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Operations Group Meeting 156_2601

26 January 2026, 12:20 – 16:30

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 155 meeting and **APPROVED** them as final.

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

The OPSG **NOTED** the actions log update and **AGREED** to close action 154/03, and actions 153/02, 154/04 and 155/03 in line with the updates scheduled later in the agenda.

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

The OPSG reviewed the SEC Panel appendices, including the RDP Monthly Incident Report V1.0 December 2025 (AMBER), the DCC Quarterly Problem Report_V1.0 October 2025 (AMBER), the Responsible Communications Hub Returns Quarterly Report (GREEN) and the SR Forecast Variance Report Q2 2025 (AMBER).

The OPSG **APPROVED** the reports.

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

The SEC Industry Operations Team requested OPSG Member feedback on the Performance Measurement Reports (PMR)s for October and November 2025. The OPSG **NOTED that PM2.1 and PM2.2 for CSP North continued to perform below Target Service Level due to regional performance issues**, that CPM3A remained below Minimum Service Level pending the GBCS v4.2 release, and that PM1.7 failed to meet Minimum Service Level due to certificate request throughput limits being exceeded.

The OPSG **APPROVED** the PMR for October and November 2025.

5. Major Incident Review Reports (For Decision) (**AMBER**)

The OPSG reviewed the Category 1 Major Incident report relating to DSP services on 6 November 2025.

The OPSG **NOTED** the findings of the review and **APPROVED** the Major Incident Review Report.

6. DCC User Journey Reporting (BPI) (For Information) (AMBER)

The DCC **NOTED** the stability of Prepayment performance and that recent Major Incidents had not materially impacted overall service levels, and that there had not been any other significant performance variations in the Business Process performance.

The OPSG supported the DCC's proposal to continue deeper analysis of the downward performance trends for Change of Supplier and Install and Commission performance within CSP North and expected further updates on root causes and remediation plans. It was noted that detailed conversations would be picked up in the Non-Operating Device Intervention (NODI) Group.

7. Non-Communicating Update (For Discussion) (AMBER)

The OPSG **NOTED** the forecasted volume of Non-Communicating (Non-Comm) devices to the end of the financial year and noted that there was likely to be a 0.05% decline based on current figures.

Members noted that detailed conversations would be picked in the NODI group.

8. MP2 (Manufacturing Pack 2) Update: (For Decision) (GREEN)

The DCC provided an update on the OCA Manufacturing Pack 2 (MP2) programme, seeking OPSG endorsement of the proposed Live Service Criteria (LSC) to support progression toward live operations.

Members recognised that the structured sharing of test evidence had materially strengthened collective understanding of MP2 readiness.

The OPSG **ENDORSED** the LSC and requested an update in 3-6 months on the enduring operational position.

9. DSP Programme Update: (For Information) (GREEN)

The DCC sought OPSG approval to include two six-hour additional Planned Maintenance to support DCC Connect cutover phases.

The OPSG noted that it would check on the operational impacts of the requested additional Planned Maintenance and provide this information to the DCC.

10. Annual Outage Plan: (For Decision) (Clear)

The DCC provided an update on the Annual Outage Plan, advising that the plan had been reissued with amendments following feedback and included the DCC Connect additional Planned Maintenance.

The OPSG **REQUESTED** that the DCC return in February 2026 when they have received further feedback and reviewed the additional Planned Maintenance contingency dates.

The OPSG **AGREED** that the associated action 155/03 could be closed subject to confirmation of reissue.

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

The DCC provided an update on progress toward the implementation of Future Service Management (FSM), including testing activity, readiness planning and the proposed approach to transition into live operations.

Members **CHALLENGED** the level of transparency and assurance around how defects were being prioritised, mitigated and owned, and whether sufficient evidence existed to demonstrate that workarounds were robust, operationally understood and sustainable in business-as-usual conditions.

The OPSG **REQUESTED** that enhanced readiness evidence be brought back for further scrutiny, including updated defect status, ageing trends, mitigation effectiveness and confirmation of operational acceptance criteria, prior to any Go-Live endorsement being considered.

The OPSG **NOTED** the update and **AGREED** that FSM readiness would remain under active review, with no implicit endorsement of Go-Live at this stage.

12. FOC Update: (For Information) (AMBER)

The DCC provided an update on the performance and stability of the First Operating Capability (FOC) service, including recent operational trends and areas of ongoing focus.

The OPSG **NOTED** that overall service performance remained stable, with no Major Incidents since October 2025. The DCC advised that ongoing monitoring and operational controls would be reported to the TABASC.

13. DCC Service Non-Compliance: (For Information) (AMBER)

The DCC reported that there were 4 SEC non-compliances, with 1 under investigation and 2 had been closed in the reporting period.

The OPSG **NOTED** the update.

14. GSOP Update: (For Information) (AMBER)

The OPSG Chair provided an update on progress against Guaranteed Standards of Performance (GSOP) activity and highlighted that there may be a delay to the next phase of the project pending further information from the DCC and the outcome of the Ofgem consultation.

Incident Management Update: (For Information) (AMBER)

The DCC confirmed that it had initiated the burden of proof trial with CSPN but noted low numbers currently.

Overall, the OPSG **NOTED** the update.

15. 2G North Update: (For Information) (AMBER)

The OPSG Chair provided an update on the ongoing management of 2G CHs (Communications Hubs) within the North region and the associated remediation and replacement activity.

The OPSG **NOTED** the increasing replacement trajectory but accepted that this needed to increase further to meet the CSP C&S North contract end date of 1 June 2026.

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

3G Sunsetting

The SEC Industry Operations Team confirmed that no operational impacts were currently being observed by the DCC and that no issues had been raised by Suppliers to date. Members were invited to highlight any emerging concerns, and none were reported at the meeting.

Next Meeting 2: 10 February 2026.