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Operations Group Meeting 154_0912

9 December 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 152 meeting and **APPROVED** them as final.

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

The OPSG **NOTED** the actions log update and **APPROVED the proposed** to close actions 66/08, 115/01, 149/01, 151/06, 151/09, 152/01, 152/04 and 153/01.

3. RAID Log Review: (For Decision) (**AMBER**)

SECCo proposed to add three new risks to the Risk Register:

R008: 3G Sunsetting

The OPSG **agreed** to add this risk and to monitor for any operational incidents arising during the Communication Service Provider (CSP) Central and South (C&S) 3G switch off and to close this risk once the transition of smart meters to 2G was complete and no issues occurred.

R009: CH Deployment/Replacement Activities

The OPSG noted that Suppliers are facing multiple overlapping and conflicting deadlines, creating operational risk and agreed that Suppliers urgently need a unified, accurate single source of truth to plan against. The OPSG **agreed** for this risk to be added.

R010: 4G WAN Coverage

The OPSG noted that 4G WAN coverage is currently below the 99.25% contracted threshold, with projected improvement to reach 98% in April 2026 after roaming testing completes. The OPSG **agreed** to keep this as a risk, with the current severity set at 12, and to review as new data becomes available.

The OPSG highlighted the operational impact on the DCC of the upcoming organisational changes (e.g., licensing transitions scheduled for November 2026) and the potential for service risks during winter. The OPSG **agreed** to draft a new risk entry for this.

The OPSG Members **APPROVED** the RAID Log as baselined v12.0.

4. DCC Non-Communicating Update - New Data: (For Discussion) (**AMBER**)

The DCC reported around 800,000 non-communicating devices, broadly similar to previous reporting which consisted of Wide Area (WAN) failures, Home Area Network (HAN) issues, Device faults, commissioning problems, and Organisation Device Certificates (ODC) issues affecting SMETS1 Devices. The OPSG noted continued frustration with the lack of visibility within the current reporting for certain Gas meter related issues such as those returning SRVs with an empty SRV payload. The OPSG requested the DCC to provide 4G coverage overlay for the non-communicating CHs where the CSP had confirmed they could not connect to the CH or were in CSP Triage. The DCC committed to producing that view.

The OPSG **NOTED** the update.

5. DCC Operational Update including Incident Management update: (For Discussion) (AMBER)

The DCC noted two Major Incidents (MIs) had occurred in November 2025; one was a Category 1 CSP incident caused by a planned system change that did not behave as expected in production, impacting services. The DCC also noted a Category 2 Major Incident that impact SMKI services caused by a database table hitting its maximum size.

The OPSG also discussed the potential for a two-tier system if photographs became a requirement and **agreed** that any process changes should be evidence-based and formalised through SEC modifications if necessary.

The OPSG **NOTED** the update.

6. GSOP Project Recommendations: (For Decision) (GREEN)

The OPSG Chair presented the findings and recommendations from Phase 1 of the project and noted that the project had been split into phases due to the scale of the work required.

The OPSG raised concern around the potential for Ofgem to implement its GSoP regulations before Industry was fully ready. The OPSG Chair advised that Ofgem would present its consultation outcomes to the Authority for approval on Wednesday 10 December 2025 and expected Ofgem to publish its decisions ahead of the 12 December 2025 moratorium deadline.

The OPSG **APPROVED** the findings and recommendations.

7. Future Service Management (FSM) Update: (For Decision) (GREEN)

The DCC advised that a considerable number of defects were found during Systems Integration Testing (SIT), mostly related to the SSMI (Service Management) portion of FSM. The DCC stated it was working with the Testing Advisory Group (TAG) to decouple testing areas and run SIT and User Integration Test (UIT) in parallel, aiming to avoid any further implementation delays.

The OPSG raised concern around the end-to-end process, defect resolution, and operational impacts on Service Users. The DCC assured that defects would be resolved before Go-Live and that lessons learned would be applied to future projects (e.g. DSP Connect).

The OPSG **APPROVED** the DCC's request to extend the time period of the required Low Impact Window (LIW) maintenance release, noting the concerns raised and the need for ongoing updates to be provided to OPSG.

8. Ofgem Consultation DCC Price Control RY 2024/25: (For Discussion) (CLEAR)

The OPSG Members expressed strong concern at being asked to comment without having a balanced picture, noting the consultation presented Ofgem's perspective and **agreed** that a balanced view that included the DCC's underlying evidence was needed for an informed opinion.

The OPSG raised concern around performance measures in the framework not reflecting operational reality and suggested issues should be fed into the DCC2 Licence Consultation where performance metrics could be adjusted.

The OPSG **NOTED** the update.

9. 4G Roaming: (For Decision) (AMBER)

The DCC proposed a small, controlled Production Pilot of 4G roaming to validate roaming in real world conditions before full rollout. SECAS advised that TAG did not support enabling roaming in production before running SIT and UIT completes.

SECCo advised that the decision would need to go to the SEC Panel if TAG and OPSG had opposing views. The OPSG **NOTED** the update and the OPSG Chair confirmed discussions would continue offline internally with the DCC and an update would be communicated to Members.

10. DP305 'Communications Hub Review': (For Information) (CLEAR)

[SEC Modification DP305 'Communications Hub Returns Process Review'](#).

The agenda item was not covered during the meeting due to time constraints. SECCo confirmed that updates would be provided to the OPSG as the modification progressed.

11. MP293 'Deferment of DCC Planned Maintenance during Adverse Weather': (For Discussion) (CLEAR)

[SEC Modification MP293 'Deferment of DCC Planned Maintenance during Adverse Weather'](#).

The agenda item was not covered during the meeting due to time constraints. SECCo requested that OPSG Members provide any feedback on the proposal by Friday 12 December 2025.

12. ECOS Business Needs: (For Endorsement) (GREEN)

The DCC outlined the rationale for re-procuring the Enduring Change of Supplier (ECOS) service, aiming to ensure the service remained fit for purpose and delivered value for money.

The OPSG emphasised the importance of dividing procurement into lots, allowing for flexibility and potentially multiple Suppliers, while also considering the benefits of aggregation. The OPSG also discussed the need to include impacts on Meter Asset Providers (MAPs) and SSE, ensuring all operational perspectives were considered.

The OPSG **ENDORSED** the updated problem statement and User business needs.

13. VWAN LSC Plan and Approach: (For Information) (GREEN)

The DCC advised that the timeline for VWAN soft launch was tight, with assurance statements and evidence reports scheduled for release on 12 January 2026. The DCC stated this would be followed by an OPSG review on 13 January 2026. The DCC advised that an ex-committee decision may be required by 16 January 2026 to meet the launch schedule.

The DCC stated that engagement with other Sub-Committees (e.g., TAG, SSC) was planned to ensure all operational and technical aspects were considered.

The OPSG **NOTED** the update.

14. TIRG Issues Log: (For Decision) (GREEN)

SECAS recommended the following issues for closure, with the rationale that either no further action could be taken, or the issues were now being managed through alerts or other processes:

Issue 5: Lack of diagnostic information when Communications Hub (CH) Exchange fails in Live.

Issue 6: Split Fuel CH Exchange – TOM commands not sent.

Issue 7: Split Fuel CH Exchange – GSME does not rejoin.

Issue 11: Split Fuel PPM

Issue 14: DNO AD1 alerts

Issue 17: Meter casing opening on 4G CH Installation

The OPSG **APPROVED** the proposed to close issues.

The OPSG discussed the proposal for Trust Centre Swap Out' Issues Resolution Group (TIRG TCSO) to become a predominantly Supplier only group, potentially operating under Chatham House rules or similar to encourage open discussion about known device issues whilst respecting Device Manufacturer concerns on information sharing. The OPSG requested SECAS to review the current Terms of Reference for the TIRG report back to Members with any proposed amendments to group structure or information sharing.

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

NODI ToR Approval

The OPSG Chair presented the NODI Group Membership Nominations and NODI Group 2026 Meeting dates which were provided in the pre-meeting documentation.

The OPSG highlighted that there would be a clash for NODI Members with the Working Group and requested that the meeting be changed to a Wednesday afternoon. The OPSG Chair **agreed** and confirmed that necessary stakeholders from DESNZ would also be invited to participate in the group.

Manufacturing Pack 2 (MP2) Update

The DCC advised that a Workshop was scheduled for 15 December 2025 with the DCC and Energy Suppliers to discuss MP2 engagement and endorsement.

The OPSG questioned whether ECOS had been updated, noting failures observed by testing groups, particularly on Gas meters in production. The DCC confirmed it would review those issues internally and it would be discussed at the upcoming Workshop.

Talan Migration Update

SECAS informed Members about the change in meeting invites, with future invites now coming from the Talan address rather than the previous Gemserv domain.

Next Meeting 1: 13 January 2026; Next Meeting 2: 26 January 2026