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Operations Group Meeting 165

09 June 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**)

SEC Industry Operations confirmed that the OPSG 163 meeting draft minutes was the first that included the personas approach.

The OPSG **NOTED** the update and **APPROVED** the OPSG 163 Minutes as final.

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

The OPSG **NOTED** the update and **AGREED** to close **OPSG 148/03** and **OPSG 126/03**. The OPSG **AGREED** not to close **OPSG 159/01**.

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

SEC Industry Operations presented the Risks and Issues Update, confirming that there were no changes to existing capability scores and no new Risks or Issues requiring escalation, with the overall risk position remaining stable and managed through business-as-usual reporting.

The OPSG **AGREED** to close **R008 (3G Sunsetting)** risk following confirmation that remaining impacts are now captured within ongoing non-communicating device reporting.

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

The OPSG discussed inconsistencies in domestic and non-domestic classification within the Central Switching Service (CSS) data, noting this is contributing to driving Anomaly Detection Threshold (ADT) breaches and wider operational impacts. The OPSG also discussed persistent ADT processing issues and concerns regarding service provider stability, including failover performance and recurring incident patterns.

The OPSG **AGREED** that responsibility for ensuring the data held in the CSS (including domestic and non-domestic classification) rests with Users and **NOTED** ongoing ADT issues and concerns regarding service provider stability and incident management effectiveness.

5. ECoS Re-procurement: (For Decision) (GREEN)

The DCC introduced the potential to reduce out-of-hours support in order to avoid costs, challenging the assumption that any associated risks would be acceptable to Users.

The OPSG **DID NOT SUPPORT** progression of the proposed options pending further assessment of operational impact and SEC compliance, and **AGREED** that further engagement, including via the SEC Modification process, is required.

6. Industry Operations Governance Update: (For DECISION) (AMBER)

SEC Industry Operation introduced proposed changes to meeting cadence and integration of the Trust Centre Swap Out (TCSO) Issue Resolution Group (TIRG) into the Non-Operating Device Intervention (NODI) Group, alongside considerations on industry resource demand, mid-month visibility and cross-SEC Subcommittee alignment.

The OPSG **APPROVED** the proposed governance changes and **NOTED** the need for ongoing monitoring of industry impact and effectiveness.

7. LRR WAN Audit (FOR DECISION) (AMBER-STRICT)

The DCC presented findings from the Long-Range Radio (LRR) WAN Audit, noting improved access to granular performance data and its value in understanding service outcomes. The OPSG also discussed misalignment between industry expectations on WAN coverage in the North region and current operational experience, alongside impacts on installation activity, and Coverage Checker effectiveness to assist field operations.

The OPSG **NOTED** improved data visibility and **DISCUSSED** ongoing concerns regarding WAN coverage performance in the North, historical assumptions and Service Provider accountability.

8. Long-Range Radio Committed Term (LRR CT): (For Information) (AMBER)

The DCC introduced the LRR Committed Term update, noting the absence of Communications Hub (CH) returns requirements within the current high-level scope and the need for clear contractual coverage of these processes. The OPSG emphasised the importance of ensuring that return obligations, performance measures and supporting arrangements are appropriately defined to reflect operational requirements, and provide the ability to improve Service Provider performance accountability in any new contractual arrangements.

The OPSG **NOTED** that CH returns requirements will be incorporated in future contractual iterations and requested continued visibility of their development.

9. 4G & Beyond: (For Information) (GREEN)

The OPSG discussed emerging technology options, including 5G developments and associated trade-offs relating to coverage, cost and delivery. Members emphasised the importance of ensuring that future solutions are practical, deliverable across industry and aligned with operational requirements, noting concerns regarding potential complexity and implementation risks if solutions are not sufficiently mature.

The OPSG **NOTED** that future technology decisions will be governed through established forums and must be deliverable across both DCC and industry.

10. DSP Release 1: (For Information) (GREEN)

The DCC provided an update on DSP Release 1, including programme scope, delivery approach and ongoing engagement with Users and DCC Adapter providers, with focus on improving industry involvement in design and implementation. Members discussed the need for clearer engagement mechanisms and visibility of how industry feedback will be incorporated into the overall design delivery. The DCC informed the OPSG a flexible and tailored approach will be provided regarding DSP Release 1, depending on the specific relationship between DCC Users and their Adaptor Providers / Shared Resource Providers.

The OPSG **NOTED** the update.

11. CH Returns Update: (For Information) (GREEN)

The OPSG discussed challenges relating to the Communication Service Provider (CSP) Central and South (C&S)' returns process, including lack of alignment with SEC obligations and contractual expectations, increasing volumes of returned CHs and absence of adequate disposal routes, resulting in operational and financial impact across Suppliers.

The OPSG **NOTED** the update and **RAISED** concerns regarding SEC and contractual alignment with the CSP and growing Supplier impact.

12. MP321 Update: (For Information) (CLEAR)

The SEC Change Team presented the [MP321 'Managing SEC Party Organisation Changes'](#). Proposal to introduce a Panel-approved "lift and shift" process for like-for-like corporate identity changes, avoiding full accession. The OPSG discussed its wider applicability, noting potential complexity for Licensed Parties, including impacts on reporting, security obligations and multi-entity licence structures, and questioned whether a single approach is proportionate given the limited frequency of such cases.

The OPSG **NOTED** the proposal and **PROVIDED FEEDBACK** on scope and proportionality.

13. MP289 Update: (For Information) (CLEAR)

The SEC Change Team presented the [MP289 'BCDR Engagement'](#). The OPSG discussed the balance between improved transparency and lack of formal approval of testing changes and raised concerns regarding whether the changes address wider failover reliability issues.

The OPSG **NOTED** the update and **PROVIDED FEEDBACK** the importance of ongoing visibility of material changes.

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

SEC Industry Operations presented the Future Service Management (FSM) update following go-live on 16 May, confirming a stable position under hypercare with most initial issues resolved; however, the OPSG discussed ongoing challenges including incorrect user access, partial data migration issues, and persistent Nominated Contacts List (NCL) configuration inaccuracies, noting a disconnect between reported resolution by the DCC and User experience. Members further raised concerns regarding reporting limitations impacting operational activity and the DCC's ability to support Users, with emphasis on the need for clearer visibility of open issues, incident tracking and prioritisation, and effective lessons learned processes.

The OPSG **NOTED** the update and **RAISED** concerns regarding NCL accuracy, reporting gaps and their impact on operational processes.

15. Best Practice Guidance: (For Information) (GREEN)

The DCC presented the Network Usage Best Practice Guidance, outlining principles to optimise network usage and reduce cost, including scheduling reads, reducing duplication and improving efficiency. The OPSG discussed the need to balance flexibility of User behaviour with improved consistency, noting that while most Users already operate efficiently, non-optimal usage by a minority may drive wider cost impacts. Members discussed the potential introduction of stronger governance or "teeth" to enforce best practice, highlighting challenges around proportionality, materiality, commercial sensitivity and avoiding unintended impacts on innovation or competition.

The OPSG **NOTED** the guidance update and **PROVIDED FEEDBACK** on the need for further consideration of governance mechanisms to support consistent and efficient network usage.

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

The DCC provided a summary of AOB updates via the Teams Meeting Channel for the OPSG:

4G CH Exchange

The 4G CH exchange session scheduled for 15 June – an email has been shared with OPSG and QFF members with the details, and members are requested to encourage attendance. The DCC confirmed it is not under Non-Disclosure Agreement to ensure the right people attend and presentation pack has been shared as Green classification.

March Customer Satisfaction (CSAT) results

The DCC shared an offline paper with the OPSG covering the March CSAT results. The DCC will come back to a later OPSG with a customer first update.

DSP Release 1 Cutover

The DCC Confirmed a DSP R1 Cutover planning and information session is open to all Service Users on 16 and 22 June and to get in touch with the DCC's Customer Engagement.

[Post meeting note: Due to time constraints, agenda items 16 – 19 will be discussed at a future meeting]

Next Meeting: 22 June 2026.