

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

Operations Group Meeting 63

4 January 2022, 09:20 – 16:15

Teleconference

OPSG_63_0401 - Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Lisa Moran
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Rochelle Harrison
	Martin Christie
	Emslie Law
	Nick Coombs
	Andy Knowles (<i>Alternate for Eleanor Judson</i>)
	Ralph Baxter
Small Suppliers	Cassie Bowerman (<i>Alternate for Kate Barnes</i>)
	Kate Frazer
Other SEC Parties	Michael Snowden
	Elias Hanna
	Geoff Huckerby

Representing	Other Participants
DCC	Lisa Wong
	Wendy Liddell
	Easton Brown (Part) (<i>Agenda Item 9</i>)
	Gary Stuart (Part) (<i>Agenda Item 3</i>)
	Steve Hardy (Part) (<i>Agenda Items 5 & 6</i>)
	Paul Weatherly (Part) (<i>Agenda Item 7</i>)
	Sasha Townsend (Part) (<i>Agenda Item 10</i>)

	Tom Edwards (Part) (Agenda Item 11)
	Graham Bass (Part) (Agenda Item 11)
	Stuart Scott (Part) (Agenda item 11)
	Gav Parrott (Part) (Agenda Items 12 & 13)
	David Rollason (Part) (Agenda Item 12)
	Keith Foster (Part) (Agenda Item 18)
Virgin Media O2	Ryan Newman (Part) (Agenda Item 13)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Eugene Asante (Part) (Agenda Item 4)
	Louise Evans (Part) (Agenda Item 16)
TABASC	Julian Hughes
BEIS	Natasha Free
	Eleanor Taylor

Apologies:

Representing	Name
Large Suppliers	Kevin Donnelly
	Rob Short

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_62.

The OPSG **AGREED** the redlined comments and **APPROVED** the minutes from OPSG 62 as final.

2. Actions Outstanding

SECAS presented the OPSG Actions Outstanding. Actions were noted as completed where appropriate.

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 54/05	The DCC to investigate and provide reporting on the reasons for the failure of the job that impacted PM2 performance.	03/08/2021	04/01/2022	N/A	DCC
The DCC noted that the guidance has been issued. The OPSG agreed that this action can be closed and the DCC investigations on failed jobs will be reported back to the OPSG under the non-contactable Communication Hubs (CHs). Status: Closed.					

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 56/03	The DCC to identify the number of exceptions as a proportion of the installation volumes.	07/09/2021	04/01/2022	N/A	DCC
The DCC presented an update to this action under agenda item 9. The DCC noted that exclusions will be provided against the total number of messages rather than installation volumes. The DCC highlighted that this does not include Alerts. Status: Closed.					
OPSG 62/06	The DCC to provide a summary plan indicating main phase, expected outcomes, and timescales of the non-contactable CHs project.	07/12/2021	04/01/2022	N/A	DCC
The DCC noted that there is not a specific project plan, instead this will form part of Business as Usual (BAU) activity. The OPSG agreed that this was not a formal project, however noted that timescales and expected outcomes will need to be provided on the BAU activity for non-contactable CHs. SECAS agreed to update the Incident description to remove reference to 'project'. The DCC noted that it will engage with Suppliers and provide an update at the next meeting (OPSG 65). Status: Open.					
OPSG 62/07	The DCC to provide how the outcomes of the non-contactable CHs project will be mapped to other performance matters and indicators.	07/12/2021	04/01/2022	TBC	DCC
The OPSG noted that the DCC will need to provide more information on BAU activity relating to non-contactable CHs. The DCC noted that it will continue to investigate the underlying issues with non-contactable CHs, for example incomplete install and commission and the effect this has on performance. The DCC will provide a further update at the next meeting (OPSG 65). The OPSG agreed to reword the action to remove reference to 'project' Status: Open.					

The OPSG **NOTED** the update.

3. CSP N Performance

The DCC provided an update on Communication Service Provider North (CSP N) Performance, and the progress made against the Performance Measurement (PM) 2 Service Improvement Plans (SIPs).

The DCC reported that CSP N had achieved 77.19% performance for PM2 '*Percentage of Category 1 firmware payloads completed within the relevant TRT*' in November, against the upper target set out in the remediation plan of 82%.

The DCC confirmed that the batching solution (CB6.7) had been successfully implemented on 9 December 2021. The DCC noted that CSP N was able to process batches of approx. 40k within 24 hours. The DCC noted that it is on target to achieve approximately 91% in December.

The OPSG asked the DCC to investigate the impact of non-contactable CHs on PM2 in CSP N, and more generally, on other performance measures. The DCC noted that will investigate this as part of its continuous improvement plan and the work on non-contactable CHs.

ACTION OPSG 63/01: The DCC to investigate the impact of non-contactable CHs on PM2 in CSP N and, more generally, on other performance measures as part of its continuous improvement plan and its work on non-contactable CHs.

The OPSG **NOTED** the update.

4. OPSG Issues Log

SECAS presented the candidate issues for addition to, and closure on, the OPSG Issues Log.

The OPSG **ENDORSED** the inclusion of Candidate issues OPSG-098 and OPSG-099 on to the OPSG Issues Log and made no further comments.

5. RF Noise

The DCC noted the success in drastically reducing the rate of non-compliant installations and thanked Users for their cooperation. The DCC highlighted that year to date approx. 3k non-compliant meters have been installed in CSPN and approx. 6k in CSP Central and South (C&S).

The DCC noted that only approx. 10% of the declared derogated stock have been installed, with the derogation due to end in March 2022. The OPSG noted that some of these meters maybe stuck in the triage process and questioned whether the deadline and process can be extended to accommodate meters in this state. The OPSG noted that it will discuss this with the CSPs.

The DCC noted that it was seeking to agree plans for use of declared stock with Suppliers. The OPSG asked that the DCC report back on progress and whether plans have been successfully agreed.

ACTION OPSG 63/02: The DCC to provide an update on plans for the declared stock with Suppliers, and whether these plans have been successfully agreed.

ACTION OPSG 63/03: The DCC to engage with Users and the CSPs to consider extending the March 2022 deadline to install declared stock, including consideration for meters in the triage process, and provide an update at the next meeting OPSG 65).

The OPSG **NOTED** the update.

6. DCC Non-Compliances

The DCC outlined its view of SEC non-compliances, noting the context of the total number DCC SEC obligations.

The OPSG welcomed the transparency provided by the DCC. An OPSG member noted that discussion of remediation actions should not be taken to imply acceptance of non-compliances. The DCC emphasised how seriously it took compliance, noting that non-compliance issues will be thoroughly investigated.

The OPSG noted that it would be valuable to maintain a full list of agreed non-compliances, and the approach to remediation. The OPSG noted that implicit in the remediation may be the consideration of the possibility of adjusting the SEC to align with technical capability, or of enhancing technical capability to the meet SEC requirement. The OPSG noted the need to reflect items in the OPSG

Issues Log, and, equally, to ensure that items in the Issues Log are appropriately reflected in the list of non-compliances. The OPSG agreed that it was important to prioritise items on the list and agree how each item will be addressed. The OPSG noted the need to develop a process for maintaining the list of non-compliances.

ACTION OPSG 63/04: The DCC and SECAS to agree on a prioritised list of non-compliances and remediation plans.

ACTION OPSG 63/05: SECAS to ensure that the agreed list of non-compliances is reflected in the OPSG Issues Log, and the items in the Issues Log are, where appropriate reflected in the list of non-compliances

The OPSG **NOTED** the update.

7. DSP Technical Refresh – March outages request

The DCC presented proposals for additional outages in March 2022.

The OPSG members reiterated that they did not support lengthy planned maintenance windows in March 2022 due to the impact this would have on prepayment customers. The OPSG also reiterated that the CSPs will need to ensure that the notification period for end-of-life components is adhered to in the future to avoid additional maintenance windows.

The OPSG agreed to discuss the proposed additional March outages, and the draft baseline for Maintenance outages and BCDR in 2022 at the workshop on 11 January 2022. The OPSG noted that the SEC Panel will be considering outcomes and proposals from the Workshop at the 14 January 2022 Panel meeting (SECP_100).

The OPSG **NOTED** the update.

8. Monitoring and Assurance of DCC Services – Introduction

SECAS introduced the scope for an enduring process for monitoring and assurance of DCC Services. The OPSG noted the objectives and the next steps.

The OPSG endorsed the development of the Project Brief. The OPSG asked SECAS to include how the OPSG Issues Log and process will be considered as part of the project, to avoid duplication. The OPSG also noted that this project should encompass (or at least be aligned with) the work to address DCC non-compliances.

ACTION OPSG 63/06: SECAS to include how the OPSG Issues Log process will be considered as part of the Project Brief for the monitoring and assurance of DCC Services to avoid duplication.

ACTION OPSG 63/07: SECAS to ensure that the Project Brief for the monitoring and assurance of DCC Services includes the work to address DCC non-compliances.

The OPSG:

- **NOTED** the presentation; and
- **ENDORSED** the development of the project brief for a project to Review the Monitoring and Assurance of DCC Services.

9. Aged Exclusions/Reducing PMEL

The DCC presented an update on the aged CH exclusions and overview of the reduced Performance Management Exclusion List (PMEL).

The DCC confirmed that the exclusions are against transactions rather than directed at installations, meaning that reporting for exclusions will be compared against message volumes rather than installations. The OPSG agreed that action 56/03 can be closed.

The DCC highlighted that the largest volumes of exclusions relate to 'Incomplete Install and Commission Premises'. The DCC noted that it will engage with Users as part of its investigations to address these issues.

The DCC noted that all CH exclusions will be managed via reporting rather than raising individual Incidents. The OPSG endorsed this process, noting that it will make it easier to manage the exclusions. The OPSG suggested that the DCC should look at what information, if any, may be lost if exclusions are managed via reporting rather than Incident Management, and if necessary, whether any such information can be captured in another way. The DCC agreed to provide regular updates at the OPSG.

The OPSG noted that the DCC will need to ensure that the issues to be resolved with the 4G Coverage Checker will not hinder the 4G CH and Network Evolution plans.

ACTION OPSG 63/08: The DCC to identify what information, if any, may be lost if CH exclusions are managed via reporting and not through individual Incidents.

The OPSG **NOTED** the update.

10. February 2022 SEC Release - Progress Update

The DCC provided an update on the scope of the February 2022 SEC Release.

The DCC highlighted the Change Sub-Committee (CSC) decision to remove [MP167 'Review of SEC documents'](#) from the SEC Release and replace with [MP149 'Effecting Changes to the Smart Energy Code efficiently'](#) at its meeting in December 2021.

The OPSG noted that components currently have an Amber status as the modifications in the release have not yet been approved. The OPSG commented that, as DCC had confirmed that all was proceeding according to plan, the most appropriate status was Green, recognising that certain approvals remain to be obtained (in accordance with the plan).

The DCC noted that there no significant risks and issues have been identified.

The OPSG asked that, if possible, the Self Service Interface (SSI) component should Go Live at the same time as the main Release, emphasising the risk of confusion if this was not done.

The OPSG requested that the DCC update the User guidance documents in line with the SEC Release. The DCC will present its final assessment of readiness for the February 2022 SEC Release at the next meeting (OPSG 65).

ACTION OPSG 63/09: The DCC to update the User guidance documents in line with the February 2022 SEC Release.

The OPSG **NOTED** the update.

11. June 2022 SEC Release

The DCC provided an update on the scope of the June 2022 SEC Release.

The DCC highlighted that the SEC Release is currently on track and the components currently have a Green status. No issues or risks were identified by DCC.

The OPSG **NOTED** the update.

12. Temporary CH Ordering and Delivery Rules (TCHODR) Consultation Outcome

The DCC presented the outcome on the TCHODR following the consultation.

The DCC reported that the proposed changes to the TCHODR rules had been approved by the SEC Panel in December 2021. The DCC will engage with CSPs and SEC Parties to implement these new rules.

The OPSG **NOTED** the presentation.

13. Supply Chain challenges in C&S

The DCC reported that CSP C&S has requested a price increase of 10% on Single Band CHs in 2022, due to fees being levied at the point of delivery (to vendors) that the supply chain is unwilling to absorb. CSP C&S noted that without this price increase the industry will continue to see issues with component supply during 2022.

The OPSG noted strongly that the proposed price increase was unwelcome, especially considering the commercial context for the energy sector. The OPSG noted that it was not appropriate simply to accept a price increase if there was no contractual reason for doing so.

The OPSG noted that it did not know the full commercial and contractual context, and therefore it would be difficult to comment on a proposed increase in price in isolation. The OPSG also noted that it believed that it would not be in a position to approve this as it is a commercial contract decision. The OPSG emphasised, however, that it would be willing to engage on discussing any aspects of ordering which might ameliorate current supply difficulties.

The OPSG questioned whether the DCC and CSP C&S investigated other ameliorations. The DCC noted that it is looking to add refurbished CHs back into the supply chain to help mitigate the risk to supplies, however this involves some firmware challenges.

The OPSG also questioned whether the recently approved TCHODR rules may be at risk, as there is a concern that there will not be in a stable position going forward. The DCC commented that there may be a continued risk to CH supplies if the price increase is not executed and until demand matched supply, which may not be until 2023.

The OPSG **NOTED** the presentation.

14. Major Incident Review

SECAS presented the Major Incident Review of INC000000796770 for consideration.

SECAS questioned why the Incident took an extended period of time to be investigated and resolved, breaching the SLA. The DCC noted that the DCC internal Incident Service Centre night shift team did not experience issues when the affected User contacted them so there was no reason to suspect a Global Protect VPN issue, however, when the same issue was identified with the DCC Technical Operations Centre (TOC) Team it was identified that it was likely to be a VPN issue as the Service Centre users were unaffected due to having access to the network before the issue arose. The result of this was a 1.5-hour delay in raising the Major Incident.

The DCC noted that the Incident communications were timely, however the OPSG members noted that they did not receive notification of the Incident on 18 November 2021 and therefore could not confirm whether the incident communications were clear or timely. The DCC noted that it will review its distribution list. The OPSG asked for the Review Report for Incident INC000000796770 to be revised following investigation of the communications problems; the revised report would be circulated ex-committee for approval.

ACTION OPSG 63/10: The DCC to investigate issues with Incident communications for Incident INC000000796770, as OPSG members noted they could not see evidence that these had been received.

ACTION OPSG 63/11: The DCC to revise the Review Report for Incident INC000000796770 following investigation into incident communications and circulate the report for OPSG approval.

The OPSG **NOTED** the presentation.

15. SMETS2 Interoperability

The OPSG reviewed two proposed problem statements relating to the proliferation of Device Combinations and the draft reporting requirements. A Large Supplier (LS) member questioned who would make the final decision in the event that, for example, the OPSG and the Strategic Working Group (SWG) held different views on a topic. SECAS noted that it will investigate further, and a LS member noted that this situation is unlikely to occur due to the remits of the two groups. SECAS were asked to circulate a link to the Terms of Reference of the SWG. The OPSG endorsed the problem statements and next steps.

ACTION OPSG 63/12: SECAS to investigate who will make the final decision between the OPSG and SWG if there is a conflict in recommendations from the two governance groups in respect of SMETS2 Interoperability.

[Post Meeting Note: Due to time constraints, Supplier members did not specifically comment on their portfolio sizes and whether they are deemed manageable at present, therefore a question was added to the Meeting schedule poll issued on 6 January 2022 which members are invited to respond to].

The OPSG **ENDORSED** the Problem Statements and Next Steps.

16. OPSG Schedule

SECAS noted that it will provide the four options for the OPSG meeting schedule for 2022 via a poll ex-committee for members to consider. This was prompted by a DCC request for adequate time after month-end to produce the operational update for the main meeting.

SECAS highlighted that some meetings may be held in person during the next year and would seek agreement from members before making any arrangements. Members were invited to provide any additional feedback on the schedule and meeting preferences via the poll. *[Post Meeting Note: The poll with the proposed meeting schedule was sent to members to complete by 13 January 2021.]*

ACTION OPSG 63/13: OPSG members to provide any additional feedback on the schedule and meeting preferences via the poll.

The OPSG **NOTED** the presentation.

17. Service Request Forecasting and Traffic Optimisation

This item was deferred due to time constraints.

18. Switching Go Live Governance

The DCC provided an overview of the Switching Go Live Governance and outlined the approach for the assessment of readiness against proposed Live Services Criteria (LSC). The DCC noted that a Go-Live date of 18 July is proposed.

The OPSG noted that the LSCs will need to be developed to identify those aspects relevant to SEC obligations (including SEC Section K clause 4 and any consequent impacts): these aspects will be the focus for Panel Sub-Committees, with conclusions being forwarded to the Panel. The OPSG noted that it has an established pattern of meetings to monitor progress towards readiness and asked that DCC establish a series of review meetings in accordance with this pattern.

ACTION OPSG 63/14: The DCC to work with SECAS to identify and ensure that aspects of the SEC obligation SEC Section K clause 4 and any consequent impacts are explicitly identified and included in the Live Services Criteria for the Switching Go Live Governance.

ACTION OPSG 63/15: The DCC to arrange a series of review meetings to monitor progress towards readiness for the Switching Go Live Governance.

The OPSG **NOTED** the presentation.

19. MP140 'CH Stock Transfer'

This item was deferred due to time constraints. SECAS asked the OPSG to provide comments ex-committee.

20. DP192 'Extend Scheduled Services for SMETS1 Devices'

This item was deferred due to time constraints. SECAS asked the OPSG to provide comments ex-committee.

21. Customer Perspective

There were no topics proposed this month.

22. Any Other Business (AOB)

22.1. Incident INC000000806199

A LS member highlighted that this Incident was classified incorrectly (as a Category 2 instead of a Category 1 due to loss of service). Other OPSG members noted that the escalation process for this Incident was not clear, and Service Managers were unable to contact the DCC Service Desk. The DCC noted that it will investigate this further. The OPSG Chair noted that Incident Categorisation will be discussed at the next meeting (OPSG 65).

22.2. Informal communication with SEC Parties

A LS member noted that there was a desire to share information amongst Users, possibly via a bulletin board or forum, on potential issues. SECAS noted that it will investigate ways for an online forum to be created for Users to share information.

22.3. Updated Firmware for Voltage Alerts

A Distribution Network Operator (DNO) member noted that a fix was due to be implemented to mitigate an increase in Voltage Alerts, however SEC Parties have yet to be notified of when the fix will be implemented. The DCC noted that it will notify SEC Parties of when the Release will be available. The OPSG noted that this should also form part of the DCC's regular Alerts update.

22.4. OPR Consultation

SECAS reminded members that the OPR consultation closes on 21 January 2022. OPSG members agreed for a joint response to be sent on their behalf. SECAS noted that this will be discussed at an upcoming workshop.

22.5. Panel Feedback

The OPSG Chair noted that the SEC Panel had thanked members for its work and contributions in 2021.

ACTION OPSG 63/16: The DCC to investigate incident escalation and communication issues with Incident INC000000806199.

ACTION OPSG 63/17: The DCC to include update on the fix for Voltage Alerts in DCC's regular Alerts update pack.

ACTION OPSG 63/18: The DCC to notify SEC Parties of when the fix for Voltage Alerts will become available.

ACTION OPSG 63/19: SECAS to investigate ways for an online forum to be created for SEC Parties to share information.

There was no further business, and the Chair closed the meeting.

Next Reporting Meeting: 24 January 2022; Next Main Meeting: 1 February 2022