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<b>Action:</b>	<b>For Information</b>

## Operations Report – December 2018

### 1. Purpose

The Operations Report is a monthly update based on SECAS activities in support of the SEC. It includes a breakdown of days by driver, product and grade and provides commentary related to the activities undertaken by the SECAS team in December 2018.

### 2. Recommendation

The Panel are requested to **NOTE** the contents of this paper.

**Hollie McGovern**

**SECAS Team**

**4 January 2019**

Attachments:

- Appendix A – Testing Update SREPT (**AMBER**)
- Appendix B – Testing Update UEPT (**AMBER**)



# SECAS Operations Report

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**December 2018**

## 1. Market Entry and Exit

This section provides an update on the progression of Users entering the market over the last month and those that have left. This month's update includes:

- Accessions;
- Parties who have completed the User Entry Process; and
- Parties who have completed testing activities.

### 1.1 Accessions

The following Applicants are to be admitted as Parties to the SEC, subject to the execution of an Accession Agreement by the SECCo Board:

Organisation	Party Category
GOTO Energy (UK) Limited	Small Supplier
IAZFS Limited trading as MB Energy	Small Supplier
SQS Group Limited	Other SEC Party

*Table 1: Applicants that will accede to the SEC*

### 1.2 Events of Default

Four Parties remained in Default at the end of December (three Defaulting Parties were expelled following the revocation of its Licences, and one Defaulting Party resolved their Event of Default).

### 1.3 Market Exit

Three Suppliers exited the market in December.

### 1.4 User Entry Process (UEP) completion

In order to access DCC services, eligible Users must fulfil a list of requirements that are detailed in SEC Section H1: User Entry Process. Once the requirements have been fulfilled, a Party must send evidence of the completion of these activities to SECAS.

Since the last SEC Panel meeting, the following SEC Parties have completed the UEP:

SEC Party	Party Category	DCC User role(s)	Date of UEP completion
PFP Energy Supplies Ltd	PN0007	Import Supplier, Export Supplier, Gas Supplier	05/12/2018
Bryt Energy Limited	PMH009	Import Supplier, Export Supplier	06/12/2018
Victory Energy Supply Limited	PCA016	Import Supplier, Export Supplier, Gas Supplier	12/12/2018

Tonik Energy Limited	PBL002	Import Supplier, Export Supplier, Gas Supplier	12/12/2018
Pozitiive Energy limited	PBN006	Import Supplier, Export Supplier, Gas Supplier	03/01/2019

**Table 2: Parties that completed UEP since the last SEC Panel meeting**

## 1.5 Testing Update

### SMKI and Repository Entry Process Testing (SREPT)

There have been three notifications of SREPT completion since the last SEC Panel meeting. The details are provided in Appendix A.

### Completion of the User Entry Process Testing (UEPT)

Since the last SEC Panel meeting, SECAS have been informed of one SEC Party having successfully completed UEPT for the Registered Supplier Agent User Roles. The details are provided in Appendix B.

## 1.6 Membership

The table below shows the number of Parties each month who:

- Acceded to the SEC;
- Are in Default;
- Withdrew from the SEC; and
- Were expelled from the SEC.

	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
Accessions	3	1	3	0	15	2	6	1	0	2	2	3
In Default	0	0	0	0	1	1	1	2	3	4	4	4
Withdrawals	0	0	0	0	0	0	0	1	0	0	0	0
Expulsions	0	0	1 <sup>1</sup>	0	0	0	0	0	1 <sup>1</sup>	0	1 <sup>2</sup>	3 <sup>2</sup>

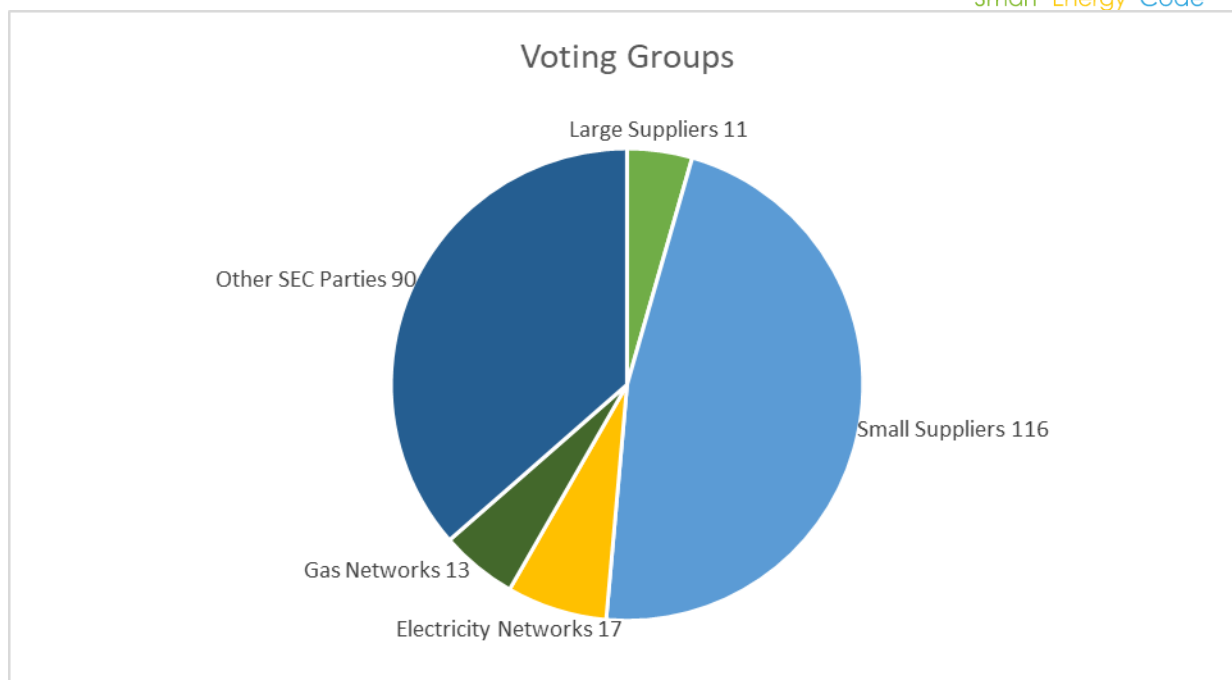
**Table 3: SEC Party Statistics**

At the end of the reporting month, there were 312 Parties to the SEC representing 247 Voting Groups, plus the DCC.

<sup>1</sup> Iresa Limited was expelled from the Code following revocation of its Electricity and Gas Supply Licences.

<sup>2</sup> Gen4U was expelled from the Code in October following the revocation of its Licences by Ofgem, having gone into administration.

<sup>3</sup> Usio, Extra Energy and One Select were expelled from the Code following revocation of their Licences by Ofgem, having entered insolvency.



*Figure 1: Breakdown of SEC Party Voting Groups*

## 2. Monthly SECAS Highlights

### 2.1 Change Management Update

- Following discussions held at last month's meeting on the full implementation costs for DCC System impacting modifications, we are progressing the work required for a November 2019 SEC Systems Release. The Panel paper on modification timelines provides a list of the DCC System impacting modifications that could potentially be included. Gathering the full costs for other DCC System impacting modifications remains on hold, pending the outcomes of the DCC's cost benchmarking study, and we expect to be able to provide an update on this at the March 2019 meeting.
- We have been reviewing the timelines for all open modifications and will be presenting these to the Panel this month for the Panel's approval. These will provide an update of where each change is in the process, accounting for the progress with gathering full implementation costs for modifications, and when each change is likely to reach a decision.
- We are anticipating the Authority's determination on [SECMP0049 'Section D Review: Amendments to the Modification Process'](#) to be received in early January. If approved, we intend to issue a call for members to join the new Change Sub-Committee as soon as possible, following receipt of the decision. We will provide any further updates on the status of this decision at the meeting.
- We will be holding a session with Panel members immediately before the meeting to gather thoughts and feedback on the SEC Modifications Process. The purpose of this session will be to provide an update on our progress, with the review areas identified last month. It will also

provide a setting where we can gather and discuss any solutions or issues Panel Members have identified regarding SEC change, in a more informal setting.

- An ad-hoc Change Board meeting has been scheduled for 4 January 2019 to vote on [SECMP0068 'Alt HAN Company third party rights to enable external financing arrangements'](#).

## 2.2 Technical Support Update

- Six new versions of the Central Products List (CPL) were updated and published on the [SEC Website](#) in December 2018.
- We liaised with the UK Metering Forum (UKMF) to update the CPL Meter Model spreadsheet, which is a supporting document that provides a means to map Meter Model instances contained in the CPL (in the SEC required format) to an industry wide understood 'plain English' description.
- We are continuing to work on the proposal for the development of a CPL Database to strengthen our infrastructure regarding this service and improve the quality of data submitted.
- Following the TABASC approval of the revised approach for SMETS1 Service Release content updates to the Business Architecture Document (BAD) and Testing Approach Document (TAD), we are updating the planned approach within the Project Initiation Document. The review of each document against the baselined/designated Technical Code Specifications and other SEC changes to identify impacted areas is due to commence in January 2019.
- We have facilitated the TABASC's review of industry developments to assess potential impacts on the Technical and Business Architecture including responding to the DCC Communications Hub Firmware Management consultation and Consultation on the Business Continuity and Disaster Recovery Test Schedule.
- Following feedback from Members, we have amended the Operations Group monthly meeting dates from the last Tuesday of each month, to the first. The first meeting under the new regime will be 08 January 2019.
- We have completed work on assessing and prioritising the data quality issues and secured agreement with the Operations Group. Work has continued through December and into January to brief SECAS colleagues and begin the individual project work packages, to seek resolutions to these issues.
- We are working with the TAG, BEIS and DCC to close out the remaining items for Release 2.0 and are developing detailed proposals for the TAG and Panel to assess the completion of SMETS1 SIT for IOC and the introduction of SMETS1 User Testing Services (UTS).
- We are working with the DCC and a subset of TAG members to develop the Migration Testing Approach Document (MTAD) such that it is suitable for consultation by the DCC.

## 2.3 Security and Privacy Update

- The security team were involved in presenting at the spotlight on the SEC, giving updates on both second and subsequent security assessments, and a guide to the validation process.
- We facilitated the SSC meeting on the 12 December 2018.

- On behalf of the SSC, we sent out an Invitation to Tender (ITT) for the provision of consultancy services, for the mitigation of risks arising from type 1 and type 2 internet connected devices. More information along with the ITT can be found [here](#).
- During December we also published version 1.15 of the Security Controls Framework (SCF). The main updates included guidance on notification to the SSC on second and subsequent User Systems, as well as updated Security Self-Assessment questions. The Self-Assessment questions have been updated to reflect lessons learned from the second-year assessments. The SCF can be found [here](#).
- We've also been working hard to ensure that there is greater clarity around SEC Section G obligations regarding; Duty to Notify and be Notified of material security vulnerabilities. Further information on the topic can be found [here](#).

## 2.4 Party Support Update

- Party Support organised the 'Spotlight on the SEC' seminar, on 11 December. The event was very popular with 35 attendees. Speakers included DCC, BEIS and SECAS. Feedback was positive and SECAS will be planning the next event for 2019 (dates to be confirmed).
- SECAS held a workshop on the Supplier of Last Resort process, where Ofgem, BEIS, Panel members and the DCC attended. It was a useful workshop which revealed that the process can be made clearer, and that lessons can be learnt from recent events. Further workshops will be organised to document and clarify the process from beginning to end.
- Three Suppliers ceased to trade at the end of November, and were consequently expelled from the SEC.
- The team continues to produce the SEC newsletter every two weeks and readership rates are generally on the increase compared to the previous longer monthly newsletter.
- Party Support is undertaking a piece of work to review and update the website to ensure it is User-friendly.
- There were several applications for membership and the team dealt with queries regarding Accession, User Entry Process and other queries regarding SEC responsibilities for Parties and others.

### 3. SECAS Time Devoted by Service Area

The total number of resource days in December 2018 was 424. The division of effort within the reporting month is shown at Driver level below:

	Driver	Days
<b>Core</b>	Panel and Board	55
	Security and Privacy	93
	Modifications and Release Management	103
	Party Support and Engagement	63
	Technical and Operational	105
<b>Projects</b>	Centralisation Projects/Smarter Markets	5
	Technical Effectiveness	0
	Annual Security Obligations	0
<b>Grand Total</b>		<b>424</b>

*Table 4: Division of Effort by Driver (Days Worked)*



## 4. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were approximately 34 telephone enquiries and 1343 email enquiries to the various SECAS mailboxes in December 2018.

The email enquiries being raised and resolved have been grouped into the following categories with the total over the last 12 months shown:

	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
Applications	29	38	44	41	23	43	6	6	56	43	19	84
Sub-Committees	737	481	223	228	208	108	242	312	362	441	167	206
Consultation Correspondence	15	5	6	0	0	13	7	0	2	3	4	11
Contact Info	25	60	41	34	81	75	46	55	51	36	26	33
General Queries	110	90	87	59	40	43	17	54	44	7	56	49
Panel & Board Correspondence	21	34	33	48	55	203	146	106	45	46	16	51
Modifications	249	389	500	415	369	376	627	514	528	524	576	502
User CIO Assessments	359	210	230	235	262	276	284	426	416	346	325	312
Party/RDP Signifiers	4	4	4	1	1	6	1	5	0	1	0	0
Training Days/Seminars	0	57	91	22	73	1	2	31	43	0	0	34
Other	178	135	126	128	93	184	74	81	59	167	130	61
<b>Total</b>	<b>1727</b>	<b>1503</b>	<b>1385</b>	<b>1211</b>	<b>1205</b>	<b>1328</b>	<b>1452</b>	<b>1590</b>	<b>1606</b>	<b>1614</b>	<b>1319</b>	<b>1343</b>

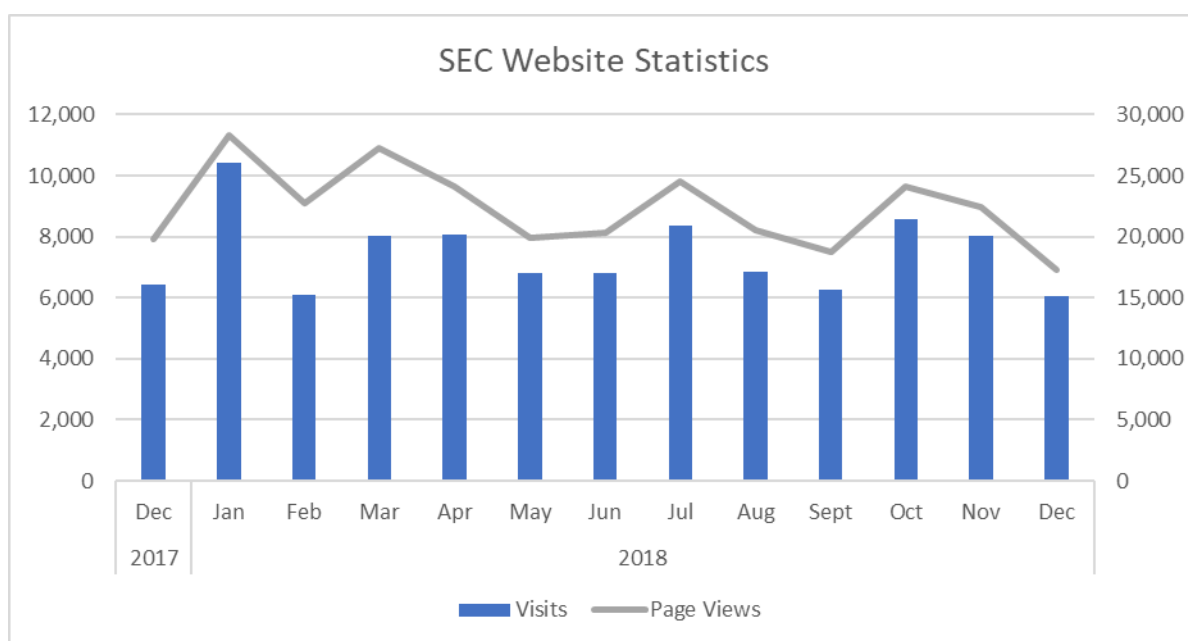
**Table 5: SECAS Helpdesk Emails**

## 5. SEC Website Update and Statistics

Below are some key statistics relating to the use of the SEC Website:

	2018											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visits <sup>3</sup>	10,419	6,099	8,017	8,062	6,803	6,825	8,370	6,841	6,266	8,592	8,007	6,050
Page Views <sup>4</sup>	28,344	22,712	27,240	24,155	19,924	20,292	24,496	20,530	18,738	24,152	22,387	17,258

**Table 6: SEC Website Statistics**



**Figure 2: SEC Website Usage**

<sup>3</sup> A visit is the time a user is actively engaged with our website. All usage data is associated with a visit.

<sup>4</sup> Page Views is the total number of pages viewed. Repeated views of a single page are counted.

## 6. SEC Meeting Details

The table below provides a summary of all SEC meetings over the last month. It also provides a summary of meetings attended by SECAS personnel on behalf of the SEC Panel and its Sub-Committees:

Category	Meeting	Meeting Date(s)	Summary of Events
SEC Governance Meetings	SEC Panel	14/12/2018	The Panel's regular monthly meeting. Further information on the proceedings of this meeting is available in the public minutes on the <a href="#">SEC Website</a> .
	SECCo Board	14/12/2018	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC	13/12/2018	The TABASC's regular monthly meeting. The meeting headlines are available via the link below. <a href="#">TABASC 37 1312 – Meeting Headlines</a>
	SEC Change Board <ul style="list-style-type: none"> <li>SECMP0057<sup>5</sup></li> <li>SECMP0064<sup>6</sup></li> </ul>	19/12/2018	The Change Board met in December 2018, where it approved SECMP0057 and recommended that the Authority approve SECMP0064.
	Working Group <ul style="list-style-type: none"> <li>SECMP0046<sup>7</sup></li> <li>SECMP0066<sup>8</sup></li> </ul>	03/12/2018 05/12/2018	2 Working Group meetings took place in December 2018 to discuss the progression of SECMP0046 and SECMP0066.
	Security Sub-Committee (SSC)	12/12/2018	The SSC held one meeting in December 2018. The non-confidential meeting headlines can be found below. <a href="#">SSC 68 1212-Meeting Headlines</a>
	SMKI PMA		There was no SMKI PMA meeting in December. The next meeting is scheduled for 15/01/2019.

<sup>5</sup> [SECMP0057 'Users to notify SSC of a second or subsequent User system'](#)

<sup>6</sup> [SECMP0064 'Alt HAN Co permission to seek access for Alt HAN Activities as a representative of energy suppliers'](#)

<sup>7</sup> [SECMP0046 'Allow DNOs to control Electric Vehicle chargers connected to Smart Meter infrastructure'](#)

<sup>8</sup> [SECMP0066 'Advanced Shipment Notifications \(ASN\) for Consignment of Communications Hubs.'](#)

Category	Meeting	Meeting Date(s)	Summary of Events
	Operations Group (OPSG)	18/12/2018	The OPSG continue to meet monthly. The meeting headlines are available via the link below.  <a href="#"><u>OPSG 15 1812 - Meeting Headlines</u></a>
	Testing Advisory Group (TAG)	17/12/2018	The TAG met once in December 2018. The minutes will be available in January 2019.
	Modifications Question Hour	10/12/2018	Each month SECAS host a teleconference offering SEC Parties the opportunity to ask questions on the modifications due to be presented at the forthcoming Panel meeting.
	Smart Metering Delivery Group	12/12/2018	These transitional groups continue to meet on a regular monthly basis. Further information on all transitional meetings is available in the Transitional Governance Update paper, available as part of the monthly SEC Panel paper pack.
	Technical and Business Design Group	11/12/2018	
<b>DCC</b>	Test Design and Execution Group (TDEG)	11/12/2018	TDEG provided updates on Comms Hub availability, including debug-capable hubs; a proposal for 'joint testing' of prepayment capabilities; an update on the progress of the SMETS1 Release.

**Table 7: Meetings hosted and attended by SECAS**