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Operations Group Meeting 164

22 May 2026, 09:20 – 12:40

Meeting 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.

Decision, Discussion, and Information Items

1. Previous Meeting's Minutes: (For Decision) (**GREEN**)

SEC Industry Operations confirmed that the OPSG 162 meeting was cancelled, therefore, no minutes were presented for approval.

The OPSG **NOTED** that no approval was required.

2. OPSG Actions Outstanding: (For Decision) (**CLEAR**)

The OPSG **NOTED** the update and **AGREED** to close **OPSG 160/03** and **OPSG 162/02**.

3. SEC Panel Reports 2025-26: (For Decision) (**AMBER**)

SEC Industry Operations presented the SEC Panel Reports and supporting appendices.

The OPSG raised no objections and **APPROVED** the SEC Panel Reports.

4. Major Incidents Report: (For Decision) (**AMBER**)

SEC Industry Operations presented Category 1 Major Incidents from 19 March 2026 and 21 March 2026, relating to Data Service Provide (DSP) and Initial Operating Cohort (IOC).

The OPSG raised no objections and **APPROVED** the Major Incidents Report.

5. Performance Measurement Report: (For Decisions) (**AMBER**)

SEC Industry Operations presented the Performance Measurement Report, highlighting recurring failures in standard performance measures, including PM2.1 and PM1.7 due to certificate limits being exceeded.

SEC Industry Operations noted that CPM3A is expected to be resolved through the GBCS 4.2 release and identified a failure to meet the CPM4 minimum service level caused by a Category 3 incident breaching Target Response Times (TRT).

The OPSG raised no objections and **APPROVED** the Performance Measurement Report.

6. DSP Governance and LSC (OPSG 160/03): (For DECISION) (GREEN)

The DCC presented its DSP governance approach and Live Services Criteria (LSC) plan, including programme structure, engagement forums, and delivery timelines, confirming that lessons from FSM are being reviewed and will be applied to DSP.

The OPSG raised concerns that operational User input is typically not sufficiently included in the Programme design phase and that current engagement is too high-level and spread across multiple forums without a clear lead, and provided feedback regarding delivery risk and potential impacts on supplier obligations.

The OPSG **AGREED** that user engagement must happen earlier and be more clearly structured and **AGREED** that Sub-Committee Chairs will work with the DCC to improve this approach and that the DCC will return with an updated engagement plan.

[Post-Meeting Note: After a query from the OPSG Chair regarding the classification status of this agenda item, its classification level was subsequently amended to GREEN.]

7. Performance Measure Methodology (PMM) and Reported list of Service provider Performance Measures (RLoSPPM): (For Information) (GREEN)

The DCC presented proposed amendments to the PMM and the RLoSPPM, including updates relating to 4G services, DSP contract changes, and ECOS reporting, noting that the proposals introduce additional Service Providers into reporting and improve overall consistency across technologies.

The OPSG discussed the alignment of performance measures to consumer outcomes and the visibility of operational issues, including consideration of power outage and restoration alerts, with Members agreeing that further assessment should be progressed through the Distribution Network Operator Data Integration Group (DIG) led by the DCC.

The OPSG **AGREED** that the DCC may submit the proposals to SEC Panel for approval.

8. DCC User Journey: (For Endorsement) (AMBER)

The DCC presented the DCC User Journey report, noting that overall performance remained stable and that the decline in Installation and Commissioning (I&C) and Change of Supplier (CoS) performance was driven by a small number of individual Users generating high volumes of traffic rather than a wider systemic issue.

The OPSG discussed performance reporting, confirming that overall results remained stable, with changes driven by a small number of Users rather than wider system issues. The DCC advised that reporting reflects the full dataset, supported by user-level analysis and ongoing engagement with affected Users.

The DCC presented proposed enhancements to the reporting metrics, including updates aligned to SEC modification [MP242 'Change to Operational Metrics to Measure on Success'](#) and revised success definitions, with further development to be informed through industry engagement.

The OPSG supported the DCC's improved monitoring capability and **AGREED** that further engagement is required to progress development of more representative I&C reporting metrics.

9. Non-Comm Update: (For Endorsement) (GREEN)

The DCC presented an update on Non-Communicating Devices, confirming the overall volume has reduced to 731,000 Devices, noting that the movement was partly driven by data reclassification rather than underlying operational improvement.

The OPSG discussed the interpretation of performance trends, highlighting concerns that current reporting does not clearly distinguish between reclassification and genuine remediation activity. The DCC emphasised the importance of ensuring that supplier-led improvements, including meter exchanges and recovery activity, are appropriately reflected.

The DCC noted key risks impacting future volumes, including the 2G Communications Hub (CH) switch-off in the North and the removal of SMETS1 roaming capability, and confirmed that it is consolidating risk inputs across internal forums to ensure a more complete view of drivers.

The DCC also presented ODC burn-down activity, noting ongoing replacement volumes of approximately 1,000 Devices per week alongside continued churn into the Non-Communicating population, and highlighted forecast reductions to circa 748,000 Devices (~1.75%) by year end.

The OPSG **NOTED** the update.

10. ECOS Re-procurement: (For Information) (GREEN)

The DCC presented an update on ECOS Re-procurement, including refinements to the High-Level Business Requirements following previous OPSG endorsement, noting that requirements have been consolidated and expanded where necessary to ensure completeness ahead of the procurement phase.

The OPSG **NOTED** the update.

11. GSoP Update: (For Information) Verbal Update

The Chair provided a verbal update on the Guaranteed Standards of Performance (GSoP) Phase 3 review, noting that draft findings are currently being developed and will be followed by recommendations, with timings for presenting outputs to the OPSG.

The OPSG **NOTED** the update.

12. 2G North: (For Information) (GREEN)

The Chair provided an update on the 2G North programme, noting ongoing replacement of 2/3G CH activity and forecast volumes ahead of the planned switch-off, with 2G connectivity to be removed in the North Region on or around 1 June 2026 and no extension supported.

The OPSG discussed operational readiness and industry activity, including reducing installation volumes, continued engagement with Ofgem and DESNZ, and mitigation planning for vulnerable and prepayment consumers.

The OPSG **NOTED** the update.

13. Any Other Business (AOB): (For Discussion) (CLEAR)

Future Service Management (FSM)

The OPSG discussed the FSM go-live on 16 May, including ongoing issue management and monitoring activity, with Members confirming that existing forums are addressing operational matters.

Virtual WAN (VWAN) Consultation

The OPSG discussed the VWAN consultation, noting concerns regarding reporting obligations and Change of Supplier (CoS) drafting, and that a response will be developed to reflect Member feedback.

Meter Offset / Billing

The OPSG discussed meter offset implications for billing, with clarification provided on application of offsets and associated impacts.

The OPSG **NOTED** the updates.

Next Meeting: 09 June 2026 (In-person)