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Paper Reference:	**SECP_72_1309_06**
Action:	**For Decision**

Request to Host Device Operating Manuals on SEC Website

1. Purpose

At the August Panel meeting, a Large Supplier Member requested that SECAS host Device operating manuals, useful to the market, on the SEC website. This paper explains the proposed process for hosting this information on the website, which we anticipate will have a small administrative impact for agreement by the SEC Panel.

2. Details of the Requests

2.1 Device Operating Manuals

Despite Devices meeting the necessary technical specifications, *how* they operate, from both an engineer and a customer perspective, may well vary considerably between manufacturers. This includes customer devices (In Home Displays (IHDs) & Pre-Payment Interface Devices (PPMIDs)) and the user interfaces on GSMEs and ESMEs.

SMETS2 brings interoperability and 'churn' of Devices from an installing Supplier (who will presumably be familiar with the Device manuals) to another supplier (who will not necessarily have any knowledge of the Devices inherited). It is important that each Supplier knows how each Device operates including those that they themselves are not installing.

Therefore, the request is that a library of operating manuals for all Devices is made available to SEC Parties. It has been agreed that the SEC website would be a sensible location to host the information and SECAS should manage the library. Information on the process can be seen below.

3. Generic Process

SECAS has held brief discussions with the SEC Party who raised the request. The intention is to provide a lightweight process requiring limited administrative burden.

We expect the information to be submitted to SECAS by manufacturers. We will consider whether it is appropriate to host information received from alternative sources (e.g. Suppliers).

It will not be necessary for SECAS to perform validation of the data as we have no independent information available to us against which to validate it.

New submissions will be appended to the list. Manufacturers will be responsible for providing up to date copies of the manuals, and SECAS will be ensure that old manuals are removed.

3.1 Disputes and Queries

Effort could be impacted if disputes and queries are raised; for instance, a Supplier challenging the content of a manual or asking for clarification. SECAS will not have access to any information to be able to resolve the query.

We will therefore include clear disclaimers on the website, to ensure that SEC Parties understand that any queries related to the content should be directed to the manufacturers. We will direct SEC Parties to the manufacturer contact details held in the Firmware Information Repository. This could lead to a revised manual, which we would upload when it is provided to us.

4. Volumes & Effort Required

Limited discussions have taken place so far, but we would anticipate the following effort to be required.

4.1 Set Up

- Agree process, web-page, develop work instruction manuals & train staff: 5 – 10 days
- Develop communications: 2 days

4.2 Operation

We have very limited information regarding the volume of requests that we will need to support.

We anticipate receiving manual(s) for each Device, potentially several manuals for each hardware & firmware combination. The number and timing of receipt is uncertain, so we will upload manuals in weekly batches for efficiency.

We anticipate this being an enduring requirement for SECAS to support, with minimal effort as the market matures.

We anticipate there may be occasional increases in effort as Devices complying with new Technical Specifications are released.

Estimated administrative effort

We initially estimate approximately half a day of effort per week in the short term, reducing in the long term, although we have a wide margin of error in the estimate.

5. Risks of Hosting this Information

The following risks and mitigations of hosting this information have been identified.

Risk	Mitigation
Excessive volumes of queries and disputes	1) Dispute handling limited, as set out above. 2) Improve process with manufacturers. 3) Discontinue services, if necessary.
Excessive effort (unknown quantity of information)	1) Refine estimates. 2) Return to Panel if estimates are found to be unrealistic.
Queries direct from public	1) Clear explanation of the purpose of the information.

	2) Ensure information is accessible only to SEC Parties on the website. 3) Discontinue services, if necessary.
SECAS seen as an authority for this information	1) Appropriate disclaimers alongside the data highlighting responsibilities. 2) Highlight queries and disputes process.

6. Recommendations

The Panel is requested to **AGREE** that the proposed process is appropriate and that SECAS may publish this information on behalf of industry.

Huw Exley

SECAS Team

6 September 2019