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**Operations Group Meeting 56**  
**7 September 2021, 09:20 – 16:00**  
**Teleconference**

**OPSG\_56\_0709 - Draft Minutes**

**Attendees:**

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Lisa Moran
	Joanne Glynn
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Rob Short
	Nick Coombs
	Rochelle Harrison
	Eleanor Judson
	Andy Knowles
	Ralph Baxter
	Emslie Law
Small Suppliers	Kate Barnes
Other SEC Parties	Michael Snowden
	Geoff Huckerby
	Elias Hanna

Representing	Other Participants
DCC	Lisa Wong
	Alex Henighan
	Darren Robbins ( <i>Agenda Item 3</i> )
	Wendy Liddell ( <i>Agenda Items 3</i> )
	Martin Cullen (Part) ( <i>Agenda Item 3</i> )
	Stacy Kirton (Part) ( <i>Agenda Item 3</i> )
	Nicholas Ives (Part) ( <i>Agenda Item 3</i> )

Managed by

	Gary Stuart (Part) (Agenda Items 4, 5 & 7)
	Penny Brown (Part) (Agenda Items 6)
	Craig Caldwell (Part) (Agenda Items 8)
	Alan Brown (Part) (Agenda Items 8)
	Andy Darroch (Part) (Agenda Items 9)
	Andrew Rabey (Part) (Agenda Items 10)
	Misha Small (Part) (Agenda Items 10)
	Lucy Hartley (Part) (Agenda Items 10)
	Kevin Morgan (Part) (Agenda Items 11)
	Nancy Akpakwu (Part) (Agenda Items 11)
	Andrew Stretton (Part) (Agenda Items 11)
	Moses Ndukwe (Part) (Agenda Item 16)
	Umang Shah (Part) (Agenda Item 16)
	Veronica Asantewaa (Meeting Secretary)
SECAS	Joey Manners
	Eugene Asante
	Louise Evans (Part) (Agenda Item 14)
Alt HAN	Emike Ogowewo (Part) (Agenda Item 15)
TABASC	Julian Hughes
BEIS	Natasha Free

## Apologies:

Representing	Name
Large Suppliers	Kevin Donnelly
	Martin Christie
Small Suppliers	Kate Frazer

## 1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG\_54.

The OPSG **AGREED** that the minutes from OPSG\_54 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 52/04</b>	The DCC to provide the Service User reporting of what jobs have been 'killed' as part of Action 6B of the SIP for PM2.	06/07/2021	07/09/2021	N/A	DCC
<p>The DCC noted that Communication Service Provider North (CSP N) were unable to produce a report on jobs that were manually removed. The DCC have also stopped removing jobs manually from the network and had taken a decision not to progress further with this reporting. The OPSG were disappointed that the report could not be produced, as it was difficult to determine what jobs had failed. A Large Supplier (LS) member noted that it was difficult to understand how CSP N processes are run, this has also contributed to the lack of confidence members have in CSP N.</p> <p>The OPSG reiterated its request for reporting on the causes of failed jobs. The DCC reported that CSP N had identified channel mismatch and inventory mismatch issues as the root cause for failed jobs. The OPSG noted that this will be discussed further in agenda item 4 (also see Action 54/05).</p> <p><b>Status: Closed.</b></p>					
<b>OPSG 53x/CO NF01</b>	The DCC to provide details of why a smaller sized CH was not proposed to bidders as part of the CH&N Candidate Optional Requirements.	02/08/2021	07/09/2021	N/A	DCC
<p>The DCC noted that due to the complexity of reducing the Communications Hub (CH) height in the desirable requirements, this would not be pursued as part of MVP. The OPSG was disappointed that this was not being considered as part of the 4G CH requirements and asked the DCC to provide a timeline of when this requirement was reviewed and discussed. <b>Status: Closed. (This action has been superseded by action OPSG 56/01)</b></p>					
<b>OPSG 53x/CO NF02</b>	The DCC to provide a clear process for Functional Options added to the Roadmap with planned check point reviews.	02/08/2021	07/09/2021	Revised target date to be determined by DCC	DCC
<p>The OPSG noted that this action should remain open. The OPSG reiterated that a clear process for options added to the Roadmap will need to be provided, this includes dates of when these options will be reviewed and engagement with Sub-Committees. <b>Status: Open.</b></p>					
<b>OPSG 54/04</b>	OPSG members to provide any comments on whether they can provide CH forecasts for 18-24 months in advance to DCC so they can match supply and demand, in the	03/08/2021	07/09/2021	N/A	DCC

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
	light of the Global Component shortage				
A LS member noted that advanced CH forecasts are already being produced by them. The OPSG made no further comments. <b>Status: Closed.</b>					
<b>OPSG 54/05</b>	The DCC to investigate and provide reporting on the reasons for the failure of jobs that impacted PM2 performance.	03/08/2021	07/09/2021	N/A	DCC
The OPSG noted that this action should remain open. The OPSG asked that the DCC provide further information on the reasons for the failure of jobs at the next meeting (OPSG_58). <b>Status: Open.</b>					
<b>ACTION OPSG 56/01:</b> The DCC to provide a timeline of when smaller sized CH for the MVP was discussed with Sub-Committees and when a decision was made and communicated not to pursue this as a CH&N optional requirement.					

The OPSG **NOTED** the update.

### 3. DCC Operational Update

The DCC presented an update on its service operations.

The DCC reported that the volume of installations was lower in August than the previous month, possibly due to seasonal annual leave. The DCC highlighted that there was a strong installation rate in the North region with a 4% increase, against 3% in the Central and South region.

The DCC reported that the number of Devices being decommissioned had increased, noting that this may be due to data cleansing activity by Suppliers. A LS member noted that more understanding is needed as to why Users are decommissioning Devices, apparently prior to the end of their commercial life. The DCC noted that it will work with SECAS to investigate further and identify any trends.

The DCC reported that there were five Category 2 Major Incidents in August: two for SMETS2 and three for SMETS1. The OPSG noted that the frequency of Major Incidents appeared to be increasing in comparison with the levels achieved at the end of 2020. The DCC highlighted that the Final Operating Capability (FOC) migration issues caused an increase in the number of Incidents raised in the month. The DCC noted that remediation plans are in place, and it should see a reduction in the number of Incidents in the coming months.

The DCC noted that it is currently tracking 90 open Problem tickets, 77 of these are in a pending state. The number and age of outstanding problems is stable.

The DCC presented the Forward Schedule of Change. The DCC reported that the volume of change has reduced, noted that there were 211 changes in August. This achieved a 96.7% success rate with one adverse impact. The DCC noted that it will provide a detailed view of changes that have been delivered during the month at the next meeting (OPSG\_58). The OPSG asked that DCC continue with

presenting the forward looking component of the planned maintenance section of the operational update.

### 3.1. SMETS1

The DCC reported that it has now migrated 5.3 million meters, with 4.9 million meters being operated by Suppliers.

The DCC noted that it had observed an increase in SRV7.4 'Read Supply Status' failures, this was due to Device communication failures. The DCC highlighted that this may have also contributed to the Major Incidents raised in the month. The DCC noted that it will continue to work with Distribution Network Operators (DNOs) on these failures. The OPSG Chair noted that the DCC will need to ensure that the root cause of these failures is interpreted correctly, and the DCC may need to provide further information to inform the OPSG of the nature of these impacts.

**ACTION OPSG 56/02:** The DCC and SECAS to investigate the increase in Users decommissioning Devices to identify if there are any areas for further investigation.

The OPSG **NOTED** the update.

## 4. CSP N Performance

The DCC provided an update on CSP N Performance, and the progress made against the Performance Measurement (PM) 2 Service Improvement Plans (SIPs).

The DCC reported that CSP N had achieved 71.01% against PM2 in July, in advance of the performance anticipated in the remediation plan. The DCC noted that it is on target to achieve approximately 76% in August.

The DCC noted that CSP N was unable to report on the stuck jobs manually removed by the CSP and as this manual process had now ceased, had taken the decision not to further pursue this report. The OPSG repeated its request for a report on jobs that are failing and their root causes. The DCC reported that CSP N had identified channel mismatch and inventory mismatch issues as the root cause for these failed jobs. The DCC noted that the RAN optimisation tool will help to resolve these issues.

The DCC noted that it has taken a sample of 1k GUIDs from Devices that have failed firmware downloads and will engage with Users to investigate root causes. The DCC highlighted that from the Technical Operating Centre's (TOC) analysis it has discovered that 8% of these failures (across five Users) were attributed to Devices that were already decommissioned. The DCC noted that it will share this information with impacted Users and provide more details at the Common Issues Forum (CIF).

The OPSG **NOTED** the update.

## 5. CSP N Mass OTA Status

The DCC provided an update on the progress of CSP N Mass Over the Air (OTA) firmware upgrades.

The DCC reported that it has now upgraded over 1 million CHs successfully as part of the OTA firmware upgrade. This has been achieved within five weeks, considerably in advance of the plan.

The DCC highlighted that it now has 81 fixes for known faults on Devices and is pleased with the current progress made by CSP N. The DCC noted there are approximately 70k Devices for which upgrade was still to be attempted, DCC will investigate and report on any identified issues impacting

the upgrade. CSP N will also now be considering how to address CHs for which the upgrade has failed.

The DCC noted that the TOC has been monitoring traffic and services during the Mass OTA activity and has not observed any impact on the infrastructure or service. The DCC outlined that the RAN optimisation tool implemented as part of CB6.6 has given the CSP significant control on monitoring and managing Mass OTAs. The DCC noted that the next expected Mass OTA activity will be in February 2022.

The OPSG **NOTED** the update.

## 6. Arqiva Technical Infrastructure Review

The DCC informed the OPSG that, following some preliminary work, a project would be established to consider scaling and optimisation matters for CSP N. Phase 1 of this project would establish an evidence base regarding the capability of the current solution; if needed, Phase 2 would go on to consider options for any required improvements. The initial aspiration is that Phase 1 will be complete in Spring 2022. DCC, CSP N, and BEIS will form the Steering Group for the project; the DCC will brief the OPSG on a bi-monthly basis.

In a response to a query, the DCC noted that it did not see any immediate risk to service that would crystallise before the report from Phase 1 of the new project.

The OPSG **NOTED** the presentation

## 7. DCO Hot Standby Update

The DCC presented an update on the project to implement a Hot Standby solution, as part of the remediation plan to improve Dual Control Organisation (DCO) stability.

The DCC noted that the DCO Hot Standby solution is now in live operation and all the actions in the original remediation plan have been completed.

The OPSG **NOTED** the presentation.

## 8. CH Exceptions

The DCC provided an update on the CH exceptions process.

The DCC noted that it has established a Performance Measures Exclusions List (PMEL) governance process to audit and validate CH exceptions.

The DCC explained that the TOC has created dashboards for the following exception areas:

1. CHs installed in the wrong region
2. SKU2 installed with no aerial
3. SKU1 installed when SKU2 recommended

The DCC noted that the indications are that the claimed volume of these exceptions is justified. The DCC plans to expand these dashboards to cover more exceptions that will be reviewed by the PMEL governance forum.

The OPSG commented that although this is a positive step, and that the categorisation of Exception by root cause was the key information required. This topic was originally raised by the OPSG in early 2020 and the OPSG noted its disappointment with the slow progress.



The OPSG asked the DCC when reporting to show the number of exceptions against the portfolio sizes of Suppliers, rather than only total volumes, since the latter could unfairly represent the performance of Large Suppliers.

A LS member noted that the original OPSG focus on this attention was prompted by the high number of CH exceptions claimed in CSP N, and it was disappointing that exceptions in CSP N were yet to be validated and issues categorised. The OPSG reminded the DCC of the need to consider, as a priority, exceptions claimed in CSP N.

The DCC noted that this will be discussed at the next PMEL governance forum.

**ACTION OPSG 56/03:** The DCC to identify the number of exceptions as a proportion of the installation volumes.

The OPSG **NOTED** the presentation.

## 9. November 2021 SEC Release - Progress Update

The DCC provided an update on the progress of the upcoming November 2021 SEC Release.

The DCC reported that the scope had not changed and consists of the following modifications:

1. [SECMP0007 'Firmware updates to IHDs and PPMIDs' \(Part 1\)](#)
2. [MP090 'Incorporation of Non GBCS Non-Mandated Alerts into the SEC'](#)
3. [MP105 'Sending SR11.2 to Devices in Suspended State'](#)
4. [MP077 'DCC Service Flagging'](#)

The DCC highlighted that SECMP0007 would have the largest service impact due to updates to the Self-Service Interface (SSI). The DCC also confirmed that MP077 would have minimal service impact.

The DCC noted that the November 2021 SEC Release is on track for live operation on 4 November. The OPSG noted that the components for the Release were built but testing was not complete. The DCC highlighted that Business Acceptance Testing (BAT) will begin on 15 September and User Integration Testing (UIT) will commence on 21 September in the UIT-B environment.

In response to a query, the DCC confirmed there were no known issues or risks that needed to be brought to the attention of the OPSG.

The OPSG will assess the readiness of this Release against the Live Services Criteria on 5 October (OPSG\_58).

The OPSG **NOTED** the update.

## 10.NEP: 4G CH & Network - Optional Requirements - Follow-up

The DCC provided an update to information the Candidate Optional Requirements being considered as part of the CH & Network Programme.

The DCC summarised the status on each of the Candidate Optional Requirements, and the OPSG confirmed its view on each, as below.

- (a) As agreed at the OPSG 53x meeting, the DCC noted that Additional Memory (Option F) will be added to the Minimum Viable Product (MVP).
- (b) The OPSG agreed the functional options that would be placed on the Roadmap were:

- i. Option A - Deliver switching requirements using an eSIM
  - ii. Option B - Roaming
  - iii. Option C - Additional HAN, BlueTooth/WiFi
  - iv. Option D - WAN Data Transport using LTE-M
  - v. Option E - Service to 99.50% Meter Locations in South and Central Regions; and
  - vi. Option G - Software Containerisation.
- (c) Possible Service in the North Region (Option H, Bidder's Current Coverage, and Option I, Service to 99.5% Meter Locations in the North Region). The DCC reported that no further information on these items was yet available. The OPSG confirmed its desire that the DCC keep open the possibility of service in the North in the contractual negotiations (possibly leading to a "no-commitment" contractual option)
- (d) The DCC commented that, at present, the term "Roadmap" simply meant that items were being deferred for future consideration: it did not imply an implementation path for individual items had been outlined. The DCC noted that any items on the Roadmap that were eventually approved could not be delivered for at least two years after the MVP had been delivered. As mentioned in the update for OPSG 53x/CONF02 in Section 2, the OPSG asked the DCC to provide a process for reviewing these options.

A LS member noted that 'smart as dumb' capability should be considered as part of the Roadmap in the future.

A LS member also mentioned that the requirements for the Single Band CH (SBCH) and Dual Band CH (DBCH) may have evolved from what was required in the original business case. The LS member raised concerns with the business case for the 4G DBCH considering the issues identified with the current implementation of 2G/3G DBCHs. The DCC acknowledged the concern raised and noted that the current focus is on the SBCH MVP and that the DBCH business case will be considered separately later but will take into consideration any new information including developments and lessons learnt from the 2G/3G DBCH implementation.

Another LS member noted that industry did not agree that SBCH and DBCH should be implemented as separate entities. The OPSG reiterated its preference for a single variant CH as opposed to two separate products, a SBCH and a DBCH. The OPSG accepted that a decision has been made by the DCC to pursue a SBCH and DBCH under two streams on the programme but requested that it is noted to the SEC Panel that the OPSG's preference would be for a single variant CH.

The OPSG **NOTED** the update.

## 11. ECoS Migration

The DCC provided an overview of the Enduring Change of Supplier (ECoS) migration process.

The OPSG noted that a present only the general landscape for the migration process has been set out. The OPSG asked the DCC to provide a migration process and plan that will include a set of criteria to be met prior to the decommissioning of TCoS services. The OPSG noted that the governance of the migration process will need to be agreed.

The OPSG queried how the DCC will assess the risk of unsuccessful migrations. The OPSG were concerned that there is a risk of some devices becoming stranded if not successfully migrated during



ECoS. The DCC noted that it will be undertaking a review of TOC data to determine assumptions on the failure rate, and will discuss with SEC Parties a figure for the volume of acceptable failures.

The OPSG noted that during the migrations window of 41 weeks, Suppliers may have Devices that have not been installed. The OPSG queried whether the DCC had engaged with Suppliers to understand whether this will be a sufficient period for these Devices to be installed and migrated to ECoS certificates before the end of the Transitional Change of Supply (TCoS) service/functionality. The DCC noted that it has planned engagement with Suppliers and will assess the migration timeframe and whether any changes are required to the plan.

**ACTION OPSG 56/04:** The DCC to provide a specific migration plan for ECoS migration, including any governance related to the decommission of TCoS services.

**ACTION OPSG 56/05:** SECAS and DCC to confirm with BEIS the overall governance responsibilities for the ECoS migration.

The OPSG **NOTED** the presentation.

## 12. Alt HAN introduction

The OPSG noted the overview of Alt Han services. The OPSG noted that it may request information from Alt HAN Co to assist in monitoring end to end performance of smart metering service requests.

SECAS were asked to discuss this with Alt Han Co.

**ACTION OPSG 56/06:** SECAS to discuss with Alt Han Co how its services can assist with monitoring end to end performance of smart metering service requests.

The OPSG **NOTED** the update.

## 13. CHs returned to MAPs

SECAS provided information on the CH returns process in relation to Meter Asset Providers (MAPs).

SECAS informed the OPSG that CHs will need to be removed from the meter and returned to DCC separately before the meter is returned to the relevant MAPs. SECAS noted that MAPs do not have a process in place to return CHs to the DCC, and Users will incur a charge if the returns process is not followed correctly. An Other SEC Party member offered to share this information with Meter Operators (MOPs) via the Association of Meter Operators (AMO). *[Post Meeting Note: This was share with MOPs on 7 September 2021.]*

The OPSG **NOTED** the presentation.

## 14. Work Package - Q3 2021 submission (Oct - Dec)

SECAS presented the Work Package for Q3 2021. There were no comments by the OPSG.

The OPSG **RECOMMENDED** the Work Package for Q3 2021 for SECCo Board approval.

## 15. Customer Perspective

There were no topics proposed this month.

## 16. Any Other Business (AOB)

### 16.1. Ad-hoc TBDG E&A Meeting

SECAS informed the OPSG that Transitional Business Design Group (TBDG) Enrolment & Adoption (E&A) Forum are hosting an ad-hoc meeting to discuss design issues and solutions for the DCO Capacity issue relating to Firmware Images. The meeting will be held on Wednesday 8 September between 14:00-15:00. OPSG members were invited to join the session.

## 16.2. SMKI 11 Report

A DNO member raised that the Smart Metering Key Infrastructure (SMKI) 11 Report has been amended without DNOs being notified beforehand, which has affected their internal processes. The DCC noted that amendments to the report will be discussed further at the TBDG E&A Forum. The OPSG emphasised the need for change control of this and similar reports.

## 16.3. BCDR Issue

SECAS reported a Business Continuity and Disaster Recovery (BCDR) issue that was highlighted in the Technical Architecture and Business Architecture Sub-Committee (TABASC) related to service close down in advance of BCDR testing. SECAS noted that DCC recently sent communications recommending that Users do not submit firmware downloads requests four days ahead of the planned BCDR activity. The OPSG members noted that the DCC did not discuss this with Sub-Committees.

The DCC will return in October with a detailed overview of the issue highlighted and proposed next steps.

## 16.4. OPSG Election

SECAS reminded OPSG members that they have until Friday 10 September 2021 at 5pm to submit a nomination for the available seats up for election.

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

**Next Reporting Meeting: 27 September 2021; Next Main Meeting: 5 October 2021**