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Operations Group Meeting 115_0904

09 April 2024, 09:20 – 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 for OPSG to review and discuss next steps: Communications Hubs (CHs) in Communications Service Provider North (CSPN) losing communications; and CH Birthing issues in CSPN. The DCC stated that it continues to investigate the root cause for both issues and it has scheduled a meeting with CSPN and impacted Users to discuss measures on how to rectify CSPN's general handling of issues. The DCC agreed to provide update on reasons for non-communicating CH next month and discuss ways forward.

4. DCC Operational Update (DCC): The DCC presented two Major Incidents, one Category 2 and one Category 1 that occurred in March. The DCC reported Incidents as DSP and change related. The DCC reported a slight increase in lower-level Incidents and noted that this was due to Users raising more single premise Incidents.

5. Communications Hubs and Networks (CH&N) (DCC): The DCC presented the CH&N Live Service Criteria (LSC) document along with Initial Pallet Validation (IPV) planned response and evidence. The DCC reported that the IPV readiness was being monitored at the Communications Transition Group (CTG) on a monthly basis for progress and shaping of the process.

6. Data Service Provider (DSP) (DCC): The DCC presented on the DSP engagement and migration. The OPSG asked where the FSM solution transition from former DSP to current DSP was being considered and requested that it be included within DSP migration.

7. April Price Change Event (DCC): The DCC reported that the April price change event produced an almost identical outcomes in terms success rate to that of January 2024, with a 96% success rate.

8. Dual Control Organisation (DCO) (DCC): The DCC presented an update and overview of the revised DCO programme, noting that the recent feedback from Ofgem encouraged acceleration of the re-procurement process. The DCC requested feedback from the OPSG by 19 April 2024.

9. Future Service Management (FSM) (DCC): The DCC presented an update on FSM and the current plan to implement in October 2025 as a replacement of current service management system, due to run to 2030. The DCC presented the creation of the Service Management Working Group (SMWG) and the responsibilities of that group. The OPSG enquired about the published minutes and outcomes of the group and requested that the OPSG is given sight of these.

10. Future Connectivity Strategy (DCC): The DCC presented the requirement for a Future Connectivity Strategy due to the challenges within CSPN, the sunsetting of cellular technologies and managing multiple SMETS1 and SMETS2 contracts over time. The OPSG enquired about the

benefits analysis and asked for a view of the high-level costs, the OPSG also requested that the DCC provide a high-level description of the new future connectivity technologies.

11. MP252 – ‘Amending the Process for Communications Hub Returns’ (SECAS): SECAS presented on the update on the Modification MP252 ‘Amending the Process for Communications Hub Returns’. The OPSG queried the charging methodology within the proposed solution, noting that there is currently a gap within the SEC around charging for returned CHs.

13. AOB:

OPSG Survey: SECAS requested feedback from OPSG on the effectiveness and running of the OPSG to highlight any improvements that may be required. SECAS noted it would be sent out in May.

SEC Annual Customer Satisfaction Survey: SECAS presented that the SEC Annual Customer Satisfaction Survey is open and asked OPSG members to fill out the online consent form by 17 April 2024. The OPSG asked SECAS to confirm whether it is to be returned as an individual or on behalf of an organisation.

Potential In-Person Meeting Move: The OPSG agreed to move the in-person meeting from 11 June 2024 to 14 May 2024, noting the meeting in June will now be held virtually.

Next Reporting Meeting: 22 April 2024; Next Main Meeting: 14 May 2024.