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## Operations Group Meeting 107\_2711

27 November 2023, 12:20 – 16:30

### Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to it by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

**3. SEC Panel Reports - October 2023 (SECAS):** SECAS reported that there were six new Registration Data Provider (RDP) Incidents opened in October 2023. All Incidents from September had been resolved within the last month through Registration Data corrections.

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

**4. PMR Report – September 2023 (SECAS):** The OPSG discussed the DCC demonstrating the business impact in a strategy plan to address below minimum service level CPMs.

Two out of the eleven Code Performance Measure (CPMs) were reported as below minimum Service Level in September: CPM3A Communication Service Provider Central & South (CSP C&S) and CMP4

CPM3A CSP C&S was below the Minimum Service Level at 90.73%. The OPSG noted that requirements, metrics and standards relating to power outage alerts had been introduced into the SEC quite recently, and the minimum service level had not been met since their introduction.

The OPSG noted the need to focus attention on the issues with the greatest business impact.

**5. Business Processes Indicator Performance Summary (DCC):** The OPSG noted that there was a drop in firmware update success rates across SMETS2 CPS C&S and N. Change of Supply (CoS) and Tariff Updates has also decreased in volume in SMETS2. Additionally, the OPSG noted CoS had an improvement in performance in all regions and Tariff Updates have decreased in performance in SMETS2.

**6. Alt HAN Update:** The Alternative Home Area Network (Alt HAN) Company provided an update showing 935 installations so far nationwide. The DCC reported a success rate of 92-97% across all business processes but noted small volumes of failures impacting the success rates for Change of Supply in September.

**7. SECAS MP235:** SECAS provided an overview of the Modification Proposal of MP235 and the proposed solution for this; the proposer provided some comments. The OPSG noted that when considering implications for traffic, the impact assessment needed consider possible scenarios for the profile of submissions and impact at peak demand.

**8. Dual Band CHs:** The Department for Energy Security and Net Zero (DESNZ) presented the Quarterly report on the Dual Band Comms Hubs and Fylingdales Rollout Progress. DESNZ noted DBCHs (Dual Band Comms Hubs) installations are expected to increase but noted concern as currently installs are below the level anticipated: lower user demand could lead to a reduction in

manufacturing capability. The OPSG commented on difficulties encountered around Fylingdales in using the WAN checker.

**9. Ofgem Price Control: RY2022/23 (SECAS):** SECAS noted that it will provide a draft response for review at the OPSG December 2023 meeting. SECAS noted it will be undertaking a thorough review of Service Quality, Engagement, and Contract management during RY2022/23 and will ask OPSG for input into this.

**10. Removal of Alert 0x8F75 'Unauthorised Physical Access – Strong Magnetic Field' H17:** The DCC noted that a consultation had been carried out, and respondents had supported the proposal.

The OPSG agreed to the proposal to remove Alert 0x8F75 from the Exclusion List.

#### **11. Major Incident Review:**

##### **Formal Report for Major Incident INC000001086671**

This Category 1 Incident occurred on 20 September 2023. This involved elevated failures of SMETS1 and SMETS2 On-Demand Service requests. After queries from the OPSG it was clarified that the root cause of this incident remains under investigation

The OPSG noted the Review Report for Incident INC000001086671 and asked that its comments be reflected in the Report. The OPSG agreed that the amended Report could then be published to all SEC Parties.

##### **Formal Report for Major Incident INC000001076111**

The OPSG agreed that the Review Report for Incident INC000001076111 needed further insight of Statistics Report to give members an opportunity to review, and there would be deferred action until next meeting.

##### **Formal Report for Major Incident INC000001089939**

This Category 1 Incident occurred on 28 September 2023. The root cause of this incident was a software bug in a software component introduced in a change. The OPSG noted the need for better assurance on the software of the vendor concerned and asked that this be highlighted in the report.

The OPSG noted the Review Report for Incident INC000001089939 and asked for it to be amended to reflect the comments made: the Report could then be published by the DCC to all SEC Parties.

**12. OPSG Issues Log (SECAS):** The OPSG agreed that Candidate Issue 111 (Install & Commission Issue in CSP North) be added to the OPSG Issues Log. The OPSG noted that the details for this issue needed further development.

**13. OPSG ToR Review (SECAS):** The OPSG were invited to provide comments on the proposed changes by 05/12/2023.

#### **15. AOB:**

##### 15.1. 1 Jan Price Change Event

The OPSG noted that User Guidance would be very similar to that approved by the OPSG for October, and that therefore no further OPSG review was proposed. Users would be asked to respond by 8 December 2023. The OPSG asked that DCC again confirm that Service Providers would be ready for the event.

##### 15.2. Suspension of Services

The OPSG noted the previous suspension of services. The DCC apologised that the SEC requirements had not been complied with. The OPSG noted an update will be given at the Panel, and a formal report was in preparation.

### 15.3. Comms Hubs in CSPN Losing Connectivity

OPSG members reported approximately one thousand Archiva comms hubs losing connectivity each week. The DCC noted this has not been flagged but will now be investigated.

**Next Main Meeting: 12 December 2023 (in person); Next Reporting Meeting: 29 January 2024**