This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

Operations Group Meeting 29

4 February 2020, 10:00 – 16:30

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

OPSG_29_0402 - Final Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
	Alex Henighan
Network Party	Gemma Slaney
	Matthew Alexander (Teleconference)
Large Supplier	Tony Shanahan
	Rochelle Harrison (Teleconference)
	Zoe Marklew (Teleconference)
	Yvonne Mackenzie (Alternate)
	Paul Clark
	Ralph Baxter
Small Supplier	Kate Barnes (Teleconference)
	Kate Frazer
	Geoff Huckerby

Representing	Other Participants
DCC	Wendy Liddell
	Graeme Liggett (Part)
	Penny Brown (Part) (Teleconference)
	Chris Thompson (Part)
	Dominic Butt (Part)
	Ian Brown (Part)
	Sharon Bradley (Part)
	Richard Cooper (Part)
	Courtney O'Connor (Part) (Teleconference)

Gemserv

	Gav Parrott (Part) (Teleconference)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Tim Hall
	Abhay Soorya
	Joey Manners
	Damian Bevan (Part)
	Huw Exley
	Alan Bateman (Part)
	Bradley Baker (Part)
	Robin Healey (Part) (Teleconference)
	Abigail Hermon (Part)
TABASC	Julian Hughes
Ofgem	Michael Walls (Teleconference)
BEIS	Natasha Free
	Dan Chambers (Part)
	Eleanor Taylor

Apologies:

Representing	Name
Large Supplier	Nasir Zeb
	Ed Webber
Small Supplier	Simon Dowse
Other SEC Party	Tom Woolley
	Elias Hanna

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_28.

A Large Supplier (LS) member noted that the discussion around Communication Service Provider North (CSP N) Install and Commission stability not being treated as a Category 2 Incident rather than Category 1, was incorrect. This was in fact treated as a Category 3 rather than a Category 2.

OPSG **AGREED** that the minutes from OPSG_28 would be published as final, subject to the above correction.

2. Panel Feedback Report

SECAS updated the OPSG with feedback from the January SEC Panel meeting. SECAS highlighted that an extension of the trial for SEC Modification MP092 'New Planned Maintenance methodology'

was approved by the Panel until the Modification has concluded. The OPSG Chair noted that the DCC will need to provide a quarterly review of the planned maintenance trial to the OPSG.

The OPSG **NOTED** the update.

ACTION OPSG 29/01: The DCC to conduct a quarterly review on the planned maintenance trial and present the outcome at the April meeting (OPSG_31).

3. Actions Outstanding

SECAS presented the actions outstanding table from OPSG_28. 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 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	04/02/2020	03/03/2020	DCC
The DCC stated that the traffic logs are no longer available as they were only retained for the purpose of the post Incident review. The DCC suggested that they can undertake controlled tests with Distribution Network Operators (DNOs) to provide assurance of traffic generation and management after a power outage event. The OPSG was disappointed that the traffic logs were not retained and suggested that a process be put in place so that logs can be retained for a period and then requested, if required, later. The DCC highlighted that it will be holding an Incident Management Workshop with Service Users, which includes an agenda topic to discuss the use of traffic logs. The DCC agreed to provide the output to the OPSG in March (OPSG_30). **Action Status: Open**					
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	04/02/2020	03/03/2020	DCC
The DCC provided slides for this action, however members questioned what is considered a failure in the Over the Air (OTA) measurement point. The OPSG asked the CSP Central and South (C&S) to confirm this. The OPSG also requested that CSP N produce measurement points for OTA firmware updates in the same format as CSP C&S, and that the DCC produce a working example for members. **Action Status: Open**					

The OPSG **NOTED** the update.

Gemserv

4. Major Incidents

The DCC presented the Major Incident Review Report for Incident INC000000526144. The DCC explained that the non-compliant engineer who caused the Incident has since been dismissed. The DCC stated that it will perform an audit of all CSP N operations and provide an update at the next meeting (OPSG_30). The OPSG raised concerns that the processes followed by the engineer had not been checked by anyone else, and that there is a risk of similar Incidents in future. The DCC acknowledged that it was unable to fall back on the Disaster Recovery (DR) environment, as this environment was also down due to a change being implemented in parallel. Further, the OPSG requested that the DCC provide assurance that protocols have been implemented to prevent changes being made to the Production and DR environments concurrently. The DCC noted that it will provide an update by the next meeting (OPSG_30).

The OPSG was also informed of an Incident that took place on 31 January regarding a fibre cable issue in the national infrastructure. The DCC noted that, while latency had increased for a period, the DCC infrastructure had proven resilient to the failure. Some Users' systems had not reconfigured automatically, and the OPSG asked the DCC to produce technical guidelines for new Users to ensure their configuration is resilient to similar failures.

The OPSG **AGREED** that the Review Report for Incident INC000000526144 can be published to all SEC Parties.

ACTION OPSG 29/02: SECAS to publish the Review Report for Incident INC000000526144 to all SEC Parties.

ACTION OPSG 29/03: The DCC to provide an update on CSP N audits on all operations.

ACTION OPSG 29/04: The DCC to provide assurance that protocols have been implemented to prevent changes being made to the Production and Disaster Recovery environments concurrently by the next meeting (OPSG_30).

ACTION OPSG 29/05: The DCC to produce technical guidelines for new Users to ensure their configuration is resilient.

---

5. DCC Operational Update

The DCC presented an update in its operations which included SMETS1 updates. The OPSG asked the DCC to provide a view of the number of CHs installed by region, as raised previously in Action 28/02. The DCC noted that it will provide an update and circulate this to members as part of the outstanding action 28/02.

The DCC highlighted that it is making steady progress in migrating Elster meters for SMETS1, with approximately 31,000 meters being migrated successfully with a reduced failback rate. The DCC stated that it has also migrated 40,000 Itron meters and has introduced an automated tool and are now migrating 2000 meters per day. As the increase in Alerts is an ongoing issue, the OPSG requested that the DCC report the volume of superfluous Alerts in SMETS1 and SMETS2. The DNO members also requested to have a "SMETS1 operated installations by customer" graph showing operational and non-operational volumes for DNOs.

The DCC noted that stability of the service in January was the worst on record, with 15 Incidents recorded. Three of these Incidents were caused by change not being managed effectively. The OPSG raised concerns and noted that the stability of the whole service is considered when governance decisions are made.

Managed by

Gemserv

The DCC explained that in January CSP N OTA firmware performance was at 87.07%, a slight improvement from 84.71% in December. The DCC confirmed that CSP N aim to achieve a Green status (99%) by the end of March. The OPSG expressed its disappointment that this had not been achieved by the previous target of December 2019, and asked that the CSP N provide an update on its progress at the next meeting (OPSG_30). The DCC stated that CSP C&S is making progress to achieve its SLA by the end of February, and the OPSG requested further updates on its performance. A LS member queried the meaning of "'Cancelled Internal' SKU2 (Mesh) hubs" and the DCC noted that it will investigate further.

The OPSG **NOTED** the update.

ACTION OPSG 29/06: The DCC to report the volume of superfluous Alerts in SMETS1 and SMETS2.

ACTION OPSG 29/07: The DCC to produce a "SMETS1 operated installations by customer" graph showing operational and non-operational volumes for DNOs.

ACTION OPSG 29/08: CSP N and C&S to provide updates on its progress to achieve a Green status for meter firmware OTAs at the next meeting (OPSG_30).

ACTION OPSG 29/09: CSP C&S to provide an explanation for "'Cancelled Internal' SKU2 (Mesh) hubs" relating to its OTA firmware remediation plans.

---

6. SMETS1 Live Services Criteria – Elster Active

The DCC presented its statement of readiness and supporting evidence for the SMETS1 Live Service Criteria (LSC) for Elster Active Device Model Combination (DMC) onto the Eligible Products Combination List (EPCL).

A LS member raised the outstanding issue with Split Supplier migrations and that this should be noted as part of the recommendation to the SEC Panel. The fix to this issue forms part of the DCC's Core 1.1 Release, which has a current target deployment for the end of April.

The OPSG **AGREED** that a RAG status of Green was achieved for the following criteria:

- LSC 1: SMETS1 Migration Services ready including early migration support for relevant Device Model Combinations (DMCs)

- LSC 2: Service Operations capability ready

- LSC 3: SMETS1 Service and Migration can operate at the requisite volumes to support migration and operation of the relevant DMCs and operating capability, in parallel with all SMETS2 activity

- LSC 8: No detrimental impact to consumers' experience expected.

- LSC 9: Assurance of required Business Continuity/Disaster Recovery.

The OPSG **AGREED** that LSC 6: Pre-existing services remain stable for SMETS2 and SMETS1 prior operating capabilities, was AMBER, due to issues regarding the stability of the service mentioned in agenda item 5.

The DCC is confident there is enough segregation between the SMETS2 and SMETS1 services; whilst also ensuring they have enough monitoring and integration between the Migration Control Centre (MCC) and Major Incident Management (MIM) teams to mitigate any risk that SMETS1 migrations may have on the SMETS2 service.

The OPSG **ENDORSED** the recommendation to the Panel to add the Elster Active DMC to the EPCL.

7. CSP N Update

The DCC presented an action plan for remediation of the CSP N service. The DCC highlighted that CSP N aims to complete several planned activities to improve the performance and service by the end of March. The OPSG questioned why an increase in On Demand Read Requests had impacted Install and Commission Service Requests[1]. The OPSG requested that the DCC provide more information on this statement.

The OPSG **NOTED** the CSP N Update

ACTION OPSG 29/10: CSP N to provide more information on PBI000000118411 regarding On Demand Read Requests causing a degradation in the service.

8. Spurious Alerts

The DCC presented an update on the Alerts. The DCC noted that it has made progress on its development of remediation plans, however Alerts continue to increase in all CSP regions. The DCC highlighted that a root cause has been identified that accounts for around 80% of 8F3E Alerts, but it is yet to confirm when this will be implemented.

The DCC mentioned that the Alerts in CSP N are affecting the DCC systems more than in CSP C&S. The DCC noted that it had assumed the most severe impact was from 8F3E Alerts, but further investigation has shown that there are also severe impacts from other Alerts. The OPSG members commented that the DCC had changed the emphasis of the issue from volume by alert type, to how different types of Alerts impact the service; the DCC was requested to outline the impact of Alerts on its overall capacity status and its priorities for resolution for each Alert type by the next meeting (OPSG_30).

The DCC highlighted that before commencing the deployment of identified remediations, it would be necessary to draw up an overall plan, which would, for example, show how firmware updates to address alerts issues would be integrated with other planned updates. The OPSG recognised the need for this plan, but also expressed concern that formulating it might delay the deployment of urgent remediations. DCC agreed to provide a draft of the plan to the OPSG in approximately two weeks.

The OPSG **NOTED** the update on Alerts.

ACTION OPSG 29/11: The DCC to confirm its overall capacity status and its priorities for resolution for each Alert type by the next meeting (OPSG_30).

ACTION OPSG 29/12: The DCC to provide a draft of the proposed integrated deployment plan to OPSG members by 21 February.

9. Aged Incidents

The DCC presented an update on Aged incidents. The DCC reported that there had been a reduction in four of the five categories of aged Incidents assigned to Service Users. The DNO members praised the work currently being undertaken by the DCC in reducing the number of aged Incidents,

---

1 PBI000000118411: On demand reads congesting the network impacting Install & Commission for other Service Users.

particularly in 'Incorrect or no credentials' and 'Incorrect CH variant installed' Incidents. However, DNO members highlighted that more work is needed in reducing the issue of incorrect certificates labelling. The OPSG also mentioned that the 'incorrect or no credentials' Incident only reflect Incidents raised by a single DNO and requested that the DCC provide a report by the end of February highlighting all meters affected.

The DCC stated that SEC Modification [SECMP0063 'Ensuring correct Network Operator Certificates are placed on Electricity Smart Meters'](#) has been withdrawn.

The OPSG **NOTED** the update on Aged Incidents.

ACTION OPSG 29/13: The DCC to provide a report by the end of February highlighting all meters affected by 'incorrect or no credentials' Aged Incidents.

---

10. CH Exceptions

The DCC presented its update on the CH Exceptions. The DCC stated that it has assigned owners for each region's CH exceptions, however it was noted that the volume of CH exceptions continues to increase. Regarding the CH exception "CH no Incident for outage" the DCC explained that half of these exceptions are from two Service Users, who the DCC are working with to reduce the volumes. The DCC also considered removing CHs with this type of exception from the network completely, however this was not supported by OPSG members.

The DCC highlighted that for CSP C&S "no or incomplete address" continues to be the biggest issue, in which insufficient or no address details have been provided in order to determine if the install was compliant with CSP C&S processes. The OPSG pointed out that since August 2019 the address data stored by the DSP has been made available to the CSPs, and queried why this has not resolved the issue. The DCC highlighted that the validation rules for the MPxN field used to collect the address are not rigorous in some cases as there is a space or a full stop in the field. The DCC suggested that a SEC Modification may need to be raised to make this field mandatory, however a LS member raised that this would require significant change to their system designs. The DCC stated that they will investigate a solution for the MPxN issue and provide a further update.

The OPSG **NOTED** the update.

ACTION OPSG 29/14: The DCC to provide an update to the MPxN field issue for 'no or incomplete address" in CSP C&S CH exception.

---

11. CH Returns & OMS Update

The DCC provided an update on the CH returns process and Order Management System (OMS).

The DCC noted that 180 CH devices had not been triaged in the returns process due to the devices being sent more than 90 days after the notification. The OPSG members raised that the DCC had put an amnesty in place due to service issues, however the DCC had no update on this. SECAS stated that they will investigate this further.

The DCC stated that in the third quarter of 2019 it had 480 CH returns to CSPs. A Small Supplier (SS) member raised that when CHs are returned and classified as 8.14.3 devices, Users will be provided with a Fault Analysis Report (FAR), as stated in section 11.7 in the SEC. The SS member was doubtful that 480 FARs were sent to Users during this period, and noted that there is currently no incentive for Users to return CHs due to the process not being followed correctly by the DCC. The

Managed by

Gemserv

This document has a Classification of **White**

OPSG were also concerned that there was no fault found in any of the returned CHs that had been triaged by the CSPs. The OPSG noted that the DCC should check that the FAR report had been issued for all returned CHs. The DCC stated that they will carry out an audit of the triage process.

The OPSG reiterated the request for the new Order Management System (OMS) requirements from the DCC.

The OPSG **NOTED** the update.

ACTION OPSG 29/15: The DCC to perform an audit of its triage process and provide an update at the next meeting (OPSG_30).

ACTION OPSG 29/16: The DCC to confirm that Users are receiving the FAR following triage of returned CHs.

ACTION OPSG 29/17: The DCC to send the OMS requirements to the OPSG members.

ACTION OPSG 29/18: SECAS to check if there is an amnesty on the CH returns process.

---

12. Operational Metrics Project

SECAS presented an update on the Operational Metrics Review Project. SECAS mentioned there was an estimated £30,000 shortfall in the budget due to the increase in work produced by the project, which the Panel would be requested to approve. The OPSG did not have any further comments on the Evaluation Framework circulated on 21 January, and SECAS said the next draft report would be sent to members on 17 February.

The OPSG **APPROVED** the Evaluation Framework.

13. New Draft Proposals and Modification Proposals

The OPSG noted that it had an interest in DP109 'ADT and Exit Quarantine file delivery mechanism' and DP111 'SMDA Budget Amendments'. The DCC was asked by an OPSG member to consider whether all DCC users were integrated and using Self Service Interface (SSI) as part of DP109 'ADT and Exit Quarantine file delivery mechanism'.

The DCC provided an update on the 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. The OPSG asked DCC to consider, as part of the modification, whether the 10% variance was appropriate and whether all Service Request Variants (SRVs) should be applicable for forecasting.

The OPSG **NOTED** the update.

14. Category 1 vs Category 2

The DCC presented a further update to its operational criteria and processes for Category 1 and 2 Incidents.

The DCC confirmed that the CSPs do not have an influence in the categorisation of Incidents. The DCC highlighted there are borderline cases in defining Category 2 Incidents. The DCC was asked to consider whether to initiate all potential incidents as Category 2 instead of a Category 3, however the DCC stated that there is a policy to not downgrade Category 2 incidents. The DCC requested that Service Users notify the DCC if they are also being impacted by an Incident that has been

communicated, in order to assist with the DCC with categorisation and impacted parties. A suggestion made by OPSG was that the Major Incident communications include a method of notifying impact via the email itself.

A LS member noted that there are still issues with Install and Commission across all devices in the CSP N. The DCC mentioned that if customers are still experiencing issues, members should inform the DCC so it can assess the impact. The OPSG suggested that Incidents where the category is challenged, should be discussed every quarter for members to raise their concerns.

The OPSG **NOTED** the update.

ACTION OPSG 29/19: SECAS to add an agenda item for OPSG members to challenge Incident categorisation quarterly.

ACTION OPSG 29/20: The OPSG members to notify the DCC if they have been impacted by an Incident that has been communicated, in order to assist with the DCC with categorisation and impacted parties.

---

15.   "Rules of Engagement" for OPSG Party Differences Process

SECAS presented the "Rules of Engagement" for addressing Party differences. The OPSG approved the Rules of Engagement and requested that SECAS review the OPSG Terms of Reference (ToR) to check if the Rules of Engagement are within the remit of the OPSG.

The OPSG **APPROVED** the "Rules of Engagement" for the OPSG Party Differences Process.

ACTION OPSG 29/21: SECAS to confirm if the "Rules of Engagement" for OPSG Party Differences Process is included within the OPSG ToR.

---

16.   Quarterly Work Package

SECAS presented the OPSG Quarterly Work Package and clarified the activities and estimated costs for the SECAS core team and project resource for the period of January – March 2020.

The OPSG **RECOMMENDED** the Quarterly Work Package for SECCo Board approval.

17.   OPSG Issues Log

SECAS presented the Actively Managed Issues captured in the OPSG Issues Log.

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

ACTION OPSG 29/22: The OPSG to provide any comments on Candidate Issues for inclusion in the OPSG Issues Log by 17 February.

---

18.   Customer Perspective

None proposed.

19.   Any Other Business (AOB)

Managed by

Gemserv

There was no further business and the Chair closed the meeting.

Next Reporting Meeting: 25 February 2020

Next Main Meeting: 3 March 2020