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Operations Group Meeting 159_1003

10 March 2026, 10:00 – 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 158 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 152/05** and **PROVISIONALLY AGREED** to close **OPSG 142/02** conditional on any objections being provided by OPSG members by 5pm Friday 13 March.

3. Risks and Issues Update: (For Information) (**AMBER**)

SEC Industry Operations presented updates to the OPSG Risk and Issues and received no objections from OPSG Members to baselining the report.

The OPSG discussed opening a new risk to reflect the potential impact that unfolding global events pose to supply chains. SEC Industry Operations noted that it will consider this further.

The OPSG **NOTED** the update and **APPROVED** the baselining of the RAID Log as baselined v15.0.

4. DCC Operational Update: (For Information) (**GREEN**)

The DCC provided a comprehensive update on DCC operational performance for February 2026, discussing meter population changes, change management, and the introduction of a proposed new Service Dashboard.

The DCC shared an update on three Category 2 Major Incidents (MIs), one impacting SMETS1 MOC and two impacting CSPN, providing root cause analysis into the cause of the MIs, rectifying steps taken by the DCC and planned monitoring.

The DCC reported on the stability of the FOC service, highlighting over 120 days of stability before a recent MI related to certificate renewal occurred, and outlined the post-incident review actions and lessons learned being shared with industry.

The DCC presented the plan for interim and enhanced diagnostic capabilities to improve incident management and non-communication resolution, seeking OPSG support for the initiative, its costs, and the use of payload data, with members providing broad agreement while requesting further detail on use cases and benefits.

The DCC shared an update on **OPSG 152/05** and the OPSG agreed to close the action.

The OPSG **NOTED** the update and **AGREED** to close **OPSG 152/05**.

5. Long-Range Radio Committed Term: (For Endorsement) (AMBER)

The OPSG was joined by colleagues from the Technical Architecture and Business Architecture Sub-Committee (TABASC) and the Communications Transition Group (CTG) for this item due to the relevance of the topic across the three SEC Sub-Committees. This included Members from the Long-Range Radio Customer Working Group (LRR CWG), which is composed of representatives from each Sub-Committee.

The DCC provided an overview of the DCC's proposal for Long-Range Radio Committed Term (LRR CT), outlining the strategic, technical and contractual considerations.

The DCC presented the LRR CWG Statement and recommended it for endorsement to the SEC Panel. The DCC and SEC Industry Operations invited questions from all attendees, and provided clarifications and explanations.

The TABASC, CTG and DCC attendees left the meeting for the OPSG's discussion of its Committee view.

The OPSG provided **ENDORSEMENT** to the LRR CWG Statement and **NOTED** caveats raised by OPSG Members that will be fed back to the DCC's LRR team.

6. GBCS 4.2 Update: (For Decision) (GREEN)

The DCC provided a comprehensive update on the GBCS 4.2 project, detailing the progress of the EDM I, WNC, and Toshiba releases. The DCC outlined the planned Go-Live dates for the three releases: EDM I in March 2026, WNC in July 2026, and Toshiba in March 2027. The DCC noted that the EDM I release is entering the pilot phase, WNC is concluding System Integration Testing (SIT) testing, and Toshiba is midway through Pre-Integration Testing (PIT) testing. The DCC provided the results of the EDM I User Integration Testing (UIT) phase, noting it was completed on schedule with no outstanding defects.

The DCC confirmed that previous OPSG endorsed adjustments to the original plan, such as removing SEC Panel approval milestones and contingency periods, have resulted in time savings.

The OPSG raised no objections and therefore endorsed the EDM I Over The Air (OTA) pilot go-live, scheduled to begin on 19 March 2026.

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

7. 4G Roaming Pilot Migration: (For Decision) (GREEN)

The DCC presented the outcomes of the 4G roaming pilot, discussed recovery rates for non-communicating Communication Hubs (CHs) and addressed technical challenges. The DCC noted that the pilot programme targeted 163 non-communicating CHs, successfully recovering 34% of those targeted (56 Devices). Feedback from customers and Suppliers was overall positive, and the DCC were pleased with successful firmware upgrades and industry engagement.

The OPSG discussed the timing for updating the coverage database, agreeing to wait until all migration activity is complete (proposed to be 10 April 2026) to avoid discrepancies between database status and actual device readiness.

The OPSG raised the potential for using roaming to address intermittent connectivity issues, and agreed that roaming could be used to improve SRV success rates for Devices with inconsistent performance.

The DCC shared an update on **CTG 27/CONF02** and the OPSG agreed to keep the action open until further reporting is shared with the OPSG.

The OPSG **NOTED** the update.

8. 4G Coverage LC13b Engagement Plan: (For Information) (AMBER)

The OPSG was joined by colleagues from the CTG to discuss this item.

The DCC shared the Customer Engagement Plan for 4G Coverage LC13b, highlighting the key milestones on the plan until September 2026, and noting that regular updates will be provided to the TABASC, OPSG and the CTG.

The DCC outlined its intention to form a special interest group to explore deployment options for increasing 4G coverage and invited expressions of interest from Supplier reps. The DCC noted that the group will comprise of nine members, three each from the OPSG, TABASC and CTG. Suppliers were invited to express interest via email to SEC@talan.com by 5pm Friday 13 March 2026.

The OPSG **NOTED** the update.

9. Device Manager Re-procurement: (For Information) (AMBER)

The DCC presented the rationale and approach for re-procuring the Device Manager (DM) solution, explained the options considered, outlined the timeline and addressed questions on cost-effectiveness and quantum compatibility.

The OPSG raised no objections to the DCC's approach, while emphasising the importance of maintaining core functionality and value for money.

The OPSG **DID NOT OBJECT** to the DCC's approach to Device Manager Re-procurement.

10. FSM Readiness Update: (For Information) (AMBER)

The DCC shared an update on the Future Service Management (FSM) project, confirming that 21 March 2026 is no longer being pursued as the Go-Live date. The DCC noted workshops are being held to identify and prioritise issues that must be resolved before a new Go-Live date is set.

The DCC confirmed that a comprehensive lessons learned process is planned, including a technical review and input from TABASC and OPSG is expected. The operational review will begin soon, focusing on both technical decisions and User testing experiences.

The OPSG **NOTED** the update.

11. FSM ToR and Membership Approval: (For Decision) (GREEN)

SEC Industry Operations informed the OPSG that the FSM Readiness Group Terms of Reference (ToR) and Membership List had been confirmed via offline decision, and the OPSG provided no objections to this being formally ratified.

The OPSG **AGREED** to ratify the FSM Readiness Group ToR and Membership List.

12. DCC Connect Go-Live: (For Information) (GREEN)

The DCC provided an update on the DCC Connect Go-Live plan, including the rescheduling of a High Impact Window (HIW) and the resulting delay to the DCC Connect Go-Live date. The DCC noted that this delay was required to protect live services and avoid negative impacts on service users.

The DCC committed to providing further updates to the OPSG after the completion of the HIW and as confidence in the revised Go-Live plan increases.

The OPSG **NOTED** the update.

13. NODI Group Update: (For Information) (AMBER)

SEC Industry Operations provided an update on the Non-Operating Device (NODI) group's processes for identifying and resolving non-communicating Device issues, described the collaborative approach to firmware and error code analysis, and highlighted ongoing work on certificate rotation and Device commissioning challenges.

The OPSG shared positive feedback about the approach taken by the NODI group, noting the collaborative spirit and openness from participants has been beneficial to the development of the group.

The OPSG **NOTED** the update.

14. TIRG Update: (For Information) (GREEN)

The Trust Centre Swap Out (TCSO) Issues Resolution Group (TIRG) Chair provided an update on 4G TCSO swap outs based on the latest DCC data and noted ongoing efforts with DCC to improve TCSO reporting, including adding firmware data and filters, and ensuring communication success is tracked before and after swap outs.

The OPSG raised concerns about the lack of visibility into failed TCSO attempts, dual fuel success rates, and the limitations of current reporting, with requests for more granular data to assess true performance.

The OPSG discussed closing two actions from the TIRG Issues Log, Issue 19 and 20, and agreed to close Issue 20.

The OPSG provided **FEEDBACK** to the TIRG Chair on 4G TCSO reporting improvements and **AGREED** to close Issue 20 on the TIRG Issues Log.

15. DP 305 – CH Returns: (For Discussion) (CLEAR)

SEC Modifications Team led a review of [DP 305 – 'Communications Hub Returns Process'](#), including a review of issues such as misinterpretation of the returns process, inappropriate use of return categories, and the lack of effective fault triage, which has led to unnecessary disposal of working CHs.

SEC Modifications Team noted that further workshops are planned to finalise reporting requirements and process changes, with industry feedback sought before implementation to ensure improvements are practical and beneficial.

The OPSG **NOTED** the update.

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

VWAN Consultation

The OPSG discussed the VWAN consultation and agreed that Suppliers should respond individually to the VWAN CH consultation if they would like to order additional CHs, and noted that no coordinated OPSG response is required.

BCDR Testing Consultation

The OPSG discussed the BCDR Testing Consultation and noted that a coordinated SEC Panel response is planned, focusing on concerns about recent document changes and the need for clear communication of outage times to Suppliers. The DCC confirmed that the BCDR consultation closes on 24 March 2026.

Install Codes Data Sharing

The OPSG discussed the challenges of sharing install codes, noted that the upcoming SEC Modification 281 solution is aimed at addressing this issue, and reviewed interim options for data exchange to support device commissioning and reduce operational delays.

The OPSG **NOTED** the updates.

Next Meeting: 23 March 2026