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Operations Report – February 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 February 2019.

2. Recommendation

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

Holly Burton

SECAS Team

8 March 2019

Attachments:

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

SEC
Smart Energy Code

Smart Energy Code

SECAS Operations Report

February 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 Applicant is to be admitted as Party to the SEC, subject to the execution of an Accession Agreement by the SECCo Board:

Organisation	Party Category
Fulcrum Metering Services Limited	Other SEC Parties

Table 1: Applicants that will accede to the SEC

1.2 Events of Default

There are currently six SEC Parties in Default. Two of these are new Events of Default, which have occurred in the last month - one related to failure to deposit sufficient Credit Cover with the DCC, and the other related to non-payment of DCC fees.

Market Exit

Our Power Supply Limited were expelled from the Code upon revocation of its licence and confirmation that transfer to the Supplier of Last Resort was complete. It entered Event of Default when it ceased trading on 25 January 2019.

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
SMS Meter Assets Ltd	Other SEC Party	Registered Supplier Agent	Full UEPT – 21/02/2019
People's Energy Supply Limited	Small Supplier	Export Supplier, Import Supplier	Full UEPT – 27/02/2019

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

1.4 Testing Update

SMKI and Repository Entry Process Testing (SREPT)

There has been one notification of SREPT completion since the last SEC Panel meeting. The details are provided in confidential Appendix A of this Paper.

Completion of the User Entry Process Testing (UEPT)

Since the last SEC Panel meeting, SECAS has been informed of one SEC Party having successfully completed UEPT for three User Roles. The details are provided in confidential 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	Feb 19
Accessions	1	3	0	15	2	6	1	0	2	2	3	3	10
In Default	0	0	0	1	1	1	2	3	4	4	5	4	6
Withdrawals	0	0	0	0	0	0	1	0	0	0	0	0	0
Expulsions	0	1	0	0	0	0	0	1[1]	0	1[2]	3[3]	1[4]	1[5]

Table 3: SEC Party Statistics

At the end of the reporting month, there were 314 Parties to the SEC representing 253 Voting Groups, plus the DCC.

[1] Iresa Limited was expelled from the Code following revocation of its Electricity and Gas Supply Licences.
[2] Gen4U was expelled from the Code 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 was expelled from the Code following revocation of their Licence by Ofgem, having ceased trading.
[5] Following the Completion of SoLR process, Our Power Energy Supply was expelled from the SEC.

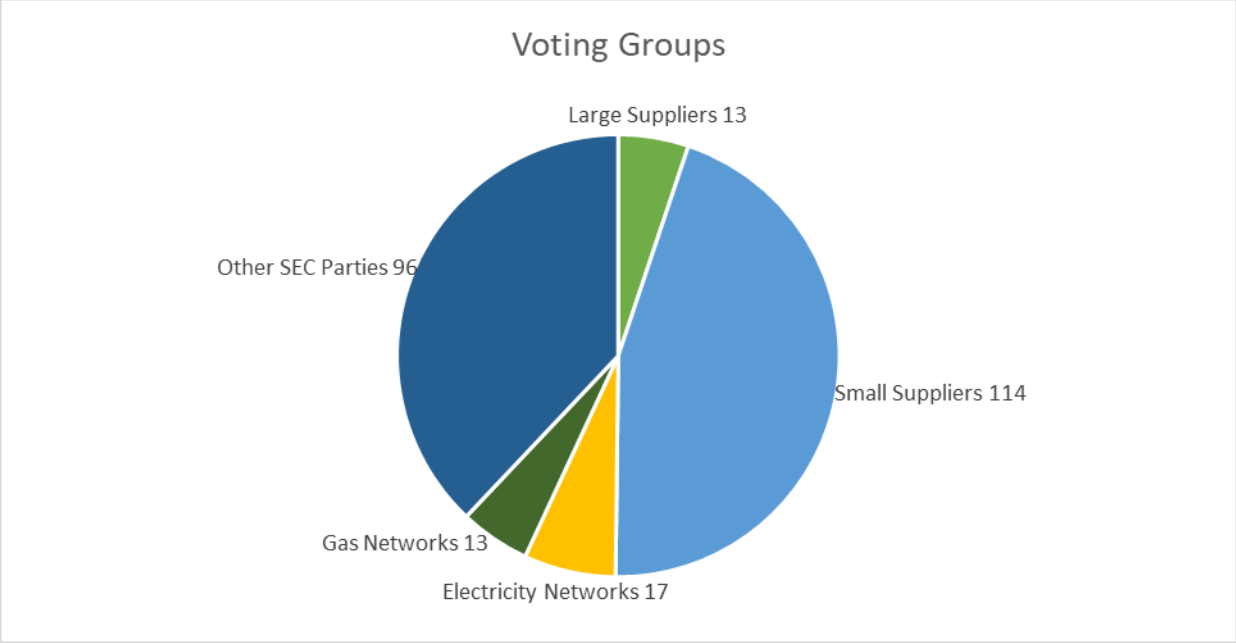

Figure 1: Breakdown of SEC Party Voting Groups

2. Monthly SECAS Highlights

2.1 Change Management Update

- SECMP0049 'Section D Review: Amendments to the Modification Process' was implemented on 4 March 2019, and we have issued a call for members to join the new Change Sub-Committee. We anticipate being able to host the first meeting in April 2019, and the Panel will act as the Change Sub-Committee in the interim period. We have also begun rolling out the changes needed for the new Development Stage, whereby Parties only need to submit a 'problem statement' to initiate the process rather than a full form, and to facilitate this we have been writing a series of guidance articles on this new stage via the SEC website and Newsletter.
- We have been engaging with Parties that have been involved in the modifications process over recent weeks, holding feedback sessions on the process with them, and seeking views on what works well and where we could improve. A paper summarising the feedback we received and what we will be doing in response to this is being presented to the Panel this month, and changes to the modifications process and our service in response to this will be rolled out over the next month or so.
- The February 2019 SEC Release went live on 28 February 2019, implementing five approved Modification Proposals. Please see the Change Status Report for further details.
- Following the Panel discussion at the February meeting on the potential November 2019 SEC Systems Release, we published the baselined Release Implementation Document (RID) and sought views from Parties on the scope, timing and viability of this release. An update will be provided at this month's meeting.

- The DCC's cost benchmarking study is due to be presented to the Panel in March 2019. Gathering the full costs for DCC System impacting modifications remains on hold, pending an enduring approach to costs being agreed with the Panel, following this review.
- We held a workshop with the DCC to discuss the end-to-end modifications process and clarify how SECAS and the DCC interact across a modification's lifecycle. This will improve the flow of information between us and help to facilitate more effective progression of modifications.

2.2 Technical Support Update

- Seven new versions of the Central Products List (CPL) were updated and published on the SEC Website in February 2019.
- In preparation for the implementation of SECMP0009 'Centralised Firmware Library', we developed the Firmware Information Repository (FIR). The CPL - New Entry form was also amended to receive the required information in order to populate the FIR. The CPL submission guidance was updated to outline the additional steps as part of the CPL submission process, and communication was sent via the SEC newsletter.
- The CPL Database proposal requirements have been finalised and sent to third party suppliers for Impact Assessment. The final proposal for the development of a CPL Database is expected to be brought to the March 2019 TABASC meeting for decision.
- Following review of the Technical Code Specifications to identify impacted areas for SMETS1 Service Release content updates, work is underway to apply the changes to a new version of the Business Architecture Document (BAD) and Testing Approach Document (TAD).
- Following the TABASC decision to update the Business Architecture Model (BAM) for SMETS1 Services Release, we are exploring different delivery mechanisms to potentially change the platform of the BAM.
- We supported the Testing Advisory Group (TAG) during its second review and feedback session, on the latest draft of the SMETS1 Initial Operating Capability (IOC) System Integration Testing (SIT) Completion Report. We also commenced work to prepare the structure and initial content of the recommendation paper to the Panel that captures the TAG's views and recommendation on IOC SIT Completion.
- We also supported the TAG with discussions on the Release 2.0 Incentives Scheme Milestones 2A and 2B, in addition to discussions around Dual Band User Integration Testing (UIT) availability and stability.
- We facilitated a TAG briefing call in relation to Device Model Combinations that were being used by the DCC for IOC SIT activities.
- We have worked closely with the DCC, BEIS and industry representatives to analyse related Data Quality issues that may be impacting Change of Supplier.
- We also supported Ops Group discussions relating to the updated Planned Maintenance proposal, as requested by the Panel at its February meeting.
- We worked closely with the DCC to prioritise and clear a number of outstanding actions for the Operations Group (OPSG).

- We have commenced and agreed a process with the OPSG to review the Certificate Signing Variance and Service Request Variance Reports, following delegation of these reports from the Panel to OPSG.
- We have continued to develop the Performance Measurement Report (PMR) Issues Log for the Regulatory Year 18/19. The DCC is expected to provide an initial response to the issues on the log up to November 2018 reporting period towards the end of March 2019. We will continue to add issues to the log as the remaining reports for the Regulatory Year are published.

2.3 Security and Privacy Update

- We welcomed Connie Muir to the team who will be assisting with the scheduling of assessments and attending SSC meetings.
- SECAS hosted one SMKI PMA meeting and two SSC meetings. Additionally, we facilitated the NCSC Commercial Product Assurance (CPA) Industry Day 2 as part of the transition of decision-making powers from NCSC to the SSC.
- We liaised with Suppliers about the upcoming CPA expiry date on the 12 March, and we will be reaching out again upon request from the SSC for further remediation plans.
- We hosted a User CIO engagement session for a future Other User.

2.4 Party Support Update

- Following the ten Parties who acceded to the SEC after the last Panel meeting, the Party Support team has been undertaking welcome calls to these new Parties. The Party Support team has dealt with four more queries and is processing two applications for SEC membership.
- The team has continued to process ongoing Events of Default (EoD); there were two new EoDs in February. Further information can be found in the confidential Current Events of Default paper.
- Progress was made on clarifying the Supplier of Last Resort (SoLR) process during a workshop on 13 February where the DCC, Ofgem and SECAS discussed SoLR issues and produced an end to end process map for the SoLR process. The minutes will be circulated by 11 March 2019 to SEC Parties and Panel members.
- The team have created a Website Development Plan to make it more user-friendly, which has been submitted to a third- party supplier to provide a quote, however many changes will be made in-house. The team has also begun an analysis of website usage using Google Analytics, which will compare readership before and after changes. Updates to the website are expected to be complete by the end of April 2019.
- Following on from the analysis of newsletter readership, and the decision at SECP_65, the team will also be examining how best to utilise the newsletter as a way of keeping interested non-SEC parties informed of SEC and smart metering developments, whilst still remaining relevant to SEC Parties.
- A major piece of work in February has been preparing for the Introduction to the SEC seminar held on 7 March. This was again fully booked with a good representation of newly acceded

Parties across all SEC Party Categories. The team has begun investigating hosting events outside London to help meet growing demand for such events.

- The team welcome a new member, Veronica Asantewaa, who will be working across two teams; the Party Support team, and the Committee Support team, where she will support the OPSG and Change Board.

3. SECAS Time Devoted by Service Area

The total number of resource days in February 2019 was **646.8.** The division of effort within the reporting month is shown at Driver level below:

	Driver	Days (rounded)
Core	Panel and Board	66
	Security and Privacy	128
	Modifications and Release Management	190
	Party Support and Engagement	102
	Technical and Operational	120
Projects	Centralisation Projects/Smarter Markets	10
	Technical Effectiveness	0.00
	Annual Security Obligations	12
	Data Quality	8
	BAD/TAD	9
	Security Threats	2
Grand Total		**647**

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

4. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were 41 telephone enquiries and 1,571 email enquiries to the various SECAS mailboxes in February 2019.

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

	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan-19	Feb-19
Applications	44	41	23	43	6	6	56	43	19	84	59	56
Sub-Committees	223	228	208	108	242	312	362	441	167	206	342	298
Consultation Correspondence	6	0	0	13	7	0	2	3	4	11	9	2
Contact Info	41	34	81	75	46	55	51	36	26	33	28	39
General Queries	87	59	40	43	17	54	44	7	56	49	44	41
Panel & Board Correspondence	33	48	55	203	146	106	45	46	16	51	48	45
Modifications	500	415	369	376	627	514	528	524	576	502	534	411
User CIO Assessments	230	235	262	276	284	426	416	346	325	312	475	500
Party/RDP Signifiers	4	1	1	6	1	5	0	1	0	0	4	3
Training Days/Seminars	91	22	73	1	2	31	43	0	0	34	17	87
Other	126	128	93	184	74	81	59	167	130	61	76	89
Total	**1385**	**1211**	**1205**	**1328**	**1452**	**1590**	**1606**	**1614**	**1319**	**1343**	**1,636**	**1,571**

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	
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Visits[3]	8,017	8,062	6,803	6,825	8,370	6,841	6,266	8,592	8,007	6,050	9,285	8,814
Page Views[4]	27,240	24,155	19,924	20,292	24,496	20,530	18,738	24,152	22,387	17,258	25,662	25,353

Table 6: SEC Website Statistics

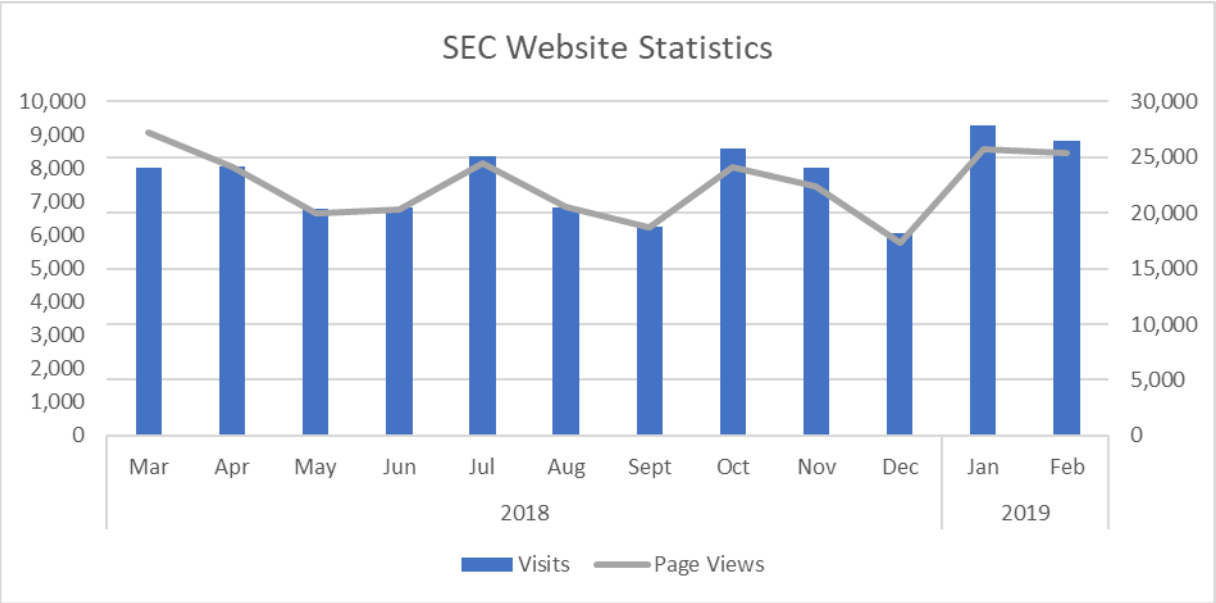

Figure 2: SEC Website Usage

[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	15/02/2019	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	15/02/2019	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC	21/02/2019	The TABASC's regular monthly meeting. The meeting headlines are now available via the link below. **TABASC_39_2102_Meeting Headlines**
	SEC Change Board • SECMP0039[5] • SECMP0025[6]	20/02/2019 27/02/2019	The Change Board met twice in February 2019, where it **approved** SECMP0039 and voted to recommend to the Authority that SECMP0025 be **rejected**.
	Working Group • SECMP0024[7] • SECMP0037[8] • SECMP0038[9]	25/02/2019 26/02/2019 26/02/2019	Three Working Group meetings took place in February 2019 to discuss the progression of SECMP0024, SECMP0037 and SECMP0038.
	Security Sub-Committee (SSC)	13/02/2019 27/02/2019	Two SSC meetings took place in February 2019. The non-confidential meeting headlines can be found below. **SSC_71_1302-Meeting Headlines** **SSC_72_2702_Meeting Headlines**

5 SECMP0039 'Communication Hub returns notification mechanism for Other SEC Parties'
6 SECMP0025 'Electricity Network Party Access to Load Switching Information'
7 SECMP0024 'Enduring Approach to Communication Hub Firmware Management'
8 SECMP0037 'Pairing Local PPMIDs'
9 SECMP0038 'Sending Commands via PPMIDs'

Category	Meeting	Meeting Date(s)	Summary of Events
	SMKI PMA	19/02/2019	The SMKI PMA held one meeting in February 2019. The non-confidential meeting headlines can be found below. **SECPMA_54_1902_Meeting Headlines**
	Operations Group (OPSG)	05/02/2019	The OPSG continue to meet monthly. The meeting headlines are available via the link below. **OSPG_17_0502_Meeting Documentation**
	Testing Advisory Group (TAG)	27/02/2019	The TAG met once in February 2019. The minutes will be available in March 2019.
	Modifications Question Hour	11/02/2019	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	28/02/2019	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	14/02/2019	
	Technical and Business Design Group	16/01/2019	
DCC	Test Design and Execution Group (TDEG)	12/02/2019	

Table 7: Meetings hosted and attended by SECAS