Operations Group (OPSG) Meeting 29 on 4 February 2020 Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple SEC Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

4. Major Incidents (DCC): The OPSG agreed to publish the Review Report for Incident INC000000526144 to all SEC Parties. The OPSG was also informed of an Incident that took place on 31 January regarding a fibre cable issue in the national infrastructure.

5. DCC Operational Update (DCC): The OPSG asked the DCC again to provide a view of the number of Communication Hubs (CHs) installed by region. The DCC highlighted that it is making steady progression in migrating Elster meters for SMETS1 with a reduced failback rate. The OPSG requested that the DCC report the volume of superfluous Alerts in SMETS1 and SMETS2.

The DCC noted that Communication Service Provider North (CSP N) aims to have a Green status for Over the Air (OTA) firmware performance by the end of March. The OPSG expressed its disappointment that this has not been achieved and asked that the CSP N provide an update on its progress at the next meeting (OPSG_30).

It was noted that stability of the service in January was the worst on record with 15 Incidents recorded.

6. SMETS1 Live Services Criteria – Elster Active (DCC): The OPSG agreed to endorse the recommendation to the Panel to add Elster Active meters to the Eligible Product Combinations (EPCL). Due to the stability issues noted above, LSC6 has been classified as Amber.

7. CSP N Update (DCC): The DCC presented an action plan for remediation of CSP N service. The OPSG questioned the statement that on demand read requests had impacted Install and Commission Service Requests. The OPSG requested that the DCC provide more information on this statement.

8. Spurious Alerts (DCC): The DCC noted that it has made progress on its development of remediation plans. A root cause has been identified that accounts for around 80% of 8F3E Alerts, but as yet, no firm implementation date has been provided. The OPSG requested that the DCC provide an update to the capacity status for handling Alerts.

9. Aged Incidents (DCC): The DCC reported that there had been a reduction in four of the five categories of aged Incidents. The incorrect and no credentials only reflect Incidents raised by a Distribution Network Operators (DNO), the DCC will provide a report by the end of February highlighting all meters affected by this matter.

11. CH Returns & OMS Update (DCC): The OPSG was concerned that there was no fault found in any returned CHs. The DCC confirmed it will carry out an audit of the triage process.

12. Operational Metrics Project (SECAS): The OPSG approved the Evaluation Framework. The next draft report will be due on 17 February.

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13. New Draft Proposals and Modification Proposals (SECAS): The OPSG noted that it had an interest in DP109 'ADT and Exit Quarantine file delivery mechanism' and DP111 'SMDA Budget Amendments'. The DCC provided an update to its proposal raised to Panel to remove the obligation on Service Users to submit Quarterly SR Forecasts, and requested Small Supplier participation in the March cohort to guide and shape the Modification proposal.

14. Category 1 vs Category 2 (DCC): The DCC confirmed that CSPs do not have an influence in the categorisation of Incidents. The DCC highlighted there are some borderline cases in defining Category 2 Incidents. The OPSG noted that Incidents where the category is challenged should be discussed every quarter for members to raise their concerns.

15. "Rules of Engagement" for OPSG Party Differences Process (DCC): The OPSG approved the Rules of Engagement for party differences.

16. Quarterly Work Package (SECAS): The OPSG recommended the work package for SECCo Board approval.

17. OPSG Issues Log (SECAS): SECAS requested that the OPSG review the Candidate Issues and indicate which issues to include in the OPSG Issues Log by 17 February.

Extraordinary Governance Meeting: 7 February 2020

Next Reporting Meeting: 25 February 2020

Next Main Meeting: 3 March 2020

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