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Operations Group Meeting 32x

22 May 2020, OPSG_32x_2205

13:00 – 14:50

Teleconference

Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Rochelle Harrison
	John Noad
	Ed Webber
	Ralph Baxter
Small Suppliers	Kate Barnes
Other SEC Party	Elias Hanna

Representing	Other Participants
DCC	Steve Stathakis
	Wendy Liddell
	Courtney O'Connor
	Sharon Bradley
	Steven Hardy (Part)
SECAS	Huw Exley
	Joey Manners
	Veronica Asantewaa (Meeting Secretary)
	Tim Newton (Part)
	Adam Lattimore (Part)
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Tony Shanahan
	Zoe Marklew
	Endika Enes
	Paul Clark
	Rob Short
Small Suppliers	Simon Dowse
	Kate Barnes
Other SEC Parties	Geoff Huckerby
	Tom Woolley

1. Previous Meeting Minutes

The OPSG Chair invited comments on the Draft Minutes from OPSG_31x.

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

2. Actions Outstanding

SECAS presented the updates to the actions outstanding from OPSG_31x. 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 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.	24/02/2020	22/05/2020	N/A	SECAS
<p>SECAS outlined the findings of its investigations into the Communication Hubs (CH) returns amnesty. The CH returns reports outlined that there were open Incidents relating to the “returns blockage” and the amnesty until the Q3 2019 report, where it stated the issues had been resolved. Therefore, it was recommended that the amnesty should be effective until Q3 in 2019.</p> <p>SECAS noted that although the DSP layer was fixed other issues were identified within the process that continued to prevent returns.</p> <p>SECAS to share the findings with DCC for comment and provide a follow up at a future OPSG meeting.</p> <p>Status: Closed</p>					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 30x/01	The DCC to confirm whether there is an impact of inaccurate forecasting in Certificate Signing Request	23/03/2020	22/05/2020	22/06/2020	DCC
<p>The DCC provided slides for this action, which also covered Action OPSG 31x01. The DCC outlined that there has been a downward trend in SR and CSR forecasting accuracy due to the Covid-19 pandemic. The DCC noted that currently, this has had no impact on its systems. However, there is concern that when lockdown restrictions are eased, a sharp increase in Certificate Signing Requests above the threshold of 6 million, could cause issues. The DCC noted that there have also been issues with the methods by which certificates are requested through the Smart Metering Key Infrastructure SMKI Repository; where some SEC Parties are submitting a large number of small batch requests. SECAS queried if there was any guidance for Users on best practice for submitting requests, as there is no specific mention of this in the SEC.</p> <p>The OPSG Chair noted that there should be a robust process in place. The OPSG requested that SECAS and the DCC review the SEC and develop some guidance.</p> <p>Status: Open</p>					
OPSG 30x/04	The DCC to publish clear instructions on how the automated queue management system will work to all DCC Users.	23/03/2020	22/05/2020	N/A	DCC
<p>The DCC provided a Northbound Motorway Cache Protection Proposal for this action and requested that OPSG provide any feedback to Graeme.liggett@smartdcc.co.uk by the next meeting (OPSG_33x).</p> <p>Status: Closed</p>					

The OPSG **NOTED** the update.

3. Covid-19 Update

The DCC presented an update on its services during the pandemic. The DCC has cross trained critical staff as a precaution in case of a second wave of Covid-19. The DCC noted that all aspects of the business were running as normal with a green status.

The DCC noted that the CH Supply Chain proposal was agreed at the recent Working Group meeting and had gone out for consultation. It was noted that they will look to expedite the SEC Modification if appropriate. A Large Supplier (LS) member highlighted that the proposals on the use of market share were not satisfactory. The LS member explained that in the Communications Service Provider Central and South (CSP C&S) region, the market share for Suppliers who do not use Meter Asset Providers (MAPS) has been inflated by 20%. The LS member noted that this constitutes commercial bias and is a disadvantage to Suppliers that do not use MAPs, which is against DCC's licence obligations. The LS member noted that this cannot continue unless the figures are reworked to make it fair for all energy suppliers to obtain a share of the minimum order quantity from the CSPs. The DCC confirmed

that it is aware of this issue and the investigation is ongoing, and will provide an update at the next Working Group meeting.

The DCC noted that there has been an increase in activity, with around 800 installations per day. The DCC noted that it is now focussing on making sure that it has a robust exit strategy in place post Covid-19.

4. SEC Panel Reports

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

4.1. Registration Data Provider Incident Report

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

SECAS highlighted that there were six Registration Data Provider (RDP) Incidents opened in April. Eight Incidents were reported as resolved within the month. Two remain open with investigation to be completed. The DCC noted that the remaining open Incidents have since been closed.

4.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for April 2020.

The report outlined that there were 11 Users who have consumed services without submitting a forecast, which included four LSs. The OPSG noted that due to the Covid-19 pandemic the reported “actuals” were much lower than the usual numbers.

4.3. DCC Service Request Variance Report

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

The report outlined that 21 Users consumed services without submitting forecasts, including two LSs. The OPSG noted that due to the Covid-19 pandemic, the reported “actuals” were much lower than the usual numbers. The OPSG request that SECAS provided an update on the progress of [MP116 'Service Request Forecasting'](#) Modification at the next meeting (OPSG_33).

4.4. Network Enhancement Plan Quarterly Report

The OPSG considered the Network Enhancement Plan (NEP) Quarterly Report for quarter 1 2020. The report stated that that five NEPs have been completed in the period up to 31 March 2020. This was in contrast to the nearly 500, completed the Quarter before.

SECAS noted that there was a coverage target for the end of 2019 and questioned whether it had been achieved. (This reiterated a request made previously by the OPSG).

Similarly, the OPSG requested that the DCC produce a summary of the progress towards the 2020 coverage target.

SECAS also queried if poor coverage in some regions is due to incorrect CH installations and how this relates to the large number Exceptions and aged Incidents in the CSP C&S.

4.5. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the DCC Responsible Communications Hubs Returns Quarterly Report for Quarter 1, 2020. The report stated that 20,770 units have been through the returns process. Out of the 2,280 physically returned and triaged within the quarter, 68 were confirmed non-faulty and 183 faulty. The remaining 2,029 were considered non-compliant returns. The majority of CHs were returned outside the 90 day tolerance and are marked as under investigation: therefore it is difficult to get an overall view of how many faulty CH were returned during that period. The DCC are due to perform an audit on the CH triage process but are awaiting an update on government advice on freedom of movement.

4.6. DCC SEC Panel Quarterly Problem Report Summary

The OPSG considered the SEC Panel Quarterly Problem Report Summary for Quarter 1 2020. The report stated that 47 new Problem records were opened in the quarter, compared to 62 last quarter. 35 Problems breached the target the DCC set for Root Cause Analysis.

SECAS suggested that it would be useful to include a planned release date for the Problem fixes in the reports going forward. OPSG agreed that this would be useful.

SECAS asked the OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 11 June.

ACTION OPSG 32x/01: SECAS to provide an update on the progress of MP116 'Service Request Forecasting' Modification at the next meeting (OPSG_33)

ACTION OPSG 32x/02: The DCC to confirm whether the coverage target for 2019 has been achieved.

ACTION OPSG 32x/03: The OPSG requested confirmation and a summary of the 2019 coverage targets and whether they had been met

ACTION OPSG 32x/04: The DCC to provide the planned release dates for the problem fixes in the SEC Panel Quarterly Problem Report Summary.

ACTION OPSG 32x/05: The OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 11 June.

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

5. PMR Report – March

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

SECAS noted that CPM1 was below Target Service Level. CPM1 has been below Target Service Level for the last nine months; with this being the 15th instance it has been below in 16 months. OPSG noted that a contributing factor to this underperformance continues to be OTA firmware delivery performance. However, failure in CSP C&S was attributed to an Incident which has now been resolved: the DCC noted at the last meeting (OPSG_32) that CSP C&S measure should return to Green for April.

SECAS highlighted that the number of Exceptions has fallen dramatically especially the exception relating to '*Communications Hubs where no incident has been raised for outage*'. This may have been caused due to the reduction in installations from mid-March.

SECAS noted that there has been a decrease in the Exception, 'Incorrect Credentials on Device'. SECAS also noted that CPM4, Major Incident Resolution within Service Level Agreed time, achieved 100% performance.

The OPSG noted that overall the quality of the report had improved and the work being done by Users and DCC to reduce the Exceptions.

The OPSG **NOTED** the PMR Report.

6. Information Sharing

SECAS provided an overview of the Information Sharing proposal. The DCC noted that in its view a Modification will need to be raised to enable DCC to participate in and operate the process. The DCC and SECAS will provide an update at the SEC Panel on 12 June 2020 to assess the appropriate next steps. A LS member suggested that the OPSG should sponsor the Modification. The OPSG supported the suggestion, taking the view that this would help to ensure that the modification has an appropriate scope and reflects User requirements. SECAS requested that the OPSG provide any comments on this proposal by 5 June.

ACTION OPSG 32x/06: The OPSG to provide any further comments on the Information Sharing proposal by 5 June.

The OPSG **NOTED** the presentation.

7. Any Other Business

SMETS1 Migrations

A Distribution Network Operator (DNO) member noted that DNOs are not receiving forecasts on forthcoming SMETS1 Dormant migrations. These reports are essential to allow DNOs to make the proper preparations. The DCC agreed that it will investigate why this occurred and will ensure the reports are provided in accordance with the defined process.

Operational Metrics Ofgem Consultation

SECAS provided an overview of the Ofgem Consultation on the Operational Performance Regime (OPR). SECAS noted that the SEC Panel had decided to submit a response and requested that the OPSG Members provide comments to SECAS by 1 June.

ACTION OPSG 32x/07: The OPSG to provide any further comments on the Ofgem Consultation on the Operational Performance Regime by 1 June.

Next main meeting: 2 June 2020

Next reporting meeting: 22 June 2020