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Operations Group Meeting 151_2710

27 October 2025, 09:20 – 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.

Decision, Discussion and Information Items

1. Previous Meeting's Minutes: (For Decision) (**GREEN**)

The OPSG reviewed the minutes from the OPSG 149 meeting and **APPROVED** them as final.

2. OPSG Actions Outstanding: (For Decision) (**CLEAR**)

The OPSG **NOTED** the actions log update and **AGREED** to close actions CTG 27/02, 149/03, 149/04 and 150/04 and to keep action 139/07 open.

3. SEC Panel Reports: (For Decision) (**AMBER**)

SECCo asked if Members approved the RDP Monthly Incident Report V1.0 September 2025.

The OPSG Members **APPROVED** the report.

4. PMR: (For Decision) (**GREEN**)

SECCo highlighted that the usual targets had not been met and there had been additional issues added due to a number of Major Incidents (MI) for August 2025. The OPSG Members **APPROVED** the Performance Measurement Report (PMR) for August 2025.

5. DCC Restructure Update: (For Information) (**GREEN**)

The DCC presented an update on its recent internal restructure, and the OPSG sought clarification on how success would be measured and whether the restructure would affect User engagement. The DCC confirmed that KPIs and benefit measures were in place and aligned with User expectations. The OPSG raised concerns about communication processes with industry, particularly referencing the nominated contact lists, and asked whether improvements were planned. The DCC acknowledged these issues and indicated that enhancements were underway, with the Future Service Management (FSM) expected to play a key role in future improvements.

6. BPI: (For Information) (**AMBER**)

The OPSG raised concerns about the cost implications of increased 4G CH installations, noting that they may represent a material change in projected costs due to differences in fixed cost structures

between Communications Service Provider (CSP)s. The OPSG Chair agreed to escalate this to the Customer Challenge Group (CCG). The OPSG noted the downward trend in performance in the CSP North region across a number of key business processes. The DCC acknowledged the trend and agreed to investigate further, including engaging with CSPN to understand root causes.

7. ECOS: (For Endorsement) (GREEN)

The OPSG raised concerns about the procurement strategy and urged the DCC to ensure that lessons learned from past procurements were applied to avoid similar pitfalls. The OPSG stated that the problem statement read more like a procurement document than an industry driven operational statement and agreed to provide feedback to the DCC on the business that would also assist the DCC in developing a more industry aligned Problem Statement. The OPSG **DID NOT ENDORSE** the Problem Statement or the Designation of User Business Needs.

8. MP289 'BCDR Engagement': (For Discussion) (CLEAR)

The OPSG sought clarification on how the BCDR document was updated and whether any formal consultation process was required. The DCC explained that the document was updated as needed and was intended to provide greater visibility into the activities undertaken behind the scenes and no formal consultation process was currently proposed. The OPSG expressed interest in understanding what specific changes were being proposed and how the DCC determined whether those changes would impact service provision. The OPSG emphasised the importance of ensuring that any changes to BCDR arrangements were communicated clearly and assessed thoroughly for potential service impacts.

9. 2G/3G North Update: (For Information) (GREEN)

The OPSG Chair noted that some Energy Suppliers were still in active discussions with CSP C&S and that the DCC may not be fully aware of the latest developments and suggested that the DCC follow up with CSP C&S to clarify the status of these negotiations and ensure alignment with Supplier expectations. The OPSG raised concerns with the process that CSP C&S is following in removing connectivity for 2G CHs installed along the border between the Central and North regions. Some Suppliers had experienced service disruptions due to CH connectivity being switched off by the CSP C&S, but the premises did not appear to be in the CSP N region. The OPSG Chair emphasised the need for a sensible and coordinated approach to managing these areas and questioned what assurance the DCC had in place, so the correct CH were being switched off.

10. ODC Project: (For Endorsement) (GREEN)

The DCC confirmed that SMETS1 non-communicating reporting would be updated to specifically include devices affected by Operator Device Certificate (ODC) expiry, and that individual Suppliers would receive tailored reports for their estates. The OPSG **ENDORSED** the DCC's plan, subject to the provision of detailed reporting to support transparency and accountability.

11. VWAN Update: (For Information) (GREEN)

The OPSG questioned whether firmware downloads were initiated by the meter or the Communication Hub (CH), and DESNZ confirmed that the process was triggered by the CSP, regardless of whether the route was via Virtual Wide Area Network (VWAN) or 4G. The DCC encouraged Members to submit any further questions via email to SECAS@gemserv.com.

12. Non-Operating Sub Group proposal: (For Decision) (AMBER)

The OPSG expressed strong support to establish the new OPSG sub-group, recognising the widespread nature of non-operating device issues and the need for a structured approach to address them. The OPSG suggested the OPSG should explore remote recovery options, such as DCC initiated reboots, and examine meter health to determine whether devices could be kept in-situ or required replacement. The OPSG Chair acknowledged that Manufacturer engagement had been limited and emphasised the importance of documenting solutions and storing them in a central, accessible location.

The OPSG **AGREED** to the formation of the Non-Operating Devices Investigation (NODI) Group and **ENDORSED** the proposal.

13. Incident Management: (For Information) (AMBER)

The OPSG highlighted frustration around incidents that were often closed prematurely or without sufficient investigation, leaving unresolved issues and forcing Suppliers to raise repeat incidents. The OPSG stated that the definitions used by the DCC were often too narrow or inconsistent, particularly in cases involving poor WAN connectivity or failed installations. The DCC acknowledged these issues and proposed improvements to the Incident Management framework and committed to formalising processes for identifying and tracking incidents, including the creation of new categories where necessary.

The DCC presented a forecast view of how many No-WAN incidents may be raised by Energy Suppliers as a result of Ofgem's Guaranteed Standards of Performance proposals. The DCC confirmed it was working with its Service Desk service provider to understand the operational and cost impacts based on the significant increases in incident volumes anticipated.

The OPSG highlighted the importance of 'outcome based' reporting, which would allow Suppliers to understand not just whether an incident was closed, but whether it was resolved effectively. The OPSG also raised concerns about the cost implications of the proposed changes, noting that any automation or system upgrades would require proper funding and planning which are not included in the DCC's 2026/27 Business Plan. The DCC confirmed that it was working on modelling incident volumes and outcomes, and that it would share this data with Ofgem and other Stakeholders.

14. GSOP Workshop: (For Decision) (AMBER)

The OPSG **AGREED** that the review should be used as an opportunity to consolidate feedback, identify gaps, and propose meaningful changes to improve accountability and service delivery. The OPSG highlighted the impact of Guaranteed Standards of Performance (GSOP) on service desk regarding the number of incidents raised because of GSOP.

The OPSG noted that the current GSOP framework did not accurately reflect the SEC's intent and suggested that the review should define what the future should look like. The OPSG stated that Suppliers to large extent lacked the tools or visibility needed to meet GSOP requirements, particularly in scenarios involving poor WAN connectivity or failed installations. The OPSG raised concerns around the 1 April 2026 when the DCC would inevitably receive millions of incidents raised, which the DCC system would not be equipped to handle.

The Chair confirmed that the OPSG would be the primary forum for updates on the GSOP review and that engagement with the Technical Architecture and Business Architecture Sub-Committee (TABASC) and other sub-committees would occur as needed. The OPSG **APPROVED** the PID.

15. Any Other Business (AOB): (For Discussion) (CLEAR)

DCC Customer First Survey

The DCC noted that the October 2025 Customer First survey had now been sent via email and provided the link if Members wanted to share with anyone who did not receive it (SEC parties only, excluding DCC Suppliers) <https://dcc.psn.vc/01poth554m>.

SEC Webinar

SECAS reminded Members of key dates for upcoming SEC webinars and encouraged participation.

Known Devices Issues Log

SECAS confirmed that the Known Device Issues Log is in the process of being updated with a 4G CH related issue confirmed by the DCC and that further details on relevant Best Practice Guidance updates would be confirmed once further detail was received from the DCC. SECAS advised that a fix for the issue was expected to be delivered as part of the upcoming maintenance release.

Next Meeting 1: 11 November 2025; Next Meeting 2: 24 November 2025