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Action:	**For Information**

Operations Report – April 2019

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 relating to the activities undertaken by the SECAS team in April 2019.

Recommendation

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

Holly Burton

SECAS Team

2 May 2019

Attachments:

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

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
Dashly Limited	Other SEC Party
Omni Energy Ltd	Small Supplier Party
OSSO Gas Limited	Small Supplier Party

Table 1: Applicants that will accede to the SEC

1.2 Events of Default

There are four SEC Parties currently in Default, with one new Event of Default during the month. Confidential Panel paper SECP_68_1005_04 – Events of Default update provides further information.

1.3 Market Exit

No SEC Parties exited the market in April.

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
Bruntwood Energy Services Limited	Small Suppliers	Import Supplier, Export Supplier, Gas Supplier	15/04/2019 – FULL UEP
Orsted Power Sales (UK) Limited	Small Suppliers	Import Supplier	25/04/2019 – FULL UEP
Orsted Sales (UK) Limited	Small Suppliers	Gas Supplier	25/04/2019 – FULL UEP
Social Energy Supply Ltd	Small Suppliers	Import Supplier, Export Supplier, Gas Supplier	29/04/2019 – 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 three SEC Parties having successfully completed UEPT for 11 User Roles. 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.

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

Table 3: SEC Party Statistics

At the end of the reporting month, there were 327 Parties to the SEC representing 258 Voting Groups, including 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] 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.

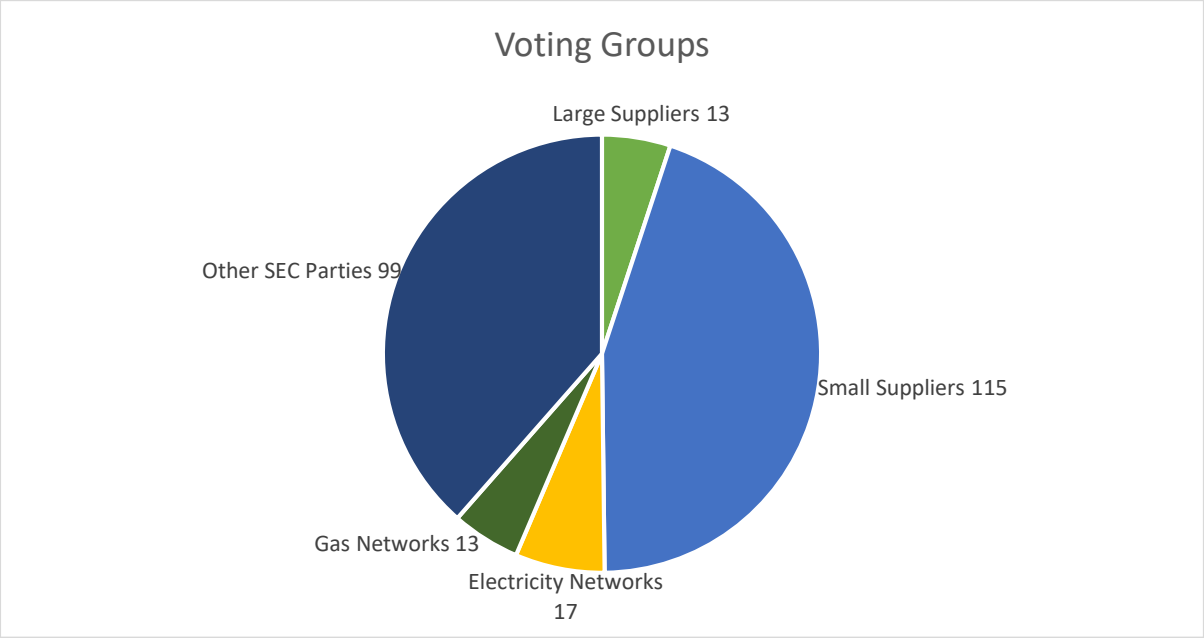

Figure 1: Breakdown of SEC Party Voting Groups (excluding DCC)

2. Monthly SECAS Highlights

2.1 Change Management Update

- The Change Sub-Committee (CSC) have now met twice and provided initial comments on the first two Draft Proposals raised under the new SEC Change framework. We are continuing to work on several new issues submitted to us and expect more Draft Proposals to be raised in the coming weeks.
- Our new Modcasts, providing regular updates on developments with SEC modifications, are proving popular with listeners, with recent episodes being downloaded over 50 times. We welcome feedback from listeners on these, to ensure we are delivering the information and updates they want.
- We held our first monthly Working Group meeting on 1 May, with three modifications discussed. We will provide the Panel with a verbal update on how this meeting went at the Panel meeting.
- We are continuing to work with the DCC to progress the November 2019 SEC Systems Release, with the updated Release Implementation Document being presented to the Panel this month to be re-baselined. The DCC's Testing Approach Document (TAD) was discussed with the Testing Advisory Group (TAG) this month. We have also been reviewing the testing timescales, in light of the need for mandatory User testing.
- Following the Panel's agreement of the DCC's interim approach to providing full implementation costs, we have been reviewing the potential scope of the June 2020 and November 2020 SEC Releases. We are presenting our initial thoughts to the Panel this month, before engaging with the industry and relevant Sub-Committees to gather their views.
- We have been engaging with the DCC on its cost benchmarking study, and an update on this is due to be provided by the DCC at the Panel meeting.

- 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.
- We have updated the monthly Change Status Report to provide a more succinct summary of activity around modifications and releases.

2.2 Technical Support Update

- Central Products List (CPL) highlights include:
  - Added six new entries to the CPL, resulting in three new versions in April 2019.
  - We are continuing to assess the business case of a CPL database prior to TABASC consideration.
  - A SEC newsletter article was published urging industry to submit quality CPL data when requesting to add a new entry onto the CPL. This was following an SSC action with the aim to reduce erroneous data on the CPL.
  - We liaised with the UK Metering Forum (UKMF) to ensure the Meter Model spreadsheet is up to date and accurate. The spreadsheet is a supporting document to the CPL that is hosted on the SEC website, which provides a means to map Meter Model instances contained in the CPL to an industry wide understood 'plain English' description.
- The BAD and Technical Architecture Document (TAD) have been finalised with SMETS1 Services Release content and are now out for industry review. Comments are due 20 May 2019.
- 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.
- Following a request from BEIS to provide support to the IOC go-live decision- making process we have developed a draft schedule for the sub-committees and communicated the approach. We will schedule additional meetings as necessary to support go live.
- We attended a Comms Hub Returns workshop in April 2019 with the DCC and Ops Group Supplier Members. This provided clarity to Users on the returns process and DCC plans for development of the Order Management System.
- We have held a planning meeting with the DCC to agree an approach to dealing with aged Incidents – these are Incidents that require DCC User actions to resolve. This has highlighted cross over with the Ops Group Issues Log. A workshop with the DCC and SECAS took place 1 May 2019 to work through examples.
- We have provided the DCC with a steer as to what information we expect to be provided to the Ops Group to aid review of the SMETS1 Live Service Criteria for the IOC. It is expected that an additional Ops Group meeting will be required in early June to review this.

2.3 Security, Privacy & SMKI PMA Updates

- SECAS hosted one SMKI PMA and two Security Sub-Committee (SSC) meetings this month.

- Overview of User Assessments:
  - 5 Fieldwork Assessments completed;
  - 3 First stage Validations (Full User Security Assessments (FUSAs) & 6 Verification User Security Assessments (VUSAs)) completed;
  - 1 Assurance status set (FUSAs);
  - 4 Director's Letters approved;
  - 3 Compliance Status' set (VUSAs & Security Self-Assessments);
  - 7 Assessments prepared for SSC review; and
  - 68 Parties currently being assessed.
- The Commercial Product Assurance (CPA) Security Characteristics Modification Process has now been uploaded to the website.
- Specific SEC Parties who are yet to submit a Remediation Plan were contacted to request a submission with regards to the Consideration of Removal of Devices from the CPL.
- SEC Parties were also reminded about the CPA Certificate expiration dates in June 2019 and their Post Commission Obligations, as many were found by DCC to currently be in breach.

2.4 Party Support Update

- The team continue to manage queries about Accession to the Code, although not all of these submitted Accession Agreements in time for this month's Board meeting. The team also made welcome calls to those Parties acceding last month.
- Separately, the team has assisted Ofgem with queries regarding the Accession process and licence obligations, specifically around the timing of licence grants and Accession to the Code. This is part of Ofgem's wider review of Licencing and market entry.
- The team processed three User Entry Process completions. Separately discussions were held with the DCC regarding closer co-ordination of information regarding DCC Live User status.
- Party Support assisted with the customer satisfaction survey – contacting key stakeholders for consent to be approached by the external research company conducting the survey. A range of Parties who have engaged with SECAS in different ways consented.
- The team has continued to process ongoing Events of Default (EoD) with one new Default in April, in which a SEC Panel Ex-Committee meeting was held to consider what action should be taken.
- Work continues to clarify the Supplier of Last Resort (SoLR) and a further workshop was held on 30 April. This had wider stakeholder presence than previous workshops and identified 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. Changes will be staged over the next few months, with the first changes to be implemented this month.

2.5 Code Administrator Code of Practice (CACoP) Update

- There has been one CACoP meeting since the last update. National Grid (ESO) who are Chairing this year (the Chair role rotates annually) produced a document of the previously agreed Forward Work Plan for 2019. There were a number of comments on the interpretation of the Work Plan, and National Grid will be making the agreed changes and issuing the document again. This will then be publicly available on our website and on other Code Administrator's websites.
- At a previous meeting, Code Administrators agreed to publish a joint newsletter three times a year to communicate what CACoP is doing. Gemserv volunteered to take this forward and we expect the first one to be published at the end of May following review at the next CACoP meeting on 21 May.
- As part of the Forward Work Plan all Code Administrators agreed to conduct an internal review of their adherence to the 14 CACoP Principles (these can be found on our website). It was clarified at the meeting that we would complete this by the May meeting and bring back any 'learning points' to share as best practice.
- SECAS has been engaging through CACoP contacts with other Codes on their management of credit cover in Events of Default and SoLR scenarios.

3. SECAS Time Devoted by Service Area

The total number of resource days in April 2019 was **530.** The division of effort within the reporting month is shown at Driver level below:

	Driver	Days (rounded)
Services	Committee Support	120
	Security and Privacy	111
	Change Management	113
	Party Support and Engagement	72
	Technical and Operational activities	75
Projects	Smarter Markets	14
	Annual Security Obligations	0
	BAD/TAD	14.67
	Security Threats	0.5
	Data Quality	9.35
Grand Total		**530**

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

4. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were 32 telephone enquiries and 1,545 email enquiries to the various SECAS mailboxes in April 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	Apri-19
Applications	41	23	43	6	6	56	43	19	84	59	56	50	28
Sub-Committees	228	208	108	242	312	362	441	167	206	342	298	331	355
Consultation Correspondence	0	0	13	7	0	2	3	4	11	9	2	4	7
Contact Info	34	81	75	46	55	51	36	26	33	28	39	38	29
General Queries	59	40	43	17	54	44	7	56	49	44	41	40	61
Panel & Board Correspondence	48	55	203	146	106	45	46	16	51	48	45	65	46
Modifications	415	369	376	627	514	528	524	576	502	534	411	423	358
User CIO Assessments	235	262	276	284	426	416	346	325	312	475	500	589	578
Party/RDP Signifiers	1	1	6	1	5	0	1	0	0	4	3	2	1
Training Days/Seminars	22	73	1	2	31	43	0	0	34	17	87	33	27
Other	128	93	184	74	81	59	167	130	61	76	89	102	55
Total	**1211**	**1205**	**1328**	**1452**	**1590**	**1606**	**1614**	**1319**	**1343**	**1,636**	**1,571**	**1,677**	**1,545**

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			
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
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	8,359
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	73,175

Table 6: SEC Website Statistics

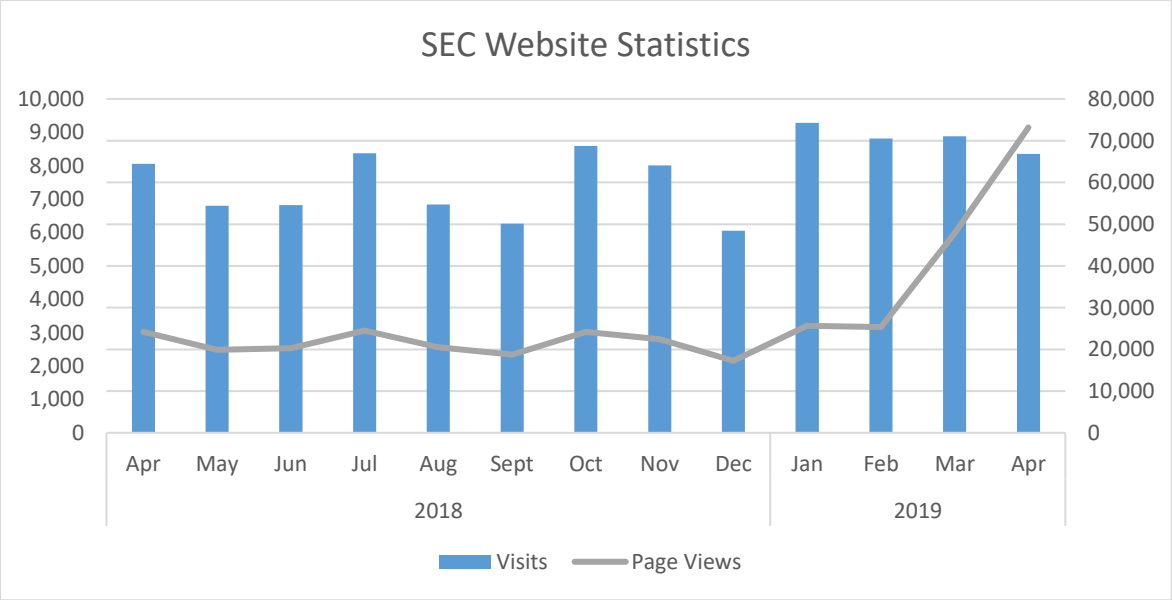

Figure 2: SEC Website Usage

[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, 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	12/04/2019	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	12/04/2019	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC	18/04/2019	The TABASC's regular monthly meeting. The meeting headlines are now available via the link below. **TABASC_41_1804 Meeting Headlines**
	SEC Change Board • SECMP0058[5] • SECMP0060[6]	24/04/2019	The Change Board met once, where it **approved** SECMP0058 and SECMP0060.
	Working Group • SECMP0007[7] • SECMP0053[8]	03/04/2019	One Working Group meeting took place in April 2019 to discuss the progression of SECMP0007 and SECMP0053.
	Security Sub-Committee (SSC)	10/04/2019 24/04/2019	Two SSC meetings took place in April 2019. The non-confidential meeting headlines can be found below. **SSC_75_1004 Meeting Headlines** **SSC_76_2404 Meeting Headlines**
	SMKI PMA	16/04/2019	The SMKI PMA held one meeting in April 2019. The non-confidential meeting headlines can be found below. **SECPMA_56_1604 Meeting Headlines**
	Operations Group (OPSG)	02/04/2019	The OPSG continue to meet monthly. The meeting headlines are available via the link below. **OSPG_19_0204 Meeting Documentation**

5 SECMP0058 'Changes to the governance of the Self-Service Interface'
6 SECMP0060 'Amend Requirements to remove 'Pending' devices from SMI'
7 SECMP0007 'Firmware updates to IHDs and PPMIDs'
8 SEMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'

Category	Meeting	Meeting Date(s)	Summary of Events
	Testing Advisory Group (TAG)	24/04/2019	The TAG met once in April 2019. The minutes will be available in May 2019.
	Modifications Question Hour	08/04/2019	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	25/04/2019	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	11/04/2019	
	Technical and Business Design Group	17/04/2019	
DCC	Test Design and Execution Group (TDEG)	09/04/2019	TDEG provided updates on Communications Hubs including firmware versions; a Release 2.0 update; User Integration Testing; the latest on User testing in preparation for Initial Operating Capability; an explanation of the Pending Product Combination Testing process and, Managing Over the Air (OTA) updates.

Table 7: Meetings hosted and attended by SECAS