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## Operations Group Meeting 48

4 May 2021, 09:20 – 15:25

Teleconference

### OPSG\_48\_0405 - Draft Minutes

#### Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Alex Henighan
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Tony Shanahan
	Kevin Donnelly
	Rochelle Harrison
	Martin Christie
	Kris Graham
	Ralph Baxter
	Emslie Law
	Rob Short
	Andy Knowles
Other SEC Parties	David Rodger
	Elias Hanna
	Geoff Huckerby

Representing	Other Participants
DCC	Darren Robbins
	Lisa Wong
	Gav Parrott
	Umang Shah (Part) ( <i>Agenda Items 3 &amp; 4</i> )
	Stacy Kirton (Part) ( <i>Agenda Item 3</i> )
	Jo Glynn (Part) ( <i>Agenda Item 3</i> )
	Clive Hallam (Part) ( <i>Agenda Item 5</i> )

Managed by

	Nicholas Ives (Part) ( <i>Agenda Item 3</i> )
	Steve Hardy (Part) ( <i>Agenda Items 7 &amp; 13</i> )
	Gary Stuart (Part) ( <i>Agenda Item 8</i> )
	David Rollason (Part) ( <i>Agenda Item 11</i> )
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Huw Exley
	Louise Evans (Part) ( <i>Agenda Item 12</i> )
TABASC	Julian Hughes
TAG	Robin Healey
BEIS	Eleanor Taylor

## Apologies:

Representing	Name
Large Suppliers	John Noad
Small Suppliers	Kate Frazer
	Kate Barnes
Other SEC Parties	Michael Snowden

## 1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG\_46.

The OPSG **AGREED** that the minutes from OPSG\_46 will be published as final.

## 2. Actions Outstanding

SECAS presented the OPSG Actions Outstanding. Actions were noted as completed where appropriate.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<b>OPSG 39/12</b>	The DCC to provide a list of non-compliant and compliant meters by firmware and manufacturer, for RF noise level to the OPSG.	01/12/2020	04/05/2021	Revised target date to be determined by DCC	SECAS

SECAS notes that SEC Parties are able to submit Radio Frequency (RF) noise ratings via the SEC website. Regarding the lab test functionality raised at the OPSG 46 meeting, the DCC reported the lab is a shielded room, therefore it will not have an impact on RF noise testing. The DCC noted that further

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
work is required for the lab to be ready for service and this will be processed in line with <a href="#">MP138 'DCC Service Testing in ETAD'</a> . The OPSG noted that the Modification will be discussed at the Working Group Meeting on 5 May but were concerned that no specific timescales for the lab were established. <b>Status: Open.</b>					
<b>OPSG 42/15</b>	The DCC to confirm the process for SEC Parties to engage with and consider non modification costs (e.g. change requests).	02/02/2021	04/05/2021	Revised target date to be determined by DCC	DCC
The DCC provided slides for this action and acknowledges that this is still a work in progress but is committed to providing a process flow to OPSG as soon as possible. The OPSG was pleased with the initial steps towards describing the structured process. <b>Status: Open.</b>					
<b>OPSG 42/20</b>	SECAS to provide an impact assessment on the impact of the revised OPR on the OPSG.	02/02/2021	04/05/2021	Revised target date to be determined by SECAS	SECAS
SECAS and the DCC will provide an operational Trial at the May reporting meeting (OPSG_49), ahead of the first live reporting at June's Reporting meeting (OPSG_51). SECAS noted that there was an Ofgem derogation published on the Operational Performance Regime (OPR), the DCC will be hosting workshops to discuss any implications and any changes to the reporting to meet the OPR requirements. <b>Status: Open.</b>					
<b>OPSG 46/06</b>	The DCC to confirm that the list of all the identified non-compliant installations has been sent to Users.	06/04/2021	04/05/2021	N/A	DCC
The DCC noted that finalising plans on Phase 2 of the programme where the list of non-compliant meters will be automated and managed by the DCC Service Centre. The DCC noted that completion is expected in the next seven weeks. <b>Status: Closed.</b>					
<b>OPSG 46/09</b>	The DCC to investigate why problematic R1.3 installations are impacting PM2 performance, and if these Devices are fit for purpose.	06/04/2021	01/06/2021	01/06/2021	DCC
The DCC reported that R1.3 installations did not have an impact on Performance Measurement (PM) 2 performance. SECAS noted that if there were no issues, this statement should be removed from the					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
	<p>Performance Measurement Report (PMR). SECAS requested that the DCC explain what the specific region's issues that were impacting PM2 performance.</p> <p>The DCC reported that Communication Service Provider North (CSP N) have outlined a Communication Hub (CH) returns process, noting that customers can return v1.38.3 and v1.37.7 CH stock free of charge for them to be re-flashed and returned. The OPSG asked the DCC to confirm that this will not be dependent on <a href="#">DP155 'Communications Hub Re-Flash'</a>.</p> <p>The OPSG was pleased that a returns process had been established. <b>Status: Closed.</b></p>				

**ACTION OPSG 48/01:** The DCC to remove the statement from the PMR that R1.3 installations affected PM2 performance.

**ACTION OPSG 48/02:** The DCC to explain the specific regional issues that affected PM2 performance.

**ACTION OPSG 48/03:** The DCC to confirm that the CH return process will not be dependent on [DP155 'Communications Hub Re-Flash'](#).

The OPSG **NOTED** the update.

### 3. DCC Operational Update

The DCC presented an update on its operations.

The OPSG noted that due to the bank holiday, the DCC will provide an updated pack with month end figures. *[Post Meeting Note: The DCC provided an updated pack on 6 May, which was circulated to the OPSG].*

The DCC reported that there had been 18k daily installations in April, which had increased over last month's installations.

The DCC reported that all Users saw improvements in prepayment success rate in all ESME and GSME Devices for SMETS1 and SMETS2. The DCC noted that it continues to engage with Suppliers on a one-to-one basis. The OPSG Chair noted that there has been a decline in prepayment transactions and questioned if this was due to customer behaviour. The DCC noted this may be due to a change in season. The DCC noted that it will provide a seasonal mapping for prepayment that will outline seasonal variations.

The DCC reported that there has been a slight increase in the number of major Incidents, noting that there were six Category 1 and 2 Incidents in April. A Large Supplier (LS) member was concerned with the time it has taken to clear the backlog of messages after these Incidents had occurred, which had taken over 12 hours. The DCC noted that the DSP has 24 hours to process outstanding messages as per the SEC Requirement.

The DCC reported that it is currently tracking 97 open Problems, 81 of these have confirmed root cause and remediation plans established. The OPSG were pleased with the overall progress of Problem management.

The DCC presented the Forward Schedule of Change. The DCC reported that it had 277 planned maintenance changes in the month and achieved a 97.4% success rate. The DCC noted that it had seven failures with an adverse impact of 0.72%, due to Business Continuity Disaster Recover (BCDR) changes that did not go to plan. SECAS noted that there seemed to be inconsistencies in the graphs

for Success percentage against the number of failed changes, the DCC acknowledged there was an error with the data [*Post Meeting Note: This has been resolved in the updated pack circulated on 6 May*]. The DCC noted that the next high planned maintenance is scheduled for 18 May.

The DCC reported on maintenance outages. The DCC noted that although it is using more than the six hours per month of planned maintenance, the average maintenance outage has reduced by two hours from the previous year. The OPSG reiterated that the terminology should be clear on Planned, Unplanned Maintenance and that there is no definition in the SEC for 'Additional Planned Maintenance'.

### 3.1. SMETS1

The DCC noted that it had started Final Operating Capability (FOC) migrations, and the pacing strategy is being implemented as planned. The DCC reported that it has enrolled 84 meters so far with another 150 meters planned to be enrolled this week. The DCC has also begun to implement active migrations on FOC.

The DCC noted that it has now migrated over 4 million meters in total.

The DCC reported that it has seen an increase in 8F40 and 8F41 Alerts due to new DNOs becoming DUIS3 compatible. The DCC noted that the root cause is due to the voltage setting and will engage with DNO amend this setting.

A LS member questioned whether there has been a clear definition of what is classed as an 'operational meter'. The DCC noted that the term has been defined but will be presenting a view at the next Smart Metering Design Group (SMDG) meeting for a final decision.

**ACTION OPSG 48/04:** The DCC to provide seasonal mapping that will outline variations in prepayment transactions.

The OPSG **NOTED** the update.

## 4. Aged Incidents

The DCC provided an update on aged Incidents and the actions taken to resolve them.

The DCC reported that two Suppliers have begun remediations for 'Incorrect CH Variant' Incidents, which has reduced the non-compliant installs seen previously in March. The OPSG noted that this has been the first month that it has seen a reduction in these types of Incidents and were pleased with the results.

The DCC reported that workshops to discuss 'CSP N Unresponsive Devices' Incidents will begin this week, led by the Technical Operating Centre (TOC) and CSP N.

The OPSG noted the breakdown of issues, however questioned the large number of 'Waiting Categorisation' issues. The DCC noted that a number of these issues require site visits.

The OPSG noted the progress of Incidents arising from E20/E21 errors. A LS member noted that it has not seen any improvement in the south Manchester area. The DCC noted that it will provide milestone dates for each area it is currently investigating, for example Banded Sim and RAN Review.

**ACTION OPSG 48/05:** The DCC to provide milestone dates for each area being investigated as part of E20/E21 aged Incidents, for example Banded Sim and RAN Review.

The OPSG **NOTED** the update.

## 5. Incorrect DNO Certificates

The DCC provided an update on the ongoing work to rectify incorrect or missing DNO certificates.

The DCC reported that the new DCC reporting being used by some Suppliers has led to a 75% reduction in missing and incorrect DNO certificates. The DCC recommended that Suppliers use the reporting and provide the correct Service Requests to rotate the DNO certificates.

The DCC noted that it has excluded independent DNOs that have not provided certificates. The reporting also does not support Gas Transporters (GT). SECAS confirmed that [MP128 'Gas Network Operators SMKI Requirements'](#) would investigate the requirements for GTs.

The OPSG requested that the DCC confirm that Suppliers with over 1,000 incorrect certificates understand the new reporting and confirm what remediation plan Suppliers have in place. The DCC noted that it will send out communications as soon as possible.

The OPSG **NOTED** the update.

## 6. CH Exceptions

The DCC provided an update on the CH exceptions from CSPs.

The DCC reported that it has a formal CH exceptions process in place that is managed under the Performance Measurement Exclusions List (PMEL) Governance Forum. The DCC noted that it will audit the categories in the High-Level Plan and produce a finalised list.

The OPSG noted that the work being done on CH exceptions should be reflected in the Performance Measurement Report (PMR), specifically the way volumes of exceptions are represented (cumulative vs end of month snapshots).

SECAS noted interest in the justification for a number of CH exceptions, particularly 'no incident for outage' and requested that the DCC provide clear justification for the exceptions in the PMEL.

Regarding the exception 'SKU2 Installs with no aerial', the DCC reported that 1,100 incidents had been raised. The DCC noted that it will take a sample of actual devices and challenge and validate the numbers to prove they are justified Exceptions. For example, the OPSG questioned whether such aerial could have been taken off by the energy consumers: the DCC noted that this can only be confirmed via site visits. An Other SEC Party member commented that the User is unable to remove the aerial as for the SKU2 variant, the T1 & T2 aerials are all connected into the CH, then fitted to the meter and sealed.

The OPSG **NOTED** the update.

## 7. RF Noise

The DCC provided an update on its plans for managing the impact of RF noise produced by meters.

The DCC reported that the remaining derogated stock of 53,000 meters includes Honeywell meters which have now been included in the derogation Change Request. The DCC noted that the CSPs change request for the derogated meters will be presented at the next meeting (OPSG\_50).

The DCC reported that there has been a reduction in the number of non-compliant meters being installed. The OPSG were pleased with the progress being made by DCC working and Suppliers working collaboratively.

The DCC encouraged Users to follow the derogation and SMWAN Coverage rules to further reduce the number of non-compliant meters in all regions.

The OPSG members iterated their concerns with the 90 days' notice period to remove and replace the non-compliant noisy meters from the network. The OPSG noted that the approach for remediation plans had been shared with OPSG members following the OPSG 46 meeting and reiterated that the 90 days' notice period related to the agreement of remediation plans and not for Devices to be



removed and replaced within 90 days. The DCC will continue to engage with Suppliers on its remediations plans.

SECAS noted that the DCC should consider the impact of SMETS1 noisy meters on the network as part of this project.

**ACTION OPSG 48/06:** The DCC to present the CSPs change request for the remaining derogated stock of noisy meters at the June meeting (OPSG\_50).

**ACTION OPSG 48/07:** The DCC to consider the impact of SMETS1 noisy meters installations as part of its work.

The OPSG **NOTED** the update.

## 8. CSP N Performance

The DCC provided an update on CSP N Performance and the progress of PM2 Service Improvement Plans (SIPs).

The DCC reported that the PM2 Minimum Service Level had not been achieved in March. The DCC explained improved performance was achieved in April. The OPSG noted that the end of Q2 2021 would be a suitable point to review the performance against the plan.

The OPSG agreed to delay the trial of Action 1 (killing jobs at 10 days not 5 day), which was due to commence in May. The DCC will continue with the execution of its remediation plans, including daily monitoring.

The DCC reported that the plan to achieve the SEC requirement for PM2 has been agreed by CSP N, and that it will begin the 'CB6.6 Enhancements' stage of the plan in May.

The DCC described the current manual process of killing stuck jobs. The DCC reported that in May it will begin its enduring plan to make this an automated process. The DCC noted that CSP N will provide an overview of the automated process at the June meeting (OPSG\_50).

The OPSG:

- **NOTED** the update; and
- **AGREED** to delay the trial of Action 1 (killing jobs at 10 days not 5 day).

## 9. CSP N Tech Refresh - Lessons Learnt

The DCC presented lessons learnt from the CSP N Technical Refresh activity originally planned for February 2021 but which was subsequently postponed to the beginning of March 2021.

The OPSG noted that the pre-outage guidance issued was not sufficient, despite explicit requests from the OPSG well in advance of the event. The OPSG were disappointed that information on how services were going to be closed down and restarted during the Tech Refresh were not sent in advance. The OPSG also commented that the DCC could have used TOC data to analyse anticipated traffic volumes and therefore could have informed Users of the how services would have been impacted during Tech Refresh.

The DCC highlighted that it intends to action improvements to the process for considering and raising non-standard changes, including improving CSP knowledge of User activity and behaviour, and using additional modelling to improve the usefulness of guidance notes.

The OPSG **NOTED** the presentation.

## 10. Service Outages Strategic Perspective

The DCC presented an update to a request from SEC Parties to change the start time of High Impact Maintenance Windows.

The OPSG noted the three options for changed timings for Planned Maintenance, which were:

1. Tuesday evening, 20:00 – 02:00
2. Tuesday evening, 22:00 – 04:00
3. Sunday afternoon, 10:00 – 16:00

The DCC recommended option 3, as Prepayment transactions and other Service Request volumes are at their lowest during this time.

The OPSG noted that the DCC would need to consider the impact on end consumers of the recommended option, and also requested that the DCC provide more information on impacts on other activities, for example Install and Commissioning and Post Commissioning activities. The need to be aware of the impact of future Faster Switching requirements was also noted.

The DCC agreed to consider the options and provide further analysis.

**ACTION OPSG 48/08:** The DCC to provide further analysis on the options for changing the Planned Maintenance timings, highlighting other activities that may be impacted.

The OPSG **NOTED** the presentation.

## 11. SSI Service Improvement Proposal 2

The OPSG noted the refined Self-Service Interface (SSI) SIP 2.

The OPSG was happy with the refinements made and there were no further comments.

The OPSG noted that the SIP raised the question of what provision should be made for User testing of SSI SIPs implemented outside modifications. The DCC agreed to consider this and produce a recommendation.

**ACTION OPSG 48/09:** The DCC to provide provisions for User testing of SSI SIPs implemented outside of modifications.

The OPSG **ENDORSED** the implementation of SIP2 as part of [SECMP0062 'Northbound Application Traffic Management - Alert Storm Protection'](#).

## 12. Work Package - Q4 2020/21 (Jan - March) Lookback Report

SECAS presented the Work Package lookback report for Q4 2020/21. There were no comments by the OPSG.

The OPSG **NOTED** the lookback report against the Q4 2020/21 (Jan - March) Work Package.

## 13. Other Users - Common Issue Forum

The DCC gave an overview of the approach for the Common Issues Forum for Other Users, the first meeting of which is scheduled for 13 May.

The DCC noted that it intends to host the forum every quarter.



The OPSG was concerned that information from this forum would not be shared due to confidentiality constraints. The OPSG asked the DCC to provide Terms of Reference (ToR) for the Forum, including how it would communicate with governance bodies.

**ACTION OPSG 48/10:** The DCC to provide a ToR, including how it would share information from the Other Users Common Issues Forum with governance bodies.

The OPSG **NOTED** the presentation.

## 14. Customer Perspective

There were no topics proposed from the OPSG.

## 15. Any Other Business (AOB)

### 15.1. CH Supply Chain Issue

SECAS provided an update to the OPSG on the CH supply chain issues due to component shortages.

The OPSG noted that the DCC expect approximately 150k CHs are needed to fulfil deliveries over April, and also that deliveries for May and June will need to be deferred. The DCC had had bi-laterally discussions with impacted parties to inform them and to discuss deferrals, but acknowledged that wider communications could have been provided earlier: the DCC had taken the decision to wait until the CSPs had confirmed the issue and the impact. The OPSG noted that the shortfall (by reporting forecasts vs actuals before agreed deferrals) will be reflected in the PMR.

### 15.2. MP093 - Implementation Defect

SECAS reported that SEC Parties have raised concerns regarding the implementation of [MP093 'Implementing IRP511 and CRP535 to support GBCS v3.2 devices'](#). SECAS noted that SEC Parties had identified in User Interface Testing (UIT) that elements of CRP535 do not behave in accordance with explicit requirements in the modification report.

SEC Parties raised a number of questions including:

- (a) Confirmation of what aspects of the modification had apparently not been implemented
- (b) Whether there were any lessons to be learnt regarding assurance on solution implementation
- (c) What could be the process for a rapid remediation of the shortcoming
- (d) Whether there was any process for identifying and dealing with the cost of the apparent defect

SECAS noted that this issue was discussed in detail at the BEIS TSIRs forum in April.

SECAS agreed to investigate the issue with DCC and BEIS and will provide an update to the OPSG and Panel.

### 15.3. CH and Network: MVP and 4G Service – BEIS Request to Panel for Advice

SECAS noted that the Panel now intends to respond in the near future to the request from BEIS for a view. SECAS will circulate for comment a draft document summarising the OPSG conclusions so far, and the draft Panel response.

**ACTION OPSG 48/11:** SECAS, DCC and BEIS to investigate concerns raised regarding the implementation of MP093 'Implementing IRP511 and CRP535 to support GBCS v3.2 Devices'.

**ACTION OPSG 48/12:** The CH and Network MVP and 4G Service - SECAS to circulate for comment a draft document summarising the OPSG conclusions so far, and the draft Panel response to BEIS.

The OPSG **NOTED** the AOB. There was no further business, and the Chair closed the meeting.

**Next Reporting Meeting: 24 May 2021; Next Main Meeting: 1 June 2021**

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