drafted an updated version of the DCC Guidance - CH Usage which describes CH behaviour under various conditions, and this will be presented to TSIRS on 11 September before its formally published later in the month and this will contain some guidance relating to GSME blank payloads. The DCC have confirmed that it is working directly with the Suppliers impacted by the most prevalent spurious alert being the 8F3E (Unauthorised Comms Access attempted) with recommendations to upgrade specific ESME firmware which will be included in an updated version of the Known Device Issues log.	Open	
OPSG 146/06	The DCC to confirm how industry can get insight or data in relation to instances where devices Self Heal.	DCC	12/08/2025		The DCC are currently reviewing if this data is available to industry outside of an SRV 8.9 - that industry can execute at any time.	Open	
OPSG 146/07	The DCC to split the 4G data by North and C&S and share the alerts data as part of the next quarter reporting.	DCC	12/08/2025		An update could not be provided at this time.	Open	
OPSG 146/08	The DCC to return to OPSG presenting the geographical coverage of existing networks vs 4G. This will include: 2G/3G (including any mesh coverage) vs 4G; LRR vs 4G; T3 aerial required vs 4G coverage; Existing 2G/3G installs in CSPN region vs 4G coverage.	DCC	12/08/2025		An update could not be provided at this time.	Open	
OPSG 147/01	The DCC to investigate ownership of 4G roaming signal strength issues, particularly in scenarios where devices roam between Vodafone and their roaming partner networks as part of the switching arrangements and data flow.	DCC	19/08/2025		An update could not be provided at this time.	Open	
OPSG 147/02	The DCC to clarify outstanding queries related to the DCC's consultation 'Conclusion to DCC consultation on out-of-Region Communications Hubs' and bring responses back to OPSG.	DCC	19/08/2025		An update could not be provided at this time.	Open	
OPSG 147/03	The DCC to investigate what 2G/3G out-of-region disconnection/end of life reporting is possible and provide to the OPSG.	DCC	19/08/2025		An update could not be provided at this time.	Open	
OPSG 147/04	The DCC to provide assurance that SMETS1 assets are not disconnected in the CSPN region as part of the 2G/3G out of region disconnection activity.	DCC	19/08/2025		An update could not be provided at this time.	Open	
OPSG 147/05	SECCo to clarify options to bring forward the OPSG review of Live Service Criteria adopted by DESNZ covering both entry and exit criteria for the introduction of Virtual WAN.	SECCo	19/08/2025		An update could not be provided at this time.	Open	
OPSG 147/06	The DCC to clarify the switching arrangements that will be in place for 4G, 4G roaming requirements and the inclusion of Virtual WAN.	DCC	19/08/2025		An update could not be provided at this time.	Open	