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Operations Group Meeting 24
3 September 2019, 10:00 – 16:15
Gemserv, 8 Fenchurch Place, London, EC3M 4AJ
OPSG_24_0309 – Meeting Headlines

1. Minutes from Previous Meeting (For Decision)

The Chair welcomed the Members to the 24th Operations Group (OPSG) meeting and invited comments regarding the Draft Minutes for the OPSG_23 meeting and Draft Minutes for the Live Service Criteria Review, which took place on the 12 July.

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

2. Panel Feedback Report (For Information)

SECAS provided feedback from the SEC Panel August meeting.

3. Actions Outstanding (For Decision)

SECAS presented the actions outstanding table from OPSG_23. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date and new deadlines for these actions were set.

A number of verbal updates were provided.

4. Major Incidents (For Information)

The DCC presented the Major Incident Summary Reports for INC000000478818 and INC000000479406, which are both Category 1 Incidents. Regarding INC000000478818, this was a failure in the Change of Supplier service. Once the service had been restored, Users were able to resubmit the impacted Service Requests.

The DCC noted that for Incident INC000000479406 (relating to the Data Service Provider (DSP)) resulting from the major power disruption noted in item 5) there was a loss of power which took 7 hours and 31 minutes to resolve. More detail on both incidents will be provided in the Major Incident Review Reports.

5. Major Power Disruption (For Discussion)

The DCC described the impact on DCC Service Providers, the DCC Service and their customers of an event which took place on 9 August 2019. It was noted that backup power facilities had either not been required or had operated correctly in all cases, except for the DSP.

OPSG members noted that a review of traffic on the network generated as a result of the power disruption and how this was dealt with was essential. The DCC confirmed that this review was in progress.

6. DCC Operational Update (For Discussion)

The DCC provided an update on the DCC Service Operations. Information on the SMETS1 migration and live operation were included for the first time.

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

7. BCDR Trajectory (For Discussion)

The DCC provided an update regarding the Business Continuity and Disaster Recovery (BCDR).

8. Capacity (Action OPSG 21/01) (For Decision)

The DCC presented a review of service capacity. The DCC confirmed that there was adequate capacity in place to process predicted volumes. The DCC noted that more detailed modelling and analysis is in progress.

9. Performance Measurement Report (For Decision)

SECAS provided a summary of the monthly DCC Performance Measures Report for June. SECAS reported that all Code Performance Measures (CPMs) were above Target Service Level for the first time in six months.

10. Customer Perspective – Service Requests Forecasting for Critical Commands (For Discussion)

A Distribution Network Operator (DNO) member highlighted that Service Request Forecast Variances are being miscalculated and proposed to the OPSG that a new method should be adopted. It was agreed that SECAS and the DCC should review the requirement and the process for submitting forecasts.

11. Operational Metrics Project (For Information)

SECAS updated the OPSG on the Operational Metrics Project. SECAS confirmed they will bring the proposed project brief to the October OPSG meeting.

12. TABASC Effectiveness Review Briefing (For Decision)

The OPSG were provided with an update regarding the TABASC Effectiveness Review Survey which will be sent to operational DCC Users and those SEC Parties undergoing the User Entry Process.

13. OPSG Issues Log (For Decision)

SECAS presented a summary of the Issues Log, including the top 10 outstanding issues. OPSG members are to review the current list and provide any further comments by the next meeting.

14. 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 identified those in which they had an interest.

15. CH Exceptions (For Discussion)

The DCC presented Performance Measurement Exceptions List. The Communications Service Provider Central and South (CSP C&S) briefed the OPSG on non-compliant Comms Hub Variant installations.

16. SSI Consultation (For Decision)

The Chair noted that the DCC submission was not compliant with governance requirements. This topic was therefore deferred to the next meeting.

17. CH Update (For Discussion)

The DCC presented an update on their Communications Hub logistics activities noting they have engaged with Service Users and have invited them to highlight issues with CH returns. The Chair emphasised the need to produce a plan for implementing the bulk returns process.

18. SEC Panel Reports (For Decision)

SECAS presented a summary of the SEC Panel Reports. The next discussion of the SEC Panel reports will take place at the extra OPSG meeting on 23 September 2019.

19. 2020 Meeting Dates (For Decision)

The OPSG were provided with the proposed meeting dates for their monthly meeting, from January to December 2020.

The OPSG agreed the proposed meeting dates scheduled for 2020.

20. Any Other Business (For Decision)

The DCC noted that the OPSG will be required to consider the Acceptance Criteria for the November 2019 SEC Release.

The DCC offered to host a future OPSG meeting at the Manchester TOC location. The OPSG thanked the DCC for the invitation and will consider this for a later date.

No further items of other business were raised, and the OPSG Chair closed the meeting.

Next Meeting Date: 1 October 2019