

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 (OPSG) Meeting 35 on 4 August 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 there has been no degradation in the service, and it continues to operate at a Green status.

**6. DCC Operational Update (DCC):** The DCC noted that Prepayment installations have increased more than was forecast, and it will be closely monitored. A Large Supplier (LS) member was concerned that there were no SMETS1 operations reports for prepayment Devices which will make it difficult to track migrations in the future. The DCC noted that it will propose a design for these reports.

The DCC noted that it will add the total number of open Incidents to the Operational Update going forward.

The DCC noted that it performed 288 successful changes in July, which was its largest to date with only one adverse impact. The OPSG discussed several aspects of the report and agreed that SECAS would discuss improvements with the DCC.

SMETS1: The DCC highlighted it has recently paused migrations due to a Category 2 Incident and is planning to resume migrations soon.

The DCC explained that any rejected migrations are triaged. If an installation cannot be migrated after the agreed retries, then the DCC will highlight this to BEIS.

The DCC were reviewing the options for remapping the alert code which currently does not distinguish between incorrect polarity and reverse flow. The DCC reiterated that there were no safety implications of the current mapping.

**7. Spurious Alerts (DCC):** The OPSG noted the reduction of spurious Alerts, and the promising prospects for continued improvement.

Capacity forecasting: The OPSG noted the DCC summary. The OPSG Chair noted that what was required was a forecast reflecting and in terms of service traffic; this would need to be derived from traffic profiles. The report would also need to present an end to end view and reflect peak usage.

**8. Major Incident Review (SECAS):** The OPSG reviewed the Major Incident Report for INC000000599486. The OPSG raised concerns with the categorisation of the Incident and the initial engagement with the DCO service desk. The DCC explained its implemented remediation plan. The DCC agreed to amend the report to reflect the concerns raised, and OPSG will provide any further comments within five days of the report being recirculated.

**9. SMETS1 Major Incident Summary (DCC):** The OPSG was concerned by the timescales available to assess the stability of the service before the first EPCL entry for Secure MOC is made. The DCC envisaged a minimum of five days Incident free running, but OPSG members had previously indicated they did not consider this to be adequate in the current circumstances. The DCC proposed deploying

the SMETS1 Secure MOC code on the weekend of 15 August subject to operational acceptance. Subsequently, BEIS will then consider approval of the EPCL entry.

**11. Aged Incidents & CH Exceptions (DCC):** The DCC continues to make good progress in reducing Aged incidents. The DCC briefly presented a revised approach to managing Incidents related to CH variants. The DCC will present a detailed proposal at the next meeting (OPSG\_36).

**12. Incorrect or No DNO Credentials (DCC):** The DCC noted that 84% of incorrect credentials can be fixed and DCC will hold a workshop with Users to review remediation approaches. A Distribution Network Operator (DNO) member requested that the exact values of incorrect credentials be recorded on each graph presented in the future.

**13. SEC Release - November 2020 (DCC):** The DCC noted that the approved Go-Live date is now 29 November 2020. The DCC noted that at present it had not identified any issues and that the status for all activities is Green.

The DCC explained that it will be making two low impacting changes to the SSI. A DNO member requested that the DCC define the “F” and “G” identifiers to ensure that these are aligned with industry usage.

**14. Interoperability Checker Service (DCC):** The DCC explained there will be a soft launch of the Interoperability Checker Service in October 2020, provided through the Citizens Advice website. The OPSG suggested having a trial period before the launch.

**15. Network Evolution: CH & N (DCC):** The OPSG agreed to review the documentation provided, and give initial comments to SECAS within five working days.

**17. Customer Perspective – DCC Triage (OPSG):** SECAS and the DCC have held a workshop to discuss the issues Other Users (OU) are facing with the DCC triage process. The DCC noted that investigations are still ongoing and there will be an update provided at a future meeting.

**Next Reporting Meeting: 24 August 2020**

**Next Main Meeting: 1 September 2020**