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Operations Group Meeting 33

2 June 2020, 10:00 – 16:30

Teleconference

OPSG_33_0206 - Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
	Alex Henighan
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Tony Shanahan
	John Noad
	Rochelle Harrison
	Zoe Marklew
	Paul Clark
	Ed Webber
	Jenny Smith
	Rob Short
	Ralph Baxter
Small Suppliers	Kate Barnes
	Kate Frazer
Other SEC Parties	Geoff Huckerby

Representing	Other Participants
DCC	Courtney O'Connor
	Steve Stathakis
	Wendy Liddell
	Darren Robbins
	Ian Brown (Part)
	Moses Ndukwe (Part)
	Penny Brown (Part)

	David Walsh (Part)
	Graeme Liggett (Part)
	Nicholas Ives (Part)
	Clive Hallam (Part)
	Joanne Glynn (Part)
	Gav Parrot (Part)
	Richard Cooper (Part)
	Bill Crichton (Part)
	Steve Barcroft (Part)
	Mike Holliday (Part)
CGI	Steve Bull (Part)
SECAS	Huw Exley
	Joey Manners
	Veronica Asantewaa (Meeting Secretary)
	Joe Hehir (Part)
	Damian Bevan (Part)
	Abhay Soorya (Part)
	David Kemp (Part)
TABASC	Julian Hughes
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Endika Enes
Small Suppliers	Simon Dowse
Other SEC Parties	Elias Hanna
	Tom Woolley

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_32.

The OPSG **AGREED** that the minutes from OPSG_32 would be published as final.

2. Panel Feedback Report

SECAS provided the OPSG with the following updates from the May SEC Panel meeting:

- The Panel discussed MP130 'CH order and delivery changes due to COVID-19', and a new addition to the SEC was published to include this Modification (this will be covered in agenda item 8)

- The Panel discussed the Network Evolution plan and requested that the DCC provide an updated plan to include further information on business cases and engagement plans with Sub-Committees and Panel.
- The Panel agreed to replace the Engagement Day with an Online Engagement Day. 'Intro to SEC' events will also be replaced with quarterly online webinars covering a variety of subjects.

The OPSG **NOTED** the update.

3. Actions Outstanding

SECAS presented the OPSG Actions Outstanding. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date. It was also noted that actions 32/04, 32/11, 32/12 and 32/13 could not be discussed as the published updates were incorrect. New deadlines for these actions were set.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 30/15	The DCC to provide a summary of the changes to templates and decisions trees in regard to Network Logs.	03/03/2020	02/06/2020	07/07/2020	DCC
The DCC noted that a new target has been set for the decision tree publication., The internal review has been completed and the governance process will begin shortly. A further update will be provided at the next meeting (OPSG_34). **Status: Open**					
OPSG 32/08	The DCC to confirm that Dormant migration forecasts are being issued to all Users.	05/05/2020	02/06/2020	N/A	DCC
A Distribution Network Operator (DNO) member confirmed that it is now receiving dormant migration forecasts every Friday via DCC SharePoint. The DNO member noted dissatisfaction that it had been such a difficult process. **Status: Closed**					
OPSG 32/10	SECAS to propose whether the SECMP0062 TMMD governance processes should include full industry consultation, based on the legal text, working group proceedings, and any precedents from other operational procedures.	05/05/2020	04/08/2020	02/06/2020	DCC

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
From its findings, SECAS confirmed that the Traffic Management Mechanism Document (TMMD) is not governed by the SEC therefore does not require a SEC Modification. The view from the Working Group noted that within Modification report, any changes to the reporting should be overseen by the Operations Group and Sub-Committees following Panel delegation. A Full industry consultation was not considered a requirement by the Working Group. **Status: Closed**					

OTA Firmware Update

The DCC presented an update on Over the Air (OTA) Firmware performance remediation plans.

The DCC reported that Communication Service Provider North (CSP N) continued to be below the minimum target service level for April for Performance Measure 2 (PM2). The DCC noted that an Incident has been raised regarding an issue with the reporting tool used to indicate performance, there is also no indication of the performance figures improving to above target in May. The DCC noted that CSP N are still pursuing its remediation plan and intend to be Green in June.

The OPSG Chair questioned if the figures from the previous months are reliable given the issues noted with the reporting tool. The OPSG Chair was also concerned that the DCC could not confirm a Green status for June.

A Large Supplier (LS) member noted that a small number of Users have been sending smaller batches of OTA upgrades due to the upcoming expiration of firmware versions on the CPL. The OPSG noted that this should be a consideration for DCC and that there will always need to be support for sending smaller batches of OTA firmware downloads. The DCC noted that it will investigate this with CSP N.

The DCC noted that CSP C&S have achieved Green status in April and May following the drop in performance in March.

The OPSG Chair requested that the DCC provide the level of activity or number of transactions that the performance measures relate to for both CSPN and CSP C&S.

ACTION OPSG 33/01: The DCC to review support for small batches of OTA firmware deliveries, and to identify any volume and timing constraints.

ACTION OPSG 33/02: The DCC to provide the volume of Firmware OTA requests that the performance measures relate to in the OTA firmware update metric.

The OPSG **NOTED** the update.

4. Covid-19 Update

The DCC provided an update on its current operational status during the Covid-19 pandemic.

The DCC reported that DCC and its Service Providers continue to maintain operational services at a green status. The DCC has reported low sickness within its staff and are now moving towards implementing its 'return to office' plan from mid-June.

The DCC reported that there continues to be a cautious approach to SMETS2 installations from Users. However, the DCC has started seeing an increase in the number of installations, with the figures doubling since the previous week.

A LS member noted that it has had difficulty contacting the Service Desk numerous times. The DCC explained that since the third week of the Covid-19 lockdown it has been investigating the increasing rate of call abandonment related Incidents. The Business Continuity and Disaster Recovery (BCDR) plan, is reliant on the Smart IP connection of the Wifi coverage in staff member's homes. The DCC have found that in some rural area's calls have been abandoned due to signal fluctuations. The DCC noted that this has been mitigated between Monday-Friday but there are still some residual issues at weekends.

The OPSG **NOTED** the update.

5. OPSG Issues Log

SECAS presented an update on the actively monitored Issues on the OPSG Issues Log.

Han Stability

The HAN (Home Area Network) Stability issue will be discussed at the next Technical Specifications Issue Resolution Sub-group (TSIRS) meeting on 11 June.

A LS member noted that there is a parallel issue related to HAN stability that has been discussed at a number of forums. Parties have information about specific Device Model Combinations (DMCs) but are unable to share these. The LS member was aware of the Information Sharing initiative being considered by the Panel. However, they noted that the sharing of technical details and experience between Parties should be an important part of the solution.

Change of Supplier Issues

OPSG members highlighted issues experienced with Change of Supplier (CoS), possibly caused by process issues or data misalignment. A LS member mentioned that they have gained Meters with the incorrect device flag, making it difficult to identify when a CoS process through the DCC should be initiated. Another LS member started that the unofficial workaround was to attempt a DCC CoS process event for any gained meter, regardless of the device or DCC service flag.

A DNO member noted that MP077 'DCC Service Flagging' is currently going through the refinement process to introduce new device flag types, however there is a concern that it will involve a DCC change and will take some time for it to be implemented. A DNO member mentioned that it currently has 7000 non communicable devices with 'active' flags.

SECAS noted that a questionnaire will be sent to members for more detailed feedback on CoS issues.

ACTION OPSG 33/03: SECAS to send a questionnaire to members for feedback on experiences with CoS.

The OPSG **NOTED** the update.

6. BCDR - Revised Timelines

The DCC outlined the revised BCDR timeline. The OPSG Chair suggested that given that some of the proposed dates remained to be confirmed, the assessment of DCC's readiness in SMETS1 LSC

assessments will remain as Amber during the Live Service Criteria considerations. The DCC stated that although the timelines are changed the aim is to have all the resilience testing completed within the original time frames and therefore by the time the Live Service Criteria is reviewed this will have been completed.

A LS questioned whether BCDR schedules are included within Planned Maintenance emails. The DCC confirmed that they are not included but that a combined schedule is available on Self-Service Interface (SSI).

The OPSG requested a formal plan for the next meeting (OPSG_34).

ACTION OPSG 33/04: The DCC to provide a formal BCDR plan for the next meeting (OPSG_34).

The OPSG **NOTED** the revised timelines.

7. DCC Operational Update

The DCC presented an update on its operations.

The DCC noted that there had been a decrease in recorded Communication Hub (CH) installations activity due to the COVID-19 Pandemic, although the DCC has now started seeing an increase. The DCC noted work by Suppliers to complete remote commissioning and decommissioning processes, resulting in an improvement in data quality.

A DNO member raised concerns on the categorisation of Incidents. The DNO member explained that all their attempts to communicate with SMETS1 Devices on 27 May had failed. The DCC noted this occurred due to an Incident at the DCO, in which there was a database issues at the Farnborough site. The DNO member highlighted that they believe the Incident should have been classified as a Category 1 instead of a Category 2. They noted further their difficulties and disappointment in the process of raising Incidents, including issues contacting the service desk and being given incorrect information from the DCC. DCC agreed that lessons could be learned from this experience, which will form part of the Post Incident Review (PIR) process. The DCC explained that the overall impact of the Incident was not fully understood at the time, however, this will be reviewed as part of the Post Incident Review (PIR) process. The OPSG requested a review of the Post Incident Summary report at the next meeting (OPSG_34).

The DCC noted that its largest volume of change (220 changes) to date in May, with a 96% success rate. The DCC also reported nine failures in total for the month and added that adverse impact of change is low. The OPSG requested that the DCC confirm whether the data presented on the Forward Schedule of Change graph correlate with the Adverse Impact of Changes graph. The OPSG noted that the inclusion of overall change success percentages would be useful.

<u>SMETS1</u>

The DCC noted the forecast to migrate 350,000 SMETS1 meters in June, with the majority being Active migrations.

The DCC confirmed that the issues regarding SMETS1 migration forecasts being provided to users had now been resolved with action completed to avoid this happening again in the future.

The DCC noted that the Morrisons Data Services (MDS) migrations will restart in the week commencing 8 June, the issue regarding Alerts having been resolved.

The OPSG noted an Incident resulting in a DNO Party being unable to communicate with all SMETS1 Devices.

SECAS noted the recent SMETS1 Alerts storm Incident impacting migrations that was attributed to device configurations and questioned whether pre-migration checks are working as intended and if their scope is fit for purpose. The DCC explained that there will be a release late this month to prevent alerts being passed to the SMETS1 Service Provider (S1SP). The DCC are also looking at progressing a Change Request to introduce the ability to change device configurations post migration.

A LS member highlighted the issues of the suppression of incorrect polarity Alerts. SECAS noted that this had been discussed at a previous meeting and agreed to provide the information to OPSG.

ACTION OPSG 33/05: The DCC to provide the Post Incident Report (PIR) relating to the SMETS1 Service Request Incident (INC000000595628) for review at the next meeting (OPSG_34).

ACTION OPSG 33/06: The DCC to confirm why the data presented on the Forward Schedule of Change graph does not correlate with that of the Adverse Impact of Changes graph.

ACTION OPSG 33/07: The DCC to include overall change success percentages to operational update change graphs.

ACTION OPSG 33/08: SECAS to confirm when the OPSG discussed the SMETS1 Alerts regarding Incorrect Polarity and provide the information to the OPSG.

The OPSG **NOTED** the update.

8. CH Logistics Update

The DCC presented an update on the on-going discussions regarding the CH logistics during the Pandemic.

The DCC noted that MP130 'CH order and delivery changes due to COVID-19' has been approved by the Change Board, and the next step will be to further consult on how market share is calculated. A LS noted that the initially proposed method for determining allocations from market share was unsatisfactory. The DCC noted this was being further considered. The DCC noted that they are working with both CSPs to put in place an amnesty in order to triage all returned Comms Hubs including those that have breached the 90 day returns obligation. Once they have worked through the bulk of returns the amnesty will be lifted and the DCC will work with industry to ensure that the build-up doesn't occur again.

The DCC noted that a further update will be provided at the next meeting (OPSG_34).

The OPSG **NOTED** the update on CH Logistics.

9. Aged Incidents

The DCC presented an update on Aged Incidents.

The DCC reported that it currently has 33,000 opened aged Incidents. The DCC noted CSP N has started raising Incidents in some cases. The DCC explained they want to be in a position of a 1-1 relationship between issues and Incidents.

The DCC is working with Users to identify recommendations for orchestration design to reduce the number of Incidents being produced.

A LS noted that the DCC should reduce its use of jargon so that information can be better understood across industry.

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

10. CH Exceptions

The DCC presented an update on CH Exceptions.

The OPSG noted that there has been a small improvement in CH exceptions, due partly to reduced installation activity. The OPSG noted that Users are identifying and planning remediation actions.

The OPSG **NOTED** the CH Exceptions.

11. Incorrect or No DNO Credentials

The DCC presented an update on its investigations into Incorrect or No DNO credentials on CH devices.

The DCC explained that there has been a number of instances where the Supplier cannot put the correct certificates on Electricity Smart Metering Equipment (ESME) Devices, with multiple issues identified as the root cause. The DCC highlighted that there are currently 78,000 ESME devices with incorrect or no DNO credentials. This is a reduction from last month's total of 97,000, reflecting work done by DCC, DNOs and Suppliers to identify and resolve impacted devices. The DCC noted that it had identified 10,500 devices that cannot be fixed by Suppliers due to either no DNO credentials being available or awaiting Meter Point Asset Numbers (MPAN) registration at new connections.

The DCC noted that it continues to work with Suppliers to reduce the number of incorrect credentials on Devices. A DNO member requested that the DCC confirm that the template for the report that summarises impacted Devices by DNO region, has been finalised.

ACTION OPSG 33/09: The DCC to confirm that the template for the report that summarises impacted Devices by DNO region has been finalised.

The OPSG **NOTED** the update.

12. Spurious Alerts

The DCC provided an update on spurious Alerts.

The DCC noted that it has seen a reduction in Alerts in some cases and this continues to be monitored.

The DCC summarised past and forecast capacity utilisation. The OPSG Chair noted that the DCC have made assumptions to calculate the 'normal' traffic level for the total capacity utilisation, and asked the DCC to provide the assumptions used. The DCC noted that this will be provided at the next meeting (OPSG_34).

The DCC described remediations that should be deployed in the near future: pilots indicate these will be effective in reducing Alert volumes substantially.

The TABASC Chair challenged the terminology the DCC used to describe the reduction of Alerts on the network, noting that the DCC have only reduced the Alerts from the Data Service Provider (DSP) to the User, and that it is still being carried through the Communication Service Provider (CSP) network. The DCC agreed that the initial focus had been reducing strain on the DSP and the wider network should now be considered.

The OPSG was concerned about the DCC's transparency regarding the root cause for 8F12 Alerts and requested that the DCC confirm whether CH compliance to technical specifications was considered by TSIRs as part of the root cause analysis.

ACTION OPSG 33/10: Confirm the planning assumptions used in the Capacity Utilisation forecasts

ACTION OPSG 33/11: The DCC to confirm whether CH compliance to technical specifications was considered by TSIRs when discussing the root cause analysis of the 8F12 alerts and to share the detailed output

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

13. Operational Metrics Project Closure Summary

SECAS presented a final summary of Operational Metrics Project.

The OPSG:

- **AGREED** the project objectives and deliverables were completed; and
- **ENDORSED** the project closure.

14. MP122 - Operational Metrics Modification

SECAS and the DCC presented the scope for the MP122 'Operational Metrics' Modification, the intent of which is to take forward the recommendations from the Operational Metrics Review project.

A LS member noted that regarding 'Requirement 2', all meters within a request should be reported. The LS was concerned that not all firmware updates are being sent to devices within a request, for example it will send 100 requests, but it will only measure 90. A LS member requested that the DCC confirm if it can report the volume of devices within a firmware download request against the volume of devices that successfully received the firmware image or upgrade.

SECAS noted that regarding 'Requirement 4' the modification may be implemented in parts (similar to SECMP0062 'Northbound Application Traffic Management - Alert Storm Protection') depending if CSP contract changes are required. This was not favoured by the OPSG and it requested that the DCC provide information on what elements are impacted by the dependencies on CSP contracts.

The OPSG raised concerns about the use of test messages for PMR metrics noting that concerns have been raised in the past on the reliability of this approach as a performance indicator.

The OPSG showed concern at the DCC costs of the modification.

The OPSG chair noted that the original intent had been to allow PMR metrics to be added and removed from the PMR report in a more flexible manner than is currently possible. SECAS noted that due to Operational Performance Regime (OPR) requirements, metrics need to be within the SEC which reduces the possibility of flexibility. This issue would be considered further in consideration of the Modification.

The OPSG highlighted the DCC should follow the SEC Modification process when engaging with Users.

ACTION OPSG 33/12: The DCC to confirm whether they can report on the volume of devices within a firmware download request to support MP122 'Operational Metrics'.

ACTION OPSG 33/13: The DCC to provide information on what elements of MP122 'Operational Metrics' Modification are impacted by the dependencies on CSP contracts.

The OPSG **NOTED** the presentation.

15. SEC November 2020 Release

SECAS and the DCC presented the scope and status for the SEC November 2020 Release

The OPSG were concerned about changes in release dates and interdependencies with other programmes.

The OPSG also highlighted they needed adequate time to plan and implement required changes to their systems.

The OPSG noted that at present no issues or risks had been identified.

The OPSG **NOTED** the SEC November 2020 Release.

16. New Draft Proposals and Modification Proposals

The OPSG **AGREED** interest in the following Modifications:

- DP126 'Smart meter consumer data access and control'
- DP128 'Gas Network Operators SMKI Requirements'
- MP130 'CH order and delivery changes due to COVID-19'
- DP131 'Default maximum demand configuration conflict'

17. Customer Perspective

A Small Supplier raised the issue of the DCC triage process for Other Users (OU). This will be discussed at the next meeting (OPSG_34).

18. Any Other Business (AOB)

Alert Suppression

The OPSG noted the Alert suppression report and requested that the DCC produce a report on the availability of the Alert suppression functionality. The OPSG also requested a PDF version of the report.

NAO – SEC Panel Recommendations

SECAS will provide details of the National Audit Office (NAO) SEC Panel Recommendations and the intent to send a User Survey to SEC Parties. SECAS requested feedback and comments from OPSG members by 10 June.

CSP N B Max Target

SECAS provided an overview of the DCC's letter to SEC Panel on the failure to achieve the CSP N BMAX target for 99.5% WAN Coverage.

The Panel has asked the DCC to provide further evidence of why CSP N could not achieve its target due to Covid-19. The Panel has asked the OPSG to provide comment on this evidence. The OPSG asked that the DCC provide evidence that previous targets (prior to Covid-19) have been met.

Network Evolution Proposals

The OPSG noted that the SEC Panel and Sub-Committee chairs were working on the planned approach and engagement for the Network Evolution Plan.

ACTION OPSG 33/14: The DCC to provide a report on the availability of the Alert suppression functionality.

ACTION OPSG 33/15: The DCC to provide a PDF version of the Alert suppression report.

ACTION OPSG 33/16: The OPSG to provide any further comments to SECAS on the NAO Survey by 10 June.

ACTION OPSG 33/17: The DCC to provide evidence that previous targets for CSP N B Max (prior to Covid-19) have been met.

Next Reporting Meeting: 22 June 2020;

Next Main Meeting: 7 July 2020.

DRAFT