

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 71

10 May 2022, 09:20 – 15:30

Teleconference

OPSG_71_1005 - Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Lisa Moran
	Ian Drummond
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Rochelle Harrison
	Martin Christie
	Nick Coombs
	Robert Johnstone (<i>Alternate for Eleanor Judson</i>)
	Emslie Law
	Kevin Donnelly
	Ralph Baxter
Small Suppliers	Cassie Bowerman (<i>Alternate for Kate Barnes</i>)
Other SEC Parties	Geoff Huckerby

Representing	Other Participants
DCC	Easton Brown
	Marlene Gibson-Skinner
	Graeme Liggett (Part) (<i>Agenda Item 3</i>)
	Darren Robbins (Part) (<i>Agenda Items 3 & 6</i>)
	Lynette Heywood (Part) (<i>Agenda Item 3</i>)
	Nicholas Ives (Part) (<i>Agenda Item 3</i>)
	Daniel Heathcote (Part) (<i>Agenda Item 3</i>)
	Stephen Barcroft (Part) (<i>Agenda Item 4</i>)

Managed by

	Penny Brown (Part) (Agenda Item 9)
	Vince Rawle (Part) (Agenda Item 9)
	Kathryn Lindsay (Part) (Agenda Item 10)
	David Rollason (Part) (Agenda Item 13)
	Katie Taaffe (Part) (Agenda Item 14)
Ofgem	Jamie Flaherty
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Eugene Asante
	Adele Thain (Part) (Agenda Item 2)
	Alison Beard (Part) (Agenda Item 4)
	Louise Evans (Part) (Agenda Item 12)
	Bradley Baker (Part) (Agenda Item 14)
Gemserv	Dan Simons (Part) (Agenda Item 11)
TAG	Robin Healey
TABASC	Julian Hughes
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Laurence Cross
Other SEC Parties	Elias Hanna
	Michael Snowden

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG 69.

The OPSG **AGREED** that the minutes from OPSG 69 will be published 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 60/05	The DCC to schedule a DSP Technical Refresh lessons learnt workshop in December 2021.	02/11/2021	10/05/2022	N/A	DCC

Managed by

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
The lessons learnt from the Technical Refreshes was discussed under agenda item 6. A Large Supplier (LS) member highlighted the rescheduled Data Services Provider (DSP) Business Continuity and Disaster Recovery (BCDR) test dates were proposed at the SEC Panel meeting on 14 April 2022. However, these dates had not been agreed previously by OPSG. The DCC noted that the new proposed dates will be included in a new version of the Annual Outage Plan which will be presented to OPSG at an upcoming meeting. The OPSG noted the need for change control of this document. Status: Closed.					
OPSG 63/18	The DCC to notify SEC Parties of when the fix for Voltage Alerts will become available.	04/01/2022	04/08/2022	N/A	DCC
The OPSG was informed that firmware update to fix the Voltage Alerts issue was on the Central Product List (CPL) and available to download for Suppliers. The DCC noted that details on Voltage Alerts will be included in the Spurious Alerts report. Status: Closed.					
OPSG 65/11	The DCC to confirm the extent of the usage of 3G services across SMETS1 and SMETS2, including whether any installations were able to dynamically move between the different types of connections	08/02/2022	04/08/2022	N/A	DCC
The DCC confirmed that there are no SMETS1 meters on 3G services. SMETS1 2G meters cannot move to 3G services but SMETS2 3G meters can move to 2G services. SECAS noted that the SEC Panel has delegated responsibilities relating to 2G/3G services to OPSG. SECAS noted that it will work with the DCC on a structured approach. Status: Closed.					
OPSG 63/19	SECAS to investigate ways for an online forum to be created for SEC Parties to share information.	04/01/2022	10/05/2022	TBC	SECAS
The OPSG reviewed three options for an online forum for Users to communicate issues and information across the User community. The OPSG agreed to pilot Option 2 (MS Teams Channel) as Users were already familiar with platform and it was low cost. SECAS will discuss further development of this approach for OPSG offline. The OPSG emphasised the requirement that this capability should allow access by operational user personnel. Status: Open.					

The OPSG **NOTED** the update.

3. DCC Operational Update

The DCC presented its regular update on its service operations.

The DCC reported that the ratio of SRV's per Device continues to increase. The OPSG questioned whether there was a systematic issue that had caused the increase in the ratio. The DCC agreed to produce an analysis of the causes.

The OPSG noted that prepayment top up success rate was 96% in CSP C&S. The DCC noted that the decrease in success in this region was due to the WNC firmware issue (INC000000832699) attributing to approximately 3k of prepayment failures. A LS member commented on similar issues impacting 7k Communications Hubs. The DCC noted that investigations are ongoing.

SMETS1 Final Operating Capability (FOC) continues to have a much lower overall success rate for pre-payment than other cohorts, achieving 36% success in April 2022. A specific defect identified relates to one Supplier who is sending multiple retries following a successful Top-up. The DCC noted that it will continue to engage with this Supplier.

The DCC reported that there were two Major Incidents raised in April 2022: INC000000839991 and INC000000842104. The OPSG also noted two Incidents that occurred recently in May 2022: INC000000846033 (Category 2 Incident) and INC000000847147 (Category 1 Incident).

The DCC reported that INC000000846033 (which occurred on 5 May 2022) involved FOC migrations being 'stuck' during an unplanned maintenance release, causing a delay in active migrations. The DCC noted that INC000000847147 occurred on 9 May 2022 and impacted SR8.11 'Update HAN Device Log', which resulted in the failure of approximately 7k installs. The DCC noted that the root cause was expected to be a failure during routine hardware maintenance, however investigations are still ongoing. The OPSG questioned the rigorousness of the Service Provider's Change Management process and Incident management, noting that that any further Incidents may impact the June 2022 SEC Release.

The DCC reported that it is currently tracking 57 open Problems, 45 of these have confirmed root causes and remediation plans established. The number of open Problems is being reduced; because the resolution of some longer-standing issues is still to be executed, the average age of open problems is increasing.

The DCC reported that there have been 237 changes, achieving a 99.15% success rate. There was 1 adverse impact due to the FOC Release. The DCC noted that there had been two unplanned maintenance changes to protect the FOC service.

3.1. SMETS1

The DCC reported that it has now migrated 8.6 million meters, with 8 million meters being operated by Suppliers.

ACTION OPSG 71/01: The DCC to investigate the increase in the SRV ratio per device and provide an analysis.

The OPSG **NOTED** the update.

4. Action 50/11 - Further Changes Following Modification

SECAS presented an update on Action 50/11¹.

SECAS responded to Action 50/11 highlighting that there are two main reasons why a modification may need to be raised to 'correct' a previous modification. The first was where human error had

¹ Action 50/11: SECAS to conduct a review of why further Modifications have been needed to correct issues with Modifications that have previously been implemented.

occurred and the second was where multiple modifications that make changes to the technical specification documents are combined into a Release.

In order to address the first reason SECAS have put additional processes in place to ensure legal text is correct and all consequential changes have been addressed. SECAS reported that the second issue is unavoidable as the minor differences in alignment when two or more modifications affect the technical specifications are only discovered when detailed design and build work is underway.

An OPSG member asked about [MP093 'Implementing IRP511 and CRP535 to support GBCS v3.2 devices'](#). SECAS noted that there was an unexpected occurrence that was not foreseen in the testing phase. SECAS noted that there will be further engagement with Testing Advisor Group (TAG) to reduce the likelihood of these issues reoccurring. SECAS also noted that it will ensure the modification report is more accurate going forward.

The OPSG noted that there was not a defined process for resolving issues, which may have consequential costs, following an implementation of a modification. The OPSG noted that the topic of consequential cost will be discussed at the Panel meeting on 13 May 2022.

The OPSG requested that SECAS provide an overview of the end-to-end Change process illustrating how operational issues are resolved at each stage.

ACTION OPSG 71/02: SECAS to provide an overview of the end-to-end Change process illustrating how operational issues are resolved at each stage.

The OPSG:

- **NOTED** the presentation; and
- **AGREED** to close action 50/11.

5. TSP Operational Readiness

The DCC presented an update on the Trusted Service Provider (TSP) Project.

The DCC reported that the TSP go-live date of 24 May 2022 was no longer achievable due to the need to remediate issues found in the testing phase. The DCC noted that the go-live date has been rescheduled to 6 September 2022 and will agree an updated timeline for OPSG engagement with SECAS.

A DNO member noted that plan assumes that there will be a testing window for TSP IP addresses, however the DCC confirmed that the IP address in the User Interface Testing (UIT) window will remain on the platform permanently, rather than just during the phase of UIT.

The OPSG **NOTED** the update.

6. Technical Refresh Lessons Learnt

The DCC outlined the key outcomes from the DSP Technical Refresh activity.

The DCC reported that the DCC Commercial team had been aware of the expiration dates of components. However, the DCC Operations team were not aware of components that were approaching end of life and this meant that the planning of the technical refresh and User engagement commenced very late. The DCC noted that it now has a view of end-of-life components in advance as part of its end-to-end process.

The OPSG noted that the DCC Service Providers need to work from a starting position of having no additional outages (beyond the 6 hour per month expectation) for Technical Refreshes and then

justify the need for more maintenance windows where required. The OPSG emphasised that the lessons learnt pointed to the need for improved coordination across the DCC.

The Lessons Learnt and OPSG comments will be considered as part of the Service Outage Strategy due to be discussed at the 14 June 2022 OPSG meeting.

The OPSG **NOTED** the update.

7. OPSG Issues Log Update

SECAS presented an update on the candidate issues for inclusion to the OPSG Issues Log.

Issue Number	Issue Headline	Impact
OPSG-105	A reoccurring issue has been identified with Registration Data Provider (RDP) data which results in some Users receiving an E4 response (Failed Authorisation – Invalid User / User Role for Device) which is affecting some SMETS1 prepayment Devices, along with some Install and Commissioning activities.	Moderate (3)
The DCC confirmed that a root cause had been identified for the RDP E4 issues and a clear path to remediation will be available after the 20 May 2022. The OPSG was concerned with the length of time this may take to fix the issue and noted that there would need to be confirmation that there would be no implications for the readiness for Faster Switching Go-live. The OPSG endorsed the inclusion of Issue 105 onto the OPSG Issues Log to monitor the remediation.		

The OPSG agreed that the following Issues can be closed with no further comments: OPSG-064, OPSG-080 and OPSG-081.

The OPSG noted the progress of investigations into incorrect or no DNO certificates. A DNO member noted that it will assess the information in the reports before considering next steps which might include initiating the SEC Party disputes process.

The OPSG:

- **ENDORSED** the inclusion of Issue OPSG-105 on to the OPSG Issues; and
- **AGREED** the closure of Issues OPSG-064, OPSG-080 and OPSG-081.

8. OPSG Risk Register - Follow Up

SECAS presented items on the OPSG Risk Register that will be escalated to SEC Panel for its Q1 2022 review of OPSG Risks

Risk Reference	Risk Description	Severity
016	There is a risk that the required 2G/3G quality of service and performance will not be maintained until the final sunset date and at the currently agreed price.	15 - High

Risk Reference	Risk Description	Severity
	A LS member noted that there is a risk that the DCC will impose additional costs onto SEC Parties in the event that the availability of 4G CHs and Service is delayed. The OPSG members highlighted that it is yet to see the proposed transition plans for 2G/3G to 4G services, which could conflict with Users' own business priorities and processes. The DCC and SECAS noted that this will be discussed in an upcoming OPSG meeting. SECAS noted that the DCC had requested an amendment to the wording of the Risk description, OPSG members had no objections to the amendment. The OPSG agreed to escalate this risk to the SEC Panel.	

The OPSG also noted that the following risks will be escalated to the SEC Panel on 13 May 2022: 002, 006, 015 and 016.

The OPSG noted that the impact rating of Risk 008 had been reduced from 5 to 4 due to improvements in performance of PM2. The impact rating of 4 and probability rating of 3 lead to an overall severity rating of 12 meaning the Risk will not be escalated to SEC Panel for the quarterly review of escalated OPSG Risks.

The OPSG **NOTED** the update.

9. CSP N Scaling and Optimisation Project – Update

The DCC provided an update on the CSP N Scaling and Optimisation Project.

SECAS queried the relationship of the on-going DNO and DCC scenario testing of SR4.10 'Read Network Data' and SR4.8.1 'X' and this project. The DCC confirmed that this project and a number of projects and activities form a broad programme of work that is aligned in the objective of optimisation and scalability of WAN services and performance. The DCC noted that they were intending to produce an overview of the different projects and activities for industry.

The DCC reported that Phase 1 of the project will be completed by July 2022. The DCC noted that it will present outcomes of Phase 1 and the plan for Phase 2 in July/August 2022. This will include proposals for User engagement.

The OPSG **NOTED** the update.

10. ECoS - TMAD Engagement

The OPSG noted the update on the Transition and Migration Approach Document (TMAD) engagement plan.

The OPSG was concerned that there was no transition period on implementing the Enduring Change of Supplier (ECoS) requirements for ADTs to allow for Users to prepare their systems; and requested that the DCC provide justification for this and more information on the approach envisaged.

The DCC outlined the governance process for ECoS implementation and migration noting that this will be overseen by BEIS Technical Business Design Group (TBDG). The OPSG noted that concerns regarding the supply chain and stock levels may not yet have been addressed. The OPSG noted that this should be raised as part of the readiness assessment. A LS member highlighted that the Meter Asset Providers (MAPs) had raised concerns with the governance process, even though this was against their financial interests. The OPSG noted that the issues raised will need to be taken up at TBDG.

The OPSG was concerned that the duration of the ECoS migrations is only 10 months. The DCC noted that it will confirm the migration timeline.

The OPSG requested that the DCC provide a detailed lifecycle diagram of the governance process.

ACTION OPSG 71/03: The DCC to provide reasons why there was no transition period for ADTs as part of the ECoS TMAD requirements.

ACTION OPSG 71/04: The DCC to provide a detailed lifecycle diagram of the governance process for ECoS TMAD.

ACTION OPSG 71/05: The DCC to confirm the migration timeline for ECoS.

The OPSG **NOTED** the presentation.

11. OPSG Project - Performance Assurance Framework PID - Final Review

SECAS presented the Performance Assurance Framework (PAF) Project Initiation Document (PID) for final review.

A LS member reiterated its concerns on the timing and costs of the project.

The OPSG:

- **APPROVED** the PAF PID; and
- **NOTED** the next steps.

12. Work Package - Q4 2021/22 (Jan - March) actuals

SECAS presented the lookback report against the Work Package for Q4 of the 2021/22 Regulatory Year.

SECAS highlighted that additional spend was used to address the review and planning of outages and two supporting workshops, however spend was below budget for the Full Year.

The OPSG **NOTED** the Lookback Report against the Work Package for Q4 2021/22, and had no further comments.

13. MP109 'ADT and Exit Quarantine file delivery mechanism'

The OPSG reviewed proposals to implement SIP8 and SIP9 as part of [MP109 'ADT and Exit Quarantine file delivery mechanism'](#). The OPSG noted that these should be the final SSI Improvement Proposals (SIP) related to a modification that will follow the SSI Change Governance process and hence require OPSG review. Future SIPs related to a modification will be considered as part of the modification process.

The OPSG **AGREED** that SIP8 and SIP9 can progress to the development stage of the SSI Change Governance process.

14. MP187 'Incorporation of Target Round Trip Times and Target Success Rates into the SEC'

SECAS and the DCC presented the Proposed Solution for [MP187 'Incorporation of Target Round Trip Times and Target Success Rates into the SEC'](#).

The OPSG noted that the specific numerical parameters are still under discussion. The OPSG agreed that parameter values should be set after taking account of business process implications, as, it is understood is the Change Working Group's intention. SECAS advised that the parameter values the DCC will develop are based on the 75th, 96th and 99th percentile of transaction round trip times.

The DCC noted that the defined success or failure of Round Trip Time (RTTs) will be recorded in the DCC Response Code Document for members to review and challenge. The OPSG noted that this document should be subject to a defined governance process.

The DCC noted that it will review prepayment SRVs for both ESME and GSME as a baseline for RTT performance before deciding if this is the appropriate approach for the amended MP122 reporting.

The OPSG:

- **AGREED** the proposed definitions for 'RTT' and 'Success' are suitable;
- **NOTED** the proposed methodology for both ESME and GSME; and
- **NOTED** the next steps.

15. Customer Perspective

There were no customer perspective items proposed.

16. Any Other Business (AOB)

16.1. In Person Meetings

SECAS provided proposed meeting dates for in-person meetings for 2022. SECAS requested that OPSG members select their preferred meeting dates via a poll [here](#), by 17 May 2022.

16.2. XML Signing – Progress towards readiness

The OPSG noted that eight Users are currently supporting the XML signing requirements in [MP104 'Security Improvements'](#) that will come into effect in June 2022 SEC Release. A further 73 Users have confirmed they will be implementing solutions to meet the requirement prior to the release, while 22 Users have not yet provided such confirmation.

16.3. Fuel Poverty

The OPSG noted that the DCC will be hosting a session to brief SEC Parties on DCC's work regarding fuel poverty at 14:00 - 15:00 on 7 June 2022. The DCC requested that members email customerengagement@smartdcc.co.uk if they wish to attend.

16.4. CH Supply at Fylingdales (450 CH Variant)

A LS member raised concerns that it was not receiving Fylingdales CHs. The DCC noted that due to supply chain issues these CHs will not arrive until the end of May 2022. A LS member was disappointed and noted that they may need to install SMETS1 meters in the meantime to fulfil demand. The LS member asked whether there were any Suppliers currently not installing their stock of 450 CH variants and whether they would be willing to transfer stock. The DCC agreed to review Supplier stock levels and provide support and coordination with a stock transfer (noting [MP140 'CH Stock Transfer'](#) has yet to be implemented and is targeted for November 2022 SEC Release).

16.5. Meter Payment Mode Identifier

A LS noted that initial discussions had commenced with DCC regarding better identification of the payment mode of meters. The OPSG expressed support for this, noting the likelihood that this would need a modification to be raised which had potential cross code implications.

ACTION OPSG 71/06: The OPSG members to complete the poll to share preferences for the next in-person meeting dates by 17 May 2022.

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

Next Reporting Meeting: 23 May 2022; Next Main Meeting: 14 June 2022

DRAFT