**Change Request Form**

## Change Request details

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| Change Request details | | | |
| Change Request Title | DUoS E-Billing DIP message for MHHS | | |
| Change Request Number | CR027 | | |
| Originating Advisory / Working Group | DCUSA DCP 416 | | |
| Risk/issue reference | N/A | | |
| Change Raiser | Peter Waymont / Eastern Power Networks | Date raised: | 03/07/2023 |

***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:**  A new flow needs to be introduced for e-billing of site-specific DUoS in the post Market-Wide Half-Hourly  Settlement (MHHS) environment because the existing flow uses the DTN and all other DUoS data will be DIP based. | |
| **Description of change:**  MHHS introduces new data flows using the Data Integration Platform (DIP) and JavaScript Object Notation (JSON) format, including for the HH data sent by Data Services to the LDSO for use in DUoS billing, using IF-021/IF-013/IF-014.  At present DUoS billing systems can send the D2021 data flow as a form of e-billing for site-specific DUoS, using the DTN.  As DUoS billing systems will need to interact with the DIP for migrated site-specific billed customers, it is preferable that the outputs are also DIP messages, to enable the parties to move forward completely in the new environment.  A DCUSA change was raised and a working group, comprising the senders (LDSOs/distributors) and receivers (suppliers) of the flows has identified the desired flow content and now wish to bring this to the Programme to ensure that it can be delivered in readiness for migration.  **Further background - Transition Considerations**  The proposed new DIP messages will be required from Migration Go-Live M11 and these DIP messages will become the enduring DUoS invoices for site specific billed (CT metered) customers.  The existing D0036 flows are received for each relevant MPAN, containing active and reactive channel data for each HH period. This data for each site is aggregated per calendar month and charged according to the DUoS tariff time periods. However each site is individually invoiced – resulting in tens of thousands of invoices per month per LDSO. e-billing is the preferred method for raising the required volume of invoices.  In MHHS, the D0036 is replaced by the IF-021 / IF-013 / IF-014 so DUoS billing systems and recipients’ validation systems will need to interact with the DIP. Some of the data items are also changing. It is preferable to recognise the new technology and embrace that rather than adapting the old. | |
| **Justification for change:**  The change is required in order to continue to operate the site specific DUoS billing process in the MHHS environment. | |
| **Consequences of no change:**  In the absence of the development of a DIP message, work will need to be undertaken to update the existing DTN flows. This may result in duplicated effort and inefficiency if/when, at a future date, the decision is made to move from the DTN flows to a DIP message. | |
| **Alternative options:**  Adapting the existing DTN flow was considered and discounted as part of the DCUSA DCP 416 Working Group. | |
| **Risks associated with potential change:**  There is a time-related risk as delays in creating a suitable DIP message will impact upon the site-specific DUoS process once MHHS migration has begun.  Note there will be a lead time in adapting billing systems to create the new DIP message and so certainty as to its content is required soonest. There is likely to be a lead time in amending the DIP service to update for the new message therefore there is a risk that DIP delivery is extended. | |
| **Stakeholders consulted on the potential change:**  DNOs and Supplier stakeholders have been proactively consulted with as part of the DCUSA DCP 416 Working Group which was formed to agree a solution to this issue. The desired message structure has been developed by this group. | |
| **Target date by which a decision is required:** | ASAP – implementation within MHHSP required before migration commences (M11) with enough lead time for LDSOs and Suppliers to update DUoS billing systems and validation systems in advance |

**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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| What benefits does the change bring |
| *(list the benefits of the change and how this improves the business case)*  Continued operation of the site-specific DUoS process once MHHS migration has begun, allowing distributors to recover their revenue and maintain the network.  Efficient investment of time and effort in the creation of a DIP message, as opposed to adaptation of existing DTN flows that may, in the future, be replaced in favour of a DIP message.  Clean cutover of data transferred using the DTN to the DIP as the migration progresses. (Data for migrated customers would cease to be contained in the DTN flow and be found in the DIP message.)  The impact on the programme is low as it is seen as the delivery of the message specification and the associated entities into relevant catalogues. However the impact on distributors and suppliers is high as this is a key part of the established DUoS billing and validation process.  The DCP416 group discussed whether e-billing could be adopted for other LDSO invoice types. A straw man message structure was consulted on using blocks for different invoice types. The consultation led the group to conclude that there was appetite for this but to limit this change to the status quo at present. The straw man message structure includes “Invoice Type” to facilitate any future change to incorporate other types but the DCP416 group did not expect this to be tabled until past M15. |

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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 | The introduction of a DIP message supports this objective, by bringing into the DIP the transfer of consumption/billing data used for revenue recovery through the site-specific DUoS process. This is core to the meter to bank aspect of distributors’ revenue. |
| 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) | N/A |
| To implement MHHS in accordance with the MHHS Implementation Timetable | While this change does not cause the MHHS implementation to be impacted, implementation without this change could materially impact parties financially. |
| 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 | N/A |

**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 | Distributors, Suppliers, DIP Provider |
| Impacted Deliverables | Data Item lists/definitions, REP catalogue lists, MHHS design deliverables (consequential impact on testing deliverables and Code drafting), DIP service |
| Impacted Milestones | Not known at this stage until Impact Assessment received |

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

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| Initial assessment | | | |
| Necessity of change |  | Expected lead time |  |
| Rationale of change |  | Expected implementation window |  |
| Expected change impact |  |  |  |

**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** |
| DCUSA change DCP416 | [Electronic Invoicing Post MHHS - DCUSA](https://www.dcusa.co.uk/change/replacement-of-d0242-d0315-for-mhhs/) |
| Attached flow specification |  |

### 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.**

**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**  *While the core MHHS programme benefits are not directly impacted, making this change has a material benefit to distributors/LDSOs and suppliers. Distributors will benefit by ensuring their cashflow is maintained, suppliers will benefit by continuing to be able to validate invoices in an efficient manner.* |
| *<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.* |
| **Effect on consumers**  *No direct effect. There may be an indirect impact of delayed consumer benefits of MHHS if MHHS Programme milestones delayed, but this will be subject to Impact Assessment.* |
| *<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?* |
| **Effect on schedule**  *No anticipated impact on schedule for DNOs and Suppliers, but this will have to be assessed through Impact Assessment which will include impact on the DIP provider.* |
| *<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.* |
| **Effect on costs**  *No significant anticipated impact on programme costs as the need for this flow was previously identified, however this will be subject to Impact Assessment as there will be a cost to the Programme to amend design artefacts, testing artefacts, Code and most importantly the DIP service****.*** *There is a direct impact on the costs of distributors by a potential loss of income or delay in cashflow. There will also be costs for distributors and suppliers to implement the creation and receipt/processing of the new flow.* |
| *<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?* |
| **Effect on resources**  *There will be resource requirements for distributors and suppliers in developing the creation and receipt/processing of the new flow. There will be an impact on the Programme to draft new deliverables and to manage the DIP Service Provider through any change. There will be a resource impact on the DIP Service provider. This will be subject to Impact Assessment response.* |
| *<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.* |
| **Effect on contract**  *No significant anticipated impact on programme, however this will be subject to Impact Assessment as there will be a cost to the Programme to amend design artefacts, testing artefacts, Code and most importantly the DIP service and this is likely to impact the contract with the DIP provider and the LDP****.*** *Distributors/suppliers may use contractors to develop the system changes required to create and receive/process the new flow..* |
| *<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.* |
| **Risks**  *No significant anticipated impact on programme, however this will be subject to Impact Assessment as there will be an impact to the Programme. Implementing this new flow removes risk to distributor income/cashflow.*  *There is a risk that design and DIP provider changes impact key programme milestones* |
| *<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.* |

### 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**  **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.* |

**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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