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Operations Group Meeting 29xx

OPSG_29xx_2402

13:00 – 15:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Draft Minutes

Attendees:

Category	Operation Group Members
Operations Group Chair	Dave Warner (Teleconference)
Large Suppliers	Rochelle Harrison (Teleconference)
	Nassar Zeb (Teleconference)
	Zoe Marklew (Teleconference)
	Yvonne Mackenzie (<i>Alternate for Endika Enes</i>) (Teleconference)
	Paul Clark (Teleconference)
	Ed Webber (Teleconference)
Network Parties	Gemma Slaney (Teleconference)
Other SEC Parties	Elias Hanna (Teleconference)

Other Attendees:

Representing	Name
SECAS	Veronica Asantewaa (Meeting Secretary)
	Huw Exley
	Joey Manners
	Tim Hall
DCC	Sharon Bradley (Teleconference)
	Wendy Liddell (Teleconference)
BEIS	Natasha Free (Teleconference)

Apologies:

Representing	Name
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Other SEC Parties	Geoff Huckerby
	Tom Woolley
Small Suppliers	Simon Dowse
	Kate Barnes
	Kate Frazer
	Tony Shanahan
	Rob Short
	Ralph Baxter
Network Parties	Matt Alexander

1. Previous Meeting Minutes

The Operations Group (OPSG) Chair welcomed members to the additional Reporting Meeting and invited comments on the Draft Minutes from OPSG_28x and the Draft Minutes from the SMETS1 Governance Meeting OPSG_29x.

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

2. Actions Outstanding

SECAS presented the actions outstanding table from OPSG_28x. 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 26c/12	The DCC to change all titles on PDF documents to match the reports issued.	25/11/2019	03/03/2020	23/03/2020	DCC
A Distribution Network Operator (DNO) member highlighted that this was still an ongoing issue. SECAS noted that it will add further validation checks for papers to identify issues. Action Status: Open					
OPSG 28x/01	The DCC to confirm that its service managers are contacting DCC Users who are submitting Certificate Signing Requests without submitting accompanying forecasts by the next reporting meeting (OPSG_29xx).	27/01/2020	24/02/2020	23/03/2020	DCC
The DCC confirmed that it is communicating with service managers and positive feedback has been received so far.					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<p>The OPSG Chair noted that the DCC will still need to ascertain the reasons why Users are unable to submit forecasts. The OPSG requested that the DCC capture the feedback from Users and provide an update in the Certificate Signing Request Variance (CSR) Report for the next reporting meeting (OPSG_30x).</p> <p>Action Status: Open</p>					
OPSG 28x/04	The DCC to confirm that the SRV proposal and trial was presented and approved to proceed by the Panel.	27/01/2020	24/02/2020	23/03/2020	DCC
<p>SECAS noted that this was an item presented for information at the January SEC Panel meeting, however it was not discussed. The Modification proposal will be discussed at the next Change Sub-Committee (CSC) meeting and SECAS asked OPSG members if the trial still required the endorsement of the SEC Panel. A DNO member mentioned that the OPSG previously agreed that the trial will run alongside the refinement process of the Modification. The OPSG noted the trial will continue as agreed and the outcome of the CSC meeting will be presented at the next OPSG reporting meeting (OPSG_30x) and to the Panel.</p> <p>Action Status: Open</p>					
OPSG 28x/05	The DCC to confirm that the 100% achievement of PM4.3 is consistent with poor performance being experienced by Service Users	27/01/2020	24/02/2020	23/03/2020	DCC
<p>The OPSG highlighted it will need to understand more about the process of test messages, and how 100% can be achieved although performance has been poor. The DCC agreed to review all PM4.3 performance measures across all Suppliers.</p> <p>Action Status: Open</p>					
OPSG 28x/06	The DCC to amend and reissue the November PMR, clarifying or removing the two unexplained CH Exceptions.	27/01/2020	24/02/2020	N/A	DCC
<p>The DCC noted that it had reissued the November Performance Measurement Report (PMR), providing an explanation for the Communications Hub (CH) exceptions. The DCC clarified that these exceptions had been used in previous PMRs, however the OPSG questioned that these exceptions are not on the Performance Measurement Exceptions List (PMEL). The DCC noted that it will be introducing a new forum to ensure the PMEL is effectively managed.</p> <p>Action Status: Closed</p>					

The OPSG **NOTED** the update.

3. SEC Panel Reports

SECAS presented a summary of the SEC Panel reports to the OPSG.

3.1 Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for January 2020.

SECAS highlighted that since the report was issued, four of the five open RDP Incidents have been resolved.

A Large Supplier (LS) member queried if the RDP refresh was the root cause of the mentioned Incidents. The DCC confirmed that the RDPs were closely monitored to avoid Incidents and the refresh had been completed successfully.

3.2 DCC Certificate Signing Request Variance Report

The OPSG considered the CSR Report for January 2020. The report outlined that there were 18 Users who have consumed services without submitting a forecast, which included four LS Parties across two voting groups. It was noted that DCC are in the process of contacting these Users (see Action 28x/01)

3.3 DCC Service Request Variance Report

The OPSG considered the Service Request (SR) Variance report for January 2020.

A DNO member said that they have observed a discrepancy of 80,000 between the SR production report and SR variance reports, both of which are produced by the DCC. The OPSG Chair requested that Users review the reports to see if the discrepancies apply to all Service Users that have submitted forecasts.

The OPSG asked DCC to investigate and resolve the apparent discrepancy between the two DCC-sourced reports.

The OPSG Chair asked the DCC if it can manage satisfactorily with variances at the level currently recorded in the report until the Modification [DP116 'Service Request Forecasting'](#) has been approved, the DCC confirmed that it could and will provide a statement on the current situation for the next meeting (OPSG 30x).

3.4 DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the DCC Responsible Communications Hubs Returns Quarterly Report for the fourth quarter of 2019. SECAS highlighted that during the quarter, 16,250 CHs were registered for return by Users. Of these, 8,381 were registered as no fault and 7,869 were registered as faulty. The OPSG requested that the DCC add a breakdown of the results of the triage to the CH quarterly reports.

SECAS briefly mentioned that the amnesty during the returns process ended on 13 November 2018 and it was only available for a short period of time. The OPSG agreed that SECAS will send out a summary of the issues identified in the CH returns reports together with details of the amnesty to Members.

3.5 SEC Panel Quarterly Problem Report Summary

The OPSG considered the SEC Panel Quarterly Problem Report Summary for the fourth quarter of 2019. SECAS highlighted that there were 36 Problems that have breached the target that the DCC has set for Root Cause Analysis. The report also noted that 53 open Problems were considered 'Significant and/or Impactful'. SECAS requested that OPSG members send any comments on these Problems that have impacted them by 4 March.

SECAS asked the OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 4 March.

ACTION OPSG 29xx/01: OPSG members to review the SR production report and SR reports provided by the DCC to investigate if there are discrepancies in the reported forecasts.

ACTION OPSG 29xx/02: The DCC to provide a statement that it can manage with the difference in variances in the Service Request Variance Report until Modification DP116 'Service Request Forecasting' has been approved.

ACTION OPSG 29xx/03: The DCC to investigate and resolve the apparent discrepancy between the two DCC-sourced reports (SR production report and SR reports).

ACTION OPSG 29xx/04: The DCC to add a breakdown of the results of the triage in the CH returns process to the CH quarterly reports.

ACTION OPSG 29xx/05: SECAS to send OPSG members a summary of the issues identified in the CH returns reports together with details of the amnesty to members.

ACTION OPSG 29xx/06: OPSG members to send any further comments on the 53 open Problems stated in the SEC Panel Q4 2019 quarterly report, that may have impacted them by 4 March.

ACTION OPSG 29xx/07: OPSG members to provide any comments on the summary of DCC Reporting (Annex 1) by 4 March.

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

4. PMR Report – December

SECAS presented its review of the December Performance Measurement Report (PMR) to the OPSG.

SECAS noted that three Code Performance Measures were below Target Service Level; CPM 1, CPM3 and CPM4. CPM1 was below Target Service Level for the 12th time in 13 months.

SECAS highlighted that Incidents INC000000526144 and INC000000520567 had been incorrectly reported as meeting the Target Resolution Time. The DCC agreed to correct and reissue the Report.

The report states that CPM1 and CPM2 in Communications Service Provider North (CSP N) was below Minimum Service Level due to the volume of 8F12 alerts and that *"Users have been advised not to install this model of comms hub whilst investigations are on-going"*, however it was noted that there is only one model of CH available in this region; therefore the OPSG requested that this be amended. The OPSG questioned whether the DCC were actually referring to a Prepayment Meter Interface Devices (PPMID) model and not a CH.

Regarding the performance measurement exceptions, SECAS highlighted that the DCC User Interface Specification (DUIS) does not have validation measures for the MPxN field and Users are technically following the CH Installation and Maintenance Support Materials (CHIMSM), therefore the DCC's statement that Users are not following CHIMSM was incorrect. This is being covered as part of CH exceptions and the DCC are currently investigation whether individual Service Users or multiple Service Users are inputting invalid MPxN to decide the best approach going forward.

ACTION OPSG 29xx/08: The DCC to reissue the reports for Incidents INC000000526144 and INC000000520567 as they did not meet the Target Resolution Time, adjust CPM4 in consideration of the changes.

ACTION OPSG 29xx/09: The DCC to amend the statement regarding the CH installation model in CSP N in the December PMR report.

ACTION OPSG 29xx/10: The DCC to remove the statement that Users are not following CHIMSM and reissue the December PMR report.

The OPSG **NOTED** the December PMR report.

5. Any Other Business

SECAS outlined the SMETS1 Middle Operating Capability (MOC) Morrisons Data Services (MDS) governance timetable including the OPSG 29xxx meeting on Friday 28 February. It was clarified that this Live Services Criteria submission covers 140,000 installations.

Next main meeting: 3 March 2020

Next reporting meeting: 23 March 2020

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