Operations Group Meeting Headlines 23
6 August 2019, 10:00 – 16:20
Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

1.   Minutes from Previous Meeting (For Decision)

The Chair welcomed the Members to the 23rd Operations Group (OPSG) meeting and invited comments regarding the Draft Minutes for the OPSG_22 meeting.

No comments were made and the OPSG **AGREED** that the minutes would be published as final.

2.   Panel Feedback Report (For Information)

SECAS provided feedback from the SEC Panel July meeting.

As asked by the OPSG the SEC Panel has requested the DCC to address issues related to Comms Hub returns.

The SEC Panel had thanked the OPSG for their work on the SMETS1 LSC process.

3.   Actions Outstanding (For Decision)

SECAS presented the actions outstanding table from OPSG_22. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date.

A number of verbal updates were provided.

4.   DCC Operational Update (For Discussion)

The DCC presented an update on their operational performance in their new dashboard format. It was noted that there were no Major Incidents and service impacting Incidents recorded in July.

The Chair informed the OPSG that regular updates on the DCC's performance will be reported to the Smart Metering Design Group (SMDG).

5.   DCC Service Provider Performance Dashboard (For Discussion)

The DCC outlined proposals for their new Service Provider Performance Dashboard and noted that this will be based on contractual performance, which they will bring to the OPSG from September. It was noted that this will provide more transparency to the OPSG.

6.   PMR Reports (For Decision)

SECAS presented a summary of the Performance Measurement Report (PMR) to the OPSG. The OPSG noted that CPM1 was below target for the sixth consecutive month. The DCC described corrective actions in hand. The OPSG asked DCC to produce a remediation plan stating when performance would meet the SEC requirement.

7.   New Draft Proposals and Modification Proposals (For Decision)

SECAS presented the Draft Proposals and Modification Proposals that have been raised since the last OPSG meeting. The OPSG noted interest in DP078 'Incorporation of multiple Issue Resolution Proposals into the SEC – Part 2' and DP079 'Provisions for withdrawing modifications' and agreed to provide any comments to SECAS by 13 August.

8. DP072 'Change of Supplier process' (For Decision)

SECAS presented the Draft Proposal for [DP072 'Change of Supplier process'](). The OPSG noted that in its view the obligations for the Change of Supplier process are clear and that a Draft Proposal is not required.

9. Prepayment (For Discussion)

a) Options for increased resilience for SMETS1 prepay top-up

The DCC presented options for new methods for the production of SMETS1 Unique Top-up Reference Numbers (UTRNs). The aim is to reduce the risk of UTRNs not being available.

The OPSG noted that the requirements of the SMETS1 Service Providers (S1SPs) will need to be defined in terms of levels availability, and justified in terms of business impact (including impact on consumers).

The OPSG noted with concern the indicative costs of some of the options.

A Large Supplier noted that this issue is being considered the SMETS1 E&A TBDG Sub-Group. There is a workshop scheduled for 9 August which will help to provide more clarity on what is needed. Members were encouraged to engage with the workshop.

b) DCC SMETS2 prepay campaign

The DCC presented its proposed SMETS2 Prepay campaign, including inviting Users to test days specifically for Prepayment, and offering enhanced support arrangements. A Large Supplier emphasised that Prepayment in CSP N is not fit for purpose due to several defects in Comms Hub firmware. This raised the question of whether the campaign was premature.

The DCC noted that they will have engaged with all Suppliers by 14 August.

10. EMF Follow Up (For Discussion)

The DCC provided an update on the DCC Ecosystems Management Framework. A series of concerns were raised by the OPSG.

11. SSI Consultation (For Decision)

DCC presented the results from its first Consultation for Self-Service Interface (SSI) changes. The Distribution Network Operators (DNOs) were concerned that changes were being prioritised over the issues that they had previously raised, including the functionality of the SSI. The DNOs noted they could not give their support until these issues had been addressed.

The OPSG Chair noted that the DCC should investigate the concerns raised by the DNO and bring a solution to the September meeting.

The OPSG **AGREED** that the proposed changes should proceed to Impact Assessment.

The Chair said to enable proper oversight, work on the SSI should be subject to review when forecast expenditure under the new SEC provisions reached £1 million. This proposal will be communicated to the Panel.

12. SEC Panel Reports (For Decision)

SECAS presented a summary of the SEC Panel Reports. A DNO Member reiterated the concern that they were unable to submit a full forecast, as they had not received a migration profile for SMETS 1 dormant meters from the DCC.

13. Data Quality Update (For Decision)

SECAS updated the OPSG on behalf of the Data Quality Issues Sub-Group (DQISG).

The OPSG **NOTED** the update and **APPROVED** the recommended next steps for each issue.

14. Process for Risks / Issues (For Decision)

SECAS presented the proposed process for managing issues and risks. It was agreed that SECAS would provide a list of prioritised issues for the September meeting and a workshop will be scheduled for October.

15. Additional Meeting Process (For Decision)

SECAS presented proposed dates for the additional OPSG meeting to review the SEC Panel Reports and the PMR Reports.

The OPSG **AGREED** that the additional meeting will take place on the Monday of the fourth week of the month with the first meeting due to take place in September. SECAS will send out calendar invites to Members in due course.

16. Customer Perspective (For Discussion)

None proposed.

17. Firmware OTA Update (For Information)

SECAS and the DCC provided a verbal update on the workshop regarding Firmware OTA process that was held on 1 August.

18. Any Other Business (For Discussion)

SECAS informed Members that the OPSG elections are due to begin in mid-August and provided a brief overview of the election process. It was noted that SECAS will issue a call for nominations on 19 August.

The Chair noted Mark Field's last meeting and thanked him for his contributions to the OPSG over the past two years.