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## Operations Group (OPSG) Meeting 58 on 5 October 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):

**3. DCC Operational Update (DCC):** The DCC presented its regular update on its service operations.

The DCC reported that the volume of installations was higher in September than in the previous month. There was a significant increase in installations in Communication Service Provider North (CSP N).

The DCC reported that there has been four Category 2 Incidents in September. The OPSG were concerned with the number of Incidents that had occurred from planned maintenance changes. In particular in September, CRQ000000134669 was incorrectly implemented. The resulting Incident was poorly managed, including failure to promptly identify the loss of connection to 135k Communication Hubs (CHs). The OPSG queried whether Technical Operating Centre (TOC) was actively monitoring the network for Incidents. The OPSG requested that the DCC provide a summary of how network operations are monitored and managed end to end by DCC and the Service Providers.

**3.1 SMETS1 (DCC):** The DCC reported that it has now migrated 5.9 million meters, with 5.3 million meters being operated by Suppliers. The DCC noted that the FOC migration pacing has been adjusted due to recent Category 2 Incidents.

**4. Spurious Alerts (DCC):** The OPSG noted that the volume of Alerts was at a steady state. The OPSG noted that 81B8 Alerts has the highest volume in SMETS1 devices and will be reclassified as a reverse current issue for further investigation.

The OPSG asked the DCC to provide Alerts totals in relation to the number of devices, to identify any trends. The OPSG also requested a summary of the expected impact on Alert volumes of current planned remediations.

**5. CSP N Performance (DCC):** The DCC reported that CSP N had achieved 78.06% PM2 performance in August, higher than set out in the remediation plan. The DCC noted that it is on target to achieve approximately 71.07% in September, still better than the remediation plan.

The DCC reported that it has successfully upgraded approx. 1.14 million devices during the Mass Over The Air (OTA) firmware upgrade. The DCC and CSP N are now investigating and seeking to remediate failures

The OPSG highlighted that there may be a number of devices that cannot be upgraded remotely, and questioned how the cost of replacing these will be allocated.

**6. Service Outage Strategy (DCC):** The DCC presented an overview of the contributions to service outages. The DCC identified five focus areas for further investigation and will provide high-level options for these areas in January 2022.

**7. DSP Maintenance Request (DCC):** The DCC reported that a Data Service Provider (DSP) Technical Refresh is urgently required as some components have reached the end of their operational life. The DCC highlighted that their preferred option would require 14 additional

maintenance windows (each requiring a full service outage) starting in November 2021 and ending in July 2022. OPSG members expressed their extreme frustration that this was being proposed at short notice, apparently indicating serious shortcomings in contract management, customer engagement, and maintenance management. The DCC further reported that the two additional maintenance windows in November were essential: the OPSG noted strongly that this scheduling would not be in accordance with SEC requirements for notifying Planned Maintenance.

The OPSG were concerned that this had been planned to be executed during the winter season. The OPSG noted in particular that November was a busy and important period for prepayment top ups.

The OPSG noted that there was limited information on alternative options for the Technical Refresh as a whole. The OPSG requested the DCC engage with the Technical Architecture and Business Architecture Sub-Committee (TABASC) and the Security Sub-Committee (SSC) to assess the impact to the infrastructure and security risks to the service. The OPSG asked DCC to urgently reconsider its proposals for November and present its conclusion to an extraordinary OPSG meeting on 12 October.

**8. End to End Capacity Update (DCC):** This item was deferred.

**9. November 2021 SEC Release (DCC):** The OPSG endorsed the implementation of SIP7 as part of [SECMP0007 'Firmware updates to IHDs and PPMIDs'](#). The OPSG accepted the DCC's statement of readiness for the November 2021 SEC Release, noting an Amber status for LSC2; the OPSG noted that this Amber assessment should not prevent Go-Live.

**10. DCO Capacity (DCC):** The DCC provided an update on the constraints for Initial Operating Capability (IOC) firmware downloads and traffic through the Dual Control Organisation (DCO). The OPSG asked that the DCC provide full remediation plan including specifically how the capacity of the DCO will be improved month by month. The OPSG also asked the DCC to confirm whether there is a trade off/prioritisation between migrations and firmware downloads because of capacity constraints.

The OPSG noted that the DCO service has not met User expectations as set out in the SEC and asked that the remediation plan, when revised, identifies when the service will be SEC compliant.

**11. OPR/SEC PMR Targets and Measures (DCC):** The DCC provided an overview of the plan and activities to implement a set of SEC Performance Measurement Report (PMR) Targets and Measures to address and support implementation of an interim Operational Performance Regime (OPR) for regulatory year 2022/23.

The OPSG noted that this proposal was not yet sufficiently specific to enable structuring of the OPSG's work. The OPSG sought clarity on the specific changes being proposed to the PMR, and the extent to which these could be considered by the OPSG in advance of a modification.

The OPSG noted that the PMR (and presumably OPR) metrics and targets should consider service requirements including the needs of the end consumer, and should not simply reflect current DCC capability.

The OPSG noted the need to understand how the current position had been reached, despite a recent approved modification (MP122) apparently covering this topic.

The DCC noted that it will return to OPSG with a proposal for OPR targets for consideration at the next meeting (OPSG\_60).

**12. Supplier of Last Resort (SoLR) Update (DCC):** The DCC presented advise on operational details on SoLR based on the guidelines from Ofgem. The OPSG noted that these guidelines should be circulated to industry.

**13. MP122B 'Operational Metrics - Part 2' (SECAS):** This item was deferred.

**14. MP162 'SEC Changes to deliver MHHS' (SECAS):** This item was deferred.

**15. MP169 'Managing SEC Obligations and the Consumer's Right to refuse a Smart Meter' (SECAS):** This item was deferred.

## 16. AOB

16.1. SMKI Report: A DNO member noted that the SMKI11 Report has been amended without DNOs being notified beforehand, for the second time. The OPSG emphasised that at the OPSG 56 meeting it had asked that this and similar reports be placed under change control, since ad-hoc changes caused disruption to User processes. The DCC noted that it will review its internal processes.

16.2. SRV4.10: The OPSG noted that the performance of SRV4.10 continues to be unsatisfactory and requested that the DCC provide an update at the next meeting.

16.3 Failures in migration reporting: The OPSG noted that certain post migration reports are not being delivered consistently, despite repeated requests. The DCC agreed to investigate the matter.

**Next Reporting Meeting: 25 October 2021; Next Main Meeting: 2 November 2021**