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Operations Report – January 2019

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 and product, and provides commentary related to the activities undertaken by the SECAS team in January 2019.

2. Recommendation

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

Holly Burton

SECAS Team

8 February 2019

Attachments:

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

SEC
Smart Energy Code

Smart Energy Code

SECAS Operations Report

January 2019

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
Zythos Energy Limited	Small Supplier
Perle Energy Limited	Small Supplier
Simcoe Energy Limited	Small Supplier
Tillicum Energy Limited	Small Supplier
Willamette Energy Limited	Small Supplier
Euston Energy Limited trading as Northumbria Energy	Small Supplier
Northern Powergrid Metering Limited	Other SEC Party
Electric Avenue Energy Ltd	Other SEC Party
Elster Metering Limited	Other SEC Party
SGN Smart Limited	Other SEC Party

Table 1: Applicants that will accede to the SEC

1.2 Events of Default

There are four SEC Parties who have remained in Event of Default. One Party ceased trading and became a new Event of Default.

Market Exit

Economy Energy were expelled from the Code upon revocation of its licence. It entered into Event of Default when it ceased trading.

1.3 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
Aprose Solutions Limited	ASE001	Other User	24/01/2019
CNG Electricity Limited	PNN004	Import Supplier	18/01/2019
Contract Natural Gas Limited	PGK004	Gas Supplier	18/01/2019
Total Energy Gas Supplies Limited	PMN002	Gas Supplier	18/01/2019
Pozitive Energy Limited	PBN006	Export Supplier, Import Supplier, Gas Supplier	03/01/2019

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

1.4 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 of this Paper.

Completion of the User Entry Process Testing (UEPT)

Since the last SEC Panel meeting, SECAS have been informed of six SEC Parties having successfully completed UEPT for nine User Roles. The details are provided in Appendix B.

1.5 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.

	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19
Accessions	1	3	0	15	2	6	1	0	2	2	3	3
In Default	0	0	0	1	1	1	2	3	4	4	5	4
Withdrawals	0	0	0	0	0	0	1	0	0	0	0	0
Expulsions	0	1[1]	0	0	0	0	0	1[1]	0	1[2]	3[2]	1[4]

Table 3: SEC Party Statistics

[1] Iresa Limited was expelled from the Code following revocation of its Electricity and Gas Supply Licences.
[2] Gen4U was expelled from the Code in October following the revocation of its Licences by Ofgem, having gone into administration.
[3] Usio, Extra Energy and One Select were expelled from the Code following revocation of their Licences by Ofgem, having entered insolvency.
[4] Economy Energy were expelled from the Code following revocation of their Licence by Ofgem, having ceased trading.

At the end of the reporting month, there were 314 Parties to the SEC representing 249 Voting Groups, plus the DCC.

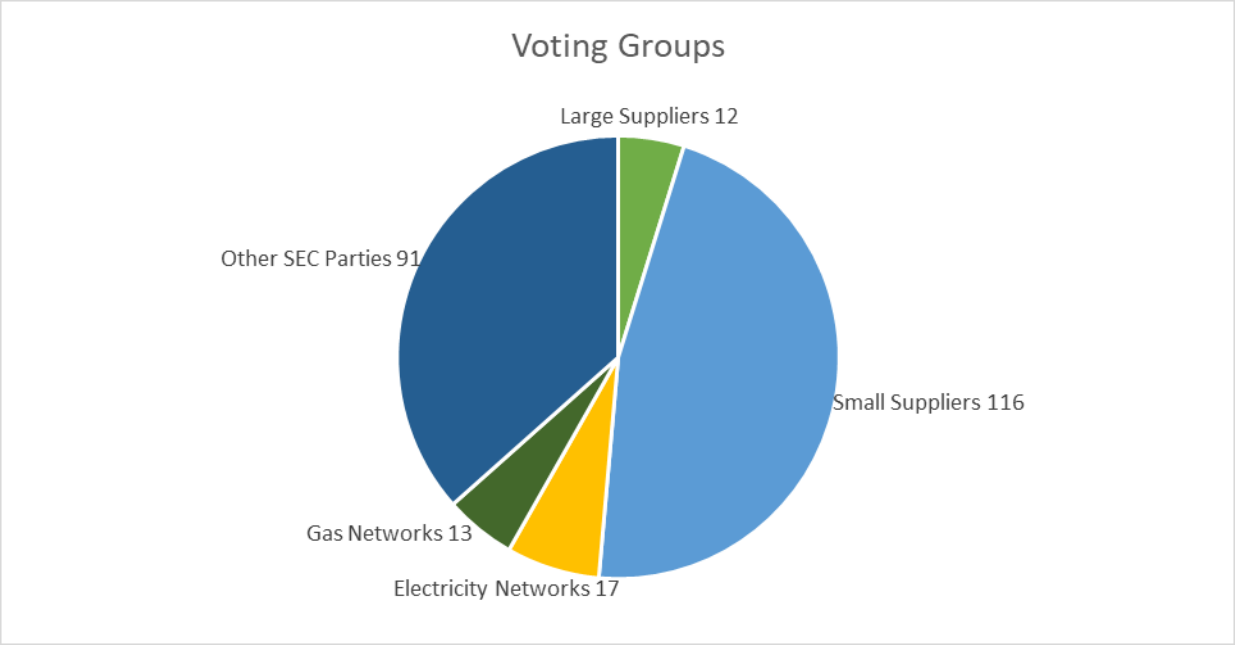

Figure 1: Breakdown of SEC Party Voting Groups

2. Monthly SECAS Highlights

2.1 Change Management Update

- Work required for a November 2019 SEC Systems Release is progressing. We will be presenting the draft Release Implementation Document (RID) to the February 2019 meeting to be baselined for the modifications impacting on DCC Systems. To facilitate its inclusion in this release, we issued the Modification Report for SECMP0025 'Electricity Network Party Access to Load Switching Information' ex-committee on 30 January 2019; however, following a request from a Panel Member, we will discuss this modification at the February Panel meeting.

- 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 are imminently anticipating the Authority's determination on SECMP0049 'Section D Review: Amendments to the Modification Process'. Once a decision is made and if approved, we intend to issue a call for members to join the new Change Sub-Committee as soon as possible. Any further updates will be given at the Panel meeting, as well as an update on how we intend to run the new Development Stage this modification introduces.

- We continue to review the end-to-end modifications process to identify further improvements that can be made. We will be holding a session with Panel Members immediately before the meeting, on the SEC Modifications Process. It will aim to provide an update on our progress and initial thoughts on improving our services, as well as gathering and discussing any

solutions or issues Panel Members have identified regarding SEC change, in a more informal setting.

- The DCC requested an extension for the SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes' Preliminary Assessment, however it was rejected by the Working Group and the Panel during January 2019. It is the first time this extension process has been utilised since implementation. We continue to engage with the DCC on delivering Preliminary Assessments and Impact Assessments in line with the timescales, introduced by SECMP0034 'Changes to the SEC Section D for DCC analysis provisions', including ensuring the DCC has input on the requirements and is able to review these prior to any formal request being raised.

- We designated two versions of the SEC in January 2019, which included the implementation of one approved Modification Proposal. Please see the Change Status Report for full details of these.

2.2 Technical Support Update

- Six new versions of the Central Products List (CPL) were updated and published on the SEC Website in January 2019. It involved work with the Panel to approve the removal and correction of an erroneous CPL entry.
- Further requirements are being drafted for the CPL Database proposal due to the impacts that SECMP0009 'Centralised Firmware Library' and SMETS1 Services Release introduces. The final proposal for the development of a CPL Database is expected to be brought to the March 2019 TABASC meeting for decision.
- We have completed a review of the Business Architecture Document (BAD) and Testing Approach Document (TAD) against the baselined/designated Technical Code Specifications to identify impacted areas for SMETS1 Service Release content updates.
- We have undertaken an investigation of the benefits and delivery mechanism of the Business Architecture Model (BAM) prior to it being updated with the SMETS1 Services Release content. Findings will be presented to the February 2019 TABASC meeting for discussion.
- An approach to retire the Design Notes has been identified and will be brought to the February 2019 TABASC meeting for decision.
- We supported the Testing Advisory Group (TAG) during its initial review and feedback session, on the first draft of the SMETS1 Initial Operating Capability (IOC) System Integration testing (SIT) Completion Report.
- The Operation Group (Ops Group) worked with the DCC and a TAG Member to plan the necessary IOC SIT completion and IOC User Testing Services (UTS) governance activities. The plan was shared at the January SEC Panel meeting and then with TAG Members. We then supported subsequent TAG discussion on how to resolve the lack of time for the required IOC SIT completion governance activities to occur before IOC UTS commencement, with the TAG giving a clear recommendation to the DCC and BEIS that activities should not overlap.
- We worked with the DCC to complete their R2.0 milestones 3A and 3B, ensuring that Ops Group concerns have been taken into consideration. The Ops Group Chair is now able to formally advise Panel that this is complete.

- We provided comment and review of initial proposals from the DCC in regard to an enduring approach for Planned Maintenance, working together with colleagues from the Change Team. The DCC provided the proposals to Ops Group for comment where further issues for consideration were provided to the DCC.
- We have a developed a Performance Measurement Report (PMR) Issues Log for the Regulatory Year 18/19. This captures all of the Ops Group feedback on the PMR, which will be taken forward to further understand key issues with the reporting and provide a means to analyse where potential changes for future reporting for service measures may be recommended.
- Following initial prioritisation and assessment, work has begun on the data quality issues. The sub group is now fully operational and two of the initial five items have been closed. The Ops Group agreed for the group to move on to the next set of prioritised issues.

2.3 Security and Privacy Update

- In January we hosted two SSC meetings and one SMKI PMA meeting. We also facilitated two User CIO engagement sessions.
- To satisfy the SEC security obligations G3.17 – G3.20, it is necessary to have contractual arrangements with a Meter Asset Provider (MAP) or Device manufacturer which clearly states a duty to notify each other as soon as reasonably practical of any material security vulnerability in, or likely cause of, a material adverse effect on the security of any hardware, software, or firmware which forms part of the Smart Metering System. This is often a point of confusion to SEC Parties and as a result we have developed some clear guidance to aid them. The guidance document can be found on our website here.
- We have begun working with the User CIO to discuss the need for further sub-classification of the Other User role. A paper will be delivered to the SEC Panel in March.
- We have been liaising with SEC Parties to ensure that in advance of the 7 February 2019, certain L+G Gas Meters and Aclara Electricity Meters are upgraded, to the latest firmware version, due to expiring CPA Certificates. NCSC have now agreed that the 'Conditional' CPA Certificate withdrawal will be extended to 12 March to enable Suppliers to continue efforts to upgrade the remaining Devices. After the 12 March normal smart services will not be possible and the meter would then be operated in 'dumb mode'. It will still be possible to continue to send firmware upgrades to the Device, but this is the only SMETS2 command that can be sent. If firmware upgrades cannot be achieved after repeated attempts, to gain smart capabilities back for that customer, a replacement meter would have to be installed.
- Additionally, the SSC has been informed by NCSC that the L+G GSME Devices are also subject to a further 'conditional' CPA Certificate withdrawal date of 25 June 2019. To be fully compliant with the CPA Security Characteristics, the L+G GSME Devices need to be upgraded to v.49, although the SSC has not received any information about when this version will be available. The SSC has become aware that some Suppliers are considering purchasing volumes of pre v.49 L+G Devices before the end of March to provide a reliable supply chain for installations, and there is concern that it might not be possible to upgrade the totality of these pre v.49 versions by 25 June. As a result, the SSC is looking to assess the risk so we have now asked suppliers to confirm whether they intend to purchase pre.49 versions of the L+G GSME devices before June 2019.

2.4 Party Support Update

- The Party Support team has dealt with several queries and have processed nine applications for SEC membership, and five SEC Parties who have successfully completed the User Entry Process (UEP). The team dealt with five UEP completions and six queries about Accession for nine potential Parties. The SECCO Board will be asked to countersign the nine Accession Agreements at the February meeting.
- The team has continued to process four ongoing Events of Default (EoD); there has also been one new EoD since the January Panel meeting. We have continued to work with Ofgem and the DCC regarding the Supplier of Last Resort (SoLR) process, and a workshop is scheduled for 13 February where the DCC, Ofgem and SECAS will discuss and produce end to end process maps for the SoLR process.
- We have been reviewing the content on the SEC Website with the aim of improving the layout and readability and ensuring that content is up to date. Updates to the website are expected to be complete by the end of March 2019.
- The team analysed readership of the SECAS newsletter, looking at readership rates by device type and Party Category. Readership rates are consistently higher since switching to the shorter, more frequent newsletter. Other SEC Parties have the highest readership rate. There is also a high readership amongst non-Parties – including academic institutions, regulatory and industry bodies.
- In January we extensively reviewed feedback from previous events to ensure that events continue to meet the needs of SEC Parties and the team will be preparing for two engagement events based on this feedback.

3. SECAS Time Devoted by Service Area

The total number of resource days in January 2019 was **633.** The division of effort within the reporting month is shown at Driver level below:

	Driver	Days
Core	Panel and Board	64.00
	Security and Privacy	141.40
	Modifications and Release Management	185.83
	Party Support and Engagement	88.75
	Technical and Operational	126.25
Projects	Centralisation Projects/Smarter Markets	19.03
	Technical Effectiveness	7.80
	Annual Security Obligations	0.00
	Data Quality	8.00
	BAD/TAD	2.80
	Security Threats	2.20
Grand Total		**633.07**

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

4. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were approximately 64 telephone enquiries and 1,636 email enquiries to the various SECAS mailboxes in January 2019.

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

	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan-19
Applications	38	44	41	23	43	6	6	56	43	19	84	59
Sub-Committees	481	223	228	208	108	242	312	362	441	167	206	342
Consultation Correspondence	5	6	0	0	13	7	0	2	3	4	11	9
Contact Info	60	41	34	81	75	46	55	51	36	26	33	28
General Queries	90	87	59	40	43	17	54	44	7	56	49	44
Panel & Board Correspondence	34	33	48	55	203	146	106	45	46	16	51	48
Modifications	389	500	415	369	376	627	514	528	524	576	502	534
User CIO Assessments	210	230	235	262	276	284	426	416	346	325	312	475
Party/RDP Signifiers	4	4	1	1	6	1	5	0	1	0	0	4
Training Days/Seminars	57	91	22	73	1	2	31	43	0	0	34	17
Other	135	126	128	93	184	74	81	59	167	130	61	76
Total	**1503**	**1385**	**1211**	**1205**	**1328**	**1452**	**1590**	**1606**	**1614**	**1319**	**1343**	**1,636**

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											2019
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Visits[3]	6,099	8,017	8,062	6,803	6,825	8,370	6,841	6,266	8,592	8,007	6,050	9,285
Page Views[4]	22,712	27,240	24,155	19,924	20,292	24,496	20,530	18,738	24,152	22,387	17,258	25,662

Table 6: SEC Website Statistics

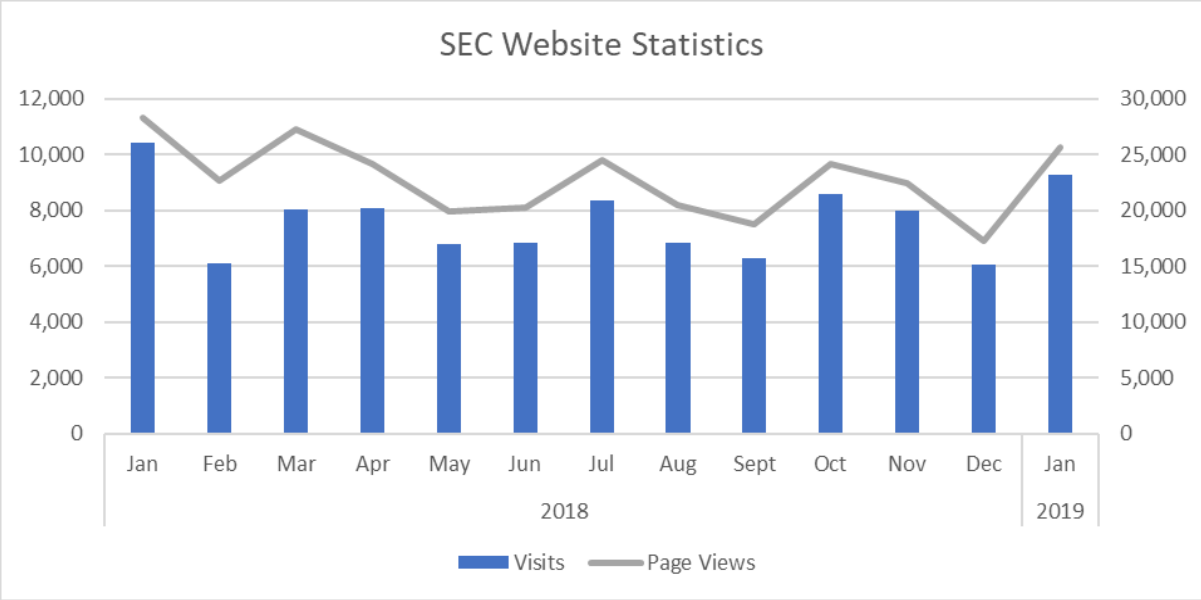

Figure 2: SEC Website Usage

[3] A visit is the time a user is actively engaged with our website. All usage data is associated with a visit.
[4] 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	11/01/2019	The Panel's regular monthly meeting. Further information on the proceedings of this meeting is available in the public minutes on the **SEC Website.**
	SECCo Board	11/01/2019	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC		There were no TABASC meetings held in January 2019.
	SEC Change Board • SECMP0068[5] • SECMP0018[6] • SECMP0043[7] • SECMP0059[8]	04/01/2019 23/01/2019	The Change Board met twice in January 2019, where it **approved** SECMP0018, SECMP0059 and SECMP0068. The Change Board voted to recommend to the Authority that SECMP0043 be **rejected**.
	Working Group • SECMP0067[9] • SECMP0058[10] • SECMP0046[11]	04/01/2019 16/01/2019 31/01/2019	Three Working Group meetings took place in January 2019 to discuss the progression of SECMP0046, SECMP0058 and SECMP0067.
	Security Sub-Committee (SSC)	09/01/2019 23/01/2019	Two SSC meetings took place in January 2019. The non-confidential meeting headlines can be found below. **SSC_69_0901-Meeting Headlines** **SSC_70_2301_Meeting Headlines**

5 SECMP0068 'Alt HAN Company third party rights to enable external financing arrangements'
6 SECMP0018 'Standard Electricity Distributor Configuration Settings'
7 SECMP0043 'Modification to Services Force Majeure Provision'
8 SECMP0059 'Amendments to SEC Security Assessments for Non-Domestic Suppliers and Other Users'
9 SECMP0067 'Service Request Traffic Management'
10 SECMP0058 'Changes to the Governance of the Self-Service Interface'
11 SECMP0046 'Allow DNOs to control Electric Vehicle charges connected to Smart Meter Infrastructure'

Category	Meeting	Meeting Date(s)	Summary of Events
	SMKI PMA	15/01/2019	The SMKI PMA held one meeting in January 2019. The non-confidential meeting headlines can be found below. **SECPMA_53_1501_Meeting Headlines**
	Operations Group (OPSG)	08/01/2019	The OPSG continue to meet monthly. The meeting headlines are available via the link below. **OSPG_16_0801_Meeting Documentation**
	Testing Advisory Group (TAG)	30/01/2019	The TAG met once in January 2019. The minutes will be available in February 2019.
	Modifications Question Hour	07/01/2019	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.
BEIS	Implementation Managers Forum	31/01/2019	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.
	Smart Metering Delivery Group	17/01/2019	
	Technical and Business Design Group	16/01/2019	
DCC	Test Design and Execution Group (TDEG)	15/01/2019	

Table 7: Meetings hosted and attended by SECAS