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Operations Group Terms of Reference v1.3

1. The role of the SEC Operations Group

In accordance with SEC Section C2.4(d), the SEC Panel have established a SEC Operations Group (OPSG). The duties and powers of the OPSG are set by the Panel and are provided below.

The overall scope of the work of the OPSG will comprise the following aspects:

- Enabling and encouraging close collaboration and understanding between Users and the DCC on Operational Matters; and
- Providing informed feedback to the DCC on the performance of operational services, impacts on Users, and, as needed, amelioration of problems and rectification of defects.

1.1 Specific Duties of the SEC Operations Group

a) Operational Matters

- I. To consider the operational performance of DCC services, and to highlight performance issues to the SEC Panel;
- II. Act as a sounding board for the DCC in assessing future operational priorities for DCC Services, and to structure the group so that it can engage promptly on operational issues;
- III. Provide a forum for sharing good practice on Operational Matters;
- IV. Provide a mechanism for Users to raise Operational Matters and keep a public log of matters raised and the outcomes (note that this mechanism is not intended to replace DCC's processes for capturing and managing and resolving detailed operational issues);
- V. Work in conjunction with other Panel Sub-Committees when undertaking the duties outlined above; it is also noted that the terms of reference of the Operations Group may be adjusted to reflect changes within Smart Metering governance including where transitional group responsibilities are periodically transferred by a transitional group (for example the transition of Change of Supplier reporting from SMDG to the Operations Group);
- VI. To provide a forum to review the overall costs, cost drivers, and benefits relating to proposed changes to DCC operations and services. In doing so, to provide a sounding board for the DCC to give Users as early an indication as possible of proposed changes, and for Users to provide initial views on the potential operational impacts and value of the possible changes;
- VII. To periodically review the applicability of the Performance Measures to the Users' operations;

- VIII. Providing an operational view on proposed Modifications and input to Modification working groups as part of the overall SEC Modification and change process;
- IX. Any tasks and or responsibilities resulting from an implemented Modification that may explicitly place obligations on the OPSG.

b) Report Reviews

- I. Receive, consider and respond to regular performance reports for DCC Services;
 - a. Monthly Performance Measurement Report
 - b. Monthly Registration Data Provider Report
 - c. Monthly Certificate Signing Request Variance Report
 - d. Monthly Service Request Variance Report
 - e. Quarterly Network Enhancement Plan Report
 - f. Quarterly Problem Report
 - g. Quarterly Communications Hub Returns Report
- II. Review DCC Problem Reports and advise DCC on priority with which Problems should be addressed;
- III. Review, consider and respond to any issues raised by members with the DCC forward schedule of change of Planned Maintenance;
- IV. Review, consider and respond to DCC system capacity forecasts; specifically the view of System traffic and the impact of Alerts;
- V. Review, consider and respond to Major Incidents reports (except Major Security Incidents) and advise of necessary changes to the Major Incident reports:
 - I. Major Incident (MI) Summary Reports (issued within 2 days of MI); and
 - II. Major Incident Review Reports (issued within 20 days of MI);
- VI. Business Continuity and Disaster Recovery (BCDR)
 - i. Review, consider and respond to the report of DCC BCDR tests (at least annually);
 - ii. Where DCC has taken action to recover from a Disaster other than that set out in the BCDR Procedure (as allowed in Section H10.10), review, consider and respond to the required report;

c) Panel Support

- I. To undertake tasks as directed and delegated by the Panel
- II. Provide the Panel with the Operations Group perspective on Release Management strategy and schedule;
- III. Provide the Panel with views of operational readiness and impacts to live operations for Releases, SMETS1 enrolment, DCC Self Service Interface proposals and operational Issues.

- IV. Review and advise the Panel on operational aspects of User testing for DCC-led or SEC changes as well as defects identified during testing that could have operational impact;
- V. Report to the Panel on a regular basis on activities undertaken, any issues for escalation and any recommended actions;
- VI. Addressing Party Differences in accordance with SEC Panel process agreed at its meeting SECP_75_1312 as amended from time to time.

1.2 Out of Scope

The role of the OPSG does not include the following:

- Any activity outside of those above unless otherwise directed by the Panel or transferred by a Transitional Group;
- Activities that do not contribute to the achievement of the SEC Objectives; and
- Setting policies that fall under the remit of the Panel or another Sub-Committee.

1.3 Review of Terms of Reference

The Terms of Reference (ToR), membership and operation of the Operations Group may be reviewed by the Panel at any time, however at least annually, to ensure that they remain appropriate to reflect the duties and requirements of the SEC. Amendments to these Terms of Reference will be reviewed by the Operations Group and approved by the Panel.

2. SEC Operations Group Membership

2.1 Membership

The Panel shall invite applications from individuals to serve on the OPSG in accordance with SEC Section C6.7. The Panel shall approve the members of the Operations Group, other than those nominated by the DCC.

Members shall act independently, not as a delegate, and without undue regard to the interests, of any Related Person and will act in a manner designed to facilitate the performance by the Panel of its duties under the SEC.

Members may propose another natural person to act as their Alternate by completing the necessary paperwork and notifying SECAS. The Alternate, once approved, may attend the OPSG and must act in the capacity as Alternate to discharge the member's duties. The Alternate must complete the declaration as described in SEC Section C6.9 prior to voting.

OPSG Members shall be prepared to promptly give their expert view on Operational Matters.

2.2 Composition

Voting Members

The voting OPSG Members shall be as follows:

- One person appointed by each of the Voting Groups within the Party Category representing the Large Suppliers Parties;

- Three persons appointed by the Party Category representing Small Supplier Parties;
- Three persons appointed by the Party Categories representing Electricity Network Parties and Gas Network Parties;
- Three persons appointed by the Party Category representing Other SEC Parties; and
- Two persons appointed by the DCC.

Non-Voting Members

In addition to the Voting Members, the following representatives will also be invited to attend on a standing basis in a non-voting capacity:

- Technical Architecture and Business Architecture Sub Committee (TABASC);
- the Authority; and
- the Secretary of State

The Chair may also invite *ad hoc* attendees to meetings to provide expertise and knowledge about particular topics. These attendees will not be Voting Members of the OPSG.

2.3 Term of Office

The term of office for each member is 24 months.

2.4 Member Confirmation

Before a person may serve on the OPSG, that person shall provide written confirmation to SECCo that:

- They agree to serve on the OPSG in accordance with the SEC;
- They will be available as reasonably required by the Sub-Committee to attend at least 50% of meetings and miss no more than 3 meetings in a row. Members should also be prepared to undertake some work outside of meetings;
- They shall be prepared to promptly give their expert view, contributing to discussions on matters within the scope of these Terms of Reference; and
- They should also seek views from their Party category where appropriate, in accordance with the Panel Information Policy.

2.5 Conflict of Interest

Given that members have a duty to act independently, conflicts of interest should not regularly arise. Members shall have a duty to identify whether a decision presents a conflict of interest. In such cases, the member shall absent themselves from the meeting for the purposes of that decision.

3. Proceedings of the SEC Operations Group

3.1 Meetings

The OPSG shall hold monthly meetings or at a frequency that is required in order to meet its responsibilities outlined above. At present, the OPSG holds one main and one reporting meeting monthly.

3.2 Quorum

The quorum for each Operations Group meeting shall be one half of all Voting Members appointed at the relevant time, at least one of whom must be the Operations Group Chair or the Operations Group Chair's nominated alternate.

3.3 Meeting Notice

The OPSG shall hold meetings with such frequency it may determine, or the Chair may direct, to fulfil its role. A minimum of five Working Days' notice shall be provided (or such shorter notice as directed by the Panel, or the Operations Group Chair).

3.4 SEC Operations Group Chair

The SEC Panel shall approve the appointment of the OPSG Chair.

Selection of the OPSG Chair shall be determined by the SEC Panel, providing the selection ensures that:

- a) the selection does not preclude the Panel Chair fulfilling this role;
- b) the candidate selected is regarded by the Panel as having suitable experience and expertise to discharge their duties as the OPSG Chair; and
- c) the candidate has declared any relationships or shareholdings with individuals or organisations that might be perceived to create a conflict of interest and, in light of such declarations, the SEC Panel believes that the candidate will be able to act in a sufficiently independent manner in their role as OPSG Chair.

The OPSG Chair shall not be entitled to vote except where a tie amongst voting OPSG Members has occurred. In such circumstance the Chair shall have a casting vote.

The Chair's role will be to chair meetings, facilitate discussions, and encourage consensus. The Chair will have the following duties:

- The Chair shall be responsible for convening meetings of the OPSG;
- The Chair shall set the agenda for regular OPSG meetings, including regular items, and, as necessary, items raised at short notice;
- The Chair shall act as the link to the Panel, reporting formally on OPSG work at Panel meetings, and, as necessary, communicating with the Panel Chair;
- The Chair shall work closely with the Director of Operations of the DCC, liaising as necessary on routine and urgent Operational Matters;
- The Chair shall, as necessary, liaise with other stakeholders including, in particular, BEIS and Ofgem; and
- The Chair shall arrange for a suitable alternate to deputise on occasions when the Chair may be unable to attend a meeting of the Operations Group.

3.5 Powers and Voting

In accordance with C6.9 of the SEC:

- each OPSG Voting Member shall be entitled to attend, and to speak and vote at, every meeting of the Operations Group.

- all decisions of the Operations Group shall be by resolution. In order for a resolution of the Operations Group to be passed at a meeting, a simple majority of those Operations Group Members voting at that meeting must vote in favour of that resolution. In the event of a voting deadlock, the Operations Group Chair shall have the casting vote.
- a resolution in writing signed by or on behalf of all the Operations Group Members shall be as valid and effective as if it had been passed at a meeting of the Operations Group duly convened and held. Such a resolution may be signed in any number of counterparts.

Each Operations Group Member must first provide written confirmation to agree to serve on the Operations Group in accordance with the SEC before exercising powers or voting.

The OPSG shall have the authority and powers delegated to it from time to time by the Panel and as required to carry out its duties as set out in Section 1.1.

The Chair shall be responsible for formulating the position of the Operations Group on any Operational Matter, having taken account of the views of the members. If Members are not unanimous, the Chair may choose to note the various positions.

4. Deliverables

The OPSG will be expected to provide recommendations to the Panel regarding the duties listed in Section 1.1. The OPSG will be expected to conduct business in accordance with good governance.

The Chair shall report monthly to the Panel on the work of the OPSG. This report shall also be published to all SEC Parties.

5. Secretariat

SECAS will provide the secretariat and code management for the OPSG. This includes but is not limited to:

- i. Prepare the Operations Group Member Pack (code of conduct and expenses policy);
- ii. Timetable and organise the OPSG, including meeting rooms;
- iii. Act as quality gatekeeper with the Chair for accepting papers;
- iv. Circulate agendas and papers for consideration at OPSG meetings, five Working Days in advance of that meeting date, or at a time specified by the Chair;
 - a. In response to Operational Matters, it shall be allowable to add items to the agenda at short notice.
- v. Circulate minutes of the meeting five Working Days after the meeting for OPSG approval;
 - a. Minutes of the OPSG meetings and proceedings shall be published to SEC Parties.
- vi. Administer the circulation list for OPSG papers and Minutes;
- vii. Manage the decisions, actions and issues log;
- viii. Manage the OPSG section of the SEC Website;
- ix. Provide analysis and interpretation on any DCC reporting as required; and
- x. Support the operation of the OPSG and the fulfilment of its duties.

6. Confidentiality and Disclosure

In accordance with the [Panel Information Policy](#) (PIP), agenda items, papers and discussions will be assigned an information sharing level of either WHITE, GREEN, AMBER or RED.

As an OPSG Member, each participant will be asked to undertake in writing to abide by the confidentiality and disclosure provisions in relation to each information sharing level as described above, by signing the Confidentiality and Disclosure Agreement at Appendix A to these Terms of Reference.

OPSG Members who breach the rules of the confidentiality and disclosure provisions under any information sharing level may have their OPSG membership ceased.

7. Definitions

| Term | Definition |
|---|---|
| DCC Total System | The Systems used by the DCC and/or the DCC Service Providers in relation to the Services and/or this Code, including the DCC User Interface, the SMETS1 SM Wide Area Network (WAN), the SMETS2+ SM WAN and Communications Hubs (CHs) except for those CHs which are: (a) SMETS1 CHs; (b) neither installed nor in the possession of the DCC; and/or (c) installed, but not Commissioned. |
| End to End Smart Metering System | The DCC Total System, all Enrolled Smart Metering Systems and all Registration Data Provider (RDP) Systems. |
| Enrolment | In respect of a Smart Metering System, the act of enrolling that Smart Metering System in accordance with the Enrolment Service (and the words “ Enrol ” and “ Enrolled ” will be interpreted accordingly). |
| Enrolled Smart Metering System | A Smart Metering System that has been Enrolled. |
| Party Category | means, as the context requires, one of the following categories: (a) the Large Supplier Parties collectively; (b) the Small Supplier Parties collectively; (c) the Electricity Network Parties collectively; (d) the Gas Network Parties collectively; and the Other SEC Parties collectively. |
| Operational Matters | Anything which relates to a service delivered across the End-to-End Smart Metering System. It encompasses preparations and planning for such services as well as actual service execution. |
| Voting Group | In respect of each Party Category, each Party that falls into that Party Category collectively with that Party’s Affiliates (if any) who also fall into that Party Category. |

APPENDIX A

Confidentiality and Disclosure Agreement

I, the undersigned, have read and understood the Operations Group Terms of Reference.

I understand that I am required to comply with the confidentiality and disclosure obligations in respect of each of the four information sharing levels (WHITE, GREEN, AMBER and RED), as set out in the Terms of Reference.

I understand that I must declare any conflict of interest that I have in writing to the Operations Group Chair whether it exists now or during my continued membership of the group, as soon as I become aware that such a conflict exists.

I understand that should I fail to abide by the information sharing levels confidentiality and disclosure obligations or conflict arrangements (as set out in the Operations Group Terms of Reference) I may be excluded from the Operations Group Sub-Committee.

Having understood and accepted the above statements, I therefore agree to abide by the Terms of Reference in my engagement with this group.

Name:

SEC Party Category:

Primary/Alternative Participant:

Signature:

Date:

Terms of Reference
Dated: