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Operations Group Meeting

27 September 2021, OPSG_57_2709

12:20 – 14:30

Teleconference

Draft Minutes

Attendees:

| Category | Operations Group Members |
|------------------------|------------------------------------------------------|
| Operations Group Chair | Dave Warner |
| DCC | Lisa Moran |
| Network Parties | Gemma Slaney |
| | Matthew Alexander |
| Large Suppliers | Martin Christie |
| | Rochelle Harrison |
| | Emslie Law |
| | Ralph Baxter |
| | Andy Knowles (<i>alternate for Eleanor Judson</i>) |
| Other SEC Parties | Michael Snowden |
| | Elias Hanna |

| Representing | Other Participants |
|--------------|--------------------------------------------------|
| DCC | Wendy Liddell |
| | Lisa Wong |
| | Graeme Liggett |
| | Nicholas Ives |
| | Easton Brown |
| | Gary Stuart |
| | Leigh Hill (Part) (<i>agenda item 6</i>) |
| | Robbie MacIntosh (Part) (<i>agenda item 7</i>) |
| SECAS | Veronica Asantewaa (Meeting Secretary) |
| | Joey Manners |

| | |
|------|---------------|
| | Eugene Asante |
| TAG | Robin Healey |
| BEIS | Natasha Free |

Apologies:

| Representing | Name |
|-------------------|----------------|
| Large Suppliers | Nick Coombs |
| | Kevin Donnelly |
| | Rob Short |
| Small Suppliers | Kate Barnes |
| | Kate Frazer |
| Other SEC Parties | Geoff Huckerby |

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_55.

The OPSG **AGREED** that the Draft Minutes from OPSG_55 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 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|---------------------|------------|
| OPSG 43/05 | SECAS and the DCC to review the End-to-End CH returns process and confirm how this would be reflected in the CH Returns Quarterly Report. | 22/02/2021 | 27/09/2021 | N/A | DCC/ SECAS |
| The DCC provided an overview of the Rejections & Returns Processes (see agenda item 6). The OPSG agreed to close this action. Status: Closed | | | | | |
| OPSG 55/03 | SECAS to highlight to the Panel the issues with SMETS2 performance. | 23/08/2021 | 27/09/2021 | N/A | SECAS |

| Action ID | Action | Date Raised | Last Target Date | Revised Target Date | Owner |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|---------------------|------------|
| The OPSG noted that this was highlighted to the SEC Panel via the Sub-Committee report on 17 September 2021. The OPSG agreed to close this action. Status: Closed | | | | | |
| OPSG 55/04 | SECAS and the DCC to draft a candidate operational issue on concerns regarding ECoS migrations for discussion with the ECoS programme. | 23/08/2021 | 27/09/2021 | N/A | DCC/ SECAS |
| A new candidate OPSG issue (Issue 86) has been drafted and will be presented to the OPSG. The OPSG agreed to close this action. Status: Closed | | | | | |

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 August 2021.

SECAS highlighted that there were eight RDP Incidents opened in August, 12 Incidents were reported as resolved within the month. Four Incidents remain open with investigation to be completed.

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

- Incidents INC000000737522 and INC000000737523 had been closed.
- Incident INC000000763283 was assigned incorrectly is being resolved by the Energy Supplier.
- Incident INC000000768425 is awaiting confirmation from Users that a fix has corrected the issue.

The OPSG noted that the RDP Incidents had returned to normal trend levels.

The DCC highlighted that the RDP Incidents may increase next month due to registration data errors identified in the Smart Meter Key Infrastructure (SMKI) report. The DCC noted that it is working with RDPs to resolve this.

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for August 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. Once MP116 enters the Report Phase, work will re-commence on MP160.

SECAS noted that it has asked the SEC Change Team to identify what the dependencies were between the two modifications, as it was felt that the issues raised in MP116 should not prevent MP160 from progressing further in the modification process.

A Distribution Network Operator (DNO) highlighted that the DCC will need to ensure that guidance on forecasting is updated across all other DCC guidance documentation.

3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for August 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 on 6 October 2021. The responses document can be found [here](#).

The OPSG noted that the DCC Modelling, used by DCC and refined as part of the modification process, achieved 95% accuracy for its SRV forecast.

The OPSG noted that there were discrepancies between the actuals in SRV totals from the SRV Variance report and the DCC modelling. The DCC noted that the reporting has slightly different criteria for assessing total SRVs, but it will investigate this further and provide confirmation of the differences. The OPSG asked that in future reports, the difference between the two values be briefly explained.

ACTION OPSG 57/01: The DCC to investigate the discrepancies between the actuals in the SRV Variance report and the DCC's view of monthly actuals from the MP116 modelling and add a brief explanation to the 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 August 2021.

4. PMR Report – July 2021

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

SECAS noted that Code Performance Measures (CPM) 1 was below Target Service Level at 97.13%. The OPSG noted that this was the second consecutive reporting period 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) 71.01%.

SECAS reported that there were three Category 1 and 2 Incidents resolved in July, two Category 2 Incidents were excluded from Performance for July 2021.

SECAS reported that PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' for S1SP DXC was recorded as 'Performance measurement not reported', however SECAS highlighted that a fix was implemented in July therefore this will not be the case going forward.

SECAS noted that PM3.1 CSP North 'Percentage of Category 2 HAN Interface Commands delivered to the DCC WAN Gateway Interface within the relevant Target Response Time' was below Target Service Level at 98.62%. SECAS highlighted that this will also be below target for the August reporting period which may have been impacted by the mass Over the Air (OTA) activity, however DCC is still investigating the root cause. This will be discussed at the Common Issues Forum (CIF) on Friday 1 October 2021.

SECAS reported that the PM11 'Anomalous Service Requests' was below Minimum Service Level at 33.70%, this was due to an Incident (INC000000754235) caused by a failure maintenance change (CRQ000000133717). This caused a bulk creation of ADT Incidents, however the DCC reported that neither Users nor Service Providers were impacted.

OPSG members were concerned that they were not receiving any notifications of Anomaly Detection Threshold (ADT) Incidents via the DCC SharePoint, therefore it would be difficult to address any issues if they were not aware of them. SECAS asked OPSG members to check whether they were impacted by this Incident.

SECAS reported that there were a number of Performance Measures (PM6.3, PM7.1, PM7.4 for CSP North, PM1.2 for SIE and PM4.1 for Capgemini) that had Service Credits applied, however these were not outlined in the PMR. The DCC noted that these were not reportable measures as defined in the Performance Measurement Methodology (PMM). SECAS noted that it will review the PMM and highlight any Performance Measures which should be reported on in the PMR.

ACTION OPSG 57/02: OPSG members to confirm whether they were impacted by Incident (INC000000754235), which caused a bulk creation of ADT Incidents.

ACTION OPSG 57/03: SECAS to review the PMM and highlight any Performance Measures that should be reported on in the PMR.

The OPSG:

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

5. Performance Indicator Summary Report - July 2021

The OPSG noted the Performance Indicator Report for July. SECAS reported that there has been an improvement in performance of some business process, particularly Change of Supplier (CoS) and

meter reads in CSP N. A Large Supplier (LS) member noted that although the transparency in these trends is appreciated, it is clear that performance being achieved does not meet the level required for these business processes.

The OPSG reiterated its request for DCC to provide a structured process for reviewing tariff update performance¹. The DCC noted that it will coordinate with SECAS to agree dates for workshops to review the anonymised data with the OPSG.

A LS member noted that there may be a risk of firmware being downgraded as some DCC systems are recording firmware versions incorrectly. DCC noted that it will investigate this offline with Suppliers.

The DCC reported there had been a high success rate of SRV6.5 apart from on 6 and 7 July, which resulted in 125k failures in CSP C&S. DNO members noted that this might have been caused by a planned maintenance outage during that period and the DCC agreed to investigate the cause of that occurrence and why the outage was not identified during analysis.

The OPSG **NOTED** the presentation.

6. CH Rejection & Returns Process

SECAS and the DCC outlined the CH rejection and returns process. The OPSG noted that this presentation was in relation to action OPSG 43/05.

The OPSG noted that the reporting on CH rejections will be reflected in the PMR under Service Provider measures CH1.1. The OPSG noted that the DCC will need to confirm that delivery rejections by Service Users are reflected in the performance measures in CSP C&S, rather than just delivery acceptance.

A LS member noted that the SEC and the current process do not support the ability to reject CHs based on known defects. The same LS member also questioned whether DCC should continue to charge rental fees for Devices that cannot be installed because of known defects. The DCC noted it will investigate further.

SECAS reported that modification [MP117 'Bulk CH returns'](#) was withdrawn by the proposer. A LS member noted that the current bulk returns process still needs to be improved. SECAS noted that it will discuss with the LS member offline.

ACTION OPSG 57/04: The DCC to confirm how CH delivery rejections are reflected in the performance measures in CSP C&S.

ACTION OPSG 57/05: The DCC to confirm whether rental fees should be applied to Devices that cannot be installed due to known defects.

The OPSG:

- **NOTED** the presentation; and
- **AGREED** to close action 43/05.

¹ OPSG Action 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.

7. Tariff Update – Performance Issues (Workshop #1)

This item was deferred as more information was required from the DCC.

8. Performance Assurance Framework – Engagement Timeline

SECAS presented the engagement timeline for reviewing the Performance Assurance Framework (PAF).

The OPSG noted the approach and timeline of the project brief, and had no further comments. The OPSG will review the first draft of the project brief on 25 October (OPSG_59).

The OPSG **NOTED** the presentation.

9. OPSG Issues Log – Progress Report

The OPSG reviewed the new candidate issues. An OPSG member highlighted that the data quality of the Smart Metering Inventory (SMI) will also impact Issue 86 regarding stranded assets following the Transitional Change of Supplier (TCoS) to Enduring Change of Supplier (ECoS) migration. SECAS noted that it will engage with the ECoS programme to understand how the SMI interacts with the planned TCoS/ECoS process.

The OPSG reviewed the candidates for closure. Regarding Issue 79, a DNO member queried whether MAP24 has been migrated into the REC. SECAS noted the obligations set out in MAP24 have been incorporated into REC Schedule 11 and the topic was included in the REC risk register under Retail Risk 4²

The OPSG:

- **ENDORSED** the inclusion of new Candidate Issues to the OPSG Issues Log; and
- **ENDORSED** the closure of Issues 77 and 79 from the OPSG Issues Log.

10. Any Other Business

10.1. Office Hosted Meetings

SECAS presented an update on office hosted meetings and noted members' initial feedback. SECAS asked the OPSG to complete a questionnaire on office hosted meetings by 1 October.

10.2. WAN Connectivity at MDUs

The OPSG noted concerns raised by a member regarding Wide Area Network (WAN) connectivity for devices installed in Multiple Dwelling Units (MDUs). The OPSG noted that it has been suggested, by the DCC, that T3 aerials should be installed to support connectivity of devices located in communal areas of MDUs.

The OPSG noted that queries have been raised on the process and responsibilities for managing installations of T3 aerials in MDUs and what solution or process will support WAN connectivity in MDUs in CSP N, where a T3 solution is not available.

2 Issues with Prepayment meters, including Smart Meters operating in prepayment mode, lead to problems switching, tariff errors, unallocated or misdirected payments

SECAS noted this is expected to be discussed at the next BEIS hosted Home Area Network (HAN)/WAN Working Group meeting on 18 October 2021.

Another OPSG member noted wider concerns with the current operational processes in relation to T3 aerals. SECAS noted that this will be added to the OPSG Issues Log.

10.3. OPR/PMR Measures

The OPSG Chair noted that the Panel had asked that the OPSG consider new proposals on OPR/PMR measures being made by DCC. DCC will provide a proposal for an approach to setting Operational Performance Regime (OPR)/PMR Measures at the next meeting (OPSG_58).

10.4. SoLR Operational Processes

The DCC noted that it would like to discuss Supplier of Last Resort (SoLR) operational processes at the next meeting (OPSG_58).

ACTION OPSG 57/06: The OPSG to complete the questionnaire on office hosted meetings by 1 October.

ACTION OPSG 57/07: SECAS to add a new Candidate Issue to the OPSG issues log in relation to WAN connectivity in MDUs.

ACTION OPSG 57/08: SECAS to add problems with the operational processes related to T3 aerals (including the processes to request and install), to the OPSG Issues Log.

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

Next main meeting: 5 October 2021; Next reporting meeting: 25 October 2021.