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Operations Group Meeting 93_2404

24 April 2023, 12:20 – 16:00

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 - March 2023 (SECAS):

3.1. RDP Incidents Report (SECAS): The DCC reported that there were six new Incidents opened in March 2023. 19 Incidents had been resolved within the month. The DCC clarified how RDP Incidents will be processed and resolved under the arrangements in place since faster switching was implemented SEC and REC responsibilities were identified.

The OPSG agreed with the summary of DCC reporting (Annex 1) noting that the report reflected the service experienced by Users.

4. PMR Report – February 2023 (SECAS): The OPSG reviewed the Performance Measurement Report (PMR) and noted the SECAS commentary and the DCC responses provided.

SECAS reported that CPM1 '*Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time*' had achieved the Target Service level, however S1SP DXC PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time*' continues to fail the minimum service level. The OPSG members requested that the DCC confirm what additional actions are being taken and by when the service levels may be met. The OPSG also noted that S1SP DXC PM1.1 should be added to the non-compliance list for further investigation.

The OPSG noted that CSPN PM2 '*Percentage of Category 1 Firmware Payloads completed within the relevant TRT*' achieved the minimum service level. The OPSG requested that the DCC now provide a post project review of the work to date to achieve minimum service levels and a view of what additional steps may be taken to achieve target service level.

The OPSG noted that there had been five Major Incidents (Category 1 & 2) in February 2023.

5. Business Processes Indicator Performance Summary Report – February 2023 (SECAS/DCC):

SECAS reported that success rates for SMETS1 firmware activations, tariff updates and Install and Commission have decreased. The OPSG noted that the reasons behind this decrease in performance needed to be further investigated by the DCC.

6. Business Processes Indicator Performance Plan (DCC): The DCC reported that there has been an increase in the overall performance of prepayment and update HAN business processes.

7. Major Incident Review (SECAS): The OPSG requested changes to the reports for Incident INC000000983383 to be reviewed by OPSG Members, and agreed that the Review Reports for Incidents INC000000984542, INC000000988420 and INC000000988955 can be published to all SEC Parties, noting the necessary changes to the reports

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8. Operational Performance Regime – SRV8.11 Measurement (SECAS): The OPSG agreed to advise Ofgem that, based on the DCC analysis and evidence, it considered that the performance of SRV8.11 is not entirely under the control of the DCC.

9. Overview of PMRG and next steps (SECAS): The OPSG noted that the DCC are to provide a “strawman” proposal for revised performance metrics, and agreed that PMRG will hold an extraordinary meeting to review this.

10. AOB

10.1. ACB Certificates

The OPSG noted that it is considering factors relating to this topic and aims to provide a confirmed plan at the end of May 2023.

10.2. CH Returns Quarterly Report

The DCC presented enhancements introduced to the CH Returns Quarterly report and noted that some additional reporting including the capture of CSP N manufacturer defects reasons (*reference to OPSG 29/15¹*). This includes enhancements to Section 7 ‘Han Whitelist’ and the addition of ‘Sample Check of CSP Diagnosis’. The DCC requested that OPSG provide any further comments by 9 May 2023.

10.3. SECAS Annual customer satisfaction survey

The SECAS noted that SECAS annual Customer Satisfaction Survey is due to be held and SEC Parties are invited to provide consent to take part. SECAS noted that OPSG are to complete the [online Consent Form](#) by close of business on Friday 5 May 2023.

Next Main Meeting: 9 May 2023; Next Reporting Meeting: 22 May 2023

¹ OPSG 29/15: The DCC to perform an audit of the CSPs CH triage process and provide an update at the next meeting (OPSG_30)