

| Details          |                         |  | Responsible | Dates      |            |             | Overdue Actions   |                  |                  |
|------------------|-------------------------|--|-------------|------------|------------|-------------|---|------------------|------------------|
| Action Reference | Main/ Reporting meeting | Action   | Owner       | Raised on  | Due Date   | Closed Date | Update  | Status           | Revised Due Date |
| OPSG 38x/02      | Reporting               | The DCC to produce a heat map summary of how Open Problems are impacting areas by user business processes or infrastructure, to complement the SEC Panel Quarterly Problem Report. | DCC         | 23/11/2020 | 06/07/2021 |             | The DCC do not have the service toolset to provide the heatmap. We have updated the information provided to OPSG for now.   | Open             |                  |
| OPSG 47/07       | Reporting               | The DCC to confirm what impact or opportunities there may be for end-to-end processes and services for the NE DSP High Level Requirements.   | DCC         | 26/04/2021 | 07/12/2021 |             | The DCC is analysing the LC13b consultation responses and expects to share the outcomes in November.  | Open             |                  |
| OPSG 49/11       | Reporting               | SECAS to work with the DCC to ensure relevant graphs and information from the Performance Indicator Reporting can be used at the main meeting such as the DCC Operational Update.  | SECAS       | 24/05/2021 | 06/07/2021 |             | This action is ongoing  | Open             | 22/11/2021       |
| OPSG 49/13       | Reporting               | CH & Network Programme: The DCC to provide initial indication of impact on costs, benefits, and timelines for the candidate three service improvements.                            | DCC         | 24/05/2021 | 26/07/2021 |             | The DCC is still in in discussions with the bidders and so progress on this is still developing. The DCC will provide a verbal update on latest position at upcoming meeting  | Open             | 25/10/2021       |
| OPSG 51/12       | Reporting               | SECAS to review and propose an alternative OPSG meeting schedule that considers the DCC's reporting schedule and any clashes.  | SECAS       | 23/08/2021 | 23/08/2021 |             | This action will be reviewed at the next meeting (OPSG_59) as part of the MP122B 'Operational Metrics - Part 2' discussions   | Propose to Close | 25/10/2021       |
| OPSG 53/01       | Reporting               | The DCC to set out a process to review the detailed NE DSP requirements and next steps.  | DCC         | 26/07/2021 | 23/08/2021 |             | The DCC is currently baselining the engagement plan with the programme dependencies and deliverables, and the outcomes from the LC13 consultation. DCC will bring the plan to Ops Group, and other sub-committees in due course.  | Open             |                  |
| OPSG 53/05       | Reporting               | The DCC to investigate the reduction of success rates for tariff updates in all SMETS2 regions.  | DCC         | 26/07/2021 | 23/08/2021 |             | This is in progress. The dates for the workshop have been shared with members via Doodle Poll.  | Open             |                  |
| OPSG 55/01       | Reporting               | 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.                                      | DCC         | 23/08/2021 | 25/10/2021 |             | <p>The DCC noted that there is confusion around DCO Hot Standby Deployment, as part of the Heightened service wrap, and what we in problem management continue to manage.</p> <p>There were some problems closed down as a result of the completion of the heightened measures but there are also a number of outstanding problems of varying criticality that remain open to track open tasks or monitor the stability over a period of time. So not all DCO related problems were closed down following the Hot Standby deployment and nor did we expect too.</p> <p>The DCC have attached an updated view of the DCO related problems extracted from the Q2 PRB12 Quarterly Problem report – indicated in there is where there are any enduring impacts to service (OPSG_59_2510_02 - Action 55_10 - DCO related Problems From Jul PRB12).</p> | Propose to Close |                  |
| OPSG 55/02       | Reporting               | The DCC and SECAS to hold a series of workshops to investigate SMETS2 performance issues, starting with tariff updates in the north region.  | DCC/SECAS   | 23/08/2021 | 25/10/2021 |             | Options for workshop dates to discuss and review the Tariff Performance Issues have been sent to OPSG members. Output will be shared with OPSG members following the Workshop   | Propose to Close |                  |

|            |           |   |       |            |            |  |  |                  |  |
|------------|-----------|---|-------|------------|------------|--|--|------------------|--|
| OPSG 57/01 | Reporting | 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. | DCC   | 27/09/2021 | 25/10/2021 |  | <p>The Control Sheet in the report (page 4) shows why the two figures for Actuals are different. The Actual Quantity logic within this section has been updated to match the Forecast logic and therefore the values are different to those included elsewhere in the report. The DCC Forecast is inclusive or retries and this month, to give a more accurate picture of the of the performance against that Forecast we change the Actuals calculation in Section 6. For more information on the methodology, DCC published guidance for DCC Service Users, which can be found in the SR003NU Service Request Variance and Metrics Report Guide V2.0, which is available in the Reports/Report Guides/Regulatory folder in Information for SEC Parties area on DCC SharePoint Regulatory - All Documents.</p> <p>(https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcapitaitservices.sharepoint.com%2Fsites%2FLIVEDCC%2FPARTIES%2FInformation%2520for%2520SEC%2520Parties%2FForms%2FAIItems.aspx%3FRootFolder%3D%252Fsites%252FLIVEDCC%252FPARTIES%252FInformation%2520for%2520SEC%2520Parties%252FReports%252FReport%2520Guides%252FRegulatory%26FolderCTID%3D0x0120002379F9933265764E9B40AC3324C86CFB%26View%3D%257B5C0BC6EE-D245-43AC-B06E-D27C27381FC6%257D&amp;data=04%7C01%7CTim.Dunning%40smartdcc.co.uk%7Cc4ef6a6b461e49af27f008d98d7aa4c6%7Cd77ea84af7fd4928b8a364763b0a7710%7C0%7C0%7C637696380162136282%7CUnknown%7CTWFPbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjojV2luMzliLCJBtIl6lk1haWwiLCJXVCi6Mn0%3D%7C1000&amp;sdata=Yx9ZNcTZIDISkFYCeju9feBldcahfpzIAHMKHp5I2pc%3D&amp;reserved=0). Details are on page 8, with a worked example on page 9.</p> | Propose to Close |  |
| OPSG 57/02 | Reporting | OPSG members to confirm whether they were impacted by Incident (INC000000754235), which caused a bulk creation of ADT Incidents.  | OPSG  | 27/09/2021 | 25/10/2021 |  | OPSG members to provide feedback at the OPSG 59 meeting  | Propose to Close |  |
| OPSG 57/03 | Reporting | SECAS to review the PMM and highlight any Performance Measures that should be reported on in the PMR.   | SECAS | 27/09/2021 | 25/10/2021 |  | SECAS has reviewed the PMM and all measures referenced in the PMM are already reported in the PMR. The measures that highlighted this action (PM6.3, PM7.1 and PM7.4 for CSP N, PM1.2 for SIE and PM4.1 for Capgemini) are not in the PMM or the PMR.  | Propose to Close |  |
| OPSG 57/04 | Reporting | The DCC to confirm how CH delivery rejections are reflected in the performance measures in CSP C&S.   | DCC   | 27/09/2021 | TBC        |  | This action is on going  | Open             |  |
| OPSG 57/05 | Reporting | The DCC to confirm whether rental fees should be applied to Devices that cannot be installed due to known defects.  | DCC   | 27/09/2021 | TBC        |  | This action is on going  | Open             |  |
| OPSG 57/07 | Reporting | SECAS to add a new Candidate Issue to the OPSG issues log in relation to WAN connectivity in MDUs.  | SECAS | 27/09/2021 | 25/10/2021 |  | This has been added to the OPSG Issues Log for further investigation   | Propose to Close |  |
| OPSG 57/08 | Reporting | SECAS to add problems with the operational processes related to T3 aerals (including the processes to request and install), to the OPSG Issues Log.   | SECAS | 27/09/2021 | 25/10/2021 |  | This has been added to the OPSG Issues Log for further investigation   | Propose to Close |  |