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## Operations Group Meeting 103

25 September 2023, 12:30-16:10

### Headlines

At every meeting, the Operations Group (OPSG) will focus on cross-industry matters that affect, or have the potential to affect, multiple Smart Energy Code (SEC) Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number).

#### 3. SEC Panel Reports – August 2023 (SECAS)

Six Registration Data Incidents were opened in August. Four incidents from July have now been resolved following Registration Data corrections, with one outstanding. Four Incidents were reported as resolved within the month.

The OPSG approved the update and confirmed that there were no issues to be raised to the SEC Panel.

#### 4. Performance Measurement Report – July 2023 (SECAS and DCC)

The OPSG noted three Category 2 incidents were reported in PMR this month. Performance Measure (PM) 2 for CSPN achieved green for the first time. DCC advised they are confident that PM2 for CSPN will continue as green. CMP3A for CSPs C&S failed to achieve the minimum service level. The DCC confirmed they will reissue the reports from April to June, due to application of exclusions.

The OPSG highlighted a requirement to review the prioritisation of the work being undertaken by DCC to improve the performance.

#### 5. Business Process Indicators Performance Summary (DCC)

Firmware Activation performance has improved in all regions due to the work that DCC have been carrying out with Users. The DCC provided an update on the Following Vodafone 3G withdrawal in Oxford, Hull and Glasgow, the DCC noted a decrease in Round Trip Times (RTTs), however, the Service Request Variant (SRV) success rate also decreased. The OPSG queried whether this early observation had implications around the future use of 4G and will continue to monitor the performance over the coming months.

The DCC noted that the Pre-Payment Business Process performance has decreased slightly in August and is not achieving the forecasted performance: the DCC is not expecting future forecasted improvement to be impacted.

#### 6. Major Incident Review (SECAS)

##### Formal Report for Major Incident INC000001066146

The incident occurred on 27 July 2023, and the time taken to restore the service was 30 minutes which is within SLA. The incident impacted SMETS2 CSP North Service Requests. The OPSG asked that the report be passed to the TABASC Chair for consideration by TABASC. OPSG agreed that the Review Report can be published after any comments from TABASC are addressed.

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## **Preliminary Report on Major Incident INC000001086671**

This Cat 1 Incident occurred on 20 September 2023. The root cause of this incident is not yet confirmed, with a number of factors being investigated. The OPSG did not raise any concerns with the management of this Incident.

The OPSG emphasised that this incident again highlighted the need for a User forum to enable informal and rapid communication amongst Users. The OPSG asked SECAS to identify possible approaches.

### **7. 1 October Price Change Event update (DCC)**

The DCC reported that only two Users have confirmed they will be following the User guidance, with two Users expecting to partially follow the guidance. The DCC has therefore adjusted its precautionary measures to include a further shift in the scheduled read window, seeking to minimise the operational risk from peak traffic. The OPSG expressed concerns that this may not fully mitigate the risks.

### **8. Northbound Prioritisation update (DCC)**

The DCC advised that implementation will be as scheduled in October; a small additional configuration change is scheduled for November 2023. The projected overall residual failure rate after this change is 0.2%.

### **9. Customer Satisfaction Survey (SECAS)**

Ten SEC Parties had responded to the survey question ‘How satisfied are you with how SEC Panel and Sub-Committee meetings are being chaired?’. OPSG discussed the responses and discussed ways to improve Sub-Committee proceedings.

### **10. Any Other Business**

#### **10.1 Terms of Reference Review (SECAS)**

SECAS presented the timetable and the requested participation of the OPSG.

#### **10.2 OPSG Elections Update (SECAS)**

SECAS confirmed that Nick Coombs and Elias Hanna are stepping down from their seats on OPSG. Alex Ford from Chameleon Technology will be replacing Elias as an “Other SEC Party”, and the EDF representative will be confirmed at the next meeting. The OPSG thanked Nick and Elias for their knowledge and support during their time on the OPSG.

#### **10.3 OPSG 108 12 December 2023 in person meeting (SECAS)**

The DCC have kindly offered to host the in-person meeting in Manchester.

**Next Main Meeting: 10 October 2023**

**Next Reporting Meeting: 23 October 2023**