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Operations Group Meeting

28 February 2022, OPSG_66_2803

12:20 – 16:00

Teleconference

Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Lisa Moran
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Martin Christie
	Emslie Law
	Rochelle Harrison
	George Macgregor (<i>alternate for Eleanor Judson</i>)
	Ralph Baxter
	Kevin Donnelly
Small Suppliers	Cassie Bowerman (<i>alternate for Kate Barnes</i>)
Other SEC Parties	Michael Snowden
	Elias Hanna

Representing	Other Participants
DCC	Wendy Liddell
	Easton Brown
	Timothy Dunning
	Marlene Gibson-Skinner
	Graeme Liggett (Part) (<i>Agenda item 7</i>)
	Steve Hardy (Part) (<i>Agenda item 8</i>)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners

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	Eugene Asante
	Louise Evans (Part) (<i>Agenda item 9</i>)
	Dan Simons (Part) (<i>Agenda item 10</i>)
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Nick Coombs
	Rob Short
Other SEC Parties	Geoff Huckerby

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG 64.

The OPSG **AGREED** that the minutes from OPSG 64 will be published as final.

2. Actions Outstanding

SECAS presented the updates to the actions outstanding. Actions were noted as completed where appropriate.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 61/05	The DCC to provide a draft consultation for OPSG review and input.	22/11/2021	28/02/2022	N/A	DCC
The OPSG noted that the consultation for the Operational Performance Regime (OPR) Systems Performance Measures was published in December 2022 and concluded in January 2022. The consultation outcomes were discussed at the February meeting (OPSG 65) and the OPSG had no further comments. The OPSG Chair thanked members for their contributions to the OPR discussions. Status: Closed.					
OPSG 64/01	The DCC to confirm whether the volume and severity of RDP Incidents would pose any risk or concern to the Faster Switching Programme	24/01/2022	28/02/2022	N/A	DCC

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
	The DCC provided slides for this action. The DCC explained that there could be a risk that some Registration Data Provider (RDP) Incidents, such as; E081109 (not the registered supplier), D0350 (files not received or received with error) and Registration data file (validation failure) could still occur when the Faster Switching Programme has been implemented and that these will mainly impact the Centralised Switching Service (CSS). However, the DCC noted that these Incidents would be resolved quickly and therefore none of these required further enduring resolution. The OPSG queried whether the risks to CSS can be mitigated for example with additional monitoring. The DCC noted that these risks have been discussed with the CSS programme, however the impact is not significant enough to explore enduring mitigations, as the majority of the RDP Incidents are individual site issues and derive from external data sources outside of the DCC and planned CSS service. Status: Closed.				

The OPSG **NOTED** the update.

3. SEC Panel Reports

SECAS presented a summary of the SEC Panel reports to the OPSG.

3.1. Registration Data Provider Incident Report

The OPSG considered the RDP Incidents Report for January 2022.

SECAS highlighted that there were 29 RDP Incidents opened in January, four Incidents were reported as resolved within the month. 83 Incidents remain open with investigation to be completed.

The DCC noted that since the report was issued, 82 Incidents had since been closed, and 1 Incident was pending action from DNOs.

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for January 2022.

The OPSG noted that the Panel's decision in January 2021 not to actively pursue Party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.

SECAS reported that [MP160 'Certificate Signing Request'](#) remains in the Refinement Process. SECAS will draft the legal text and present this to OPSG, Smart Metering Key Infrastructure Policy Management Authority (SMKI PMA) and the SEC Working Group for consideration.

3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for January 2022.

The OPSG noted that the Panel's decision in January 2021 not to actively pursue Party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.

SECAS reported that [MP116 'Service Request Forecasting'](#) was implemented on 24 February 2022 as part of the February 2022 SEC Release.

The OPSG noted that the DCC Modelling, used by DCC and refined as part of the modification process, achieved 100% accuracy for its SRV forecast in the reporting month.

The OPSG suggested that the DCC provide example of the SRV and CSR forecasts. The DCC noted that this will be provided at an aggregated level for Users to consider overall assumptions and trends. Users will not be expected to validate the total aggregated forecast. The DCC noted that the first reporting will be discussed at the April 2022 meeting (OPSG 70).

3.4. SEC Panel Quarterly Problem Report

The OPSG considered the Quarterly Problem Report for the calendar year of Q4 2021

The report outlined that there were 71 Open problems at the end of Q4 2021. The report lists six Problems which have breached the target the DCC has set for Root Cause Analysis: 1 is critical Category, 2 are medium Category and 3 are low Category. There were also 65 open Problems which the DCC considers are 'Significant and/or Impactful'.

SECAS highlighted that the Problem in the critical Category (PBI000000124600: Multiple Service Users experienced connectivity failures to Data Service Provider (DSP)) that occurred on 30 November 2021, was very similar to Incident INC0000000806199 on 21 December 2021. The OPSG questioned whether there were warning signs from PBI000000124600 that related to Incident INC0000000806199. The DCC noted that it will investigate.

3.5. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the Responsible Communications Hubs (CH) Returns Quarterly Report for the calendar year of Q4 2021.

The report outlined that a total of 17,884 records were closed during this period. Of these, 16,010 were attributed to Service Users (No Fault Found) and 1,874 were attributed to the DCC (Fault Found).

The DCC noted that regarding Action 29/15¹, the Communication Service Provider Central and South (CSP C&S) triage inspection has been completed. The audit for CSP North (N) CH triage process is scheduled for March 2022.

The OPSG questioned whether the audit will justify the reasons for the volume of CHs being returned as manufacturing defects in CSP N. The DCC noted that it will ensure that this is reviewed as part of the audit.

The OPSG noted that there had been more returns in CSP C region than CSP S region. The OPSG queried whether this could be due to more Single Band Communication Hubs (SBCH) being returned and replaced by Dual Band Communication Hubs (DBCHs) in the CSP C region. The OPSG requested that the DCC investigate this further.

A Large Supplier (LS) member commented that Users are incurring costs when a CH is returned due to a manufacturing defect. The OPSG requested that the DCC confirm the applicable charges and compensation to SEC Parties for returning faulty CHs.

¹ OPSG Action 29/15: The DCC to perform an audit of the CSPs CH triage process and provide an update at the next meeting (OPSG_30)

An Other SEC Party member suggested that the percentage of CH fault returns against Install volumes should be included in the Responsible Communications Hubs (CH) Returns Quarterly Report to provide a basis or context to assess volumes of faults.

ACTION OPSG 66/01: The DCC to provide examples of the new SRV and CSR forecasts for Users to consider overall assumptions and trends.

ACTION OPSG 66/02: The DCC to investigate whether there were any warning signs from Problem PBI000000124600 (*Multiple Service Users experienced connectivity failures to DSP*) that related to Incident INC000000806199.

ACTION OPSG 66/03: The DCC to investigate why there had been more CHs returned in CSP C region than CSP S region in Q4 2021.

ACTION OPSG 66/04: The DCC to confirm the applicable charges and compensation to SEC Parties for returning faulty CHs.

ACTION OPSG 66/05: The DCC to include the percentage of CH fault returns against Install volumes for a period in the Responsible CH Returns Quarterly Report.

The OPSG:

- **NOTED** the SEC Panel Reports; and
- **APPROVED** the summary of DCC reporting (Annex 1) noting that the report reflected the service experience by Users in January 2022.

4. PMR – December 2021

SECAS presented its review of the Performance Measurement Report (PMR) for September 2021. The OPSG noted the associated commentary.

SECAS reported that there was one Code Performance Measures (CPM) below Target Service Level: CPM1. One CPM was below Minimum Service Level: CPM3.

CPM1 was below Target Service Level at 96.99%. CPM1 has been below Target Service Level since February 2019 and has only achieved the Target Service Level three times since April 2018. This was largely driven by the continued failure to achieve the Minimum Service Level for PM2 '*Percentage of Category 1 firmware payloads completed within the relevant TRT*' in CSP N, at 85.10%.

SECAS noted that CPM3 was below Minimum Service Level at 86.21%. It was impacted by the S1SP DXC performance on PM1.5 '*Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time*', which was at 5.67%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1.

SECAS reported that there were three Category 1 and Category 2 Incidents closed in December 2021. There were two Category 2 Incidents excluded from Performance for December 2021. The first incident was excluded due to being SMETS1 migration related with the second exclusion due to the incident being categorised as 'Non-DCC Resolution', related to Incident INC000000806199.

The OPSG noted that this should not have been excluded due to the following reasons:

1. There were DSP design assumptions about the behaviour of User Systems, even though there is no relevant requirement defining User systems behaviour in the SEC, and these had not been communicated and proposed to Users.
2. Lack of testing at the DSP.
3. The failure of the DSP protection mechanism to prevent broader and wider disruption to User Services.

The DCC agreed and noted it will update and reissue the December 2021 PMR.

The DCC confirmed that with the inclusion of INC000000806199 in the reporting metrics that CPM4 *'Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time'* would not meet Minimum Service Level. The DCC will confirm the reported performance when the report is republished.

The OPSG also queried the exclusion of another SMETS1 migration Incident (INC000000802230), as Users were unable to triage migrations that had failed. The DCC noted that there were no impacts on the performance measures. SECAS noted that it will investigate where migration Incidents should be formally reported and discussed (noting the Transitional Business Design Group (TBDG) Enrolment & Adoption Forum is due to end soon).

SECAS reported that the DSP are claiming approximately 13.3 million exceptions against CPM1, CPM2 and CPM3 due to the Other Users not providing acknowledgments to their Service Requests. SECAS noted that Users are not required by the SEC to send this in a particular time frame. The DCC noted that these are actually representative of the retries when Users have not provided an acknowledgement response and therefore are excluded on this basis.

The OPSG noted that S1SP DXC had raised a waiver on Service Credits for PM1.5, PM1.1 and PM1.7 for the September 2021, October 2021, and November 2021 reporting periods, and noted that the DCC did not grant this waiver. SECAS noted that S1SP DXC did not submit Service Credits for December 2021. The DCC noted that S1SP DXC are challenging the DCC's view on the waiver and are in talks with the Commercial Team.

ACTION OPSG 66/06: SECAS to investigate where migration Incidents should be formally reported and discussed.

The OPSG:

- **NOTED** the PMR; and
- **AGREED** that the report reflected the service experienced for the period of December 2021.

5. Performance Indicator Summary Report - December 2021

The OPSG noted the Performance Indicator Report for December.

SECAS provided an overview of key observations from the December 2021 report.

The OPSG highlighted that although Incident INC000000806199 is an excluded Incident, it should still be indicated on the graphs.

Regarding the SMETS1 firmware activation Indicator, the DCC noted that the significant decrease in performance is not related to one particular cohort or region, and that Suppliers had varied success

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rates. The DCC noted that it is engaging with the Suppliers with lower success rates. The OPSG reiterated the need for an in-depth or failure delta graph to provide useful insight for the performance of individual business processes and reemphasised the need for a systematic plan for diagnosing and remediating business process failures.

ACTION OPSG 66/07: The DCC to add Incident INC000000806199 to the Performance Indicator graphs and to include 'excluded' Category 1 or 2 Incident markers in future reports (noting the need to differentiate between included and excluded Incidents).

ACTION OPSG 66/08: The DCC and SECAS to propose a plan for systematically diagnosing and remediating business process failures.

The OPSG **NOTED** the presentation.

6. Business Processes – Network Monitoring

The OPSG noted that the content was not what SECAS or the OPSG Chair were expecting. The DCC agreed to defer this item and will therefore be presented at a future OPSG meeting.

7. Tariff Update/Price Change - Performance and Monitoring

The DCC presented an overview of Tariff Update performance, and of how the April 2022 Price Increase is expected to impact traffic across the DCC infrastructure.

7.1. Tariff Update

The OPSG noted that following the Tariff Performance Workshop on 9 November 2021, the DCC has been engaging with affected Suppliers. The DCC noted that it has seen a material improvement in tariff update performance with the affected Suppliers over the December 2021 and January 2022 reporting periods.

7.2. Energy Price Cap Increase

The OPSG again considered the likely implications of the energy price cap increase on 1 April 2022. This will cause an increase in traffic as a large volume of Service Requests (SRV1.2.1) and on demand reads (4.6.1) are requested.

The DCC noted that the DSP will assist in removing 4.6.1 scheduled reads for Users who require this support on 1 April 2022. The OPSG noted the need to ensure this is appropriately reviewed and controlled and that Users have sufficient notification to allow them to make use of the proposed approach.

A LS member noted that the Anomaly Detection Thresholds (ADT)/Anomaly Detection Attributes (ADA) values will need to be amended ahead of the price increase: this has also been discussed at the Technical Architecture and Business Architecture Sub-Committee (TABASC).

The OPSG noted that SEC Parties need to be informed of any advice or requests regarding 1 April as soon as possible so that Users can prepare their systems. The OPSG again requested that the DCC return with an approach and draft communication for Users and requested that this be done as a matter of urgency with the target of sending communication to Users in early March.

The DCC noted that it will look to have an enduring process for energy price cap increase in the future following the outcome on 1 April 2022.

ACTION OPSG 66/09: The DCC to provide guidance and a draft communication for Users on service and traffic management relating to the energy price cap increase for OPSG review at the March 2022 meeting (OPSG 67).

The OPSG **NOTED** the presentation and next steps.

8. RF Noise

The DCC provided an update on progress made in relation to outstanding derogated stock and non-compliant installs.

The DCC highlighted that there was a spike in the installations of non-compliant meters in CSP C&S, however DCC noted that the majority of these were L&G meters which will become compliant following a firmware upgrade. The OPSG questioned why the possibility of firmware upgrades to make devices compliant wasn't identified or highlighted previously, since this topic had been raised at the beginning of the process at the OPSG. The DCC commented that this capability was not available previously and that it would monitor further options for firmware updates for other types of meters.

The DCC noted that only 12.17% of the of declared derogated stock had been installed in the agreed derogated locations. The DCC noted that on 31 March 2022 the option to install derogated meters on the network will end. The DCC noted that it has not received further information from Suppliers on installation plans for remaining derogated stock beyond 31 March 2022. The DCC noted that Service Users installing a non-compliant meter after this date will be requested to change the meter or make it compliant to ensure the CSP will support the device.

The OPSG noted that there are a number of non-compliant meters in the triage process. The DCC noted that these are not represented in the declared derogated stock total and will identify a different process on how these devices are managed. The DCC noted that it will send out final communications on derogated stock to Users in March.

The OPSG asked that DCC urgently engage with Users to avoid the situation where Users would be asked to remove non-compliant meters, especially where these may have been recently installed.

ACTION OPSG 66/10: The DCC to send out final communications to Users to install declared derogated stock by 31 March 2022.

ACTION OPSG 66/11: The DCC to identify a process for how non-compliant meters in the triage process will be managed.

The OPSG **NOTED** the presentation.

9. Q3 Lookback Report 2021/22 and Q1 Work Package 2022/23

The OPSG considered the Lookback Report for Q3 2021/22 and the Work Package for Q1 2022/23.

SECAS highlighted that the quarterly budget allocated for the OPSG has been increased to reflect additional Issue monitoring and resolution and the monitoring of interoperability and firmware management processes arising from the SMETS2 Interoperability project. The OPSG requested that SECAS provide a written short summary of the additional activities outlined in the SEC Panel Approved Budget for the 2022-23 Regulatory Year.

[Post Meeting Note: Activity going through the Technical Operations Sub-Committees (OPSG, TAG, TABASC) continues to rise, as the roll out of SMIP progresses, operational issues arise, and more

activities move from transitional to enduring governance. The SEC Sub-Committees are holding bi-monthly meetings, in order to work through, critique, and provide approval for the high volume of topics and DCC outputs.

Specifically, support to the OPSG is expected to include:

- trialling OPR and PMR changes for RY2022-23.
- reviewing and liaising with the DCC, BEIS, Ofgem on the DCC reporting suite, specifically the monthly DCC Performance Report; and
- Monitoring and oversight of the reporting produced as part of the SMETS2 Interoperability Review, including Device Model Combination (DMC) volumes and risk, and Meter Firmware Management.]

The OPSG:

- **NOTED** the Lookback Report against the Work Package for Q3 2021/22; and
- **RECOMMENDED** the Work Package for Q1 2022/23 for SECCo Board approval.

10. Monitoring and Assurance of DCC Services - Project Brief

SECAS presented an overview of the Project Brief.

SECAS requested that the OPSG provide any further comments by 8 March 2022.

The Project Brief will be reviewed by the SEC Panel for final decision at its 18 March 2022 meeting.

ACTION OPSG 66/12: The OPSG to provide any further comments on the Project Brief for Monitoring and Assurance of DCC Services by 8 March 2022.

The OPSG **NOTED** the presentation.

11. Any Other Business

11.1. MP104 'Security Improvements'

The OPSG Chair noted that as part of [MP104 'Security Improvements'](#), Users are required to digitally sign XML format Service Requests and sign Pre-Commands with a User Role Signing Private Key. SECAS had sent a communication to all DCC Users reminding them of the upcoming implementation and requesting confirmation of receipt of the information and ability to support the requirement.

The DCC noted that it will send further guidance out to Users as soon as possible.

11.2. Paper Overview

SECAS asked OPSG members to provide any feedback on the OPSG paper overview paper to secas@gemserv.com.

ACTION OPSG 66/13: The DCC to send guidance on how to digitally sign XML format Service Requests as part on MP104 'Security Improvements' to Users.

ACTION OPSG 66/14: The OPSG to provide any comments on the OPSG paper overview paper to SECAS at secas@gemserv.com.

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

Next Main Meeting: 8 March 2022; Next Reporting Meeting: 28 March 2022

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