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Operations Report – June 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 June 2019.

Recommendation

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

Holly Burton

SECAS Team

5 July 2019

Attachments

- **Appendix A: SMETS1 Eligibility Testing Update (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

There are no Applicants to be admitted as Parties to the SEC.

1.2 Events of Default

There are four SEC Parties currently in Default. Confidential Panel paper SECP_70_1207_04 – Current Events of Default update provides further information.

1.3 Market Exit

No SEC Parties exited the market in June.

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
Morrison Data Services	Other SEC Party	Registered Supplier Agent	02/07/2019 – FULL UEP
Avro Energy Limited	Small Suppliers	Import Supplier, Export Supplier, Gas Supplier	14/06/2019 – FULL UEP

1.5 Testing Update

SMKI and Repository Entry Process Testing (SREPT)

There have been no notifications of SREPT completion since the last SEC Panel meeting.

Completion of the User Entry Process Testing (UEPT)

Since the last SEC Panel meeting, SECAS has not been informed of any SEC Parties having successfully completed UEPT.

Completion of SMETS1 Eligibility Testing

Since the last SEC Panel meeting, SECAS has been informed of 54 SEC Parties having successfully completed SMETS1 Eligibility Testing. Further details can be found in Confidential Appendix A.

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.

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

Table 3: SEC Party Statistics

At the end of the reporting month, there were 332 Parties to the SEC representing 262 Voting Groups, including the DCC.

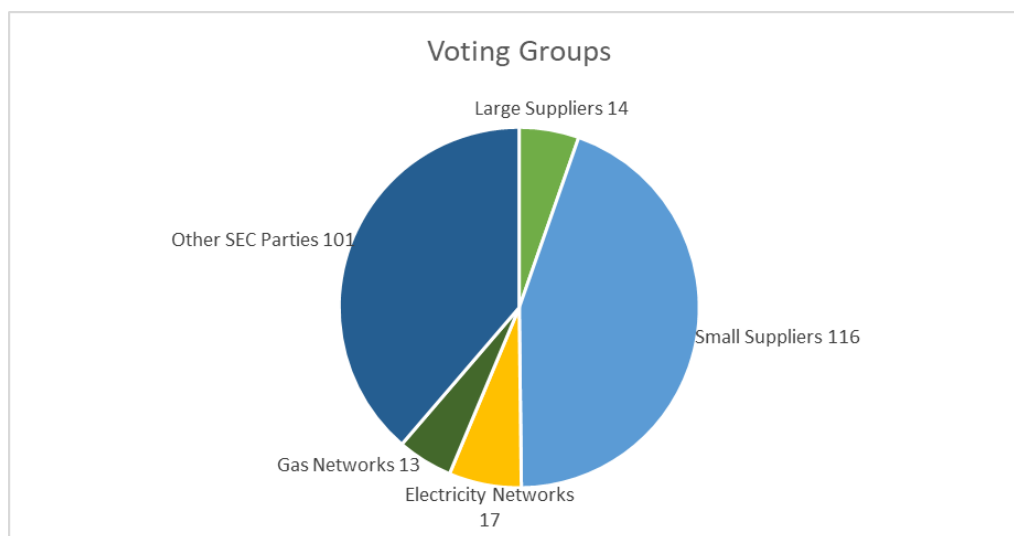


Figure 1: Breakdown of SEC Party Voting Groups (excluding DCC)

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.

2. Monthly SECAS Highlights

2.1 Change Management Update

- We are continuing to progress the November 2019 SEC Systems Release. The DCC's Testing Approach Document (TAD) was discussed with the Testing Advisory Group (TAG) this month, with an ad-hoc meeting scheduled for 5 July to provide final comments.
- We supported BEIS in publishing five industry notifications over the last month, which included releasing two new versions of the SEC to incorporate BEIS-led changes for the SMETS1 Enrolment and Adoption programme. In addition, we successfully implemented the June 2019 SEC Release on 27 June, implementing [SECMP0058 'Changes to the governance of the Self-Service Interface'](#).
- We prepared the combined redlining to the Technical Specifications and related documents for the November 2019 SEC Release, and successfully designated the updated versions of Schedules 8-11 into the SEC on 4 July, with an effective date of 7 November 2019.
- We have been engaging with BEIS and the DCC to co-ordinate future changes to the technical documentation, to ensure efficiency in implementing changes for the benefit of Users. We have also prepared a first draft of a 'plan-on-a-page' for the change landscape, which we will be sharing with the Panel this month.
- We have updated the SEC Release Management Policy to reflect the enduring framework and are presenting this to the Panel for comment this month ahead of an industry consultation. We have also been reviewing the SEC documentation and structure and are presenting our initial thoughts on this to the Panel this month.
- The Refinement Consultation for [SECMP0007 'Firmware updates to IHDs and PPMIDs'](#) closed on 17 June and the Change Board approved the DCC Impact Assessment request. The Impact Assessment is the final step in the Refinement Process for this modification before the Modification Report can be presented to the Panel.
- On 1 July, we released a special episode of our Modcast containing a discussion on [SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'](#), which is currently out for consultation. We welcome feedback from listeners on our Modcasts, to ensure we are delivering the information and updates they want.

2.2 Technical Support Update

- Central Products List (CPL) highlights include:
 - creating six new CPL versions in June, which involved adding 12 new entries on to the CPL.
 - facilitating the TABASC's recommendation of a CPL enhancement option to the Board this month.
 - liaising with the DCC to investigate potential alternatives for signing CPL submission forms, in order to verify the authenticity of a Supplier/DCC, following an SSC action.
 - undertaking SMETS1 CPL submission form readiness tests with the DCC in preparation of the SMETS1 Device Models being added to the CPL.

- developing two new SEC Webpages to host the Eligibility Products Combination List (EPCL) and the Pending Products Combination List (PPCL).
- We have published the SMETS1 Services Release Business Architecture Document (BAD) and Technical Architecture Document (TAD) following the industry review.
- We are facilitating the TABASC's review of the future SEC Releases, Draft Proposals and Modification Proposals and the potential impacts on the Technical and Business Architecture.
- 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 expect to confirm completion of migration testing and system capacity testing in early July in readiness for the first SMETS1 entry onto the EPCL.
- We attended the BEIS Implementation Managers Forum (IMF). We provided updates on several operational matters and fed into discussion items on operations risks that the IMF are managing.
- We attended the Smart Metering Delivery Group (SMDG) in support of the OPSG chair who provided the SMDG with an update on the work of the OPSG. The SMDG requested a monthly summary dashboard report.
- We have worked with the DCC to further understand issues with the Performance Measurement Report to derive improved understanding of exceptions and develop proposals for changes to the measures to be more reflective of the experience of Users.
- We have met with DCC and BEIS to plan for the extraordinary OPSG meeting on 12 July to consider the Initial Operating Capability Live Services Criteria document. We have developed a process for the meeting, and template for the recommendation to Panel.

2.3 Security, Privacy & SMKI PMA Updates

- We hosted one SMKI PMA and two SSC meetings this month.
- Our Security Expert provided an update on the quarterly review of SEC Standards and Best Practice.
- Overview of User Assessment Activity this month:
 - 11 Fieldwork Assessments completed;
 - 2 First stage Validation Full User Security Assessments (FUSAs) completed;
 - 3 First stage Verification User Security Assessments (VUSAs) completed;
 - 2 Assurance status' set (FUSAs);
 - 2 Director's Letters approved;
 - 7 Compliance Status' set (VUSAs & Security Self-Assessments);
 - 9 Assessments prepared for SSC review; and
 - 62 Parties currently being assessed.

- SEC Parties were notified of the extension of the Conditional Commercial Product Assurance (CPA) Certificate expiry dates for certain firmware versions on the CPL. In addition, they were contacted to request updated remediation plans, bulk buying plans for meters and the total number of achieved upgrades as part of SSC's ongoing monitoring of the CPA.
- We published draft changes to the CPA Security Characteristics V1.3.
- We published V1.17 of the Security Controls Framework (SCF) to clarify which SEC security obligations the User CIO will assess in respect of an 'Appropriate Standard' for enrolled SMETS1 Smart Metering System (SMS).
- We published V2.5 of the Privacy Control Frameworks (PCF) which includes a new version of the Privacy Validation Workbook now covering additional questions for Privacy Self-Assessment (PSA).
- Several working group meetings were facilitated for the SMKI PMA to review and make amendments to the Recovery Procedures in Appendix L of the SEC, and to consider DCC use of additional PKI's for SMETS1.
- We facilitated the CPA Smart Meter Industry Day which was held on Tuesday 25 June 2019, and attended by both SSC Members and other Energy Representatives to discuss proposed use cases for Triage.

2.4 Party Support Update

- We are working hard to continue preparations for the annual SEC Panel Engagement Day on 11 July. Following 'Save the date' and final invitations, bookings have been strong with 54 confirmed bookings to date. Party Support are working with the wider SECAS team and external speakers including the DCC and BEIS, to provide attendees with a varied and useful agenda. The day will include presentations and breakout sessions in the afternoon which attendees have pre-selected. An interactive tool called Slido will be used on the day, allowing participants to give feedback and ask questions throughout the day.
- We have continued discussions with the DCC regarding closer co-ordination of information regarding DCC Live User status.
- We have continued to process new Events of Default (EoD); one Party entering a further Default in June in addition to its previous Defaults in April and May, and two Parties Defaulting in June. An Ex-Committee Panel meeting was held to discuss these and determine what action would be taken. Two of the Defaults have been resolved.
- A further workshop took place in the first week of June regarding Supplier of Last Resort (SoLR). The workshop was attended by a wider stakeholder audience, with BEIS, PayPoint, the Pre-Payment forum, the DCC and SECAS. Potential solutions were discussed to mitigate the risk to pre-pay customers going off supply during the SoLR process.
- Work on the Website Enhancement project is ongoing to make the website more user-friendly. The first updates to website were made at the beginning of June. Further changes will be made over the next few months. Analysis of website usage using Google Analytics has begun, which will compare readership before and after changes.

2.5 Code Administrator Code of Practice (CACoP) Update

- There has been one CACoP meeting since the last update. The details for the engagement day on 16 July 2019 were agreed.
- Gemserv issued the first CACoP newsletter and it has been distributed by other CACoP members and can be found [here](#).
- SECAS continue to engage with the other members of CACoP over a number of issues, including 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 June 2019 was **619**. The division of effort within the reporting month is shown at Driver level below:

	Driver	Days (rounded)
Services	Committee Support	104
	Security and Privacy	152
	Change Management	123
	Party Support and Engagement	91
	Technical and Operational activities	68
Projects	Smarter Markets	11
	Annual Security Obligations	0
	BAD/TAD	28
	Security Threats	1
	Data Quality	13
	Release Management	10
	SEC Digitisation	19
Grand Total		619

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

4. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were 17 telephone enquiries and 1,855 email enquiries to the various SECAS mailboxes in June 2019.

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

	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	June -19
Applications	43	6	6	56	43	19	84	59	56	50	28	32	23
Sub-Committees	108	242	312	362	441	167	206	342	298	331	355	304	298
Consultation Correspondence	13	7	0	2	3	4	11	9	2	4	7	11	6
Contact Info	75	46	55	51	36	26	33	28	39	38	29	41	43
General Queries	43	17	54	44	7	56	49	44	41	40	61	48	39
Panel & Board Correspondence	203	146	106	45	46	16	51	48	45	65	46	52	89
Modifications	376	627	514	528	524	576	502	534	411	423	358	280	291
User CIO Assessments	276	284	426	416	346	325	312	475	500	589	578	962	955
Party/RDP Signifiers	6	1	5	0	1	0	0	4	3	2	1	2	2
Training Days/Seminars	1	2	31	43	0	0	34	17	87	33	27	39	15
Other	184	74	81	59	167	130	61	76	89	102	55	79	94
Total	1328	1452	1590	1606	1614	1319	1343	1,636	1,571	1,677	1,545	1,850	1,855

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					
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Visits	8,370	6,841	6,266	8,592	8,007	6,050	9,285	8,814	8,883	8,883	8,827	9,774
Page Views	24,496	20,530	18,738	24,152	22,387	17,258	25,662	25,353	47,841	47,841	79,672	87,404

Table 6: SEC Website Statistics

Visits are the number of times that the site is visited. Page views are the total number of pages viewed which may include multiple views by the same user. As can be seen from the chart below, users are becoming more engaged with the website with much higher page views compared to a slight increase in visits.

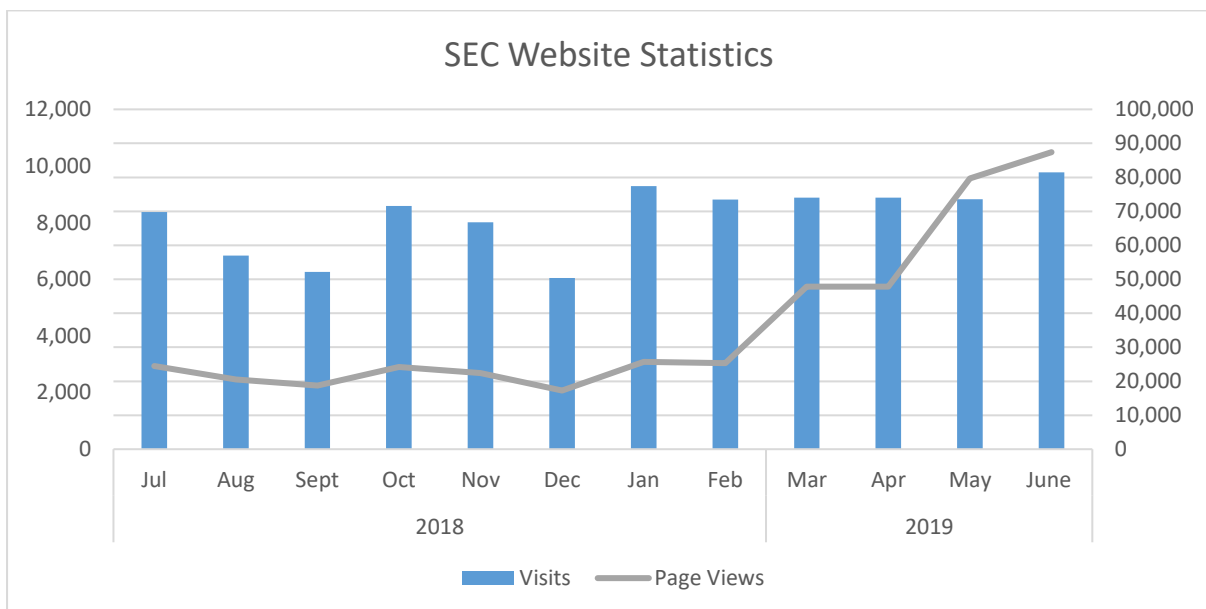


Figure 2: SEC Website Usage

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	14/06/2019	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	14/06/2019	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC	20/06/2019	The TABASC's regular monthly meeting. The meeting headlines are now available via the link below. TABASC 43 2006 Meeting Headlines
	SEC Change Board <ul style="list-style-type: none"> SECMP0007³ SECMP0055⁴ 	19/06/2019	The Change Board met once, where it agreed that a DCC Impact Assessment should be requested for SECMP0007 and approved SECMP0055. The meeting headlines are now available via the link below: SECCB 31 1906 Meeting Headlines
	Working Group <ul style="list-style-type: none"> SECMP0010⁵ SECMP0053⁶ SECMP0063⁷ SECMP0066⁸ 	05/06/2019	One Working Group meeting took place in June 2019 to discuss the progression of SECMP0010, SECMP0053, SECMP0056 and SECMP0066.
	Security Sub-Committee (SSC)	12/06/2019 26/06/2019	Two SSC meetings took place in June 2019. The meeting headlines for two of the meetings can be found below. SSC 79 1206 Meeting Headlines SSC 80 2606 Meeting Headlines

³ SECMP0007 'Firmware updates to IHDs and PPMIDs'

⁴ SECMP0055 'Incorporation of multiple Issue Resolution Proposals into the SEC'

⁵ SECMP0010 'Introduction of triage arrangements for Communications Hubs'

⁶ SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'

⁷ SECMP0063 'Ensuring correct Network Operator Certificates are placed on Electricity Smart Meters'

⁸ SECMP0066 'Advanced Shipment Notifications (ASN) for Consignment of Communications Hubs'

Category	Meeting	Meeting Date(s)	Summary of Events
	SMKI PMA	18/06/2019	The SMKI PMA held one meeting in June 2019. The meeting headlines can be found below. SECPMA 58 1806 Meeting Headlines
	Operations Group (OPSG)	04/06/2019	The OPSG continue to meet monthly. The meeting headlines are available via the link below. OSPG 21 0406 Meeting Documentation
	Testing Advisory Group (TAG)	26/06/2019	The TAG met once in June 2019. The minutes will be available in July 2019.
	Modifications Question Hour	10/06/2019	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	27/06/2019	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	13/06/2019	
	Technical and Business Design Group	19/06/2019	
DCC	Test Design and Execution Group (TDEG)	11/06/2019	TDEG provided an update on Single Band Communications Hubs migration to Release 2.0, a discussion on User Integration Testing (UIT) Defect Status Updates, an update on Parse and Correlation (P&C) and an update on SMETS Test Assurance and User Testing Services (UTS).

Table 7: Meetings hosted and attended by SECAS