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Operations Group Meeting 34

7 July 2020, 10:00 – 16:30

Teleconference

OPSG_34_0707 - Final 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
	Martin Christie (<i>Alternate for Zoe Marklew</i>)
	David Rodger (<i>Alternate for Mark Morrison</i>)
	Paul Clark
	Ed Webber
	Jenny Smith
	Rob Short
Small Suppliers	Ralph Baxter
	Kate Frazer
Other SEC Parties	Geoff Huckerby
	Elias Hanna

Representing	Other Participants
DCC	Courtney O'Connor
	Wendy Liddell
	Darren Robbins
	Joanne Glynn (Part)
	Richard Cooper (Part)
	Ian Brown (Part)

	Penny Brown (Part)
	Chris Thompson (Part)
	Natasha Sinnett (Part)
	Alan Weatherly (Part)
	Jason Hynes (Part)
	Dave Rollason (Part)
	Clive Hallam (Part)
	Graeme Liggett (Part)
	Nicholas Ives (Part)
	Michelle Bingham (Part)
	Allan Attack (Part)
	Niemesh Amin (Part)
	Gav Parrot (Part)
	Nick Rodgers (Part)
Arqiva	Rob Puryer (Part)
	David Morris (Part)
Cap Gemini	Greg McDougall (Part)
SECAS	Huw Exley
	Joey Manners
	Veronica Asantewaa (Meeting Secretary)
	Joe Hehir (Part)
	Abhay Soorya (Part)
TABASC	Julian Hughes
BEIS	Natasha Free
	Dan Chambers

Apologies:

Representing	Name
Small Suppliers	Simon Dowse
	Kate Barnes
Other SEC Parties	Tom Woolley

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_33.

The OPSG **AGREED** that the minutes from OPSG_33 would be published as final.

2. Panel Feedback Report

SECAS provided the OPSG with highlights from the June SEC Panel meeting.

Sharing Information on Issues and Defects

The SEC Panel endorsed the progression of a SEC Modification on information sharing, and noted the initial draft proposal is currently being drafted.

OPR Relief Claim

The SEC Panel agreed that the DCC had met the criteria for an Operational Performance Regime (OPR) Exceptional Event under SEC Section H13.12. The SEC Panel has written to Ofgem providing a summary of the evidence and confirmation of the decision for consideration as part of the Price Control review.

SoLR

The Modification [MP134 Use of SMKI Certificates relating to a SoLR event](#) has now been raised. The SEC Panel has requested a follow up on the additional Modification being discussed and the implications to the licence conditions.

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, and 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	07/07/2020	04/08/2020	DCC
<p>The DCC noted that the Decision Trees have been updated that the Customer Guides have been published. SECAS requested that the OPSG review the guides and provide any comments by the next meeting (OPSG_35)</p> <p>Status: Closed</p>					
OPSG 33/14	The DCC to provide a report on the availability of the Alert suppression functionality.	02/06/2020	07/07/2020	04/08/2020	DCC
<p>The DCC provided the full report with the requested information on the DCC SharePoint, which is classified RED. The DCC requested that the OPSG review the report and provide any feedback, any information that is not required will be removed and the report will be declassified as members see fit. The OPSG Chair asked for explicit clarification of the terminology regarding Alert 81B8, and that the safety implications (if any) were being investigated at the appropriate forum. The DCC confirmed that Transitional Business Design Group</p>					

Managed by

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
(TBDG) will be leading the investigations on this. An Other SEC Party member noted current naming conventions of some Alerts can be misleading, in particular with regards to cross polarity. The DCC agreed to review current naming conventions. Status: Closed					
OPSG 33/15	The DCC to provide a PDF version of the Alert suppression report.	02/06/2020	07/07/2020	04/08/2020	DCC
This action update is the same as Action 33/14, the full report was too big to be converted into PDF format and therefore can be found on the DCC SharePoint. Status: Closed					

ACTION OPSG 34/01: The OPSG to review the DCC Customer Guides and provide any comments by the next meeting (OPSG_35).

ACTION OPSG 34/02: The DCC to review the Message Mapping between SMETS1 Devices and the DCC service related to Health & Safety elements (such as Incorrect/Cross Polarity) to allow OPSG to assess whether there are any operational and any safety implications that should be highlighted to the appropriate forum.

ACTION OPSG 34/03: The OPSG to provide feedback on the Alert suppression functionality report by the next meeting.

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 is making plans for staff to return to its sites from 29 July. However, this will only be at 33% of capacity in line with the social distancing guidelines.

The DCC noted that the number of installations taking place has increased, and has now reached 42% of pre Covid-19 volumes. The DCC noted that 98% of Service Requests are completed on the same day as requested.

The OPSG **NOTED** the update.

5. OPSG Issues Log

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

SECAS noted the Technical Specifications Issue Resolution Sub-group (TSIRS) will be leading the discussions on Home Area Network (HAN) stability. SECAS explained that the SEC does not define

what a stable HAN is. The OPSG Chair noted that OPSG could suggest a definition/description of the problem in terms of the User experience with the technological part of the issue considered elsewhere. SECAS noted that the issue is wide reaching and contains a number of separate issues. SECAS noted that separating and understanding each of the issues individually would aid resolution.

A Large Supplier (LS) member suggested that In Home Display (IHD) matters might not be the highest priority, and the focus will need to be on Service Requests to meters, tariff updates and Firmware Updates, to which the OPSG agreed. The LS added that the ongoing work on sharing of information would be beneficial in the resolution of HAN Stability issues.

The OPSG noted that there will need to be a clear definition of HAN stability which considers Users' experiences.

The OPSG **NOTED** the update.

6. DCC Operational Update

The DCC presented an update on its operations.

The DCC reported that the Electricity Smart Metering Equipment (ESME) Service Request volumes have decreased. The DCC noted that the Technical Operation Centre (TOC) is investigating if this is related to the orchestration improvement activity being undertaken by Service Users.

The DCC noted the reduction of Aged Incidents. A Distribution Network Operator (DNO) member asked whether the DCC expects the number of Aged Incidents to continue to fall as activity increases. The DCC noted the experience and changes implemented in Service Management over the last 12 months to address Aged Incidents. The DCC confirmed that many lessons have been learnt and will provide a historical view of how Aged Incidents have reduced over time and what processes have been put in place.

The DCC reported that it had closed 38 aged Problems within the last month, with 23 new Problems raised. The OPSG noted a spike in the average age of resolved Problems, the DCC confirmed that this was due to the closure of older Problem records in the last month. The OPSG requested that DCC provide the average age of outstanding Problems in future updates.

The DCC reported that it performed 204 changes within the month with no adverse impact. The overall change success rate had fallen to 95% in the month due to a higher number of failures than usual, however it was noted that there was no reported impact to Users.

SMETS1

The OPSG noted the increase in migration volumes in June. The DCC achieved its highest migration rate to date migrating 215,000 meters, increasing the total number of migrated meters to 500,000. The DCC reported that in next months update there will be a summary of the movement in average migration times and success rates. The DCC noted that there were still issues with Gas meter communications on Migration repeat attempts but were tracking a 77% success rate on all retries.

The DCC noted the Enrolment and Adoption Forum on 9 July 2020 will provide more detail. A DNO member highlighted that the DCC will need to ensure the correct Users have been invited to this forum as many Users did not receive an invite.

The DCC highlighted that it has restarted the MDS migrations which had previously been paused due to an increase in Alerts.

The DCC reported that overall, 9,545 dormant meters have been rejected. 55% of these were related to GTO1 or GTA8 error codes. The OPSG requested a graph showing the total number of installations which could not be migrated even after all scheduled retries have been attempted.

ACTION OPSG 34/04: The DCC to provide a historical view of the reduction of Aged Incidents over time at the next meeting (OPSG_35).

ACTION OPSG 34/05: The DCC to include the average age of outstanding Problems in its operational update.

ACTION OPSG 34/06: The DCC to ensure that the correct Users have been invited to the Enrolment and Adoption Forum.

ACTION OPSG 34/07: The DCC to provide a graph showing the total number of installations which could not be migrated after all scheduled retries have been attempted.

The OPSG **NOTED** the update.

7. Spurious Alerts

The DCC presented an update on Spurious Alerts.

The OPSG Chair reminded DCC that they had said they would provide a graph showing the end to end capacity for the DCC service infrastructure, and also capacities of the main components (e.g by Service Provider).

The OPSG Chair congratulated the DCC and Users for the significant reduction in Alerts, especially the 8F3E Alerts. Due to the latest WNC firmware rollout and efforts by Users, there has been a reduction of over 40 million spurious device Alerts being produced per day.

The DCC noted that 8F12 volumes have started to rise again in line with the resumption of installation activity. The Release 2.0 CH firmware piloted in March saw a reduction of approximately 500,000 8F12 Alerts per day, however the pilot is still on hold due to the 'deafness' issue. The DCC is on track to commence a micro pilot in mid-July for the latest version (v2.02.6), which includes a workaround for the 'deaf' state issue.

The DCC noted a spike in 8014 and 8015 Alerts. A large number of these are generated by Independent Distribution Network Operators (iDNOs). The iDNOs who are not DCC Users cannot send Service Requests to suppress the Alerts. The DCC noted that it does not have a relationship with these iDNOs, and therefore cannot influence their behaviour. Therefore, the DCC highlighted that 45% of these Alerts cannot be stopped. A DNO member noted that some Suppliers are not able to update firmware, due to HAN stability issues preventing the download or activation of firmware: such updates would assist in the resolution of these Alerts. A DNO member questioned how many devices are affected by failure to upgrade firmware, the DCC noted that it will investigate this further.

ACTION OPSG 34/08: The DCC to provide a graph showing the end to end capacity for of the DCC system and also capacities of components (e.g by Service Provider (CSPs and DSP)).

ACTION OPSG 34/09: The DCC to investigate if 8014/8015 Alerts are being impacted by the failure to upgrade devices due to HAN Stability and how many devices are affected.

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

8. CSP N Performance & Reporting

SECAS provided a summary of the historical timeline of the CSP N performance issues and remediation plans. The OPSG noted that:

- (a) In August 2019, the OPSG explicitly asked the DCC to provide a remediation plan to achieve the SLA for PM2; this request was repeated in September 2019
- (b) In October, the DCC informed the OPSG that performance in accord with the SLA would be achieved for December 2019
- (c) In January 2020, the DCC reported to the OPSG that the remediation plan had not successfully achieved performance in accord with the SLA
- (d) In February 2020, the DCC said that the plan was to achieve compliant performance by the end of March 2020
- (e) In March 2020, the DCC revised the target for achieving the SLA to May 2020
- (f) In May 2020, the DCC revised the target for achieving the SLA to the end of June 2020
- (g) In June 2020, the DCC repeated the plan to achieve the SLA required performance by the end of June 2020.

Communication Service Provider North (CSP N) and the DCC presented their view of reporting and performance in the North.

Reporting Failure

The DCC noted last month that incorrect Performance Measurement Report (PMR) figures were reported due to an error with the CSP N reporting tool. The DCC confirmed that this only affected PM2¹ and that a fix will be implemented on 23 July 2020. CSP N reported that the date when this error first occurred had not yet been established. However, CSP N plan to rerun the data from the previous year to see when the error occurred. SECAS highlighted that this error will also affect CPM1 figures, as PM2 feeds into it. The DCC noted that it will reissue the affected reports with the accurate figures by the end of August.

A LS member questioned what validation measures will be put in place on the new data received from CSP N going forward. The DCC explained that it will be performing an independent audit on all Service Providers. The OPSG Chair requested that the terms of reference be shared with the OPSG for comment. The OPSG Chair asked that the terms of reference be adjusted to encompass the data reported to the OPSG, not just the data reported to DCC by Service Providers.

A LS member noted that the PMR queries log should be submitted to the auditors to aid in their work. Another LS member commented that the DCC should provide a view of the lessons learned.

Remediation Plans – Failure to Achieve Green Status for PM2

The OPSG noted that there have been several remediations plan since August 2019 that have not been adhered to: the most recent of these had said that Green Status (achievement of the Service Level Agreement) would be achieved in June 2020.

The OPSG noted the failure to deliver a Green status for PM2 in June 2020, CSP N explained its commitment to a new remediation plan, and discussed what improvements it was making. This included a new channel plan, auto balancing and an increase in FWDL job parameters. The DCC

¹ Percentage of Category 1 Firmware Payloads completed within the relevant TRT

explained that previously there was a limit of 200 Over the Air (OTA) requests, as in the original design – this was fewer requests than have occurred in reality. The design limit will now be gradually increased to 400 OTA request capability. The OPSG Chair noted that the DCC will need to confirm whether design assumptions have been made that do not reflect the SEC. OPSG members said that if this is the case, it would constitute a potential non-compliance. A LS member noted that the current service does not meet the business requirements of DCC Users. It was noted that the architecture documentation should be reviewed to understand the requirements.

The CSP N outlined the additional resource they have working on current improvements. The OPSG noted that they had not had sufficient time to review the documentation provided at the meeting as they would have liked to have shared it with internal teams prior to attending.

The OPSG noted that the DCC and CSP N had previously stated their commitment to various remediation plans, which had not delivered the required outcomes.

The OPSG also noted that the DCC and the CSP N were unable to forecast the impact of the improvements now being implemented. The DCC and CSP N were also unable to forecast when the required service level for PM2 would be achieved.

Consequently, the OPSG concluded that it had been given no assurance on when the service level would be achieved.

ACTION OPSG 34/10: The DCC to share the Terms of Reference of the audit on CSP performance with the OPSG.

ACTION OPSG 34/11: The DCC to include the data reported to the OPSG in the Terms of Reference of the audit, not just the data reported to DCC by Service Providers.

ACTION OPSG 34/12: SECAS to share the PMR Queries Log with the DCC as part of the audit on CSPs.

ACTION OPSG 34/13: The DCC should provide a view of the lessons learnt from the audit.

The OPSG:

- **NOTED** the presentation on CSP N performance and reporting
- **AGREED** to highlight the failure in reporting and the failure in performance of CSP N to the SEC Panel.

9. SMETS1 Incident Overview

The DCC gave a detailed presentation on SMETS1 operational issues, status, and remediation plans. The DCC confirmed that there have been no direct correlations between the numbers of migrations and Incidents, except that additional time was required to clean up the database following resolution. A LS member questioned if these Incidents are just a series of unfortunate events and if there are any lessons learnt. The DCC explained that there are some common themes which are being investigated with the DCO with an aim of protecting the service. The DCC continued to work with the DCO on stability plans and improvements.

A DNO member questioned the level of assurance that the DCC has in identifying Incidents quicker, as in some cases, the DNO member has raised Incidents with the DCC before the DCC were aware of them.

A DNO member noted that they had not seen the Incidents regarding reports failing to be uploaded to SharePoint and asked the DCC to confirm that it was raised as an Incident. A DNO member requested that the DCC confirm all relevant Category 3-5 SMETS1 Incidents were included on the timeline presented.

The OPSG noted that as well as new remediations, a previously planned database update would be carried out on 14 July.

ACTION OPSG 34/14: The DCC to confirm if the Incident report generation Incident was raised.

10. Major Incident Review

SECAS provided an overview of Major Incidents reports for INC000000594100 and INC000000595628.

DCC provided an overview on Major Incidents.

Major Incidents

The DCC noted that as INC000000594100 was the first in a chain of Incidents, and it took longer to clarify the impact of the Incident due to the event data that was provided by the TOC. When the DCC had identified that there was a full degradation of the SMETS1 service, it raised the categorisation from Category 2 to Category 1. The DCC noted that at the start of the Incident, it did not know enough about the Incident to make a final categorisation. SECAS noted that this will need to be reflected in the report.

SECAS noted that a high number of migrations were referenced as a potential root cause for both Incidents.

SECAS noted that the Incidents involved failure of failover and asked whether Business Continuity and Disaster Recovery (BCDR) tests would have detected this shortcoming had they not been deferred at the start of the Covid-19 pandemic. However, the DCC confirmed that this would not have been the case.

The DCC noted that there was human error in the communications of the Incident, and it is working to improve the effectiveness of the process.

The DCC agreed to reissue the Major Incident reports for INC000000594100 and INC000000595628 with additional details and the RAG status of the Categorisation of INC594100 changed from Green to Amber, and requested that the OPSG provide any further comments within five working days.

ACTION OPSG 34/15: The DCC to reissue the Major Incident reports for INC000000594100 and INC000000595628 with additional details and the RAG status of the Categorisation of INC594100 changed from green to amber.

ACTION OPSG 34/16: The OPSG to provide any further comments on the Major Incident reports for INC000000594100 and INC000000595628 within 5 working days of the reporting being reissued.

11. CH Logistics

The DCC presented an update on the Communication Hub (CH) logistics arrangements.

Marking of CHs and Packaging

The DCC noted that the intent is to have a red dot on the CH and on the packaging to differentiate between Release 1 and Release 2 CHs. The DCC explained that it will be necessary to have a consultation on the placement of the dot on the CH. The OPSG were surprised that this would necessitate a consultation and the DCC clarified that this is a SEC requirement.

MP130 'CH order and delivery changes due to COVID-19'

The DCC provided an update on [MP130 'CH order and delivery changes due to COVID-19'](#), noting that this now needs approval by Ofgem. There will be a consultation on the calculations of market share for CSP Central and South (C&S) to ensure CH charging and costs are reflective and reasonable across parties. The DCC explained that it has five proposals for the calculation of the market share, with the aim to have a final solution agreed by the end of August.

Amnesty for Return of CHs

The DCC explained that it would offer an amnesty period of up to 60 days for Users to return non-compliant CHs to CSP C&S starting from 3 August 2020. The DCC noted that CSP N are engaged and willing to offer a similar amnesty but are three to four weeks behind in finalising this.

Bulk CH Returns

The DCC noted a Modification proposal [MP117 'Bulk CH returns'](#) has been raised to support the returns process. A DNO member noted that any changes to the implementation date of the Modification must take in to account the impact these changes would have on Users.

The OPSG **NOTED** the update.

12. SMETS1 Live Service Criteria - Secure MOC

This agenda item was deferred to 10 July 2020.

13. Network Evolution Plan

This agenda item was deferred.

14. SSI Consultation

The DCC presented two Service Improvement Proposal (SIPs) to the OPSG to be implemented into the SSI.

The OPSG endorsed SIP2 to the development stage and SIP3 for implementation. The OPSG noted that the DCC would need to ensure the availability of adequate system resources to support the execution of the functionality provided by SIP3. It was agreed that the DCC would investigate whether they have sufficient capacity on the SharePoint and SSI for the execution of SIP3.

ACTION OPSG 34/17: The DCC to investigate whether they have sufficient capacity on the SharePoint for the execution of SIP3.

The OPSG **NOTED** the presentation.

15. Incorrect or No DNO Credentials

The DCC presented an update on the issue of Incorrect or No DNO Credentials.

The OPSG requested that the DCC review the proposed reporting requirements with the DNOs and provide feedback at the next meeting (OPSG_35).

ACTION OPSG 34/18: The DCC and SECAS to review the proposed requirements with the DNOs and provide feedback at the next meeting (OPSG_35)

The OPSG **NOTED** the update.

16. PMEL Governance

The DCC presented an update on the Performance Measurement Exclusion List (PMEL) Governance.

The DCC noted that the PMEL Governance Forum has been established with the first session starting on 28 July 2020.

The OPSG noted the PMEL Terms of Reference for this forum; OPSG members had no initial comments.

The OPSG **NOTED** the presentation.

17. New Draft Proposals and Modification Proposals

SECAS presented the New Draft Proposals and Modifications Proposals to the OPSG.

The OPSG noted interest in Modifications [MP134 'Use of SMKI Certificates relating to a SoLR event'](#).

SECAS noted that on 4 June 2020, it issued a consultation on the proposed enduring approach for incorporating Issue Resolution Proposals (IRPs) and Non GBCS Non-Mandated (NGNM) Alerts into the SEC. SECAS noted that there will be a single Modification every year for all intended IRPs which will be reviewed and categorised. The OPSG noted that as it will review the Modifications on a case by case basis, any IRPs that have User implications will need sufficient communication to ensure that it fits the User timelines.

The OPSG **NOTED** the Modification proposals.

18. Customer Perspective

Other Users – Triage Issues

The DCC are due to host a workshop for Other Users to understand requirements on Service Management and Self-Service Interface support. A further update will be provided at the next meeting (OPSG_35).

19. Any Other Business (AOB)

A DNO member noted that during investigation in to SRV 4.10 requests for historical data in CSP N, it has seen an issue with the response packet size where responses containing 30 days or more of historical data has only a 50% or below success rate. The DCC noted that CSP N have slides on this issue from another forum and will circulate this to members.

ACTION OPSG 34/19: The DCC to circulate slides on the SRV4.10 packet size issue to OPSG members.

Next Meetings

SMETS1 Secure MOC Live Service Criteria: 10 July 2020

SMETS1 Secure MOC Live Service Criteria – LSC6: 21 July 2020

Next Reporting Meeting: 27 July 2020

Next Main Meeting: 4 August 2020