Operations Group (OPSG) Meeting 32 on 5 May 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. Covid-19 Update (DCC): The DCC reported that DCC and its Service Providers continue to operate without problems with a Green Status. The DCC tabled a revised Business Continuity Disaster Recovery (BCDR) plan for OPSG comment.

5. OPSG Issues Log (SECAS): SECAS raised the Home Area Network (HAN) Stability issue, and its significance was acknowledged by OPSG members. SECAS was asked to investigate what group is investigating this matter.

6, 7 & 8. CSP Audits, Capacity and Network Modelling (DCC): The Communication Service Providers (CSPs) presented overviews of the findings from their recent audits. They described improvements in progress resulting from the audits: the OPSG will monitor the progress of these improvements.

9. DCC Operational Update (DCC): The DCC noted that the Covid-19 pandemic has caused a reduction in Communication Hub (CH) installations in March and April. There has also been a reduction in prepayment service requests as customers are possibly topping up less often.

SMETS1: The DCC reported the achievement of 50,000 installations migrated in a single day.

10. CH Logistics Update (DCC): The DCC briefed the OPSG on ongoing discussions for revised arrangements due to the Covid-19 pandemic.

11. Aged Incidents (DCC): The OPSG noted that, due to the efforts of DCC and Users, there has been a substantial reduction in outstanding aged Incidents. The DCC mentioned that CSP Central and South (C&S) had raised for discussion the possibility of creating a quarantine list of non-compliant or inactive CHs. The OPSG expressed serious concerns about this idea.

12. SECMP0062 Governance Process -Traffic Management Mechanism Document (DCC): The DCC presented the current governance process, and proposals for future enduring governance processes. The OPSG requested that SECAS confirm whether these governance processes should include full industry consultation.

13. Planned Maintenance Trial - Q1 review (DCC): The DCC reported the generally successful operation of this trial. The OPSG members provided feedback on individual problems that had been experienced.

14. Spurious Alerts (DCC): Remediations have been identified for the most significant cases. The DCC noted that the root cause for 8F12 Alerts and the resolution process will be discussed at the next TSIRS forum. The DCC explained that the pilot for the CSP North (N) Release 2 firmware upgrade is on hold as a number of upgraded CHs become uncontactable. This is under investigation.

15. On Demand Read Requests (DCC): The DCC believed that it could cover current demand for on demand read requests without impacting service performance for scheduled reads.

OPSG_32_0505 - Meeting Headlines

Managed by
Gemserv

Page 1 of 2

This document has a Classification of **White**

Corporate member of Plain English Campaign Committed to clearer communication

592

16. CH Exceptions (DCC): The OPSG noted the reduction in Exceptions in most categories and recognised that this is due to the efforts of DCC and Users.

17. Network Evolution (DCC): The DCC briefed the OPSG for the first time on the approaches being considered. The OPSG asked SECAS and the DCC to develop a process for OPSG engagement with this work.

21. AOB: The OPSG noted input from BEIS regarding SEC processes related to Change of Supplier. This will be investigated under the OPSG Issues Log.

Next Reporting Meeting: 22 May 2020

Next Main Meeting: 2 June 2020

Managed by

Gemserv