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## Operations Group Meeting

### 23 August 2021, OPSG\_55\_2308

**12:20 – 15:20**

**Teleconference**

### Draft Minutes

#### Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Martin Christie
	Rochelle Harrison
	Emslie Law
	Ralph Baxter
	Andy Knowles
	Marta Kaminska
	Kevin Donnelly
	Rob Short
Small Suppliers	Richard Shah
	Kate Frazer
Other SEC Parties	Michael Snowden

Representing	Other Participants
DCC	Wendy Liddell
	Lisa Wong
	Robbie MacIntosh
	Easton Brown
	Daniel Heathcote
	Lisa Moran
	Timothy Dunning

Managed by

	Leigh Hill
	Nicholas Ives
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
BEIS	Natasha Free

## Apologies:

Representing	Name
Large Suppliers	John Noad
	Nick Coombs
Small Suppliers	Kate Barnes
	Geoff Huckerby
Other SEC Parties	Elias Hanna

## 1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG\_53.

The OPSG **AGREED** that the Draft Minutes from OPSG\_53 will be published as final.

## 2. Actions Outstanding

SECAS presented the updates to the actions outstanding. Actions were noted as completed where appropriate.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<b>OPSG 43/08</b>	SECAS and the DCC to discuss the issues highlighted regarding the quality of the PMR report.	22/02/2021	23/08/2021	N/A	DCC
The DCC noted that it has transformed its governance process, including a formal sign off process to improve the quality of the PMR report. SECAS noted that will continue to flag issues with content and quality via the PMR Queries Log. <b>Status: Closed</b>					
<b>OPSG 53/10</b>	The DCC to confirm the Incident start time for Incident INC000000741238.	26/07/2021	23/08/2021	N/A	DCC

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
The DCC noted that the actual outage time was from 11:15 to 12:15. The actual Incident raised time was 12:00. The DCC noted that it will update the outage time in the final Incident closure communication sent to Users in future. <b>Status: Closed</b>					

The OPSG **NOTED** the update.

### 3. SEC Panel Reports

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

#### 3.1. Registration Data Provider Incident Report

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

SECAS highlighted that there were seven RDP Incidents opened in July, a lower number than in previous months. 17 Incidents were reported as resolved within the month. Five Incidents remain open with investigation to be completed.

The DCC provided the following updates since the report was issued:

- Incidents INC000000757735, INC000000744865 and INC000000753121 had been closed.
- Incidents INC000000737522 and INC000000737523 are awaiting a fix from RDPs.

#### 3.2. DCC Certificate Signing Request Variance Report

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

The OPSG noted that the Panel's decision in January not to actively pursue Party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.

[MP160 'Certificate Signing Request'](#) is currently in the Refinement Process. SECAS has put the progression of this modification on hold until issues and concerns with [MP116 'Service Request Forecasting'](#) have been addressed.

#### 3.3. DCC Service Request Variance Report

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

The OPSG noted that the Panel's decision in January not to actively pursue Party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.

The Refinement Consultation for [MP116 'Service Request Forecasting'](#) has now closed. SECAS received six responses (five from Large Suppliers and one from a Network Party). Upon review of the

responses, the legal text and DCC User Guidance document will require re-drafting. Once complete, MP116 will return to the Working Group. The responses document can be found [here](#).

The OPSG noted that the DCC Modelling, used by DCC and as input to the modification process, achieved 88% accuracy for its SRV forecast.

### 3.4. SEC Panel Quarterly Problem Report

The OPSG considered the SEC Panel Quarterly Problem Report for Q2 2021.

The report outlined that 37 new Problem Records were created in this quarter, an increase from 30 in the last quarter. The OPSG noted that eight Problems have breached the target the DCC has set for Root Cause Analysis. There are also 76 open Problems which the DCC considers are 'Significant and/or Impactful'.

SECAS highlighted there was an expectation that once the Dual Control Organisation (DCO) Hot Standby function had been implemented that the Heightened Service Management (HSM) plan would be complete. However, noting that a number of open problems were attributed to DCO and, given the recent SMETS1 related Incidents, SECAS asked whether the HSM should be continued until confidence has been restored with the DCO Service. SECAS noted that there has been engagement with DCC to provide a clear view of the User impact by Problem Records and will be discussed at the next meeting (OPSG\_56).

A Large Supplier (LS) member highlighted that there also seem to be some instances where Incidents are occurring after a Change has been implemented. The OPSG noted that this will be discussed further at the next meeting (OPSG\_56).

### 3.5. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the Responsible Communications Hubs (CH) Returns Quarterly Report for Q1 2021.

The report outlined that a total of 11,332 records were closed during this period. Of these, 10,087 were attributed to Service Users (No Fault Found) and 1,245 were attributed to the DCC (Fault Found).

A LS member queried whether reporting on liquidated damages for CHs that were confirmed as 'Fault Found' were included in the report. The DCC noted that this is part of the financial aspects and is not part of the quarterly report. The LS member noted that it will follow up with the DCC's finance department and report back at a future meeting.

SECAS reported that the DCC is due to begin an audit of the Communication Service Providers (CSPs) CH fault triage process at the end September as per action 29/15<sup>1</sup>. SECAS and the DCC will review the documentation for the audit and share this with members at a future meeting.

A LS member queried whether the firmware version would be included in the reporting. SECAS and the DCC noted that this requirement was captured during the CH Returns review at the OPSG earlier in the year, but concerns were raised regarding commercial sensitivity and making the data too detailed and unconsumable, but would be reviewed again in the future. The LS member suggested using a breakdown by 'Latest Firmware Version' and 'All Other Firmware Versions', and SECAS agreed to discuss with the DCC.

The OPSG noted there were no major concerns with the current trend in returns for Q2.

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<sup>1</sup> Action OPSG 29/15: The DCC to perform an audit of the CSPs CH triage process and provide an update at the next meeting (OPSG\_30).

The OPSG requested that the DCC provide a combined graph for 'CH Returns Raised' trend analysis for CSP Central & South (C&S) to be consistent with the rest of the report; the DCC also confirmed it would provide a graph for the CSPN data. The OPSG also requested that the dates on graphs and tables for the trend analysis follow an earliest to latest format (left to right).

**ACTION OPSG 55/01:** The DCC to provide a clear view of the User impact for the open problems that are attributed to DCO, in the Q2 2021 Quarterly Problem Report.

The OPSG:

- **NOTED** the SEC Panel Reports; and
- **APPROVED** the summary of DCC reporting (Annex 1) noting that the report reflected the service experience by Users in July 2021.

#### 4. PMR Report – June 2021

SECAS presented its review of the Performance Measurement Report (PMR) for June 2021. The OPSG noted the associated commentary.

SECAS noted that Code Performance Measures (CPM) 1 was below Target Service Level at 97.03%. The OPSG noted that this was the first time that CPM1 had been above the Minimum Service Level since June 2020. CPM1 has been below Target Service Level since July 2018. This was largely driven by the continued failure to achieve the Minimum Service Level for PM2 'response times for delivery of firmware payloads' in Communication Service Provider North (CSP N).

SECAS reported that there were three Category 1 and 2 Incidents resolved in June, with no Incidents excluded from the report.

The OPSG followed up on the outstanding query regarding the Incident Exception within the PMR relating to Unexpected/Unsolicited responses triggering Anomaly Detection Threshold (ADT) Incidents. The OPSG noted that the SEC defined Anomaly Detection Thresholds (ADTs) are associated with southbound anomalies in message volumes and that using the terminology ADTs to refer to Incidents triggered by Northbound responses causes confusion. The DCC will engage with the Security Sub-Committee (SSC) to review this term, and also to consider how northbound unsolicited/unexpected messages should be treated. This was due to be discussed under agenda item 6 'Unexpected Service Responses and Anomaly Detection', however this item was deferred until the SSC has considered the DCC proposal for renaming these events.

##### 4.1. DXC 'Failure to Report' impacting CPM1 and CPM3

The OPSG confirmed that the failure to provide an accurate report for PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time*' and PM1.5 '*Percentage S1SP Alert Response Times within the relevant Target Response Time*' by DXC was a Failure to Report. The OPSG considered that it is the DCC's responsibility to ensure that the full reports are provided, managing any interactions between Service Providers.

The OPSG was concerned that these reporting issues would allow a precedent for DCC and Service Providers to not be subject to reporting failures due to defects that effectively fall within the DCC Service and Service Providers, and could have material impact on Users. The OPSG noted that, although this was not the failure of the particular Service Provider, the failure to report should be reflected against either or both of the Service Providers responsible for the defect and/or the DCC.

The OPSG agreed to note the concerns raised, however agreed that no further action on this event was required given that a fix was deployed in July 2021. The OPSG requested that future occurrence of this type of reporting issue should be reflected in the relevant CPM(s) impacted and that the DCC should be accountable for failures in reporting caused by DCC and/or its Service Providers.

The OPSG:

- **NOTED** the PMR; and
- **AGREED** that the report reflected the service experienced for the period of June 2021.

## 5. Performance Indicator Summary Report - June 2021

The OPSG noted the Performance Indicator Report for June. The OPSG noted the continued good performance for SMETS1 business processes. The OPSG noted that overall performance of SMETS2 business processes was generally not as good as SMETS1.

The OPSG noted in particular that the overall performance of SMETS2 tariff updates and Change of Supplier (CoS) processes showed lower than expected success rates, and some recent declines. The DCC reported that three Large Suppliers have experienced a higher failure rate than expected, with one of the three Suppliers in particular experiencing approx. 85% failure rate with SRV1.1.1 for a particular manufacturer's meters. However, the OPSG noted that there may be a multitude of factors contributing to the lower success rates such as regional issues, Devices, load on the infrastructure, and User behaviour. The DCC noted that it has engaged with these Suppliers and recommended upgrading Devices to the latest version and that they raise Incidents for further investigation. The OPSG noted that SMETS1 installations had passed through a quality control point at migration, but felt that this would not necessarily explain the lower performance observed for SMETS2. The DCC noted that there are a large number of Devices with interoperability issues that only became visible within the last three months and are now analysing how this has affected performance.

The OPSG agreed that a series of workshops should be held to investigate the issues, starting with tariff updates.

A LS member queried whether the data for 'Install and Leave' includes CHs which have been installed but with no meters or Devices successfully joined. The DCC noted that the data only represents CHs where an SRV8.14.2 (CH Status Update – Install Success No SM WAN) has been sent, and therefore may not cover situations where the CHs install has demonstrated a WAN connection, but no Devices were successfully joined. The DCC noted that new reporting has been produced for Service Users that provides details of Devices on the Smart Metering Inventory such as: CHs with no meters associated, CHs associated with non-commissioned meters, Meters with no CH associated. The new reports can be found on the SEC Parties DCC SharePoint.

Th OPSG agreed that the issues with SMETS2 performance should be highlighted to the SEC Panel.

**ACTION OPSG 55/02:** The DCC and SECAS to hold a series of workshops to investigate SMETS2 performance issues, starting with tariff updates in the north region.

**ACTION OPSG 55/03:** SECAS to highlight to the Panel the issues with SMETS2 performance.

The OPSG **NOTED** the presentation.

## 6. Unexpected Service Responses and Anomaly Detection



The OPSG Chair noted that this item should be deferred as it is due to be reviewed by the SSC.

## 7. Major Incident Review

### 7.1. INC000000746657

SECAS provided a review of Major Incident INC000000746657 which occurred on 29 June 2021.

The DCC reported that investigation into the root cause is still ongoing, although it is assumed that it was a configuration error. The DCO continues to perform tests in its System Integration Testing (SIT) environment to identify the root cause.

The OPSG Chair highlighted that the DCO Network Database (NDB) encountered several service issues last year and was disappointed that a similar instance had occurred once more.

The OPSG queried why the failover mechanisms had not prevented this issue. The DCC noted that the execution of the Hot Standby failover should happen within 26 seconds with any impacted messages recovered and replayed by the short retry mechanism, therefore Users should not be impacted by an outage in future. The DCC noted that the Hot Standby solution was not implemented until 20 August, and therefore could not mitigate the impact at the time of the Incident.

SECAS queried why the DCO automated alarm did not trigger communication of the Incident to DCC Major Incident Management (MIM). The DCC noted that triggers for the DCO automated alarm were not set correctly at the time of the Incident. This has been amended and will result in early identification, classification, and communication of Incidents going forward.

The OPSG noted that the communication of the Incident was not timely, as the Incident was resolved at 13:27 and initial communications were sent to Users at 13:48. The DCC acknowledged that the initial communications were delayed. The DCC agreed to amend the customer communications category RAG status from Green to Amber and reissue the report.

The OPSG:

- **NOTED** the Major Incident Review; and
- **AGREED** that the Review Report for INC000000746657 be published to all SEC Parties, once amendments identified by the OPSG have been made.

## 8. Any Other Business

### 8.1. OPSG Elections

SECAS noted the number of OPSG seats up for election. Members have until 10 September to send in their nominations.

### 8.2. ECoS Migration

A LS member raised an issue that installed assets will fail to complete certificate migration as part of the Enduring Change of Supply (ECoS) programme. A LS member also noted that the lack of communication will result in having to replace assets before the economic end of life and lead to a poor consumer experience.

The OPSG asked SECAS and the DCC to draft a candidate operational issue as a basis for discussion with the ECoS programme. Further, the OPSG asked whether there was a more general risk related to ECoS transition and operational implications for the SEC.

### 8.3. Performance Assurance Framework (PAF)

The OPSG Chair noted that the SEC Panel had agreed that a project brief should be developed for the PAF. SECAS will plan how the project brief will be developed and present this plan to the OPSG at a future meeting.

**ACTION OPSG 55/04:** SECAS and the DCC to draft a candidate operational issue on concerns regarding ECoS migrations for discussion with the ECoS programme.

There was no further business, and the Chair closed the meeting.

**Next main meeting: 7 September 2021; Next reporting meeting: 27 September 2021.**