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## Operations Group Meeting 26c

25 November 2019, 13:00 – 15:00

### Meeting Headlines

Each month, the Operations Group (OPSG) review reports as delegated to them by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

**3. SEC Panel Reports (SECAS):** The OPSG reviewed the SEC Panel Reports summary.

RDP Incidents: The Chair highlighted that the number of Registration Data Provider (RDP) Incidents had increased. The DCC agreed to investigate if these are 'normal' operational issues or if there are underlying issues which need to be addressed.

DCC Certificate Signing Request and Service Request Variation Reports: The OPSG noted the Certificate Signing Requests (CSR) and Service Request (SR) Variances. A Distribution Network Operator (DNO) member noted that they disagree with the SR figures in DCC's published report. Further, the DNO Party's explanation of why their forecast was outside the 10% had been omitted from the DCC report. The DCC agreed to investigate.

Also, SECAS agreed to note these issues in the OPSG summary of DCC reporting, which is provided to the Panel.

SEC Panel Quarterly Problem Report Summary: The OPSG noted the SEC Panel Quarterly Problem Report Summary. The DCC agreed to explain the relationship between problems and defects in the context of the Quarterly Problem Report. The DCC also agreed to contact Users to investigate which problems have the biggest operational impact to Users.

DCC Responsible Communications Hubs Returns Quarterly Report: The OPSG noted that the returns process had begun to operate, although members noted that correct operation had not yet been verified. The OPSG noted that the reported level of 'returned and no fault found' appeared reasonable. There were some concerns about the level of 'fault found'.

SECAS agreed to amend OPSG summary of DCC reporting (Annex 1) and send this to members for any further comments by 2 December.

**4. PMR Report – September (SECAS):** The OPSG reviewed the Performance Measurement Report (PMR).

SECAS noted that Code Performance Measure (CPM) 1 was below Minimum Service Level again. This poor performance was principally caused by the failure of Over the Air (OTA) Firmware upgrade to meet the required standard. Action 23/06<sup>1</sup> has already been raised regarding this issue and will be discussed at meeting OPSG\_27 on 3 December.

<sup>1</sup> DCC to produce a remediation plan for improvement of CPM 1, including dates for when compliance with the SLA will be achieved, ensuring CSP N is included

SECAS noted that resolution of Incident INC000000477267 had failed the DCC's Target Resolution Time. DCC agreed to confirm what led to this Incident and if new guidelines will need to be produced.

The OPSG asked (and DCC agreed) that the DCC produce a monthly report showing the number of Alerts indicating the distribution across Communications Service Provider North (CSP N) and CSP Central and South (C&S).

The DCC noted that they will include the number of Communication Hubs (CHs) installed in each CSP region at future OPSG reporting meetings.

**5. OPR in SMETS1 (DCC):** The DCC presented the proposed Operation Performance Regime (OPR) measures in relation to SMETS1.

The OPSG noted that the proposals appeared to constitute a change to the Performance Measurement Methodology (PMM); the SEC requires that such changes be consulted upon.

OPSG noted that more clarity is needed in how the weighting against SMETS1 will affect dormant meters in DCC User Interface Specification (DUIS) 3.

More generally the OPSG noted that, whilst the DCC briefing was welcome, it could not constitute a full engagement with SEC Parties.

**Next general meeting: 3 December 2019**