This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

Paper Reference:	**SECP_67_1204_19**
Action:	**For Information**

Operations Report – March 2019

2. Purpose

The Operations Report is a monthly update based on SECAS activities in support of the SEC. It includes a breakdown of days by budget driver, and provides commentary related to the activities undertaken by the SECAS team in March 2019.

3. Recommendation

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

Holly Burton

SECAS Team

5 April 2019

Attachments:

- Appendix A – Testing Update SREPT (**AMBER**)
- Appendix B – Testing Update UEPT (**AMBER**)
- Appendix C – Events of Default update (**RED**)

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
Intelesant Limited	Other SEC Party
Smart Test Labs GB Ltd	Other SEC Party
Green Energy Supply Limited	Small Supplier Parties

Table 1: Applicants that will accede to the SEC

1.2 Events of Default

There are five SEC Parties currently in Default, and no new Events of Default during the month. An update is provided in confidential Appendix C.

1.3 Market Exit

No SEC Parties exited the market in March.

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
Smart Pear Limited	Other SEC Parties	Other User	18/03/2019 – Full UEP
Corona Energy Retail 4	Small Suppliers	Export Supplier, Import Supplier	25/03/2019 – Full UEP
Zebra Power Limited	Small Suppliers	Import Supplier, Gas Supplier	26/03/2019 – Full UEP

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 two notifications 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 one User Role. The details are provided in confidential 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.

	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
Accessions	3	0	15	2	6	1	0	2	2	3	3	10	3
In Default	0	0	1	1	1	2	3	4	4	5	4	6	5
Withdrawals	0	0	0	0	0	1	0	0	0	0	0	0	0
Expulsions	1	0	0	0	0	0	1[1]	0	1[2]	3[3]	1[4]	1[5]	1[6]

Table 3: SEC Party Statistics

At the end of the reporting month, there were 325 Parties to the SEC representing 255 Voting Groups, including the DCC.

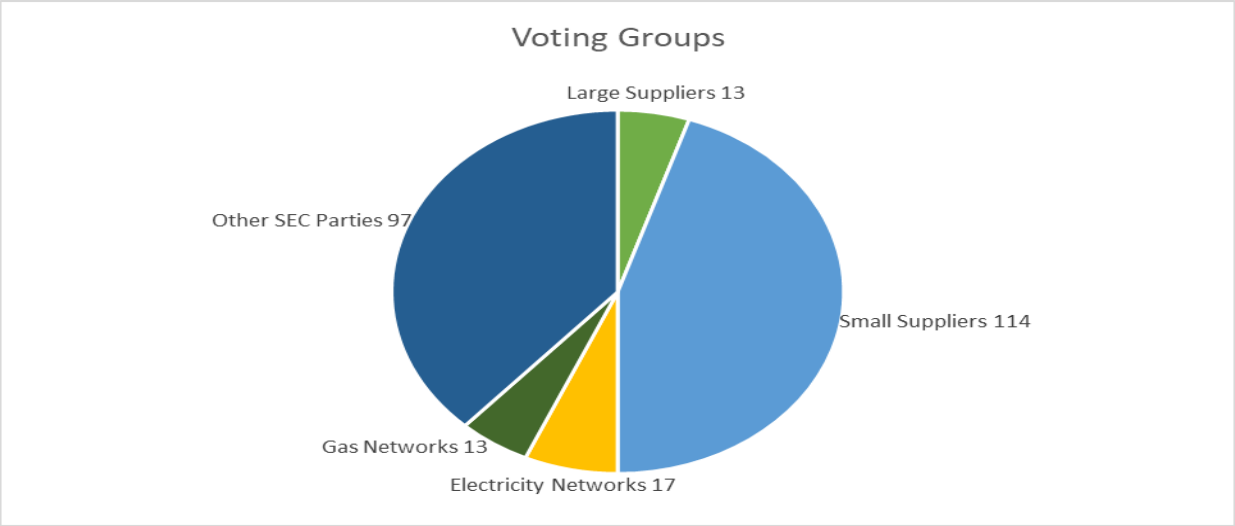

Figure 1: Breakdown of SEC Party Voting Groups

[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] Our Power was expelled from the Code following revocation of their Licence by Ofgem, having ceased trading.
[6] Brilliant Energy was expelled from the Code following revocation of their Licence by Ofgem, having ceased trading.

2. Monthly SECAS Highlights

3.1 Change Management Update

- The new Development Stage is live, and we are now working on the first set of draft problem statements submitted by industry participants, with the first new Draft Proposal, DP071 'Second-Comer Charging' being raised on 29 March 2019. The Change Sub-Committee has been formed, with the first meeting scheduled for 8 April.
- We have rolled out a significant number of changes to the modifications process, including:
  - The mechanism for raising changes is now much simpler, with participants only needing to email us the issue or defect they want to raise with the industry.
  - Our first Modcast was released on 15 March. We have also completed our series of guidance articles on the Development Stage, which has received positive feedback from readers.
  - We had scheduled our first monthly Working Group meeting for 3 April. Unfortunately, due to delays with the receipt of Preliminary Assessments for the modifications we planned to discuss, we had to cancel the meeting. The next monthly meeting is 1 May, and we have already received interest from industry participants to attend.
  - We have now adopted the new 'agile' approach to timetables, which has been reflected in the Modification Register. We have also been updating our webpages to provide more information on the current status of open modifications.

  We are presenting a further update to the Panel this month on longer-term changes we intend to develop in response to the feedback we received from Parties.
- We are continuing to work with DCC to progress the November 2019 SEC Systems Release. The next steps are to develop the Testing Approach Document and present this to the Testing Advisory Group (TAG) for comment. We are also reviewing the testing timescales in light of the need for mandatory User testing. The Release Implementation Document is due to be re-presented to the Panel in May to baseline modifications that do not impact DCC Systems.
- An update on the DCC's cost benchmarking study is due in the near future. Meanwhile the DCC will be present a proposed approach for costs for the June 2020 SEC Release, at the April SEC Panel meeting, to the to facilitate this release being progressed. Gathering the full costs for DCC System impacting modifications remains on hold, pending any approach to costs being agreed with the Panel.
- We have been working with Proposers and the DCC to develop business requirements for modifications in a collaborative approach, in line with the principles of Proposer ownership, in order to facilitate effective DCC Assessments subsequently being performed.
- Following an Authority send-back, the Change Board voted on SECMP0025 'Electricity Network Party Access to Load Switching Information' by correspondence, and continued to recommend rejection. This modification is with the Authority for determination.

3.2 Technical Support Update

- Six new versions of the Central Products List (CPL) were updated and published on the SEC Website in March 2019.

- The CPL Database proposals and business case have been amended following the impact assessment received from a third-party supplier. The final proposal for the development of a CPL Database is expected to be brought to the April 2019 TABASC meeting for decision.
- We facilitated a thorough review of the TABASC Risk Register, involving several amendments to existing risks and adding several new risks for the TABASC to monitor and mitigate.
- We are drafting changes to the Business Architecture Document (BAD) and Testing Approach Document (TAD) with the SMETS1 Service Release content updates prior to issuing for industry review.
- We supported the TAG during the review of the SMETS1 Initial Operating Capability (IOC) System Integration Testing (SIT) Completion Reports. The TAG has also reviewed aspects such as progress on Release 2 SIT Completion, preparation for Middle Operating Capability, Systems Capacity Testing and Migration Testing.
- We have continued to provide assistance to BEIS to analyse related Data Quality issues that may be impacting Change of Supplier.
- We have worked closely with the DCC and BEIS to clarify Install and Leave processes and development of Hand-Held Terminal solutions. A further update is expected in mid-April when the DCC is expected to be in a position to share detail on its proposed solution.
- We have continued to develop the Performance Measurement Report (PMR) Issues Log for the Regulatory Year 18/19. We will continue to add issues to the log as the remaining reports for the Regulatory Year are published.

3.3 Security and Privacy Update

- SECAS welcomed a new Client Delivery Manager, Fiona Bond, to the team this month.
- SECAS hosted one SMKI PMA and two Security Sub-Committee (SSC) meetings this month.
- It was another busy month for User Assessments:
    - 6 Fieldwork Assessments completed
    - 4 First stage Validations (Full User Security Assessments (FUSAs) & Verification User Security Assessments (VUSAs)) completed
    - 2 Assurance status' set (FUSAs)
    - 4 Directors Letters approved
    - 4 Compliance Status' set (VUSAs & Security Self-Assessments)
    - 7 Assessments prepared for SSC review
    - 57 Parties currently being assessed.
- The team presented a thorough overview of the User Assessment processes at the Introduction to the SEC Day earlier in the month.
- The final testing for two-factor authentication on Egress is almost complete and this will be due for release to external users shortly.
- The team has also kicked-off a Customer Engagement Exercise to achieve the following:

- Provide a clearer timeline for SSC Members of when Users are intending to submit Director's Letters to enable them to start interacting with the DCC;
- Enable the team to check Assessment bookings are up to date and ensure Assessment preparedness with Users; and
- Facilitate continuous improvement and support for the User Assessment processes.

3.4 Party Support Update

- The first Introduction to the SEC of the year took place on 7 March, and was attended by a mixture of Party Categories, receiving positive feedback. This was the first paper-free event which was well supported by attendees.
- The Party Support team (and other members of SECAS) hosted a stand at the DCC's SMETS1 Enrolment and Adoption Engagement Day, and shared information on how SECAS would support Parties during Enrolment and Adoption.
- The team continued to deal with queries about accessions, with three new Parties being presented to the Board for Accession this month.
- The team has continued to process ongoing Events of Default (EoD) but there were no new Defaults in March, and two ongoing Defaults have now been resolved.
- Progress has been made on clarifying the Supplier of Last Resort (SoLR) process during a further workshop on 26 March. The DCC, Ofgem and SECAS discussed risks posed to prepay customers during the SoLR process, and options were proposed to mitigate these risks. A follow up meeting will be held with a wider group of Stakeholders to further discuss these issues and potential solutions.
- The team continued work on the Website Enhancement project to make the website more user-friendly. Analysis of website usage using Google Analytics has begun, which will compare readership before and after changes. Updates to the website are expected to be underway by the end of April 2019.

3.5 Code Administrator Code of Practice (CACoP) Update

- Ofgem have indicated that they would like Code Administrators to work together to make it easier for industry participants to navigate the many different Code obligations and change processes. SECAS attended two CACoP meetings in March.
- At the first meeting, a forward work plan and communications strategy for 2019 were agreed. Code Administrators agreed to publish a quarterly newsletter to communicate what CACoP is doing, hold a publicity event and webinar (likely in June), and write case studies where Codes have collaborated to expedite industry change.
- At the second meeting, the current outputs from CACoP were reviewed which included the Central Modifications Register and Horizon Scanner. Compiled and published monthly by Gemserv on behalf of the Master Registration Agreement (MRA), the Central Modifications Register is a list of all open modifications across codes. The Horizon Scanner is compiled and published quarterly by ELEXON on behalf of the Balancing and Settlement Code (BSC). This looks at potential future changes and seeks to identify cross code impacts. This is currently not available on their website as it is being updated.

- All Codes agreed that each monthly meeting will produce a list of five bullet points as a summary which will be published on each Code Administrator's website.
- SECAS also requested information about how other Codes manage credit cover in events of default and SoLR scenarios. A number of other Code Administrators offered to share details of their arrangements, and this is being taken forward by SECAS.

4. SECAS Time Devoted by Service Area

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

	Driver	Days (rounded)
Services	Panel and Board activities	55
	Security and Privacy	159
	Modifications and Release Management	161
	Party Support and Engagement	87
	Technical and Operational activities	118
Projects	Smarter Markets	12
	Technical Effectiveness	0
	Annual Security Obligations	16
	Data Quality	5
	BAD/TAD	21
	Security Threats	0
Grand Total		633

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

5. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were 15 telephone enquiries and 1,677 email enquiries to the various SECAS mailboxes in March 2019.

The email enquiries received have been grouped into the following categories with the total over the last 12 months shown:

	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan-19	Feb-19	Mar-19
Applications	41	23	43	6	6	56	43	19	84	59	56	50
Sub-Committees	228	208	108	242	312	362	441	167	206	342	298	331
Consultation Correspondence	0	0	13	7	0	2	3	4	11	9	2	4
Contact Info	34	81	75	46	55	51	36	26	33	28	39	38
General Queries	59	40	43	17	54	44	7	56	49	44	41	40
Panel & Board Correspondence	48	55	203	146	106	45	46	16	51	48	45	65
Modifications	415	369	376	627	514	528	524	576	502	534	411	423
User CIO Assessments	235	262	276	284	426	416	346	325	312	475	500	589
Party/RDP Signifiers	1	1	6	1	5	0	1	0	0	4	3	2
Training Days/Seminars	22	73	1	2	31	43	0	0	34	17	87	33
Other	128	93	184	74	81	59	167	130	61	76	89	102
Total	**1211**	**1205**	**1328**	**1452**	**1590**	**1606**	**1614**	**1319**	**1343**	**1,636**	**1,571**	**1,677**

Table 5: SECAS Helpdesk Emails

6. SEC Website Update and Statistics

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

There was a spike in website activity during March which, in part, can be attributed to SECAS working on the Website Enhancement project.

	2018									2019		
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Visits[3]	8,062	6,803	6,825	8,370	6,841	6,266	8,592	8,007	6,050	9,285	8,814	8,883
Page Views[4]	24,155	19,924	20,292	24,496	20,530	18,738	24,152	22,387	17,258	25,662	25,353	47,841

Table 6: SEC Website Statistics

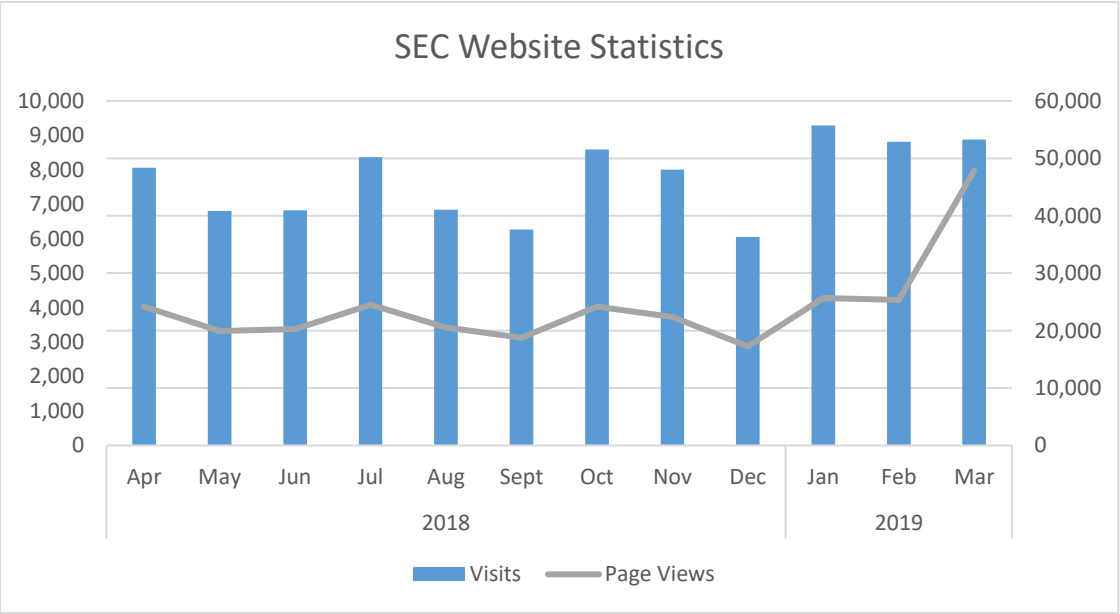

Figure 2: SEC Website Usage

[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.

7. SEC Meeting Details

The table below provides a summary of all SEC meetings over the last month, and 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	15/03/2019	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	15/03/2019	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC	21/03/2019	The TABASC's regular monthly meeting. The meeting headlines are now available via the link below. **TABASC_40_2103_Meeting Headlines**
	SEC Change Board • SECMP0069[5] • SECMP0070[6]	27/02/2019	The Change Board met once, where it **approved** SECMP0069 and SECMP0070.
	Working Group • SECMP0046[7]	20/03/2019	One Working Group meeting took place in March 2019 to discuss the progression of SECMP0046.
	Security Sub-Committee (SSC)	13/03/2019 27/03/2019	Two SSC meetings took place in March 2019. The non-confidential meeting headlines can be found below. **SSC_73_1303 Meeting Headlines** **SSC_74_2703 Meeting Headlines**
	SMKI PMA	19/03/2019	The SMKI PMA held one meeting in March 2019. The non-confidential meeting headlines can be found below. **SECPMA_55_1903_Meeting Headlines**
	Operations Group (OPSG)	05/03/2019	The OPSG continue to meet monthly. The meeting headlines are available via the link below. **OSPG_18_0503_Meeting Documentation**

5 SECMP0069 'EU Exit Changes'

6 SECMP0070 'Permission to give Alt HAN Forum vires for enduring management and maintenance of the Exempt Premises List (EPL)'

7 SECMP0046 'Allow DNOs to control Electric Vehicle charges connected to Smart Meter Infrastructure'

Category	Meeting	Meeting Date(s)	Summary of Events
	Testing Advisory Group (TAG)	27/03/2019	The TAG met once in March 2019. The minutes will be available in April 2019.
	Modifications Question Hour	11/03/2019	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	28/03/2019	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	14/03/2019	
	Technical and Business Design Group	20/03/2019	
DCC	Test Design and Execution Group (TDEG)	12/03/2019	

Table 7: Meetings hosted and attended by SECAS