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SEC Panel Meeting 130

9:30 – 12:45, 25 June 2024

SECP_130_2307 – Meeting Headlines

Decision, Discussion and Information Items

1. Minutes and Actions Outstanding (For Information)

The Panel **APPROVED** the minutes from the SEC Panel 129 meeting as final. The Panel **NOTED** the Actions update and **AGREED** to close all actions marked as Propose to Close.

2. SECP_130_2307_02 – Future Service Management: Proposed levels of customisation (For Decision) (**AMBER**)

The DCC provided an update on the approach to procuring the Future Service Management (FSM) solution to replace the current Service Management tool with an enduring solution by October 2025. The DCC informed the Panel that an optional requirement of an Order Management System (OMS) has been included in the Business Needs in the Full Business Case (FBC) which it considered to present a potential improvement to the User experience. DESNZ noted that the FBC needs to include strong justification and benchmarking against the optimisations proposed. The Panel **NOTED** the update, and **SUPPORTED IN PRINCIPLE**, that the proposed customisations meet User needs. The Panel **AGREED IN PRINCIPLE** that the User impact is limited to minor training costs; and **SUPPORTED** the delivery of OMS functionality at the same time as the FSM programme, providing it does not cause overall programme costs to exceed the window included in the Outline Business Case (OBC) and the net-benefits of inclusion exceed the costs over the lifetime of the programme.

3. SECP_130_2307_03: DCC Consultation: Parse and Correlate (For Information) (**CLEAR**)

SECAS provided the Panel with a draft response to the DCC Consultation on the proposed technical changes to the Parse and Correlate (P&C) service, and an approach to reprocurring the P&C service provider, whose contract is due to expire in October 2024. The Panel noted the short lead time to meet the deadline for competitive procurement. The Panel **AGREED** that the response be submitted to the DCC subject to any final comments from Panel to be received by 26 July 2024, and final agreement with the Panel Chair.

4. SECP_130_2307_04: Credit Cover Approach (For Decision) (**RED**)

SECAS provided the Panel with further clarity regarding how credit cover is calculated, a comparison with other codes and any proposed improvements. The Panel **CONSIDERED** the recommendations from SECAS and **NOTED** the update.

5. SECP_130_2307_05: SEC Customer Satisfaction Results and action plan (For Decision) (**GREEN**)

SECAS provided the Panel with the results from the SEC Customer Satisfaction Survey and the resulting actions. SECAS noted that 25 participants took part in the survey, higher than last year.

Overall, the responses indicated that respondents are more satisfied with the SEC services than last year, but also provided valuable feedback to feed into continuous improvement. The Panel **NOTED** the update and **APPROVED** the actions proposed.

6. SECP_130_2307_06: Citizens Advice Get Smarter Report (For Information) (GREEN)

Citizens Advice shared feedback with the Panel following the publication of their '[Get Smarter](#)' report, and noted that Suppliers have suggested what the report is asking for may contradict Ofgem's incentivisation of Suppliers to install meters on walls. Citizens Advice acknowledged that the root cause of issues with the Smart Meter device, the In-home Display (IHD) and Communications Hub are not always addressed in the optimal way and noted that there is an accountability gap, as Suppliers have responsibility for all meters except in an event of No WAN. Citizens Advice flagged the risk around customer engagement with Smart technology, following a poor experience. The Panel discussed the work already underway on Smart Meters Not Operating in Smart Mode (involving DESNZ, SEC Panel and DCC) and **AGREED** no additional action was required at this time. The Panel **AGREED** to close SECP128/08.

7. SECP_130_2307_07: Ofgem Update (For Information) (GREEN)

Ofgem provided an update to inform the Panel of its recent publications, forthcoming consultations, and key milestones, and noted that it has started issuing publications again following the General Election. Ofgem noted that the third Modification Process Workgroup session took place on 12 July. Ofgem **REQUESTED** the Panel attend its Strategic Direction Statement (SDS) workshops on the 31 July or 6 August, which Code Panels have been invited to attend. The Panel **NOTED** the update and consultations relevant to the Panel.

8. SECP_130_2307_08: Transitional Governance Report (For Information) (GREEN)

SECAS presented a report on the Transitional Governance meetings, recent events and developments across the Transitional Governance Committees. This Paper was provided for information only. The Panel **NOTED** the update.

9. SECP_130_2307_09 – TABASC Chair Update (For Information) (GREEN)

The TABASC Chair presented the Panel with an update on the recent activities and concerns of the TABASC relevant to the Panel. The Panel **AGREED** that TABASC recommendations on SEC Modifications that impact SEC technical architecture should inform Working Group discussions and SECAS agreed to ensure this was the case. The Panel **NOTED** the update.

10. SECP_130_2307_10: SEC Change update report (For Information) (GREEN)

SECAS provided the Panel with the recent high-level updates from SEC Change meetings and provided updates on key Modifications. SECAS provided the Panel with an update on the recent discussions between the DCC and Chairs on regression testing costs, and, if necessary, a Project Brief to look at improvements will be presented to the Panel in due course. The Panel **NOTED** the update.

11. SECP_130_2307_11: Risk Review Proposal (For Decision) (GREEN)

SECAS presented the Panel with a proposal from an external consultant to review SECCo's approach to Enterprise Risk Management. The Panel **PROVIDED FEEDBACK** on the scope of the project and **DEFERRED** a decision to proceed with the Project, pending revisions to the project scope.

12. SECP_130_2307_12: SEC Elections update (For Information) (GREEN)

SECAS presented the Panel with information relating to the SEC Elections and the end of term for those Panel members who have already served a 24-month term. A Call for Nominations will be issued for one Large Supplier Seat, one Small Supplier Seat, one Electricity Network Operator Seat and one Other

SEC Party Seat on Wednesday 24 July, which closes on Wednesday 14 August. In the event that there is more than one nomination for a seat, an election contest will be held from 21 August until 6 September. The Panel **NOTED** the update.

13. SECP_130_2307_13: DESNZ update (For Information) (GREEN)

The Department of Energy Security and Net Zero (DESNZ) provided an update for information only on its recent publications, forthcoming consultations, and key milestones. The Panel **NOTED** the update and consultations relevant to the Panel.

14. SECP_130_2307_14: DCC Major Incident Reporting and Operational Update (For Information) (GREEN)

SECAS presented the Panel with the DCC Major Incident Reporting and Operational Update for information only. The Panel **NOTED** the update.

15. SECP_130_2307_15: SEC Panel Sub-Committee Report (For Information) (GREEN)

The SEC Panel Sub-Committee report was provided for information only. The Panel **NOTED** the report.

16. SECP_130_2307_16: SECAS Operations Dashboard (For Information) (CLEAR)

The SECAS Operations Dashboard was provided for information only. The Panel **NOTED** the report.

17. Any Other Business (AOB) (GREEN)

The Panel **NOTED** the ongoing engagement with an incumbent Service Provider and agreed that the Panel should engage offline with the DCC to agree a strategy to communicate changes and improvements underway.

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

Next Meeting Date: 27 August 2024