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Operations Group (OPSG) Meeting 46 on 6 April 2021

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):

2. Panel Feedback: Firmware Image Access (SECAS): The OPSG noted that there may still be issues with the availability of firmware images. SECAS requested members to provide any further comments by 20 April.

4. DCC Operational Update (DCC): The DCC reported that there have been 16k daily installations in March, this has increased by approximately 15% over last month's installations.

The DCC noted that it has seen an increase of 0.5% in prepayment success rate in SMETS2 ESME devices. The DCC also noted that it achieved the overall top up success of over 94%. A Large Supplier (LS) member noted that, whilst this success rate is encouraging, it meant that a large number of top ups failed.

The DCC noted that there has been a slight increase in the number of Incidents, due to the increase in installations. The DCC described the Major Incidents that had occurred, noting that there had been one Category 1 Incident and three Category 2 Incidents in March.

The DCC presented the Forward Schedule of Change. The DCC reported that it had 309 planned maintenance changes in the month and achieved 98.3% success rate.

The DCC reported on maintenance outage. The OPSG noted that the DCC should use the SEC definition for planned and unplanned maintenance. The OPSG asked the DCC to provide a strategic view on the total outages of the service, and how this might evolve. This would include when the service is unavailable due to planned or unplanned maintenance, Business Continuity Disaster Recovery (BCDR) testing and Incidents.

4.1 SMETS1: The DCC reported the meter enrolment success rate continues to be high at 97.1% in March with over 3.87 million meters migrated in total.

The DCC reported that the prepayment performance in SMETS1 has been slightly impacted due to one User experiencing E21 errors. The DCC continue to engage with this User to resolve the issue.

5. Aged Incidents (DCC): The DCC reported that some Suppliers have not installed the correct Communication Hub (CH) variant and ancillary equipment, therefore not enabling Gateway functionality. Covid-19 restrictions are believed to make replacement of these devices difficult. The DCC and Suppliers have developed action plans for these to be resolved.

The DCC noted that it has seen an increase in E20 and E21 error messages in Communication Service Provider North (CSP N) area. The DCC Technical Operating Centre (TOC) are reviewing the performance of service requests against location of the errors. A Distribution Network Operator (DNO) member requested that the DCC provide guidance on how to track and monitor the SRV4.10 issue.

6. CH Exceptions (DCC): The DCC reported that it has defined the CH exceptions process with CSPs and TOC and agreed the list of exceptions. The OPSG highlighted that it is important to define a further process for resolving valid exceptions. The DCC noted that it will provide a further update at the next meeting (OPSG_48).

7. SMETS1 Stability Plan Review (DCC): The DCC reported that up until the recent DCO Incident on 23 March, it had achieved 148 days of stable service. The DCC noted that the DCO remediation plan has been completed.

The DCC plan to implement a 'Hot Standby' plan by 11 May to ensure continued resilience of the service.

8. RF Noise (DCC): The DCC reported good progress in working with Suppliers to quantify existing stocks of derogation compliant meters.

The DCC reported that non-compliant installations continued to be made, apparently at an increasing rate. The OPSG noted the need to protect the integrity of the network and asked that the DCC continue to work with Suppliers to identify the reasons for these non-compliant installations and report back.

The OPSG asked the DCC to confirm that details of all non-compliant installations had been sent to Users.

The DCC noted it had issued a 90 days' notice period for Users to remove and replace the non-compliant noisy meters from the network. The OPSG were concerned whether this would be practical due to, for example, the Covid-19 restrictions.

The OPSG asked that the DCC agree remediation plans with Suppliers, reflecting what could practically be achieved given Suppliers' reasonable efforts. The DCC working with SECAS will summarise the timetable for formulating these remediation plans, circulate to OPSG members and seek agreement to the timetable within 10 days. The OPSG requested that DCC then work with Users on the remediation plans over the subsequent 90 days.

The OPSG asked that the DCC to communicate the approach to all Users.

9. CSP N Performance & Reporting (DCC): The DCC reported that the PM2 Minimum Service Level had not been achieved in February and acknowledged that performance had been poor. The DCC described progress on implementing the six Service Improvement Proposals (SIPs). The DCC also set out a plan and schedule for achieving the SEC requirement by, in the best case, December 2021. The DCC noted that performance achieved by the end of Q2 2021 would be a good indicator of whether this plan was on track.

The OPSG were concerned that this plan may not be achieved and raised the question of when alternatives would be reviewed.

The DCC presented that results of the external audit of CSP reporting and progress of the remediation plans.

10. Other Users - Issue Resolution (DCC): The DCC reported on the outcome of testing of SRV4.8.1 for Other Users. The DCC noted that it will be presenting the results at the Other User Common Issues Forum.

The OPSG noted the apparent incomplete testing of Other User functionality, noting that the causes for this needed to be understood and addressed.

11. SSI Governance (DCC): The OPSG supported the proposal that Self Service Interface (SSI) changes arising as a result of a Modification be considered as part of the Modification process rather than separately by the OPSG. The OPSG asked that SECAS draft a paper to the Panel requesting

that this approach be adopted for Modifications in progress, whilst an enduring change to governance is being implemented.

12. MP117 'Bulk CH Returns' (DCC): The OPSG considered the Impact assessment for [MP117 'Bulk CH returns'](#) and agreed to the proposed solution.

13. 2022 Releases and MP007 'Firmware updates to IHDs and PPMIDs' – Rollout approach (DCC): The OPSG considered the approach to the [SECMP0007 'Firmware updates to IHDs and PPMIDs'](#) firmware rollout. The OPSG noted the advantages of option 4 (it will provide a more flexible approach to delivering the changes should the GBCS v3.2 firmware rollout be further delayed).

The OPSG considered the scope for 2022 Releases.

14. Spurious Alerts (DCC): The DCC noted that there has been an increase in the volume of 8F3E Alerts in ESME devices from one Service User. The DCC noted that a fix will be implemented in the next firmware release scheduled for September 2021.

16. OPSG Topics for the Coming Year (DCC): The OPSG are asked to provide any further comments or additional topics by the next meeting (OPSG_48).

18. AOB:

18.1 OPSG Teams Channel

SECAS noted that a Microsoft Teams Channel will be set up for OPSG. All meeting papers will be uploaded to this space for OPSG to view, discuss and ask questions in the chat function to support collaborative working.

18.2 CH Stock

The DCC reported that an issue with CH production has arisen that will impact the delivery of CH stock to Users. This was due to a silicon shortage and a factory fire. The DCC noted that it is engaging with Users who have been impacted. The DCC will discuss this further at the Supply Chain Working Group in April and will provide an update at the next meeting (OPSG_48).

18.3 CH & Network Evolution Consultation

The DCC have published a consultation on the [CH & Network Evolution Programme](#). The OPSG are encouraged to response to the consultation by 7 May 2021.

Next Reporting Meeting: 26 April 2021; Next Main Meeting: 4 May 2021