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Operations Group Meeting

22 February 2021, OPSG_43_2202

12:20 – 15:30

Teleconference

Final Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Alex Henighan
Network Parties	Matthew Alexander
	Gemma Slaney
Large Suppliers	Martin Christie
	Tony Shanahan
	John Noad
	Rochelle Harrison
	Emslie Law
	Ralph Baxter
	Rob Short
Small Suppliers	Kate Frazer
Other SEC Parties	Elias Hanna
	Michael Snowden

Representing	Other Participants
DCC	Wendy Liddell
	Lisa Wong
	Timothy Dunning
	Gary Stuart
	Michael Wallace (Part) (<i>agenda item 7</i>)
	Jon Varran (Part) (<i>agenda item 7</i>)
	Veronica Asantewaa (Meeting Secretary)

SECAS	Joey Manners
	Huw Exley
	Ishti Bhatti
TAG	Robin Healey
Gemserv	Philip Twiddy (Part) (<i>agenda item 7</i>)
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Kevin Donnelly
	Ed Webber
Small Supplier	Kate Barnes
Other SEC Parties	Geoff Huckerby

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to review the redlined comments to the Draft Minutes from OPSG_41.

The OPSG:

- **AGREED** the redlined comments; and
- **APPROVED** the minutes from OPSG_41 as final.

2. Actions Outstanding

SECAS presented the updates to the 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 37x/09	The DCC to communicate the strategy and requirements for SMETS1 to wider SEC Parties regarding the scope for the CH and Network Evolution Plan.	26/10/2020	22/02/2021	Revised date to be determined by the DCC	DCC
The DCC noted that the consultation on the LC13B plan will be available in due course. The OPSG member noted that this action remain open until they had reviewed the Q&A document and the LC13B plan. Status: Open					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 41/01	The DCC to ensure that Problem Records are raised to investigate 4.10 Incidents.	25/01/2021	22/02/2021	N/A	DCC
<p>The DCC noted there are multiple Incidents open regarding 4.10 Incidents. The DCC noted that it has a master ticket open (INC000000693311) to manage these Incidents via the Major Incident Management (MIM) team. The DCC noted that a Problem would not be raised until these Incidents were closed.</p> <p>The Distribution Network Operators (DNO) members agreed that 4.10 Incidents should be managed via the MIM until a Problem record is raised. Status: Closed.</p>					
OPSG 41/03	The DCC to investigate the cause of the failure of PM2 in CSP C&S, and whether this was affected by CSP C&S's infrastructure	25/01/2021	22/02/2021	Revised date to be determined by the DCC	DCC
<p>The DCC noted that the failure of PM2 was based on the volatility of the measure. However, the OPSG noted that more understanding is needed as to what this indicates. The OPSG was concerned that this would be cited as a reason for further failures in PM2.</p> <p>SECAS and the DCC noted that they will discuss this in more detail offline. Status: Open.</p>					
OPSG 41/05	The DCC to raise a problem record for the failure of PM3.1, caused by delayed alerts, to investigate the false positive solution of PM3.1 in the November PMR.	25/01/2021	22/02/2021	N/A	DCC
<p>The DCC noted that an Incident had been raised for the failure of PM3.1.</p> <p>The OPSG noted that there is not a clear process for raising issues with operational reporting. SECAS and the DCC noted they will discuss this offline. Status: Closed.</p>					
OPSG 41/06	The DCC to investigate whether the review on the routing network bug (PBI000000121832) has been completed.	25/01/2021	22/02/2021	N/A	DCC
<p>The DCC provided a slide for this action. The DCC noted that Communication Service Provider North (CSP N) implemented additional resilience and monitoring capability to be installed by 26 February 2021. Status: Closed.</p>					

The OPSG **NOTED** the update.

3. SEC Panel Reports

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

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 4 March.

3.1. Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for January 2021.

SECAS highlighted that there were nine RDP Incidents opened in January. 14 Incidents were reported as resolved within the month. There were no remaining open Incidents with investigation to be completed.

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for January 2021.

The report outlined that there were 26 Users who have consumed services without submitting a forecast.

SECAS noted that it had written to all SEC Parties on 28 January, informing them of the Panel's decision not to actively pursue SEC Party compliance with the current User forecasting obligations. The OPSG noted that the DCC planned to raise a Modification to adjust CSR User obligations in the week beginning 15 February. *[Post Meeting Note: The DCC has now requested SECAS raise the Modification officially.]*

3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for January 2021.

The report outlined that there were 34 Users who have consumed services without submitting a forecast.

SECAS noted that it had written to all SEC Parties on 28 January, informing them of the Panel's decision not to actively pursue SEC Party compliance with the current User forecasting obligations. The OPSG noted that MP116 'Service Request Forecasting' Modification to remove SRV Forecasting obligations on Users, is in the Refinement process. It returns to the Working Group on 3 March before proceeding to Refinement consultation.

3.4. Network Enhancement Plan Quarterly Report

The OPSG considered the Network Enhancement Plan (NEP) Q4 2020 report.

The report outlined that 326 NEPs had been completed in the period up to 8 December 2020.

SECAS noted that CSP Central and South (C&S) achieved the BMAX target of 99.25% by the end of 2020.

SECAS noted that the Q4 2020 report is the last report that the DCC are obliged to produce, under the SEC requirement (Section F7.21). The OPSG requested that the DCC propose a way forward, considering, for example, whether continuing reporting would be of value.

3.5. SEC Panel Quarterly Problem Report

The OPSG considered the SEC Panel Quarterly Problem report.

The Q4 2020 report outlined that there were 43 new Problem Records created compared to 47 in the last quarter.

SECAS reported that there were 20 Problems which have breached the target the DCC has set for Root Cause Analysis. The report also listed 74 open Problems which the DCC considers are 'Significant and/or Impactful'.

SECAS asked whether a statement to explain why critical and high category Problems had breached the target Root Cause Analysis date could be included in the report, along with any identified mitigation steps.

The OPSG Chair noted it would be useful to map Problems against DCC services, and User business processes. The DCC commented that some issues are beyond its control to resolve, such as interoperability and User behaviour issues but the DCC are managing/overseeing them. However, the DCC noted it will collaborate with SECAS to provide the mapping of Problems.

3.6. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the DCC Responsible Communications Hubs (CHs) Returns Quarterly Report. The OPSG noted that for Q1 2021 this report will be produced in the new format based on business requirements, as agreed at the OPSG_41 meeting.

The Q4 2020 report outlined that a total of 10,639 records were closed during this period. Of these, 9,445 were attributed to Service Users (No Fault Found) and 1,194 were attributed to the DCC (Fault Found).

The OPSG was concerned that the only Fault Found returns in CSP N were attributed to a manufacturing defect, compared to various fault attributions in CSP C&S. SECAS noted that the results of the CSP audit of the CH triage process (as raised in action 29/15) should highlight why this is the case.

Some OPSG members questioned whether CHs deliveries that are rejected by the Supplier due to CH defects are reflected in the report. The DCC gave an initial view that these would be outside the scope of the report. SECAS is working with the DCC to confirm whether this is the case and if so, where these types of scenarios would be reported.

The OPSG Chair asked that SECAS and the DCC review the End to End process and confirm the coverage of the report.

ACTION OPSG 43/01: The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) by 4 March.

ACTION OPSG 43/02: The DCC to propose a way forward for the NEP report due to the expiry of the SEC obligation (Section F7.21).

ACTION OPSG 43/03: The DCC to provide an explanation of why the critical and high severity Problems breached the target root cause analysis date and any identified mitigating steps, in the SEC Panel Quarterly Problem Q4 2020 report.

ACTION OPSG 43/04: SECAS and the DCC to map Problems to User process in the SEC Panel quarterly Problem report and provide this to the OPSG.

ACTION OPSG 43/05: SECAS and the DCC to review the End to End CH returns process and confirm how this would be reflected in the CH Returns Quarterly Report.

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

4. PMR Report – December

SECAS presented its review of the Performance Measurement Report (PMR) for December 2020 to the OPSG.

SECAS noted that Code Performance Measure (CPM) 1 was below the Minimum Service Level. CPM1 has been below Target Service Level for the last 18 months, with this being the 24th instance it has been below in 25 months. This was largely driven by the continued failure to achieve the Minimum Service Level for PM2 *'response times for delivery of firmware payloads'* in CSP N.

The OPSG noted the continued failure to achieve the PM2 required performance levels in the North region, despite attempted remediations and active monitoring by the OPSG. The OPSG recognised that the DCC is implementing further tactical improvements, the effect of which would be monitored at the OPSG. Also, the OPSG noted that the DCC is developing longer term strategic proposals. These activities would allow a credible schedule for improvements to be set out. However, a Large Supplier (LS) member noted that Panel should be notified that there is currently no committed schedule in place to improve PM2.

SECAS also reported that PM2 *'percentage of Category 1 firmware payloads completed within the relevant TRT'* was below target in CSP S, for a second month in a row. The OPSG repeated its request that DCC confirm that the failure to achieve PM2 in the South region was not due to an underlying problem in the CSP C&S infrastructure (action 41/03). SECAS questioned how 'aborted installations' could have impacted the performance of PM2 as outlined in the PMR. The OPSG requested a clear statement on the reasoning for the failure.

SECAS reported that Service Credits had been applied against PM2 in CSP South for December. However, discussions continued regarding Service Credits being applied for the failure in November when CSP C&S claimed exemption due to a contractual clause. The OPSG noted that the Panel had recently agreed that compliance with Service Request forecasting obligations will not be actively pursued, subject to this not impacting Service Provider contractual obligations. The OPSG was concerned that the reported challenge regarding November Service Credits might mean that the Panel's caveat was not being satisfied. The OPSG requested that the DCC confirm its position on current Service Credits.

SECAS reported that PM1.1 *'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'* was below the Minimum Service Level in SMETS1 Service Provider (S1SP) Secure caused by an issue during migrations. SECAS noted that the explanation provided for the PM1.1 failure was not sufficiently clear for the OPSG to review. The OPSG questioned the quality of the commentary in the December PMR against the performance failures and requested that the DCC confirm it will validate any explanations provided by its Service Providers and supplement them if necessary.

SECAS reported that Incident INC000000643888 had been excluded, and the explanation for this has been omitted from the report. The DCC confirmed that this Incident was excluded due to being solely SMETS1 migration related.

A DNO member mentioned that the Incident volumes for CPM5 in the previous PMR for November were incorrectly reported as 100%. The DCC noted that it would investigate.

SECAS noted that the lack of commentary in the report made it difficult to assess the reported figures. SECAS noted that it will meet with the DCC to discuss the issues highlighted regarding the format and quality of the PMR.

ACTION OPSG 43/06: SECAS to report to the Panel that there is currently no committed plan to improve CSP N performance to achieve the SEC standard for PM2.

ACTION OPSG 43/07: The DCC to confirm its position on current Service Credits for Service Providers, specifically CSP S.

ACTION OPSG 43/08: SECAS and the DCC to discuss the issues highlighted regarding the quality of the PMR report.

ACTION OPSG 43/09: The DCC to investigate the CPM5 Incident volume figures in the November PMR.

The OPSG **NOTED** the PMR.

5. Smart Metering Systems Efficacy

Gemserv introduced a project commissioned by BEIS to develop a Device Interoperability Measurement Methodology.

The OPSG noted that the purpose of this project was to:

- a) Ensure that benefits stemming from device interoperability can be delivered for consumers and industry;
- b) Understand the effectiveness of interventions made to improve device interoperability; and
- c) Consider options for enduring governance to monitor improvements over time.

An Other SEC Party member was concerned about how testing would be integrated into this project as there is no baseline to measure it against, and suggested this may need to be approved by the Smart Meter Device Assurance (SMDA) scheme and the Technical Architecture and Business Architecture Sub-Committee (TABASC) on the business and technical requirements. Gemserv noted that the project will be mainly based on what drives performance and changes in processes, and also commented on using [MP122 'Operational Metrics'](#) as a baseline for this.

Gemserv further explained that the metrics defined in MP122 metric have been identified as one of several means to assist monitoring Device interoperability, which in turn can provide an indicator of the ability to deliver User benefits. However, the OPSG suggested that the MP122 metrics should not be solely relied upon as a baseline for this project.

The OPSG noted Gemserv's engagement approach to the project and asked that SECAS arrange a workshop to allow the OPSG members to contribute.

ACTION OPSG 43/10: SECAS to arrange a workshop to discuss the development of a Device Interoperability Measurement Methodology.

The OPSG **NOTED** the presentation

6. CSP N Tech Refresh

The DCC provided an update on the plan for the CSP N Technical Refresh. The DCC noted that the CSP N Technical Refresh will go ahead as planned on 27 February, and that currently the contingency weekend of 6 - 7 March will not be required. The OPSG was concerned that guidance to SEC Parties on how services will be closed down and restarted may not have covered all the areas previously highlighted by the OPSG, particularly message behaviour and queuing pre, during and after the change. The DCC agreed to review the customer guidance provided to ensure it covered the concerns highlighted by the OPSG.

The DCC noted that it had sent some guidance to SEC Parties before the start of the Technical Refresh, and a further communication was planned.

ACTION OPSG 43/11: The DCC to confirm that customer guidance was provided to Users on the CSP N Technical Refresh, addressing the concerns previously highlighted by the OPSG.

The OPSG **NOTED** the update.

7. CH and Network Evolution - Cost Benefit Analysis Follow Up RFP briefing

The DCC provided a brief update on the CH & Network Cost Benefit Analysis (CBA) review schedule. Currently the DCC envisages that the Panel will be asked to make its recommendation to BEIS in either April or May. The DCC noted that the DCC Q&A document will answer outstanding (and any further) queries from members and will be discussed at the March reporting meeting (OPSG_45).

The DCC reported that the bids for the Single Band CHs (SBCH) and Dual Band CHs (DBCH) will be submitted by 26 February. The DCC aims to issue a letter of intent for SBCHs in August and in October for DBCHs, subject to the LC13B plan.

OPSG members repeated their concerns regarding the separation of the SBCHs and DBCHs developments.

The OPSG **NOTED** the update

8. Work Package - Q3 2020 (Oct - Dec) Lookback Report

SECAS presented the Work Package lookback report for Q3 2020.

The OPSG **NOTED** the lookback report against the Q3 2020 (October – December) Work Package.

9. Any Other Business

The DCC noted that a workshop on 'DCC Boxed' to discuss the financial construction and the technical functionality of the proposal, will held on 1 March 2021 at 4pm.

A LS member proposed, and the OPSG agreed, that Prepayment Change of Supplier (CoS) should be discussed as part of the customer perspective item at the OPSG_44 meeting.

Next main meeting: 2 March 2021; Next reporting meeting: 22 March 2021.