

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 (OPSG) Meeting 94 on 09 May 2023

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. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

3. DCC Operational Update (DCC): The OPSG discussed the continuing upward trend in the ratio of SRVs per device daily average. It was agreed to further review this indicator at the June meeting.

The OPSG noted that there had been one Category 1 incident (due to a 3rd Party national carrier) and two Category 2 incidents in April; there had been some impact on services during the price change period at the start of the month.

The OPSG noted that the success rates for prepayment transactions remained generally stable, being approximately 96% in Communication Service Provider North (CSPN), 97% in CSP Central and South (C&S), 98% for Initial Operating Capability (IOC), and 93% for Middle Operating Capability (MOC). There has been an improvement in SMETS1 Final Operating Capability (FOC) prepayment success, which achieved an 83% success rate for April, although volumes remain low.

4. Price Change Update - April Review and July Forward Plan (DCC): The DCC reported that as a result of mitigation steps put in place following the last price change event, the DCC were able to reduce the impact of the Data Service Provider (DSP) Load Protection Mechanism. However, the service was unable to smoothly manage the peak demand experienced, and the resultant Incidents impacted the SMETS1 MOC and FOC cohorts. In advance of the July price change, the DCC will seek to identify further precautionary measures at service providers, and will also reemphasise guidance for Users. These will be discussed at the next OPSG meeting.

5. OMS and Logistics Business Requirements (DCC): The OPSG requested that the DCC provide clear visibility of the process it had followed for systematically for establishing the business needs (mandatory and desirable) of Service Users.

6. ECoS: Progress Towards Readiness Update (DCC): The DCC reported that generally the programme is on track. In the last few days an issue had been identified which may have implications for UIT: options for resolution are under assessment.

7. DCC Service Centre Re-procurement Update (DCC): The DCC outline its procurement process. The OPSG noted that as the programme developed, engagement with Users would be needed to consider impacts on, and opportunities to improve, User facing processes.

8. June 2023 SEC Release: Progress Towards Readiness (DCC): The OPSG noted that the components for the June 2023 Release were on track with no current issues.

9. DSP Time Out Configuration (DCC): The DCC outlined a proposal to change the DSP Timeout configuration from 60 seconds to 8 seconds on DSP Message Gateway North. The purpose is to reduce the risk of the reoccurrence of a previous major incident. The DCC highlighted that this will be done in increments and is to be reviewed by OPSG and Technical Architecture and Business Architecture Sub-Committee (TABASC) at each stage. The DCC highlighted that there will be no costs to Service Users. In routine operations, the vast majority of traffic will be unaffected by this

change: the DCC will be contacting the few Users who might notice the change (based on their observed operational pattern). The OPSG supported the proposal.

10. PKI-E Enduring Services (DCC): The OPSG noted the scope and business needs of the service. The DCC highlighted that at present no operational impacts were anticipated. It was noted that the principal engagement on this programme will therefore be with Smart Metering Key Infrastructure Policy (SMKI) Policy Management Authority (PMA) and the Security Sub-Committee (SSC).

11. MP223 'WAN Coverage Reporting'(SECAS): The OPSG noted the business requirements for the modification proposal

12. MP235 'Enhanced Meter Data Access for Other Users'(DCC): OPSG members raised a number of concerns regarding points of principle, including: implications for the security/privacy model; how the operational impact would be assessed; modification, implementation, and operational costs; how the business case would be formulated and assessed; and whether this proposal would be more appropriately presented as an Elective Service. SECAS will ensure these topics are considered in the modification process. SECAS noted that it will return to the OPSG at a future meeting with the proposer of the modification to outline the outcome of the Impact Assessment.

13. DP230 'Review the SLA for delivery and completion for SMETS1 firmware' (DCC): The OPSG had concerns that as drafted the proposal gives a very general relaxation of the SLA for all SMETS1 devices: this is considered inappropriate. The OPSG noted that possibly the intent of this drafting was to allow for future flexibility, but the OPSG considered that this generalisation was undesirable, and should not have been tabled in this way.

14. Work Package: Q4 2022/23 (Jan - March) actuals (DCC): SECAS noted that the Q4 2022/23 actuals were significantly over budget, partly due to staff turnover and the resulting transition activities. OPSG members were concerned that they were not informed of the overspend earlier. The OPSG asked for further details of the expenditure, and, asked SECAS to confirm that these are correct. The OPSG noted that the Monitoring and Assurance of DCC Services Project had concluded, and the final costs were less than originally budgeted.

15. Customer Perspective: None proposed.

16. AOB

16.1. DCC Invoice Error

The OPSG noted that there had been an error in the recent DCC invoice, noting that it related to the 2021 regulatory year. The DCC were disappointed that this has occurred for a second time and will address the issue.

16.2. CSPN Scaling and Optimisation

The OPSG noted the DCC will provide a formal update at the June meeting.

16.3 ACB Certificates

The Chairs of the SMKI PMA and SSC briefed the OPSG that work is underway to set out a strategy for Access Control Broker (ACB) certificates, taking account of stakeholder concerns, interactions with the Enduring Change of Supplier (ECoS) programme, and the need for an efficient Install and Commissioning process. The OPSG noted the current status of the DCC's engagement with the SSC to review the possibility of implementing a single enduring manufacturer pack.

16.4. Incident Categorisation Workshop

The DCC noted that the Incident Categorisation Workshop will take place on Wednesday 14 June 2023.

16.5. OPSG In Person Meeting

The OPSG noted that the next in person meeting will be on Tuesday 13 June 2023.

Next Reporting Meeting: 22 May 2023; Main Meeting: 13 June 2023.