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Operations Group Meeting 113_1203

12 March 2024, 09:50 – 16:00

Meeting Headlines

At every meeting, the 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. OPSG Issues (SECAS): SECAS presented two high priority issues: Communications Hubs (CHs) in Communications Service Provider North (CSPN) losing communications; and CH Birthing issues in CSPN. The DCC agreed to provide update on root cause analysis for these issues, possibly at the next reporting meeting.

Whilst recognising the DCC's efforts, the OPSG noted the lack of constructive collaboration from the CSPN Service Provider in dealing with these issues. The OPSG requested that the OPSG Chair write to the SEC Panel Chair on this matter, suggesting that the latter write to the DCC emphasising the concerns.

4. DCC Operational Update (DCC): The DCC presented three Category 3 Major Incidents that occurred in February. The DCC noted that there had been 50 plus days with no Category 1 Incidents.

The DCC reported overall success rates for SMETS1 cohorts (excluding FOC) and SMETS 2 Regions in the range 96%-98%.

5. Manufacturing Pack (DCC): The DCC presented the approach for producing and making ready for deployment the 2024 manufacturing pack. The OPSG requested that the DCC align the manufacturing pack testing with 4G testing, given that they are both so close in timeframe, the DCC has agreed to explore this matter further.

6. GBCS 4.1: WNC (DCC): The DCC shared the GBCS 4.1 WNC future engagement timeline. The DCC provided a statement of readiness regarding the two remaining Live Service Criteria (LSC). The OPSG approved readiness for the WNC pilot exit.

7. GBCS 4.1: EDM I (DCC): The DCC provided an update on GBCS 4.1 EDM I LSC timeline and noted progress thus far as successful. The OPSG agreed the LSCs for pilot entry.

8. DSP (DCC): The DCC described DSP migration. The OPSG asked for more user input into the overall migration strategy before commitments were made to bidders. The DCC agreed to produce a migration strategic options paper for consideration by the appropriate experts in Users' organisations.

9. CH&N LSC Process and Release Approach (DCC): The DCC described the timeline leading to IPV and subsequently readiness for mass manufacturing. The DCC noted it would brief the OPSG on the readiness of ordering arrangements for IPV. SECAS will present to the SEC Panel a governance paper on proposing the role and approach of the SEC Panel and its Sub-Committees in relation to the go-live decision making process for this programme.

10. Service Outage Strategy (DCC): The DCC provided a strategic approach to outage events. The DCC noted it was confident that all options had been considered. The OPSG requested a forward-looking view of the level of outages taking account of the envisaged impact of major programmes and any reductions in operational errors at service providers.

11. April Price Change Event (DCC): The DCC provided an update on the preparations for the 1 April 2024 Price Change Event and the OPSG noted that there was no change to the User guidance.

12. Work Package Q1 2024/25 Look Forward (SECAS): SECAS presented an under-budget forecast. SECAS also gave a preview of future OPSG agenda items and invited feedback.

14. AOB:

DCC Customer Engagement Consultation: SECAS highlighted that the DCC Customer Engagement survey (part of the Ofgem OPR process) will be opening in early April, SECAS confirmed that the OPSG can contact SECAS@Gemserv.com with any questions.

Next Reporting Meeting: 25 March 2024; Next Main Meeting: 09 April 2024.