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Operations Group Meeting 28

7 January 2020, 10:00 – 17:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

OPSG_28_0701 – Final Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
	Alex Henighan
Network Party	Gemma Slaney
	Matthew Alexander
Large Supplier	Tony Shanahan
	Rochelle Harrison
	Zoe Marklew
	Yvonne Mackenzie (Alternate)
	Tracey Pack (Alternate) (Teleconference)
	Ed Webber
	Ralph Baxter
Small Supplier	Kate Barnes
	Kate Frazer
Other SEC Party	Elias Hanna
	Geoff Huckerby
	Tom Woolley

Representing	Other Participants
DCC	Wendy Liddell
	Darren Robbins
	Graeme Liggett (Part)
	Penny Brown (Part)
	Richard Cooper (Teleconference) (Part)
	Gav Parrott (Part)

	Ian Brown (Part)
SECAS	Alan Bateman (Part)
	Tim Hall
	Joey Manners
	Huw Exley
	Veronica Asantewaa (Meeting Secretary)
	Alessandro Scarlatti (Part)
	Damian Bevan (Part)
TABASC	Julian Hughes
Ofgem	Michael Walls (Teleconference)
BEIS	Natasha Free
	Fahad Akhter
	Eleanor Taylor

Apologies:

Representing	Name
Large Supplier	Nassar Zeb
Small Supplier	Simon Dowse

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_26 and OPSG_27.

A Large Supplier (LS) member noted that at the OPSG_27 meeting, Communications Service Provider North (CSP N) stated that it prioritises Alerts over Service Requests, however after the meeting, CSP N confirmed that it does not prioritise Alerts over Service Requests.

OPSG **AGREED** that the minutes from OPSG_26 can be published as final, and OPSG_27 would be published as final, subject to inclusion of the above amendment.

2. Panel Feedback Report

SECAS updated the OPSG with the following SEC Panel updates:

- The report for addressing party differences was approved by the Panel and OPSG were directed to implement the process (see Agenda Item 10).
- The Panel noted that the SMETS1 governance approach proposed by BEIS had been accepted by OPSG.

The OPSG **NOTED** the update.

3. Actions Outstanding

SECAS presented the actions outstanding table from OPSG_27. 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.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 16/02	The DCC to provide the approved and new cost comparison information as soon as possible, and to confirm which costs had been included in the indicative charging statement, for Production Proving; this action replaces: Action OPSG_05/02.	Raised: 08/01/2018 Closed: 05/11/2019 Reopened: 03/12/2019	07/01/2019	07/04/2020	DCC
<p>The OPSG noted that although this was put on the agenda at the DCC Finance Forum, no outcomes were agreed upon, therefore this action will remain open until feedback has been received following the next DCC Finance Forum on 17 March.</p> <p>Action Status: Open</p>					
OPSG 22/12	DCC to investigate the cost benefit analysis of the Ecosystems Management Framework.	02/07/2019	03/12/2019	07/04/2020	DCC
<p>This action will remain open until feedback is received from the next DCC Finance Forum in March. The comments re Action 16/02 also apply to this Action.</p> <p>Action Status: Open</p>					
OPSG 23/06	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.	06/08/2019	07/01/2019	04/02/2020	DCC
<p>The DCC stated that in December, Code Performance Measure (CPM) 1 is not expected to be above the agreed Service Level in all CSP regions, as expected. A fix planned for CSP Central & South (C&S) for December has been delayed until February. The OPSG Chair highlighted that this may need to be raised at the CSP N Common Issues Forum on 8 January. It was agreed that DCC will require CSPs to provide a report with an update on their remediation plans, showing how a Green status will be achieved for the next meeting (OPSG_29).</p> <p><i>[Post meeting note: The CSP N Common Issues Forum is a new forum distinct from the Top Issues Forum run by Alan Simmons.]</i></p> <p>Action Status: Open</p>					

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Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 24/02	The DCC to review and analyse the traffic generated on the network caused by the power disruption and subsequent reconnections.	03/09/2019	07/01/2020	04/02/2020	DCC
<p>The DCC advised that it had contacted the Distribution Network Operator (DNO) member. They further advised that they did not have the logs from the time of the outage, to be able to perform a thorough investigation, stating that, at the time of the event, the majority of its resources were focused on the stability of the service. The DNO member was disappointed that the logs were not available, noting the issue was raised immediately.</p> <p>The OPSG Chair also noted earlier correspondence with the DCC identifying the need for review and analysis of the traffic that resulted from the event.</p> <p>The OPSG requested that:</p> <ol style="list-style-type: none"> 1. the DCC provide a statement confirming why it cannot obtain the traffic logs 2. DCC consider how the likely impact on traffic of such outages might be investigated (including trialling if feasible) and brief the OPSG. <p>Action Status: Open</p>					
OPSG 26b/01	The DCC to assess the PPMID join parameter issue and propose and implement mitigation prior to the migration of any active meters.	13/11/2019	07/01/2020	N/A	DCC
<p>The DCC stated that there is a fix being implemented on 21 January to increase the Pre-Payment Interface Device (PPMID) join parameter to 3,600 seconds. However, the DCC advised that Users should set the join window to 600 seconds until this date. The DCC informed the OPSG that Users have been informed of this.</p> <p>Action Status: Closed</p>					
OPSG 26b/03	SECAS to communicate the PPMID join parameter and the potential issues this could cause to all SEC Parties.	13/11/2019	07/01/2020	N/A	SECAS
<p>SECAS informed the OPSG that this had been addressed by the DCC in Action OPSG_26b/01.</p> <p>Action Status: Closed</p>					
OPSG 26c/02	The DCC's CH team to explain the level of 'fault found' in the Responsible CH Returns Quarterly Report at the December meeting (OPSG_27).	25/11/2019	07/01/2020	07/03/2020	DCC

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Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<p>The DCC informed the OPSG that it has seen a spike of 29% in Communications Hub (CH) Returns driven by customer behaviour. Each Service Request is split into various categories of the reason for returning the CH. Once categorised, the customer will have 90 days to return the CH to the CSP, otherwise the device will be blocked. The CSP's then have 35 days to triage the CHs.</p> <p>The DCC also stated that the spike is due to non-fault found returns (8.14.3) and expect to see the results in the report due second week of February. The DCC agreed to present the results at the March meeting (OPSG_30).</p> <p>Action Status: Open</p>					
OPSG 26c/03	The DCC to investigate if the RDP Incidents highlighted in the October 2019 report are caused by 'normal' operational issues or if there are underlying issues which need to be addressed.	25/11/2019	07/01/2020	N/A	DCC
<p>The DCC confirmed that these were 'normal' operating issues.</p> <p>Action Status: Closed</p>					
OPSG 26c/06	The DCC to explain the relationship between problems and defects in the context of the Quarterly Problem Report.	25/11/2019	07/01/2020	04/02/2020	DCC
<p>The DCC explained that a Problem can be raised either from an Incident in Live or a defect detected in testing, which also exists in the live environment.</p> <p>SECAS explained that the reason this action was raised was that defects found in testing CHs were preventing Users from using some functions in the live service. As the User could not use the function in the live Service, they could not be reported as Incidents.</p> <p>A LS member mentioned that, they have found problems in testing CHs which means that they are unable to roll out Pre-Payment Devices in CSP N. The OPSG Chair said that:</p> <ol style="list-style-type: none"> 1. An overview (a block diagram) of the relationship between incidents, problems, defects found in testing, and defects discovered in the live service was required. 2. We require a summary view of the cumulative business impact/risk of known defects in the live service. (This was also raised in Action 26c/08¹). <p>Action Status: Open</p>					
OPSG 27/14	CSPs to clarify the measurement points used in OTA firmware updates to ensure it is consistent with what Suppliers are using.	03/12/2019	07/01/2020	04/02/2020	DCC

¹ SECAS and the DCC to develop a summary of the business impact on the live service of known problems and defects

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<p>The OPSG noted there was still some confusion in the measurement point, and highlighted that they need to know how the Service Managers are evaluating this for the Performance Measures Report (PMR).</p> <p>It was also noted by a LS member that some Over the Air (OTA) firmware updates for CSP N are dropped from the queue and excluded from the calculation of this measure. The OPSG Chair suggested that the remediation plan should include a clear definition on the calculation of metrics so that there is no misunderstanding.</p> <p>Action Status: Open</p>					
OPSG 27/15	CSPs to continue to implement their remediation plan for OTA firmware updates so that the Target Service Level is achieved for December, and to report back to the January OPSG meeting.	03/12/2019	07/01/2020	04/02/2020	DCC
<p>Following on from OPSG Action 27/14, the OPSG noted that the CSPs would not complete their remediation activities on OTA firmware delivery in line with the plan. The OPSG asked DCC to confirm a progress update and revised plans at the February meeting (OPSG_29)</p> <p>Action Status: Open</p>					

The OPSG **NOTED** the update.

4. Major Incidents

The DCC presented the amended Review Report for Incident INC000000503961 and the OPSG were content with the changes and agreed it could be published to all SEC Parties.

The OPSG discussed the Summary Report for Incident INC000000526144. The DCC explained that the root cause was due to human error in the application of a change and the CSP N not following an established process. As the failure was overnight DCC believed that any impact on Users was limited. The OPSG expressed their disappointment and raised concerns about the operational processes in CSP N. CSP N have changed their processes to ensure further checking of such changes.

The OPSG **AGREED** that the Review Report for Incident INC000000503961 can be published to all SEC Parties.

5. DCC Operational Update

The DCC presented an update on their operations which included an operational update on SMETS1 for the first time.

A Common Issues Forum has been established to monitor progress on CSP N issues.

The DCC has implemented some short-term fixes and is preparing a detailed plan for addressing the CSP N issues highlighted in December. The DCC reported that the CSP N performance in December had stabilised at the 'normal' level observed earlier in 2019. OPSG members noted that this "normal" level was in fact poor.

Following feedback at the December OPSG meeting, CSP N has modified the approach to be taken for the audit/technical review due to be complete in March 2020.

The DCC informed the OPSG that it is continuing to drive down the high impact problems, in particular they have seen a reduction in incorrect credential issues.

The OPSG requested that the DCC include the number of CHs installed per region in the February update, as this has an impact on the PMR (See Agenda Item 6)

The DCC presented an update on SMETS1. The OPSG noted that an issue has been identified with the master keys on one meter type, and concerns were raised regarding the exact number of Devices with this issue that are being migrated. The DCC noted that migrations had been suspended while the master key issue was under investigation. A LS member noted that there were 4,000 dormant Itron meters that were stopped and questioned if there could be more unrecoverable meters left. The DCC explained that originally 10,000 Itron meters had issues with the master key. It was noted that the DCC was provided with a blacklist of affected Devices. The DCC explained that it was able to fix the majority of these meters and 600 remain affected. However, two meters have since been identified with this issue that were not included on the list. There are 800 meters left to migrate and there is a 0.09% chance that these meters will still have issues with the master key. The DCC stated that it has written to the Suppliers setting out the risks involved. A LS member questioned how this will affect the Change of Supplier (CoS) process, as the new Supplier inheriting the affected meters will not know of the risks as they will assume it is a compliant Device. The DCC noted that they will inform all Suppliers of the risks and will be working with Smart Metering Systems Operators (SMSOs) to assess whether other Device Model Combinations (DMCs) and cohorts are at risk.

The DCC noted that it intends to resume migrations of 2000 installs per day, subject to agreement by the Responsible Suppliers. The DCC outlined that the Current Dormant Pacing Forecast represents the sum total of all remaining Itron and Elster Dormant installs, therefore there is a risk that the volumes available will not be sufficient to test migration capacity, if the current limit of 2000 per day is not increased. The DCC noted that it will be requesting OPSG approval to increase the per-day migration rate beyond 2000. The OPSG Chair noted that the necessary governance processes need to be followed in order to allow this.

The DCC asked that Responsible Suppliers submit Indicative Active migration forecasts, in line with their Transition and Migration Approach Document (TMAD) obligations, in order to allow the DCC to produce the overall forward look forecasts.

The OPSG **NOTED** the update.

ACTION OPSG 28/01: The DCC to inform all Suppliers of the master key issue which will affect Itron meters.

ACTION OPSG 28/02: The DCC to provide the number of CHs installed by region.

6. PMR Report

SECAS presented a summary of the DCC Performance Measurement Report (PMR) for October 2019.

The OPSG reiterated that the DCC must adhere to the process for amending the PMR as set out in SEC Section H13 of the SEC; this was escalated to the SEC Panel in November 2019 (SECP_74_1511). *[Post meeting note: the DCC reported to Panel in November that they will present the Panel with a plan to address this in February. The DCC has subsequently agreed to present the*

plan to February OPSG prior to Panel]. The OPSG noted that a large number of 'Key Incidents' were caused by Production Proving and requested that the DCC investigate why Production Proving is causing Incidents.

Code Performance Measure 1 was again below target for the tenth month in succession. The DCC reported that whilst the situation was improving, the planned remedial actions being taken by CSP N and CSP C&S to get this measure above target by December 2019, had not been completed successfully. The OPSG asked DCC to confirm revised plans.

The OPSG also mentioned two issues regarding the metrics noting that the green status seen on a number of Performance Measures was not representative of the service. A LS member questioned the measurement of loss of connection as they are seeing a number of pre-payment meters dropping off the network. The second issue was the inappropriate measurement of OTA delivery, as reported under action 27/14. The OPSG suggested that both issues should be reviewed by the Operational Metrics Review project.

The OPSG:

- **DISCUSSED** the contents of the PMR Report for October 2019;
- **AGREED** that the report reflects the service experienced for the period of the report subject to the points noted above; and
- **IDENTIFIED** issues that will be raised with the Operational Metrics Review project.

ACTION OPSG 28/03: The DCC to investigate why Production Proving is causing Incidents, as stated in the October 2019 PMR.

ACTION OPSG 28/04: The DCC to adhere to the process for amending the PMR as set out in SEC Section H13 of the SEC, which was escalated to the SEC Panel in November.

ACTION OPSG 28/05: The DCC to confirm their revised remediation plan for OTA delivery.

ACTION OPSG 28/06: SECAS to add the measurements of the loss of connection and OTA delivery in the PMR report, to the Operational Metrics Review project.

7. Panel Reports

SECAS presented a summary of the DCC SEC Panel Reports. The OPSG were informed that there were nine Registration Data Provider (RDP) Incidents reported as resolved in November, and six remain open with investigation to be completed. The OPSG noted that there has been a reduction in the number of RDP Incidents raised since a spike in September 2019. However, this will continue to be monitored.

SECAS asked the OPSG to provide any further comments on the table in Annex 1 of the report by 9 January.

The OPSG **NOTED** the SEC Panel Reports.

ACTION OPSG 28/07: The OPSG to provide any further comments on the table in Annex 1 of the SEC Panel Reports Summary by 9 January.

8. Capacity Update

The DCC presented their first quarterly update on system capacity.

The DCC stated the current increase in Alerts, particularly 8F3E Alerts, will require implementation of Data Service Provider (DSP) additional motorways earlier than planned during 2020. The DCC stated that the original scope of the project to manage predicted Alerts was set in 2015, and the two original motorways were designed on the assumption of one alert per month per meter. The Technical Architecture and Business Architecture Sub-Committee (TABASC) Chair questioned the basis of this assumption.

As the volume of Alerts continues to increase, the DCC have stated that it will require six to nine motorway lanes by the end of 2020. The OPSG noted that the work to date had not managed to contain the Alerts problem. The DCC noted that the deployment of SEC Modification [SECMPO062 'Northbound Application Traffic Management - Alert Storm Protection'](#) would have a dramatic effect on the Alerts issue, substantially reducing the need for additional motorways.

The OPSG thanked the DCC for this comprehensive update on the capacity of the Service Providers and asked the DCC to provide a summary of the end-to-end capacity. The OPSG requested the costs of the additional motorways.

Service Request (SR) Forecasting

The DCC presented an alternative approach to SR forecasting. The proposal involves the DCC using its historic usage patterns together with User business inputs to estimate future SR traffic. The DCC proposed to trial the revised approach.

The DCC requested volunteers for the trial which will be based on how Users are consuming the service and any changes in trends that will affect the consumption. *[Post meeting note: volunteers to contact Graeme.liggett@smartdcc.co.uk].*

The OPSG agreed to endorse the trialling of an alternative approach to forecasting. The DCC asked for four volunteers to participate in the trial, ideally two LS, one SS and one NO.

The OPSG asked that the DCC raise a SEC Modification to consider the change, and that the trial be included as part of the Modification Refinement stage. It is hoped that the trial could start in February 2020. The OPSG also asked that the modification includes consideration of the required accuracy of forecasts, which is currently set at 10%.

The OPSG welcomed this initiative by DCC, noting that it responded to concerns regarding the current process which have frequently been expressed by OPSG members.

The OPSG:

- **NOTED** the capacity update; and
- **ENDORSED** the trial for an alternative approach to forecasting, to be part of the Modification refinement process

ACTION OPSG 28/08: The DCC to provide a summary of the end-to-end capacity and the costs of the additional motorways.

ACTION OPSG 28/09: OPSG members who wish to participate in the trial for an alternative approach to forecasting to contact DCC (Graeme.liggett@smartdcc.co.uk).

ACTION OPSG 28/10: The DCC to provide a statement showing the accuracy needed to be achieved in the trial for the alternative approach to forecasting.

ACTION OPSG 28/11: The DCC to submit a SEC Modification for the revised Service Request Variance (SR) forecasting process and that the trial be included during the Refinement Stage of the Modification process.

9. Operational Metrics Project

SECAS presented an update on the Operational Metrics Review Project.

Regarding the scope of the project, SECAS noted that there had been User requests that the provision of operational data for individual Users be included. SECAS noted that this had not been seen as within the scope of the project. The OPSG confirmed the scope for the Operational Metrics Review Project as focusing on industry level metrics.

SECAS noted that they have received some good feedback from the survey sent in November 2019. The project has evaluated the survey responses and held a User workshop to review User experience and existing metrics. Quick wins were identified and prioritised and the first quick wins trial report has been published. The PMR issues log has been reviewed and updated.

SECAS outlined the scope of the Quick Wins Trialling Plan, which will trial the metrics that are already present in the Technical Operations Centre (TOC). The OPSG were encouraged to attend a teleconference meeting on 10 January and a workshop on 29 January. SECAS noted that the OPSG will be asked:

- a. To review the Evaluation Framework which will be published in about a week
- b. To review draft final report, which will be prepared for the March meeting (OPSG_30).

SECAS gave a project management overview of the project and noted:

- a. Cost/accomplishment figures indicated satisfactory progress
- b. The intent is to publish the “final” report to all SEC Parties in March (after OPSG review), and subsequently to take the report to the SEC Panel in April.

The OPSG:

- **CONFIRMED** the scope of the Operational Metrics Project as being industry level metrics and therefore not including operational data for individual users
- **APPROVED** the Quick Wins Trialling Plan.

ACTION OPSG 28/12: The OPSG to review the Evaluation Framework by the February meeting (OPSG_29).

ACTION OPSG 28/13: The OPSG to review the draft Metrics Report by the March meeting (OPSG_30).

10. Process for addressing Party differences

SECAS presented a new process for addressing Party differences (that is where SEC Parties are in disagreement about fulfilment of a SEC obligation). The aim is to try avoid the need for Parties to have to resort to raising a formal dispute at the SEC Panel.

The OPSG noted that the Panel has asked the OPSG to implement this process. Work is underway to prepare procedures and rules of engagement. A LS member noted that the process will need to ensure that there are no conflicts of interest when dealing with disputes. They stated that a structured

mediation process will need to be included. The OPSG stated that they will need to know how much time is required from the Sub-Committee on each “case” and whether this would necessitate additional meetings.

SECAS requested that the OPSG provide any comments on the proposed approach by the next OPSG meeting (OPSG_29).

The OPSG **CONSIDERED** the process for addressing Party differences.

ACTION OPSG 28/14: The OPSG to provide any comments on the proposed approach for addressing Party differences by next OPSG meeting (OPSG_29).

11. OPSG Issues Log

SECAS presented an update on the OPSG Issues Log and highlighted that that the OPSG Chair and SECAS are now able to raise issues on the OPSG Issues Log.

A LS member asked if they are able to raise issues regarding CSP N. The OPSG Chair noted the establishment of the Common Issues forum for CSP N: by some highest priority issues will be addressed there. Nonetheless, the OPSG should continue its current process of identifying, progressing, and monitoring operational issues (including for CSP N), and noting, where appropriate, that they are being dealt with in other forums.

The OPSG agreed that the final issues regarding User Service Request forecasting obligations will be monitored subject to the SEC Modification and trial of DCC’s SRV Forecasting proposal.

The CH reverse logistics process was mentioned and the OPSG asked DCC to provide a document with a consolidated set of requirements.

The OPSG:

- **NOTED** the update; and
- **AGREED** the recommendations made.

ACTION OPSG 28/15: The DCC to provide a document with a consolidated set of requirements for Order Management System (OMS) including reverse logistics.

12. Alerts

The DCC presented an update on Device Alerts.

The DCC stated that the ‘tap has been turned off’ for a Single Fuelled Installation Supplier responsible for 90% of 8F12 Alerts; the Supplier has agreed to cease installing the problematic single fuel combination until the display manufacturer has developed new firmware. The DCC also stated that 74.6% in CSP C&S and 86.4% in CSP N of 8F3E Alerts generated from ESME Device joining the PPMID are unfixable or under investigation.

The DCC mentioned that BEIS may be able to confirm the problematic Devices and firmware versions, and provide a view on when firmware upgrades will be available, however BEIS stated that this may not fix the problem for different types of Alerts.

A LS member said that only communicating with the current Supplier responsible for a chatty meter was inadequate, since any Supplier might gain the device through CoS, as they have received some

chatty meters. The OPSG Chair highlighted that these issues must be communicated to all Users and DCC agreed to develop and implement the necessary communications strategy.

The OPSG reiterated the request for the DCC to provide a comprehensive plan for determining root cause and coordinating remediation for each Alert type.

DCC said that future updates will have two main themes:

- a. As at present, a quantitative update by Alert type, region, and, as appropriate, device combination. (This will include volumes of alerts and number of devices, and the number devices exhibiting the behaviour for the first time in the month).
- b. A plan update by Alert type and region. This will include (for each Alert type, region, and, as appropriate, device combination), the status and plans for root cause analysis, identification of short term remediations, and progress of remediation planning.

The OPSG **NOTED** the update and agreed the proposed reporting approach.

ACTION OPSG 28/16: The DCC to provide a comprehensive plan for determining root cause and coordinating remediation for each Alert type.

ACTION OPSG 28/17: The DCC to develop a strategy to communicate known chatty devices to all Users.

13. CH Exceptions

The OPSG requested that regular reporting on CH exceptions recommence at the next meeting (OPSG_29). The OPSG noted that CSPs had not adjusted their reporting of exceptions to account for address data available from the DSP. The OPSG Chair said that if this was not done for the next meeting, then the report would in all likelihood be rejected.

The OPSG **NOTED** the update.

ACTION OPSG 28/18: The DCC to request CSPs to adjust their reporting of exceptions to account for address data available from the DSP by the next meeting (OPSG_29).

14. Category 1 vs Category 2

The DCC presented descriptions of the definitions of Category 1, 2 and 3 Incidents, explaining their operational criteria and processes.

The OPSG noted the clear description given, and that the DCC had explicitly stated how they were interpreting the requirements in the SEC in their operating processes.

A LS member raised the issue of why CSP N Install and Commission stability was not being treated as a Category 3 Incident rather than Category 2, as it impacts multiple Users. The DCC agreed to investigate.

The OPSG were asked to provide any further comments to the DCC by the next meeting (OPSG_29).

The OPSG **NOTED** the update.

ACTION OPSG 28/19: The DCC to explain why a particular Incident mentioned by a LS member was categorised as Category 3 rather than Category 2.

ACTION OPSG 28/20: The OPSG to provide any further comments on the definitions of Category 1, 2 and 3 Incidents by the next meeting (OPSG_29).

15. New Draft Proposals and Modification Proposals

This has been deferred to the next meeting (OPSG_29).

16. Customer Perspective

A brief overview of the Secure Data Exchange Portal (SDEP) was provided to OPSG by SECAS, introducing an upcoming requirement on how personal data is shared between parties to the Master Registration Agreement (MRA) and Supply Point Administration Agreement (SPAA). The proposal outlines the changes to the MRA and SPAA, timelines and technical solution being introduced to support the new requirement. The OPSG were asked to provide any further comments on the Secure Data Exchange Portal (SDEP) proposal to Jonathan Hawkins at Support.SDEP@Gemserv.com.

ACTION OPSG 28/21: The OPSG to provide any further comments on the Secure Data Exchange Portal (SDEP) proposal to Jonathan Hawkins at Support.SDEP@Gemserv.com.

17. Any Other Business (AOB)

The OPSG Chair noted that this was Fahad Akhter's last meeting and thanked him for his contributions to the OPSG since its inception.

Next Reporting Meeting: 27 January 2020

Next Regular Meeting: 4 February 2020