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Operations Group Meeting 158_2302

23 February 2026, 12:30 – 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 157 meeting and **APPROVED** them as final.

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

The OPSG **NOTED** the actions log update and **AGREED** to close **OPSG 148/02** and **OPSG 150/02**.

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

SEC Industry Operations provided an update on the SEC Panel Reports, including the Registration Data Provider (RDP) Monthly Incident Report V1.0 for January 2026 which was presented for approval without objection from the OPSG.

The OPSG **APPROVED** the Registration Data Provider (RDP) Monthly Incident Report V1.0.

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

SEC Industry Operations presented the Performance Measurement Report (PMR) and the OPSG provided no objections.

The OPSG **APPROVED** the Performance Measurement Report (PMR) for December 2025.

5. DCC User Journey Reporting (BPI): (For Endorsement) (**AMBER**)

The DCC presented an update on DCC User Journey Reporting, focusing on firmware performance trends, Major Incidents (MIs), and the impact of reporting anomalies.

The DCC shared that January 2026 achieved the highest user journey success rate to date for Prepay at 98.48%, despite increased number of journeys across SMETS2 Devices and consistent volume across Electricity Smart Metering Equipment (ESME) and Gas Smart Metering Equipment (GSME).

The DCC presented a proposal to refine the logic for Install and Commissioning (I&C) reporting to improve clarity and focus on Communication Hub (CH), ESME and GSME reporting, resulting in a more accurate reflection of meter-related performance. OPSG members supported this while providing feedback and requesting that reporting be separated by Device type.

The OPSG **NOTED** the update and provided **FEEDBACK** and **SUPPORT** for the proposal to change the Install and Commission (I&C) logic and reporting measures.

6. Non-Communicating Update: (For Endorsement) (AMBER)

The DCC presented updates on Non-Communicating Device volumes, age analysis, swap-out trends, and advised the OPSG of a series of planned dashboard improvements.

The DCC reported there has been a slight increase in the number of Non-Communicating Devices, with the mean age of such devices rising steadily over the past eight months and highlighted the persistence of older Devices in the data set.

The DCC outlined its plan to enhance Non-Communicating Devices dashboards, including merging meter and CH dashboards, adding exclusion buckets, improving self-service, and addressing Final Operating Capability (FOC) data issues.

The DCC shared a proposal for a new exclusion bucket to address instances where multiple CHs are associated with the same Meter Point Number (MPXN), and one CH is communicating while the other is not. The OPSG discussed the proposal and provided no objections.

The OPSG **NOTED** the update and **ENDORSED** the DCC's proposal.

7. PKI-E LSC: (For Decision) (GREEN)

The DCC presented the OPSG with PKI-E Live Service Criteria (LSC) requirements LSC 1 and LSC 2, and confirmed that Service Provider operational readiness was assured through operational acceptance activities, with an acceptance summary report on track for completion and no areas of concern.

The DCC confirmed that there were no outstanding issues or risks, and the OPSG provided unanimous support.

The OPSG **ENDORSED** the PKI-E Live Service Criteria LSC 1 and LSC 2.

8. FSM: (For Information) (GREEN)

The DCC shared an update on the current status of Future Service Management (FSM) readiness, highlighting delays in achieving SIT Exit criteria which will delay regression testing, concerns over unresolved defects, participation issues, and the need for transparency and evidence-based decision-making before Go-Live.

The DCC explained that regression testing for FSM had not started as originally planned and will only be expected to be able to start from Thursday 26 January 2026. The DCC noted that this delay constrained the timeline for achieving the required readiness milestones, and confirmed it was assessing the impact on the overall plan. The DCC confirmed that the FSM Readiness Group (subgroup of the OPSG) would initially focus on establishing a definitive list of red line critical items that must be resolved before Go-Live, and any unresolved critical issues would result in a programme delay.

The DCC also confirmed that upon Go-Live the SSI system would be deactivated and noted that dual running was not possible. The DCC assured the OPSG that the decision to Go-Live would be based on sufficient confidence in FSM's readiness and would not be undertaken prematurely.

The OPSG **NOTED** the update.

9. DCC Reporting: (For Information) (GREEN)

The DCC outlined its plan to audit inventory reports distributed via SharePoint, analysing usage patterns, collecting feedback on value and frequency, and consolidating responses to inform potential

changes such as reducing report frequency or merging reports. The DCC noted that recent technical improvements now allow identification of individual Users accessing or downloading reports, which will allow for more detailed engagement and feedback collection.

The OPSG **NOTED** the update.

10. GSoP & 2G North Updates: (For Information) (GREEN)

SEC Industry Operations provided an update on 2G North replacements, discussing the addition of 4G Coverage status to Out of Region CH reports and highlighting the need for improved reporting and stakeholder engagement to address coverage gaps.

SEC Industry Operations shared the latest data on the number of operational 2G CHs installed in the CSP North region and discussed the need to continue replacing these ahead of 1st June 2026. SEC Industry Operations also reiterated the position that any newly installed 2G Comms Hubs will lose communication shortly after install.

SEC Industry Operations shared that phase three of the Guaranteed Standards of Performance (GSoP) project, focusing on contractual reviews with Service Providers and DCC licence elements, has commenced. SEC Industry Operations noted that a GSoP review is expected to conclude in April 2026, and confirmed updates will be presented to OPSG as they become available.

The OPSG **NOTED** the update.

11. 4G Release 2 Update: (For Information) (GREEN)

The DCC provided a comprehensive update on the Maintenance Release One (MR1) (0.9.0.3) 4G firmware rollout, highlighting the high success rate to date, and providing an update on the scope, risks and timelines for Maintenance Release Two (MR2).

The DCC shared an update on the MR1 Over The Air (OTA) pilot which began in October 2025, noting a record number and the most diverse mix of customer and device combinations during a pilot with a success rate which surpassed previous firmware release rates. The DCC confirmed that Service Request Variants (SRV)s are not inhibited during device roaming, as CHs only attempt to roam after a disconnection and reboot, therefore, as long as the device remains connected, all SRVs, including firmware upgrades, will proceed without issue.

The DCC confirmed that that Initial Pallet Validation (IPV) orders for Maintenance Release 2 will be placed at the end of March 2026, with deliveries in September 2026 and installations starting in October 2026. The IPV will use criteria similar to the IPV phase of the 4G CH & Network Programme.

The OPSG **NOTED** the update.

12. NTM Quarterly Update: (For Information) (AMBER)

This item was deferred due to the unavailability of the DCC presenter.

13. 3G Sunsetting Update: (For Information) (AMBER)

The DCC provided an update on the phased sunsetting of 3G for the Communications Service Provider Central and South (CSPC&S), reporting minimal service disruption, ongoing monitoring of Non-Communicating Devices, and plans for further analysis and Supplier support.

The DCC updated the OPSG on the progress of the phased approach to the 3G Sunsetting, noting that the final phase six had now been split into six and seven due to geographical considerations. The DCC confirmed that phases one through six have been completed and noting that phase seven which

includes London will be commencing soon. The DCC confirmed that no significant service disruptions were reported, and contractual performance measures are being met.

The OPSG **NOTED** the update.

14. Modifications Update: (For Discussion) (CLEAR)

SEC Modifications Team presented [MP293 'Deferment of DCC Planned Maintenance during Adverse Weather'](#), outlining solution options, costs, and requesting feedback from the OPSG.

SEC Modifications Team confirmed that the proposal will proceed to a working group and a five-month consultation, during which parties are encouraged to provide detailed feedback on costs and benefits.

The OPSG **NOTED** the update and provided **FEEDBACK** to the SEC Modifications Team.

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

Annual Outage Plan

The DCC provided an update on the 2025–2026 Annual Outage Plan, noting the removal of Business Continuity Disaster Recovery (BCDR) failover and fallback events following successful recent testing, and confirmed that Users were notified of these changes.

SECAS Digital Service Desk Solution

SEC Operations Team announced the launch of a new digital service desk solution for the SEC Help Desk, effective 5 March 2026, which will streamline ticketing and feedback processes without changing user interaction method.

LSC Considerations Post VWAN Experience

The OPSG discussed discrepancies between test and production environments for VWAN, suggesting that a production install milestone be added to LSCs. SEC Industry Operations highlighted the need to balance production protection with effective testing and agreed to review the proposal as part of ongoing programme governance work.

FSM Readiness Subgroup

SEC Industry Operations confirmed that the FSM readiness group membership is being finalised, and noted the first meeting is scheduled for Thursday 26 February 2026.

The OPSG **NOTED** the updates.

Next Meeting: 10 March 2026 (In-Person)