**Change Request Form**

## Change Request details

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| Change Request details |
| Change Request Title | Alignment of M10 (go live) delivery date to 22.09.25 for clarification |
| Change Request Number | *CR061* |
| Originating Advisory / Working Group | *Various* |
| Risk/issue reference |  |
| Change Raiser | *Matthew Breen, MHHS Programme* | Date raised: | *06/05/25* |

***For further guidance on how to complete this document please see the supporting Change Request Form Guidance for Programme Participants. The guidance will support raising a change and responding to a change request via Impact Assessment. The Change Raiser should consider sharing the draft Change Request Form with impacted programme parties, prior to submission to PMO. The guidance, as well as other key documents are referenced below and can be found via the MHHS website.***

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| Change Request to be read in conjunction with: |
| MHHS Change Request Form Guidance for Programme Participants |
| MHHS Change Control Approach |
| MHHS Governance Framework |
| Ofgem’s MHHS Transition Timetable |

### Part A – Description of proposed change

**Guidance *– This section should be completed by the Change Raiser when raising the Change Request.***

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| Part A – Description of proposed change |
| **Issue statement:***(the issue that needs to be resolved by the change)*As per CR055, the M10 milestone date was set to **24/09/25**. The Programme have always set M10 to be two days following Systems go live, in accordance with the baselined M10/M11 Cutover Plan, to allow time for evidence to be gathered for a Governance approval after the event, to ensure appropriate approval of M10 achievement at PSG. While this has been communicated in the M10/M11 Cutover Plan, and in industry forums, there has been some confusion among Programme Participants as to when systems will go live. To avoid this confusion, and to provide industry participants with clarity, it is proposed that the M10 milestone is moved to 22/09/25 to align to the date when systems will need to be live at M8. Central Systems have to go live on the same date as M8 to be compliant with industry Codes. For the avoidance of doubt, this will have no impact on the requirements of industry participants but will provide additional clarity as to when Central Systems are expected to go live. The Programme will add an additional milestone on 24/09/25 to reflect the completion of the Governance approval after the event which is explicitly named the ‘M10 Acceptance Criteria Ratification’. This removes the risk of confusion regarding the go live date. |
| **Description of change:***(the change being proposed)*It is proposed that the M10 milestone is moved two days forward from 24/09/25 to 22/09/25 to align with Central System go live. The Programme Plan is to be updated in line with this proposed change.This Change Request has been raised to clarify that go live will be on 22/09/25, with the M10 milestone being aligned to this date rather than the Governance approval date. A new milestone will be raised for approval on 24/09/25.  |
| **Desired implementation date and rationale:** *(proposed implementation date of the change and why this date is required)*Target implementation is ASAP.  |
| **Justification for change:***(please attach any evidence to support your justification including why it should be exempt from the change freeze)**Whilst the proposed change brings forward the date for M10, it will not impact the delivery dates for any M10 acceptance activity as this remains as in the M10/M11 Cutover Plan and is all working towards the go live date of 22/09/25, following cutover weekend.*  | **Change Freeze criterion impacted** | **Yes / No** |
| **Fixing a design defect** | **N/A** |
| **Critical to M10/M15** | **Yes** |
| **Consequences of no change:***(what would happen if the change was not implemented)*If the M10 milestone date is not updated, there is a risk of confusion to participants who may be unsure of planned dates for systems go live. |
| **Alternative options:***(alternative options or mitigations that have been considered)*Retain 24/09/25 M10 milestone date and the current lack of clarity.  |
| **Risks associated with potential change:***(risks related to implementation of the proposed change that have been identified)*No risks identified.  |
| **Stakeholders consulted on the potential change:***(Please document the stakeholders, or stakeholder groups that have been consulted to date on this change. The Change Raiser should consult with relevant programme parties in the drafting of the request, prior to submission to PMO).***MCAG** |
| **Target date by which a decision is required:** |      04 June 2025 |

### Part B – Initial Impact of proposed change

**Guidance *– This section should be completed by the Change Raiser before being submitted to the MHHS PMO.***

***Please document the benefits of the change and to delivery of the programme objectives***

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| Programme Objective | Benefit to delivery of the programme objective |
| To deliver the Design Working Group’s Target Operating Model (TOM) covering the ‘Meter to Bank’ process for all Supplier Volume Allocation Settlement meters |      Provides clarity on the Central Systems go live date to support the TOM. |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation |      N/A |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) |      Provides clarity that Central Systems go live at the M8 of Code implementation. |
| To implement MHHS in accordance with the MHHS Implementation Timetable | Better represents the actual go live date for M10 and improves clarity for target dates for Programme Participants. |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case |      N/A |
| To prove and provide a model for future such industry-led change programmes |      We can reflect in future models that Systems go live dates and governance processes can be accurately reflected in milestones. |

**Guidance *– Please document the known programme parties and programme deliverables that may be impacted by the proposed change***

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| --- | --- |
| Impacted areas | Impacted items |
| Impacted Parties | All MHHS Programme Participants |
| Impacted Deliverables | M10 Milestone, M10/M11 Cutover Plan, M10/M11 Cutover Delivery Plan, MHHS Programme Plan, M10 Acceptance Criteria |
| Impacted Milestones | *M10 Milestone**<Ofgem’s MHHS Transition Timetable is linked above>* |

**Note *– Please refer to MHHS DEL174 Change Request Guidance for Programme Participants for information on how to score the initial assessment.***

**Guidance *– Please include a reference and link to any additional documentation which the change relates to.***

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| Change Request to be read in conjunction with: |
| **Title** | **Reference** |
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### Part C.1 – Summary of Impact Assessment

### Note – *This section will be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.*

### *All Impact Assessment responses will be considered public and non-confidential unless otherwise marked. If there are any specific elements of the response (e.g. costs) that are confidential, please mark the specific sections as confidential rather than the response as a whole. The MHHS Programme will publish all Impact Assessment responses and redact any confidential information as noted.*

**Guidance – Programme Participants are required to:**

**Respond with ‘Agree’, ‘Disagree’ or ‘Abstain’, deleting as appropriate. If the respondent agrees, they can provide additional evidence to further support the assessment. If the respondent disagrees or abstains, they should provide a detailed rationale as to why.**

**Add any additional effects that have not already been identified. In doing so, they should provide as much detail as possible to allow a robust assessment to be made.**

**Indicate whether the change would have a minor, medium or significant impact on their activities, referring to slide 16 of *MHHS-DEL171 Change Control Approach* to assess each criterion, using N/A to indicate no impact.**

**Proceed to Part C.2 for Impact Assessment Recommendation response once completed.**

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| Part C.1 – Summary of Impact Assessment (complete as appropriate) |
| **Effect on benefits***Change Raiser to provide initial impact assessment.*No impact is expected *as this just reflects the reality of when systems will go live*. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on when a benefit will be realised; who will realise the benefit; the extent to which the benefit will be realised.* *Where possible, contextual information should be included e.g. the benefit will be delayed by X weeks; the change means Y population will also realise the benefit.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact Programme benefits.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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|  |  |  |

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| **Effect on consumers***Change Raiser to provide initial impact assessment.*No impact is expected *as this just reflects the reality of when systems will go live*. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on service delivery to consumers; will there be a cost impact to consumers; will there be a choice impact to consumers?* *Where possible, contextual information should be included e.g. what is the scale of the effect? Will the effect be permanent?**Please indicate below, using an (X), the extent to which you believe implementing this change would impact consumers.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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| **Effect on schedule***Change Raiser to provide initial impact assessment.*No impact is expected other than the movement of the Milestone, which will have no material impact on the schedule of deliverables. This is already the day when Central Systems were expected to be live, the milestone is being moved to provide further clarity to industry.  |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the schedule/milestones be directly impacted; will the schedule/milestones be indirectly impacted.* *Where possible, contextual information should be included e.g. the change will delay the project by X days; the change will require additional resource to complete (though detail resource in resource section); the delay can/cannot be recovered by condensing Y activity.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your ability to meet the Programme schedule.*

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| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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|  |  |  |

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| **Effect on costs***Change Raiser to provide initial impact assessment.*No impact is expected. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the change cause a loss of income; will the change cause additional cost; will the change cause a reprofiling of cost?* *Where possible, contextual information should be included e.g. whether it is capital or operating expenditure that will be affected; what period costs will be affected in; what the rough order of magnitude of the cost impact will be and if organisation will be able to absorb it?**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your organisation’s costs.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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| **Effect on resources***Change Raiser to provide initial impact assessment.*No impact is expected. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.* *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will there be an impact on tools or equipment; will there be an impact on staff capacity; will there be an impact on staff skills or capability?* *Where possible, contextual information should be included e.g. the change will require X additional staff for Y period of time; the change requires Z training or support.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your organisation’s resources.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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|  |  |  |

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| **Effect on contract***Change Raiser to provide initial impact assessment.*No impact is expected *as this just reflects the reality of when systems will go live*. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.* *Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on contracts with sub-contractors; whether there will be an impact on contracts with vendors; whether there will be an impact on contracts with regulators/ESO.* *Where possible, contextual information should be included e.g. the changes will require new contracts to be created; the changes will variations to existing contracts; the changes will affect ability to meet contract requirements.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your organisation’s contracts.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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| **Risks***Change Raiser to provide initial impact assessment.*Removes risk of confusion as to what the go live date is for the MHHS Programme. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.* *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will existing risks be affected; will new risks be created?**Where possible, contextual information should be included e.g. the change will affect the likelihood of a risk occurring, the change will affect the impact the risk would have, the change will require additional controls and mitigation.**Please state any additional risks introduced by the change.*  |

### Part C.2 – Impact Assessment Recommendation

### Note – *This section must be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.*

**Guidance – The primary reporting metric of the Impact Assessment is the recommendation response. The consolidated response will be presented to the relevant governance group(s) and decision maker(s) with the totals for ‘Agree’, ‘Disagree’ or ‘Abstain’. As such, please ensure this section is completed before the form is returned to MHHS PMO. Provide detailed rationale and evidence in the commentary field.**

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| Part C.2 – Impact Assessment Recommendation (mandatory) |
| **Recommendation***Change Raiser to provide initial recommendation.***It is recommended by the Change Raiser the change is approved.** |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact the Programme and/or your organisation overall.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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| **Change Freeze***Change Raiser to provide justification that their Change Request meets the Change Freeze criteria (critical to M10 and/or fixes a defect in the design).**As this is not a design change and is related to M10 timings and therefore M10 critical, this proposal meets the Change Freeze criteria.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection.*  |

**Impact assessment done by:** <Name>

**Guidance*: If you are a third party responding on behalf of another Programme Participant, please state this in your response.***

**Impact assessment completed on behalf of:** <Name>

### Part D – Change approval and decision

**Guidance*: The approvals section will be completed by the MHHS PMO once the Impact Assessment has been reviewed.***

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| Part D - Approvals |
| **Decision authority level**<Based on the impact assessment, state who is required to make a decision concerning this change> |

**Guidance** - ***This section will be completed by the MHHS PMO and Change Owner following the review of the impact assessment and decision reached by the SRO.***

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| Part D – Change decision |
| Decision: |       | Date |       |
| Approvers: |       |  |  |
| Change Owner: |       |
| Action: |       |
| **Changed Items** | **Pre-change version** | **Revised version** |
|  |  |  |
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### Part E – Implementation completion

**Guidance *- This section will be completed by the MHHS PMO at the end of the post-implementation process.***

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| Part E – Implementation completion |
| Comment |       | Date |       |

**Guidance *– The Closure Checklist in MHHS DEL175 Change Log must also be completed by MHHS PMO at this stage.***

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|      Checklist Completed | Completed by      |
| Yes/No |  |

**Guidance – *This section will be completed by the MHHS PMO at the end of the post-implementation process and should be* used to add any appropriate references of the change once it has been completed.**

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| --- |
| References |
| **Ref** | **Document number** | **Description** |
|       |       |       |
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