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Operations Group Meeting 160_2303

23 March 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 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 147/05, OPSG 155/01, OPSG 155/02, OPSG 156/01, OPSG 157/01, OPSG 158/03 and OPSG 158/04.**

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

SEC Industry Operations provided an update on the SEC Panel Reports and requested the OPSG note the RDP Monthly Incident Report V1.0 February 2026. The OPSG provided no objections to approving the reports.

The OPSG **APPROVED** the SEC Panel Reports.

4. Performance Measurement Report: (For Decision) (**GREEN**)

SEC Industry Operations presented the Performance Measurement Report (PMR) and the OPSG provided no objections to approving the PMR for January 2026.

The OPSG **APPROVED** the PMR for January 2026.

5. DCC User Journey: (For Information) (**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 reported a significant decline in legacy SMETS2 Install and Commission (I&C) volumes in the CSP North region, noting monthly journeys have reduced by 55% from October 2025 to February 2026, without an observable impact to performance. The DCC shared that the performance of legacy SMETS2 journey volumes was lower than expected due to a rise in Timeouts. The DCC shared that Over-The-Air (OTA) success rate reached 98.4% in total across both SMETS1 and SMETS2 Devices.

The DCC shared an update on three Major Incidents (MIs) which impacted 5,500 journeys and 32,7000 prepayment vends, affecting prepay performance by approximately 0.2% in total. The DCC noted that without these MIs occurring it would have been a positive month overall.

The OPSG provided **NOTED** the update.

6. Spurious Alerts: (For Information) (RED)

The DCC shared analysis and insight into Chatty Device alerts across the Smart Metering network, discussed Chatty Devices generating Spurious Alerts, the impact on network performance, and plans for further detailed reporting.

The OPSG discussed the need to further break down Chatty Device data reporting, and the DCC **AGREED** to separate Chatty Device data by Device type (CH variants and meters) for future updates to the OPSG.

The DCC emphasised a recent shift towards proactive identification and resolution of issues, and the importance of focusing on alerts that have a tangible impact on consumers and network performance.

The DCC committed to providing the next stage of analysis to the OPSG for further input once it was completed.

The OPSG **NOTED** the update.

7. Non-Communicative Update: (For Information) (AMBER)

The DCC shared the non-communicating end of financial year position, discussed the tracking of Non-Communicating Devices, the impact of Operator Device Certificate (ODC) Device decommissioning, and proposals for enhanced reporting on ODC burn-down. The DCC noted the end of year position remains strong.

The DCC reported that 165,000 Final Operating Capability (FOC) meters have now been decommissioned and removed from the non-communicating dataset, which has led to a significant drop in reported Non-Communicating Devices.

The OPSG received the DCC's proposal to track ODC burn-down, unenrolled SMETS1, and failed SMETS2 installs, with OPSG members supporting increasing visibility and reconciling DCC and Supplier data.

The DCC updated the OPSG on the Non-Communicating Action List, including completed sprints, ongoing engagement with the DCC's internal Device and Service Management teams, and plans to improve visibility of 4G triage, resolve FOC data issues and create new buckets for known issues such as Status A and 3G Sunsetting.

The OPSG **NOTED** the update.

8. GSoP Update: (For Decision) (GREEN)

SEC Industry Operations shared a verbal update on the progress of the Guaranteed Standards of Service (GSoP) Phase 3 review, noting that contractual measures, including PMRs, are being cross-referenced, with analysis planned on PMR definitions, applied service credits, and potential volumes being discussed. SEC Industry Operations noted that Phase 3 Findings and Recommendations are expected to be delivered in May.

The OPSG **NOTED** the update.

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

The OPSG discussed the ongoing efforts, challenges, and Supplier perspectives regarding the replacement of 2G CHs with 4G CHs in the North Region, including replacement rates, customer engagement barriers and reporting accuracy.

SEC Industry Operations outlined that the current replacement rate for 2G CHs is significantly below the required weekly target, and emphasised the urgency and the focus on prioritising prepayment and Priority Services Register (PSR) customers.

OPSG members highlighted that the main barrier is not resource availability but customer engagement, and stressed that further deadline extensions would not improve access or replacement rates, and may only increase costs. Members discussed the process for handling incidents where 4G coverage is absent, agreeing that such incidents are closed if the coverage database indicates no coverage, but are still tracked for assurance purposes.

The OPSG **NOTED** the update.

10. NTM Update: (For Information) (AMBER)

The DCC provided an update on Network Traffic Management (NTM) initiatives, including improvements in first-time success rates, scheduled randomisation, and collaborative efforts to optimise network utilisation.

The DCC reported on efforts to improve first-time success rates for scheduled remote operations, which reduces the need for retries and increases operational efficiency. The DCC shared information about a recent initiative to randomise schedule execution times, and noted that it has smoothed network traffic, reducing congestion and spikes.

OPSG members expressed concerns about the impact of network management policies on Supplier operations, emphasising the need for detailed discussions before curtailing activities. The DCC assured members that genuine use cases would be considered collaboratively, balancing network efficiency with Supplier needs.

The OPSG **NOTED** the update.

11. Customer First: (For Information) (GREEN)

The OPSG received a comprehensive update on the Customer First programme, detailing its evolution, structure, engagement initiatives, cultural changes, and the integration of customer feedback into business planning and operational improvements.

The DCC explained that Customer First has evolved from a survey revamp into a structured programme aligned with DCC's strategic priorities. The DCC shared that the programme consolidates 13 work streams under three pillars: engagement, performance, and culture, ensuring executive visibility and direction. The DCC noted that these efforts aim to improve communication, gather actionable feedback, and make processes more acceptable to customers.

The OPSG **NOTED** the update.

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

NODI Group Membership Approval

The Non-Operating Devices Intervention (NODI) Group Chair submitted two nominees for approval by the OPSG, and no objections were raised.

OPSG April Meeting Two

SEC Industry Operations explained corrections to April meeting dates, and proposed the cancellation of the second April meeting and consolidation of agenda items into the first meeting. The OPSG raised no objections.

DSP2 2.0

The OPSG discussed the importance of early and collaborative planning for DSP2, proposing a more integrated approach across Sub-Committees and requesting DCC to provide an indicative glide path for Supplier and Sub-Committee input. The DCC **AGREED** to provide the requested clarity.

DCC Incident Update

The DCC provided a verbal update on recent MIs at the DCC, including service outages and service desk availability. The DCC noted that root cause analysis is ongoing, and a full update will be provided at the next OPSG meeting.

CSPN Discussion

The OPSG discussed the strategic considerations regarding the LRR network, including the need for a 4G overlay, assessment of coverage gaps, and the importance of industry-wide collaboration.

Next Meeting: Tuesday 14 April 2026