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## Operations Group Meeting

### 22 November 2021, OPSG\_61\_2211

**12:20 – 16:15**

**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
	Emslie Law
	Rochelle Harrison
	Andy Knowles ( <i>alternate for Eleanor Judson</i> )
	Ralph Baxter
	Kevin Donnelly
Other SEC Parties	Michael Snowden
	Elias Hanna

Representing	Other Participants
DCC	Wendy Liddell
	Timothy Dunning
	Nicholas Ives
	Easton Brown
	Leigh Hill
	Katie Taaffe (Part) ( <i>Agenda item 7</i> )
	Arik Dondi (Part) ( <i>Agenda item 7</i> )
	Vince Rawle (Part) ( <i>Agenda item 7</i> )
	Veronica Asantewaa (Meeting Secretary)

SECAS	Joey Manners
	Eugene Asante
	Joe Hehir (Part) (Agenda item 8)
	Tim Newton (Part) (Agenda item 7)
TAG Chair	Robin Healey
BEIS	Natasha Free
Ofgem	Josep Garcia-Sole

## Apologies:

Representing	Name
Large Suppliers	Nick Coombs
	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 review the redlined comments to the Draft Minutes from OPSG\_59.

The OPSG **AGREED** the redlined comments and **APPROVED** the minutes from OPSG 59 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 53/05</b>	The DCC to investigate the reduction of success rates for tariff updates in all SMETS2 regions.	26/07/2021	22/11/2021	TBC	DCC
The Tariff Performance Workshop was held on 9 November 2021. The OPSG noted that this action will remain open until the outputs from the workshop have been investigated. <b>Status: Open.</b>					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<b>OPSG 59/02</b>	SECAS to write to SEC Parties to remind them of the SEC Panel's decision not to actively pursue the current User forecasting obligations to submit SRV and CSR forecasts.	25/10/2021	22/11/2021	N/A	SECAS
SECAS confirmed that a reminder of the communications regarding the SEC Panel's decision were sent to SEC Parties on 22 November 2021 <b>Status: Closed.</b>					
<b>OPSG 59/03</b>	The DCC to provide a remediation plan to improve the performance of S1SP DXC on PM1.1 and PM1.5.	25/10/2021	22/11/2021	TBC	DCC
The DCC reported that the target is to have stability across the platform to support the delivery of all dormant devices by the end of January 2022. The OPSG noted that the Supplier Service Rectification Plan (SSRP) should include active devices, and the failures in performance reported for PM1.1 and PM1.5. The DCC confirmed that the SSRP will cover open Incidents from PM1.1, PM1.5 and PM1.7. The DCC noted that it will provide a further update on the SSRP at the OPSG 62 meeting. This action will remain open until the updated plan including PM1.1, PM1.5 and PM1.7 has been presented to the OPSG. <b>Status: Open.</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 October 2021.

SECAS highlighted that there were 31 RDP Incidents opened in October, 12 Incidents were reported as resolved within the month. 19 Incidents remain open with investigation to be completed.

The DCC noted that since the report was issued 15 Incidents had since been closed, two had been escalated to Independent Distribution Network Operators (IDNO) for correction, one is pending with Service Users to confirm resolution and one was raised in error.

The OPSG Chair noted that the RDP Incidents have moved to much higher levels. The DCC noted that the number of RDP Incidents would be even higher in November due to the modifications (particularly [MP077 'DCC Service Flagging'](#)) implemented as part of November 2021 SEC Release.

### 3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for October 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. SECAS noted that it will write to SEC Parties to remind them of the Panel's decision.

SECAS reported that [MP160 'Certificate Signing Request'](#) remains in the Refinement Process and SECAS will begin the progression of this modification in December 2021.

### 3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for October 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. SECAS noted that it will write to SEC Parties to remind them of the Panel's decision.

SECAS reported that [MP116 'Service Request Forecasting'](#) will be presented to the Change Sub-Committee (CSC) on 30 November 2021 for recommendation to progress into the Report Phase.

The OPSG noted that the DCC Modelling, used by DCC and refined as part of the modification process, achieved 97% accuracy for its SRV forecast.

### 3.4. SEC Panel Quarterly Problem Report

The OPSG considered the Quarterly Problem Report for Q3 2021.

The report outlined that there were 94 Open problems at the end of Q3 2021.

There were also 74 open Problems which the DCC considers are 'Significant and/or Impactful'. The report lists four Problems which have breached the target the DCC has set for Root Cause Analysis. There was one high Category problem, one medium Category problem and two low Category problems.

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

The OPSG considered the Responsible Communications Hubs (CH) Returns Quarterly Report for Q3 2021.

The report outlined that a total of 20,674 records were closed during this period. Of these, 19,153 were attributed to Service Users (No Fault Found) and 1,471 were attributed to the DCC (Fault Found). SECAS reported that Dual Band Communication Hubs (DBCHs) are being returned via CHs returns process in Communications Service Provider North (CSP N) and CSP Central and South (C&S) for the first time.

The OPSG noted that all 'Fault Found' returns for CSP N were being classified as Manufacturing Defect and requested an update on the DCC's audit of the CSP fault triage process (OPSG action 29/15). The DCC noted that the CSP audit of the fault triage process had been deferred due to essential personnel restrictions, but DCC expect the audit will begin in Q1 2022.

SECAS highlighted that there were more faults identified prior to installation than post installation in CSP N. A Large Supplier (LS) member noted that this may be due to an upgrade in firmware for prepayment functionality. The DCC noted that it will investigate further.

**ACTION OPSG 61/01:** The DCC to investigate if there were any identifiable reasons for there being more faults found prior to installation than post installation in Q3 2021 in CSP N.

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 October 2021.

## 4. PMR – September 2021

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

SECAS reported that there were three Code Performance Measures (CPMs) below Minimum Service Level: CPM1; CPM3 and CPM4.

SECAS noted that CPM1 was below Minimum Service Level at 94.76%. 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) 71.83%.

CPM1 was also impacted by PM2 in CSP South and S1SP DXC under performance of PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time*'.

SECAS noted that CPM3 Minimum Service Level at 86.37%. This was impacted by the S1SP DXC performance on PM1.5 '*Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time*', which was at 20.69%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1.

SECAS reported that PM1.1 and PM1.5 for S1SP Secure was marked as 'Data Exempted', with the report noting that this was due to demand exceeding contractual Transactions Per Second (TPS). The DCC has requested further information from Secure and will look to republish the PMR. SECAS noted that it expected that this exception should be discussed under the Performance Measurement Exclusion List (PMEL) governance process, and a decision made before being marked as an exemption in the report.

SECAS noted that CPM4 was below Minimum Service Level at 66.67%. This was due to Incident INC000000770044 not being resolved within the SLA.

SECAS reported that there were six Category 2 Incidents closed in September 2021. There were two Category 2 Incidents excluded from Performance for September 2021. The OPSG noted concerns on the categorisation of Incidents. The OPSG were disappointed in the number of Category 3 Incidents being raised that should be treated as a higher category and although some are retrospectively re-categorised as a Category 2, this can lead to delays in the appropriate attention and focus to resolve. SECAS noted that it would expect Incidents affecting energy consumer supply to be immediately categorised higher at the first instance and then lowered following appropriate triage. The DCC noted that Incident categorisation will be discussed as an agenda item at the OPSG in the new year.

The OPSG noted that Service Credits were applied against six PMs for Service providers. The DCC noted that S1SP DXC have raised a request for waiver on Service Credits for PM1.5 and PM1.1 which is currently under review.

The OPSG noted that migrations for DXC are still on hold and questioned whether Service Credits should be applied when the DXC service is not being utilised. A LS member noted that as migrations are on hold Suppliers are paying for a service which is not being fully provided; and, as only a small portfolio of devices have been migrated, the defined service is not being exercised fully. Another LS member raised concerns with the division of responsibilities between TBDG E&A and OPSG on the Migration services, noting that they felt migration services were a key operational service. The OPSG Chair noted that the division of responsibilities was based on migration of installations being overseen by TBDG, and the operation of migrated installations being overseen by the OPSG on behalf of the Panel.

The DCC agreed to republish the PMR with further detail and outcomes on both the S1SP DXC Service Credits requested waiver and the S1SP Secure 'Data Exemption' when available.

**ACTION OPSG 61/02:** The DCC to republish the September PMR once it has received further details on the S1SP DXC Service Credits requested waiver and the S1SP Secure 'Data Exemption'.

The OPSG:

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

## 5. Performance Indicator Summary Report - September 2021

The OPSG noted the Performance Indicator Report for September.

SECAS provided an overview of key observations from the September 2021 report. SECAS highlighted that the firmware activation business process had observed a drop in performance and volume for CSP N. The DCC noted an increased failure rate for one Supplier but expected this to improve with successive firmware versions.

The OPSG **NOTED** the presentation.

## 6. Tariff Performance Workshop – Outputs

The OPSG noted that the Tariff Performance Workshop was held on 9 November 2021.

The OPSG considered the actions and key outputs from the workshop. The OPSG further asked that the DCC investigate trends in SMETS1 as there had been some issues in tariff performance in DXC Trilliant devices.

**ACTION OPSG 61/03:** The DCC to investigate tariff performance issues in SMETS1 DXC Trilliant devices.

The OPSG **AGREED** the actions from the meeting and the identified next steps, including areas for further investigation.

## 7. OPR/PMR Measures and Targets - Objectives and Approach

The DCC provided an overview of the proposed measurements and targets for the OPR and PMR.



The DCC noted that it is not proposing any changes to the Service Availability and Firmware Management measurements in the PMR. The DCC noted that it will propose a set of measures for the Install & Commission process and time-based metrics (e.g TRTs and CSP Test HAN).

The DCC noted it intends to submit a consultation to seek feedback and endorsement on the proposed measures (using existing measures from the SEC) to be used for Ofgem's Operational Performance Regime (OPR).

The OPSG questioned whether the DCC had approached the Service Providers to make changes to the performance contracts to produce required reporting. The DCC noted that it was discussed at the OPR Working Group, and it was felt that this reporting would be too costly to produce (approx. £5 million). The OPSG challenged the view that the OPR Working Group (a group convened by DCC) did not want a solution that would provide DCC infrastructure only reporting, rather it was noted that the Working Group members did not feel comfortable endorsing costs outside of formal SEC governance.

The OPSG noted that the scope of this work was on metrics and measures only and not related to service performance improvements. The OPSG noted a view that measurement of service performance was an expected feature of Good Practice rather than something requiring a modification.

The OPSG requested that the DCC provide the KPIs (Key Performance Indicators) that the Service Providers report on, since these may include measures that might be more broadly useful. The DCC noted it will check this with their Commercial Team. The OPSG also highlighted that prepayment metrics had not been identified for OPR/PMR measurements.

The OPSG noted the proposed process for further engagement with SEC parties, noting that the value of this would be dependent on the DCC responding to the comments received. The OPSG noted the need for further evidence about and validation of the appropriateness of the use of test messages as a proxy.

The OPSG noted that a draft version of the consultation should be circulated to members for further input.

**ACTION OPSG 61/04:** The DCC to provide the KPIs for Service Providers.

**ACTION OPSG 61/05:** The DCC to provide a draft consultation for OPSG review and input.

The OPSG **NOTED** the presentation.

## 8. Scope of the November 2022 SEC Release

SECAS provided an overview of the scope for the November 2022 SEC Release.

SECAS highlighted that the estimated cut-off date for implementing [MP140 'CH Stock Transfer'](#) in the November 2022 SEC Release has moved from December 2021 to 23 February 2022.

The DCC noted that it will raise a Draft Proposal for SMETS1 Scheduling of SRV4.3 which it aims to target for the November 2022 SEC Release. *[Post Meeting Note: The DCC named this modification [DP192 'Extend Scheduled Services for SMETS1 Devices'](#) and it was raised on 23 November 2021.]*

The OPSG were concerned that the proposal will be inappropriately 'fast tracked' into the November 2022 SEC Release. SECAS assured the OPSG that any new Draft Proposals will be thoroughly reviewed via the Modification Process, including the implementation approach which must be agreed by the CSC before it is included in any given SEC Release. SECAS noted that it will highlight the

DCC's intention to propose this Draft Proposal for the November 2022 SEC Release at the November 2021 CSC meeting. However, a decision will not be made on the implementation approach until the relevant Panel Sub-Committees have reviewed the proposal and the CSC has agreed with the issue outlined within the Draft Proposal.

The OPSG **NOTED** the presentation.

## 9. Any Other Business

### 9.1. SMKI Recovery Test.

The OPSG noted that SMKI PMA on 10 November 2021 ran through the plan for a SMKI Recovery Test in the week commencing 15 November 2021. This will only replace 1 million incorrect National Grid Gas (NGG) SMKI Organisation Certificates with ACB Certificates, due to identified shortcomings. The replacement of the remaining 1+ million incorrect NGG Certs will be run next year once the lesson learnt exercise has been completed and the DCC recovery application has been updated.

### 9.2. SM Inventory Issues impacting DNOs

A DNO member noted that there had been some issues with the SM Inventory and the DCC had provided some reporting on the CHs that had been mismatched. The OPSG noted that this can be reviewed as part of the OPSG Issues Log.

### 9.3. Temporary Communications Hub Ordering and Delivery Rules (TCHODR) Consultation

The OPSG noted that DCC has issued a consultation on proposed changes to the TCHODR. This proposal is prompted by the global supply chain issues and the DCC is seeking views on the most appropriate method to manage the risk.

The consultation can be found [here](#) and will close at 17:00 on 9 December 2021.

### 9.4. CHs in Pending State

A LS member noted that there are a number of CHs that are not progressing from a pending state during the Install and Commission process, impacting the ability to complete commissioning. The DCC noted that it is currently investigating the root cause.

### 9.5. OPSG 62 Meeting

SECAS informed the OPSG that the OPSG 62 meeting on 7 December will be hosted in person from 10:00 – 16:00. There will also be a networking event with SSC and SMKI PMA from 17:00 – 21:00.

**Next meeting: 7 December 2021**