

This document is classified as **Clear** in accordance with the Panel Information Policy. Recipients can distribute this information to the world, there is no limit on disclosure. Information may be shared without restriction subject to copyright.

Operations Group Meeting 167

14 July 2026, 09:30 – 13:30

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 Minutes: (For Decision) (**GREEN**)

SEC Industry Operations highlighted that there was a Post-Meeting Note added and minor amendments arising from a member's comments.

The OPSG **APPROVED** the OPSG 165 Meeting Minutes.

2. Actions Outstanding: (For Decision) (**GREEN**)

SEC Industry Operations presented the latest action updates and the OPSG **AGREED** to close **OPSG 157/03, OPSG 163/01, OPSG 163/03, OPSG 164/03 and OPSG 165/07**.

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

SEC Industry Operations introduced R011: Coverage accountability with the 4G CSP where VWAN is installed and recommended improvements to strengthen R001 controls and mitigations.

The OPSG **AGREED** to open R011, update R001 controls and mitigations and **APPROVED** the baselining of the RAID Log as baselined v19.0.

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

The DCC presented updates on the operational performance for July 2026, highlighting; Major Incidents (MIs), problem management processes, and the price change event. The DCC reported a successful July price change event, with 16 million devices targeted and a 97% success rate, no MIs, and all updates completed within SLA timeframes.

The DCC outlined improvements to its reactive and proactive problem management, including stricter controls on problem closure, enhanced root cause analysis, and a shift towards identifying and addressing issues before they impact service. The OPSG **NOTED** the update.

5. 4G & Beyond: (For Decision) (AMBER)

The OPSG discussed the DCC 4G & Beyond Programme's Problem Statement and business needs, focusing on the timing of capability deployment, minimising consumer costs, and ensuring supplier impacts are addressed. The DCC **AGREED** to amend the 4G & Beyond problem statement to consider customer impact and cost consequences. The OPSG discussed the need for an extra-ordinary session with TABASC and OPSG members to approve the new 4G & Beyond Problem Statement.

The OPSG **DID NOT AGREE** with the Problem Statement and provided feedback to better reflect industry needs.

6. User Journeys: (For Decision) (AMBER)

The DCC discussed the impact and challenges of Customer Journeys moving from OPSG Meeting 2 to Meeting 1, primarily around data availability in relation to Paper Day deadlines. The OPSG **AGREED** to accept a late paper for Customer Journey data but reinforced the importance of submitting all other DCC papers on time. The DCC proposed a new format for presenting Customer Journey data to the OPSG, to reduce the number of slides and concentrate on specific variations in performance. The OPSG were supportive of the proposal.

The OPSG **AGREED** with the DCC's proposals for a Customer Journey late paper and data reformatting approach.

7. WAN Coverage Map: (For Decision) (AMBER)

The DCC presented updates on the WAN Coverage Checker and 4G coverage data, and discussed aims to standardise address formats, improve data accuracy, and provide detailed coverage maps and tables. The OPSG supported the DCC's proposed approach for standardising address formats across Suppliers.

The DCC committed to ongoing engagement with Suppliers to refine data presentation, address outstanding questions, and ensure that future updates and tools meet the needs of all stakeholders.

The OPSG **NOTED** the update.

8. GBCS 4.2 Pilot: (For Decision) (GREEN)

The DCC provided a progress update on the GBCS 4.2 project, including a WNC User Integration Test (UIT) update, and sought endorsement from the OPSG for the WNC Over-The-Air (OTA) pilot Go-Live.

The OPSG discussed concerns about Devices undergoing unplanned reboots, noting the operational impact on Suppliers. The DCC explained the root causes and current investigation status, agreeing to provide further updates and ensure resilience improvements are considered.

The OPSG **ENDORSED** the WNC GBCS 4.2 Over-The-Air pilot Go-Live.

9. Non-Communicating Update: (For Decision) (AMBER)

The Non-Communicating Update was moved to a For Information Only paper due to time constraints.

The OPSG **NOTED** the update.

10. ANSO: (For Decision) (AMBER)

The DCC briefed the OPSG on the Application, Network and Security Operations (ANSO) Programme delivery, outlining the need for two High-Impact Windows (HIWs) outages for data migration and contingency. The DCC explained that ANSO migration involves moving 178TB of data for the SMETS 1 Final Operating Cohort (FOC) cohort, with no changes to user-facing functionality but significant operational and commercial risks if timelines slip.

The OPSG discussed the impact on customers, especially around the October British Summer Time (BST) clock change, and the need for clear communication. A member agreed to undertake internal consultation and return to the OPSG with a position regarding the proposed outage dates. The DCC will return to the OPSG once this is completed.

The OPSG **DID NOT AGREE** with the DCC's proposed HIWs as further consultation with Industry must first be undertaken.

11. MP324 – CH Returns: (For Decision) (CLEAR)

The Change Team and the DCC presented the proposed solution and legal text for SEC modification MP324, aiming to remove the obligation to provide legacy Communication Hubs (CHs) for ordering and returns. The proposed modification targets production assets, removing the requirement to support ordering and returns of long-range radio and 2G CHs, thereby reducing unnecessary storage and manufacturing costs.

OPSG members requested assurance that the modification would not affect the availability of test assets needed for ongoing Supplier testing.

The OPSG **AGREED** that the proposed solution resolves the issue, and the Change Team and the DCC **AGREED** to review and clarify the legal text to ensure test services are protected.

12. MP325 – SMCL2 Code Changes: (For Information) (CLEAR)

The MP325 – SMCL2 Code Changes update was moved to a For Information Only paper due to time constraints.

The Change Team aims to go to Refinement Consultation on 22 July. Any urgent comments or questions are to be directed to the Change Team by 21 July, otherwise any additional queries can be provided as part of the Refinement Consultation.

The OPSG **NOTED** the update.

13. SMETS1 Payment Mode Data Assurance: (For Information) (GREEN)

The DCC discussed options for reconciling SMETS1 prepayment mode data with Suppliers, responding to feedback from members on using existing data to infer payment mode. The DCC outlined two options for Suppliers to provide prepayment mode data, either by uploading a CSV file or using other methods and requested Suppliers to coordinate with their service managers on their preferred approach. The OPSG suggested the DCC investigate other options utilising existing data DCC already hold and provided some examples to aid investigation. The DCC agreed to look at the options provided by the OPSG.

The OPSG **NOTED** the update.

14. Any Other Business (AOB): (For Information) (CLEAR)

DNO Certificate Update (M31 Table)

SEC Industry Operations explained that SECAS will now send direct notifications to SEC parties about network operator organisation certificate updates, and invited representatives to request inclusion on the distribution list.

OPSG / TIRG Update

SEC Industry Operations confirmed that the proposal brought to the OPSG 165 on changes to Sub-Committees within Industry Operations will go live from August. The OPSG will be reduced to one meeting per month with use of X meetings where required. The Trust Centre Swap Out (TCSO) Issues Resolution Group (TIRG) will be moved into the Non-Operating Device Intervention Group (NODI) Group and the TIRG will be closed. Communications will be sent to members regarding attendance and new structures.

FSM Readiness Group

SEC Industry Operations sought feedback on whether to repurpose the FSM Readiness Group for ongoing incident management or to establish a new group, with members highlighting the need for improved issue tracking and engagement.

NODI Membership Confirmation

SEC Industry Operations introduced Alan Chase to replace Ian Turner at the NODI Group. The OPSG **APPROVED** the nomination of Alan Chase into the NODI Group.

The OPSG **NOTED** the update.

Next Meeting: 11 August 2026