**Change Request Form**

## Change Request details

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| Change Request details | | | |
| Change Request Title | *Use of Clock Midnight for Appointments and Reads* | | |
| Change Request Number | *CR036* | | |
| Originating Advisory / Working Group | *DAG, DRG* | | |
| Risk/issue reference |  | | |
| Change Raiser | *Matt Hall, MHHS Programme* | Date raised: | *17/11/2023* |

***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:**  *(what is the issue that needs to be resolved by the change)*  Historically, the MHHS Design has been ambiguous on the exact time that should be used for Service Appointments/De-appointments and the reads that should be used for Settlement purposes at Changes to Supplier and Services.  In light of the decision made by the DAG Chair, [minuted here](https://www.mhhsprogramme.co.uk/api/documentlibrary/Meeting%20Papers/MHHS-DEL1687%20DAG%2008%20November%202023%20-%20Attachment%201%20-%20DAG%2011%20October%202023%20Minutes%20and%20Actions%20v1.1%20(change%20marked).docx) to approve the Programme’s recommendation to align both Service Appointment times and the reads used at Change of Supplier/Settlement to clock midnight, there is a need to agree the associated red line changes and an implementation plan.  As part of that implementation plan there is a need to assess the impacts on testing and any code changes required as a result of the design changes. The proposed implementation approach is provided below. | |
| **Description of change:**  *(what is the change you are proposing)*  This change is to allow Participants to perform Impact Assessment against and prepare for two changes to the MHHS Design:   1. Alignment of the Smart Change of Supplier/Change of Service Read to Clock Midnight, and 2. Alignment of Data and Metering Service Appointments to Clock Midnight 3. Splitting the IF-021 on the day of Change of Supplier to align to Clock Midnight Registrations   The proposed red line changes to the MHHS design can be found in the accompanying documents. Below is a summary of each:  **Alignment of the Smart Change of Supplier/Service Read to Clock Midnight:**  For smart Meters during British Summer Time the out-going SDS shall adjust the recovered UTC Midnight Reading for UTC date D (or Deemed Reading) to a midnight clock time Transfer Read by subtracting the actual or estimated UTC Period Level Consumption for UTC Period 47 and 48 (UTC date D-1).  · In British Summer Time, Clock Transfer Read (D) = UTC Transfer Read (D) - (UTCPD-1(47)) + (UTCPD-1(48))  · In Greenwich Mean Time, Clock Transfer Read (D) = UTC Transfer Read (D)  The Clock Transfer Read shall be provided to the incoming SDS and the Supplier using the IF-041.  This adjusted read can then be validated by the receiving parties and used as the CoS read.  **Alignment of Data and Metering Service Appointments to Clock Midnight**  All DS and MS, for all Market Segments will be aligned to Clock Midnight rather than 00:00 UTC.  **Splitting the IF-021 on the day of Change of Supplier to align to Clock Midnight Registrations**  Because Changes of Suppler happen in Clock Time, during British Summertime there is a need for the outgoing Data Service to split the IF-021 for a UTC into two:   1. Consumption data (and where appropriate Reactive Power Data) for HH Periods 01-46 should be sent to the outgoing Supplier, and 2. Consumption data (and where appropriate Reactive Power Data) for HH Periods 47 and 48 should be sent to the incoming Supplier   To facilitate this, Block B002 – Incoming Supplier Information will become mandatory in the IF-037 for the Data Service De-Appointment Event [DSDeApp].  **Proposed implementation approach:**   * The relevant design artefacts changes will be added into the MHHS Design in January and will form part of the Design Release in January 2024. * The change will not be implemented in advance of SIT Functional starting, but will be required SIT Functional Cycle 2. | |
| **Justification for change:**  *(please attach any evidence to support your justification)*  The change has been raised to allow participants to Impact Assess and plan to accommodate the Design Decisions made in DAG as described above.  By raising the CR, the Programme is giving greater visibility of both the changes and the timescales in which we expect it to be delivered. | |
| **Consequences of no change:**  *(what is the consequence of no change)*  This change has been raised to enable to accommodation of the design decisions. Without raising this change there is potential that impacts to participants, to the Testing phase of the Programme, or to the Codes may not be identified or implemented adequately. | |
| **Alternative options:**  *(What alternative options or mitigations that have been considered)*  N/A | |
| **Risks associated with potential change:**  *(what risks related to implementation of the proposed change have been identified)*  N/A | |
| **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).*  The changes have been discussed extensively within DRG, have been the subject of a [PPIR](https://www.mhhsprogramme.co.uk/api/documentlibrary/Meeting%20Papers/MHHS-DEL1926%20UTC%20vs%20Clock%20PPIR%20Responses%20and%20Changes%20v1.0.pdf), and have been discussed at DAG meetings #29 and 30 (put in links). All participants have had the opportunity to provide input on the options and all input has been carefully considered. | |
| **Target date by which a decision is required:** | December 2023 |

### 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)*  The change brings the opportunity for Participants and the programme to formally Impact Assess the alignment to Clock Time.  It will allow Participants to plan in any changes to their designs/testing in advance of IR7 by giving them visibility of the red lined changes.  It will allow the Programme team to identify any changes they need to make to SIT by giving them visibility of the red lined changes.  It will allow the Code Bodies to identify any changes they need to make to the Codes or to Qualification by giving them visibility of the red lined changes. |

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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 | A clear indication of the red line changes and the ability for all parties to impact assess the changes will better enable them to plan accordingly |
| 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) | A clear, early indication of the red line changes should help code bodies identify and implement any code changes |
| To implement MHHS in accordance with the MHHS Implementation Timetable | A clear indication of the red line changes and the ability for all parties to impact assess the changes will better enable them to plan accordingly |
| 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 | All Participants and the MHHS Programme |
| Impacted Deliverables | Various Design Artefacts, as per the attached. Potential changes to Testing and Code artefacts – to be identified as part of the IA |
| Impacted Milestones | *<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.***

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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** |
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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.**

**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 Design decisions have an impact on the Programme benefits, there is not direct impact upon benefits of this CR, beyond mitigation of delays to realising those benefits.* |
| *<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**  *While the Design decisions have an impact on the consumers, there is not direct impact upon benefits of this CR, beyond mitigation of delays to realising those benefits.* |
| *<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**  *This CR will ensure that all Participants are working to a common understanding of the Design decisions that have been made, and have the material they need to impact assess them. This should mitigate risk of different assumptions being made around these issues and any subsequent incompatibility of participants’ solutions.*  *This should in turn reduce risk of unexpected delays during SIT and/or Qualification Testing.* |
| *<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**  *This CR will ensure that all Participants are working to a common understanding of the Design decisions that have been made, and have the material they need to impact assess them. This should mitigate risk of different assumptions being made around these issues and any subsequent incompatibility of participants’ solutions.*  *This should in turn reduce risk of unexpected delays during SIT and/or Qualification Testing and the costs that would be associated with that.* |
| *<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**  *No impact 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.* |
| **Effect on contract**  *No impact 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. 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 impact expected beyond the reduction of risks of delays to the schedule.* |
| *<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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