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Operations Group Meeting 110_2901

29 January 2024, 09:20 – 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 – November/December 2023 (SECAS): There were three new Registration Data Provider (RDP) Incidents opened in November 2023 and all Incidents from October had been resolved within the last month through Registration Data corrections. There were also five new RDP Incidents opened in December 2023 and all incidents from the previous months were now resolved.

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

4. PMR – October/November 2023 (SECAS): Communication Service Provider Central & South (CSP C&S) had not achieved minimum service level for CPM3A for seven months. CSP North (CSPN) had not achieved minimum service level two months out of seven for CPM3A. The DCC noted that it is in discussion with a Final Operating Capability (FOC) Service Provider in relation to a stabilisation plan and would report back to the OPSG with updates. The DCC also noted that the Service provider in question had been subject to £57,234.13 of Service Credits. The OPSG noted the update.

5. Business Processes Indicator Performance Summary (DCC):

Firmware Activations

There has been a significant drop in the success of Firmware activations for IOC (Initial Operating Capability): this is being investigated by DCC. Performance also dropped for FOC: this was predominantly as a result of the pilot rollout for new firmware.

Prepayment

The OPSG noted that performance had remained stable in IOC and MOC. There had been a decline in success rates in FOC in December (there were 3 category 2 incidents impacting FOC in December).

CoS and Tariff Updates

Change of Supplier (CoS) and Tariff Updates performance both decreased in SMETS2.

6. BCDR Testing Schedule and Draft Annual Outage Plan 2024 (DCC):

BCDR Testing

The OPSG gave feedback on the conclusions from the DCC Consultation. The OPSG considered that a strategic review of the approach to scheduling BCDR testing was needed, to ensure an appropriate

balance of risk and User impact. The OPSG asked that SECAS seek a legal view on whether the SEC obliges DCC test BCDR for all parts of the service annually.

The OPSG endorsed the Annual Outage Plan proposed by DCC and agreed that it should be published on the DCC website.

7. Proposed Amendments to the Power Outage (POA) & Restoration (PRA) Alerts Delivery Management Document (DCC): The DCC presented the proposed change to exclude time clock drift impacted Devices from the PMR in order to improve the accuracy of the reporting. The OPSG approved the exclusion, noting that the DCC would need to provide supporting information on the extent of the data that is excluded from the report.

8. Power Outage and Restoration Alerts – Remediation (DCC): The DCC Presented the remediation plan for CSPC&S, which is expected to be completed by the end of February 2024. The OPSG highlighted that CSPN has also seen two failures to achieve minimum service level within the last seven months, but the DCC advised that there no enduring concerns in this area.

9. Major Incident – Review of Causes (DCC): The DCC summarised ten DSP Incidents, seven of which were due to infrastructure problems and three of which were deemed “operational”.

10. Major Incident Review (DCC):

Formal Report for Major Incident INC000001076111

The OPSG highlighted the lack of communication from DCC for two hours while this Incident was live, the DCC confirmed that this had been noted under lessons learnt. The OPSG approved the report.

11. June 2024 SEC Release Readiness Review (DCC): The DCC noted that at this time, network demand resulting from use of the new Meter Data Retriever (MDR) role is uncertain, leading to a risk that the DCC service could be impacted. The DCC noted that it has been working closely with the Market wide Half Hourly Settlement (MHHS) Programme to assess and remediate this risk and the OPSG noted the update.

12. DP258 Aligning Requirements for System Outage Notifications (SECAS): SECAS presented the rationale for aligning the BCDR and planned maintenance notification periods, the OPSG agreed with this but noted that the notification period should not be as low as twenty days.

13. OMS & Logistics (SECAS): SECAS confirmed the approval of the OMS final business requirements and the OPSG noted this update.

14. OPSG Activities (SECAS): SECAS presented the 2024 OPSG activities noting that there was an increase in DCC programmes and operations and a reduction in issues and risk related agenda items. The OPSG highlighted it would like to be given further information of some the other activities such as WAN coverage reporting with a focus on the impact to end consumers.

16. AOB: SECAS confirmed that an update on outcomes of the Incident management workshop would be provided to the OPSG in February 2024.

Next Main Meeting: 13 February 2024; Next Reporting Meeting: 26 February 2024.