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Operations Group Meeting 99

24 July 2023, 12:30-16:00

Headlines

At every meeting, the Operations Group (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. SEC Panel Reports – June 2023 (SECAS)

The Smart Energy Code Administrator and Secretariat (SECAS) noted one Registration Data Provider (RDP) Severity 5 incident was opened in June. One severity 5 Incident was also reported as being resolved in the last month. The Data Communications Company (DCC) noted this reduced volume of incidents was expected following the introduction of the Central Switching Service (CSS). The OPSG noted the contents of the paper and approved the commentary.

4. Performance Measurement Report – May 2023 (SECAS and DCC)

SECAS provided an overview of the Performance Measurement Report (PMR) for May 2023, focusing on the measures that were below target. The OPSG noted one Category 2 incident was closed during this month and no incidents were excluded from the May 2023 PMR. Key points discussed included:

- DXC PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' achieved target service level for the first time since first being reported in August 2021
- New measure CPM3A 'For those Alerts which are subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time' was red for the second consecutive month.
- CPM7 'Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services', returned to green in June, after a fix for associated performance measures PM1.1 and PM1.7, was implemented in the last month, with the trend reported to the Security Sub-Committee (SSC).
- New indicator PI1 'Performance against the times set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document' was red for the second consecutive month, with non-communicating Communications Hubs cited by the DCC as initial key area of focus for its analysis on the impacts on performance. The OPSG requested more details around this.

The OPSG noted the update.

5. Business Indicator Report Summary (DCC)

The DCC provided an overview of performance against key business process indicators. Key points discussed included:

- Change of Supplier (CoS) performance has improved across all SMETS1 cohorts as two Service Users have scaled back their migration activity.
- There has been no overall drop in performance within the 3G sunsetting trial areas, with two further areas (Hull and Glasgow) due to be added to the trial shortly.
- Prepayment performance is stable, with a decrease in vend volumes attributed to the warmer weather. The glidepath has been re-baselined with further improvements planned.
- SMETS2 CoS performance has been variable while Install and Commission (I&C) performance has improved.
- Firmware activation performance indicated most failures are generated by a small number of Devices (something observed previously for other business processes). The DCC is doing further investigations on this to design appropriate reporting, and also to provide support in relation to Service User's implementation of process orchestrations.
- The OPSG agreed to review tariff update performance at the next Reporting Meeting.

The OPSG noted the update.

6. 1 July 2023 Price Change Event Analysis (DCC)

The DCC provided an overview of the issues that arose on the 1 July 2023 price change event and the measures it is taking to de-risk issues in the next price change event on the 1 October 2023. The cause in this instance was attributed to the code not being configured to manage the volume of requests submitted. This led to a subsequent issue with processing the backlog of requests. A workshop is currently being scheduled for as early as practicable in August 2023 to discuss further preparations for the October price change event. The OPSG noted the update.

7. Business Continuity and Disaster Recovery testing on Enduring Change of Supply (DCC)

This item was deferred.

8. Proposed Amendments to Performance Measures Methodology (DCC)

The DCC presented the proposed changes to the Performance Measures Methodology (PMM) currently out for consultation. The OPSG noted the proposed changes.

9. New Risk Proposal (SECAS)

This item was deferred.

10. MP243 'CHTS v1.1 and GBCS v2.1 Installation End Date and Maintenance End Date' (SECAS)

SECAS provided an overview of Modification Proposal [MP243 'CHTS v1.1 and GBCS v2.1 Installation End Date and Maintenance End Date'](#) and the proposed solution for this. The OPSG provided comments on this.

11. MP242 'Change to Operational Metrics to Measure on Success (SECAS)

SECAS provided an overview of [MP242 'Change to Operational Metrics to Measure on Success'](#) and the business requirements developed for this. The OPSG provided comments on this.

12. Any Other Business

The OPSG noted concerns about the impact on SEC-related activities of current issues in CSS.

The OPSG received an operational update on the N56 'SMETS1 Service Provider Provision of prepayment top-up UTRN' Alerts issue.

Next Main Meeting: 8 August 2023

Next Reporting Meeting: 29 August 2023