

## MHHS Programme Steering Group (PSG) Minutes and Actions

Issue date: 15/06/2023

Meeting Number **PSG 021**

Venue **Virtual – MS Teams**

Date and Time **08 June 2023 1300-1530**

Classification **Public**

### Attendees

#### Chair

Helen Tipton (Chair)

MHHS SRO

#### Industry Representatives

Andrew Green (AG) (on behalf of Gareth Evans)

Carl Lang (CL) (on behalf of Andrew Campbell)

Chris Price (CP)

Del Kang (DL) (on behalf of Deborah Woods-Malone)

Graham Wood (GW)

Jenny Rawlinson (JR)

Joel Stark (JS)

Jonathan Hawkins (JH)

Lewis Robertson (LR)

Neil Dewar (on behalf of Karen Thompson-Lilley)

Paul Akrill (PA)

Vladimir Black (VB)

I&C Supplier Representative

Small Supplier Representative

DNO Representative

DCC Representative

Large Supplier Representative

iDNO Representative

Supplier Agent Representative (Independent)

RECCo Representative

Elexon Representative (Central Systems Provider)

National Grid ESO

Supplier Agent Representative

Medium Supplier Representative

#### MHHS IM

Chris Welby (CW)

Fraser Mathieson (FM)

Giles Clayden (GC)

Jason Brogden (JBr)

Keith Clark (KC)

Lewis Hall (LH)

Paul Pettitt

Industry SME

PMO Governance Lead

Deputy Programme Manager

Industry SME

Programme Manager

PMO Lead

Design Lead

#### Other Attendees

Andy MacFaul (AMF)

Dave Gandee (DG)

Richard Shilton (RS)

Sinead Quinn (SQ)

Ofgem

IPA

IPA

Ofgem

### Apologies

Caroline Farquhar

Jenny Boothe

Consumer Representative

Ofgem

## Actions

Area	Ref	Action	Owner	Due
<b>Programme Replan Baseline Decision</b>	PSG21-01	Programme to check alignments between master plan and POAP provided in Implementation Approach document	Programme (Giles Claydon)	ASAP
<b>Customer Segment Reverse Migration Exclusion</b>	PSG21-02	Programme to confirm mechanism to prevent sites excluded from reverse migration from migrating prior to M14	Programme (Jason Brogden)	15/06/2023
<b>Fast Track Design Update Process</b>	PSG21-03	Programme to update Fast Track Design Update Process slides to include further information on participant journey (e.g. objections raising and treatment, escalation routes, etc.)	Programme (Paul Pettitt)	15/06/2023
	PSG21-04	PSG to review efficacy of Fast Track Design Update Process at next PSG following one month of operation.	Programme (Paul Pettitt) and PSG Members	05/07/2023
<b>IPA Test Assurance Approach</b>	PSG21-05	Programme to discuss with IPA the potential inclusion of IPA test assurance activities alongside programme plan information, to assist participants' view of effort requirements	Programme and IPA	05/07/2023
<b>Delivery Dashboards</b>	PSG21-06	Programme to confirm whether there are any SEC qualification requirements for Suppliers using existing DCC services to request SDS	Programme (Jason Brogden)	15/06/2023
<b>Previous Meeting(s)</b>	PSG20-01	Programme to issue communication to provide clarity on SIT timelines and other key requirements	Programme (Adrian Page)	08/06/2023
	PSG20-02	Programme to progress meeting with ESG and its contracting Programme Participants to progress Placing Reliance Policy proposals	Programme (Jason Brogden)	08/06/2023
	PSG20-03	PSG Constituency Representatives to encourage constituents to request bilateral discussion with Programme on SIT planning (e.g. to discuss systems, processes, practicalities of testing and qualification, operation of placing reliance policy, etc)	PSG Constituency Representatives	08/06/2023
	PSG15-01	Progress work on customer segments in migration at the Migration Design Subgroup (MDSG)	Programme (Jason Brogden)	08/06/2023
	PSG17-03	Discuss at DAG if the DIP design could result in changes to the MHHS core design, and if so, the likely timelines for changes to the core design to be delivered	Programme (PMO)	05/07/2023
	PSG17-05	Review the post-implementation approach to Benefits Realisation and how Benefits Realisation will be handed over to Ofgem at M16	Programme (Jason Brogden)	To be reviewed at CP2
	PSG18-05	Look into the assurance process for LDSOs for the accuracy of data for DUoS billing	Jason Brogden	05/07/2023

## Decisions

Area	Ref	Decision
<b>Minutes and Actions</b>	PSG-DEC50	The PSG approved the headline reports and minutes of the PSG meetings held 03 May 2023 and 12 May 2023 with no amendments

Area	Ref	Decision
<b>Programme Replan Baseline Decision</b>	PSG-DEC51	The SRO unconditionally approved Programme Change Request 022 (MHHS Programme Replan)
	PSG-DEC52	The SRO approved the baselining of the Programme Plan as set out in Programme Change Request 022 (MHHS Programme Replan), amended as per the 08 June 2023 PSG meeting papers
<b>Customer Segment Reverse Migration Exclusion</b>	PSG-DEC53	The SRO approved the customer segments reverse migration exclusion recommendation, which excludes complex sites and shared SVA arrangements from reverse migration
<b>Fast Track Design Update Process</b>	PSG-DEC54	The SRO approved the Fast Track Design Update Process, subject to clarificatory updates to be included within the papers presented to the 08 June 2023 PSG and an action to review the efficacy of the process at the 05 July 2023 PSG

## [Minutes](#)

### 1. Welcome

The Chair welcomed all to the meeting and introduced the agenda

### 2. Minutes and Actions Review

The PSG approved the minutes of the PSG meetings held 03 and 12 May 2023 with no amendments.

**DECISION PSG-DEC50: The PSG approved the headline reports and minutes of the PSG meetings held 03 May 2023 and 12 May 2023 with no amendments**

The Chair provided action updates as per the meeting slides. Additional updates are provided below. Full action wording and updates on closed actions can be found within the meeting papers.

**PSG18-05:** Regarding assurance around the accuracy of Licenced Distribution System Operator (LDSO) data for Distribution Use of System (DUoS) Charges, the Programme advised the matter will be discussed with Elexon legal and the resulting advice reviewed. An update will be issued in due course. Action ongoing.

### 3. Sponsor update

AMF advised Ofgem's Retail Programme Board had approved changes to the dates of Level 1 (L1) Programme milestones and advised a written decision would be published in due course.

AMF explained there was a determination to reduce the risk of slippage from the newly approved dates, and Ofgem were considering what incentives may be appropriate and whether any form of penalty regime for slippage against, for example, migration plans may be appropriate also. Nothing has yet been decided and Ofgem will report in due course, with any outcomes consulted on to ensure views from participants and the Programme are obtained on what may be effective. Overall, AMF expressed strong encouragement for Programme Participants (PPs) to press forward with implementation of MHHS.

AMF noted the Programme Replan has been thorough, lengthy, and has seen tremendous input from PPs and the Programme. As such, Ofgem would be concerned if any substantial revision to Level 1 milestone dates was required in the near future. Any future requests for changes would be considered on their merits.

A point was made regarding query management by the Programme. AMF encouraged the Programme to ensure refinements occur to ensure timely responses to queries given the critical phase of work ahead of System Integration Testing (SIT).

### 4. Programme Replan Baseline Decision

GC provided a recap of the minor changes made to the Programme Plan following the consultation on Programme Change Request (CR) 022 (*MHHS Programme Replan*). GC advised changes had also been made since the conditional approval of CR022 at the extraordinary PSG held 12 May 2023, the majority of which are minor changes to Tier 3 (T3) milestones. GC drew attention to specific changes, including a new M8\* milestone which accounts for M8 and M10

needing to be achieved concurrently, and as such, any change to M10 would delay M8 being met. There have also been changes to T3 dates for phased development of the Qualification Approach and Plan to correct previous inaccuracies. There may be further work required to change these T3 milestones within the confines of what is allowed in terms of changes to T3 dates. JH confirmed RECCo was in discussion with the Programme on this.

CP noted several SIT implementation dates with the Plan of a Page provided to the PSG did not match the main plan. The Programme took an action to review and correct this if necessary.

**ACTION PSG21-01: Programme to check alignments between master plan and POAP provided in Implementation Approach document**

The Chair requested any further comments from PSG members, to which none were received. The Chair proceeded to decision.

Noting Ofgem's approval of changes to the dates of L1 Programme milestones, the Chair, in their capacity as MHHS Senior Responsible Owner (SRO), unconditionally approved CR022 and approved the baselining of the Programme Plan as set out in CR022 and as amended per the meeting slides

**DECISION PSG-DEC51: The SRO unconditionally approved Programme Change Request 022 (MHHS Programme Replan)**

**DECISION PSG-DEC52: The SRO approved the baselining of the Programme Plan as set out in Programme Change Request 022 (MHHS Programme Replan), amended as per the 08 June 2023 PSG meeting papers**

The Programme will communicate the updated Programme Plan to participants in due course and parties are encouraged to raise any concerns as soon as possible.

## 5. Customer Segment Reverse Migration Exclusion

JBr presented a recommendation, developed via the Migration Working Group (MWG) as part of the migration strategy, that complex and shared SVA sites be excluded from reverse migration. Consumer impacts were believed to be minimal as these sites are already registered and settled on a half-hourly basis and the proposal would not prevent customer switching but would help to mitigate risks to reverse migration. The excluded sites would then migrate post M14, and as such, would have longer to migrate.

An action was placed with the Programme to confirm how the excluded sites would be prevented from migrating

**ACTION PSG21-02: Programme to confirm mechanism to prevent sites excluded from reverse migration from migrating prior to M14**

The Chair, in their capacity as MHHS SRO, agreed to the recommendation

**DECISION PSG-DEC53: The SRO approved the customer segments reverse migration exclusion recommendation, which excludes complex sites and shared SVA arrangements from reverse migration**

## 6. FTIG Update and SIT Outlook

### FTIG Update

KC provided an update on the activities of the Fast Track Implementation Group (FTIG). The group has now met four times to discuss the unblocking of obstacles to SIT raised by SIT participants. The number of new obstacles being raised has now plateaued, indicating potential barriers to SIT commencement/operation are reducing. KC encouraged those participating in SIT to raise any further perceived blockers to ensure these are discussed and managed.

CP commented on the complex work going on with SIT volunteers and noted several of the key risks highlighted in the IPA's report on the Programme Plan at the PSG held 12 May 2023, querying how these were being managed. KC advised FTIG is seeking to resolve issues known to be presenting a barrier to SIT, and risks are managed via the Programme RAID Log. FTIG may consider risks in future if all issues it is currently managing are resolved. RS noted there are risks to SIT stated as part of the IPA's CR022 review, and these should be considered as part of the Programme risk management mechanisms. The IPA will continue to work closely with the Programme to manage these risks. KC highlighted the Programme present key risk themes within the PSG Dashboards, and FTIG is considering what barriers for SIT participants exist now, rather than what could become barriers. The Programme are managing risks via the RAID and business as usual governance.

CP acknowledged FTIG are reviewing issues, and stated they wish to ensure the Programme are undertaking appropriate actions to manage risks to SIT. RS considered it may be prudent for FTIG to consider risks raised to understand any actions which may be required. JBr advised a risk review was due to be undertaken at the next PSG.

## **SIT Outlook**

Updates are provided within the meeting papers.

## **7. Fast Track Design Update Process**

### **Overview**

PP provided an overview of the new proposed Fast Track Design Update Process, which seeks to strike a balance between the need for expedient updates to the MHHS Design Artefacts where issues are identified, whilst ensuring appropriate input from participants and the management of risks emanating from any potentially material changes to the design.

The Programme have engaged FTIG, the IPA, and several specific participants in shaping the new process and highlighted the process would be crucial to the clearance of the c.350 items within the Design Issue Notification (DIN) Log and resolution of uncertainty in the design. The DIN Log is a public document, and parties are encouraged to review this regularly to stay abreast of prospective changes to the MHHS Design Artefacts. Where prospective changes may be material in nature, the Programme will determine whether these proceed to a Design Resolution Group (DRG) for development, or, where desired solutions to material issues are known, proceed to a CR and Impact Assessment by participants. Participants will be provided with a view of the scheduled release a given change is due to be released in and given the opportunity to object to the release of changes to Design Artefacts. The Programme will consider objections on a case-by-case basis and determine the appropriate next steps. A cut-off date for objections will be denoted within the DIN Log, and PP explained this is necessary to enable certainty on the updates to be made to Design Artefacts ahead of change marked documents being produced by the Programme Design Team.

A schedule of 'Interim Releases (IR)' was provided, with IR1 proposed to be brought forward to 14 June 2023 and IR2 brought forward to 05 July 2023, to support the expedited release of design updates.

PP considered this was a measured approach to the need for speedy updates and issues resolution, and the need to ensure oversight, participant review, and quality. The frequency of the proposed release schedule means where any errors require correction, this can occur quickly. Overall, the aim is to make releases smaller and more frequent, and over the coming weeks release dates will be denoted against each DIN within the log.

PP notes the wider Programme Change Control Approach continues to operate and participants can still raise CRs at anytime if they wish, which will be processed and routed to the relevant advisory group.

### **PSG Comments**

JH agreed there was a need to speed up the process but did not believe the proposed new process addressed the need for industry review and participant input into changes, believing more clarity was required on the objections process, the treatment of objections, and timelines for participants to respond to proposed design changes within a set time period. JH did not believe the DIN Log was being used to process housekeeping changes alone. PP agreed, advising the Programme are assessing prospective changes and where these are considered material, they will be cycled through a DRG or other appropriate development group. The changes being brought forward via the DIN Log were for participants to object to if the impacts are believed to be material or required wider review. The cut-off date for objections will be provided within the DIN Log, and where an objection is upheld, the prospective changes would be carved out of the relevant Interim Release, thereby allowing the remaining changes to progress. JH considered the fast track proposal had by-passed the Design Advisory Group (DAG) and believed the MHHS Governance Framework did not allow changes to Design Artefacts to be made without approval from the DAG. JH agreed that an objection option should be provided and carve out allowed to avoid non-contentious updates being delayed. Regarding any threshold for the upholding of objections, PP noted these would be considered on a case-by-case basis with factors such as materiality, impacts on milestones or timelines, the impacts of not making design updates, and other factors being considered. JH believed the governance framework seeks to ensure protection and visibility for participants over changes to the Design which may materially impact them. JH agreed with the need for an expedient release schedule, but requested it is documented how objections operate, the timelines for PPs to object to proposed design updates, the options to carve out objection items, clarity on how objections will be assessed by the Programme, clarity on when items will be routed to the DAG, and what the escalation routes are. JH believed if these protections were present and documented, then the process would work well. The Chair considered a succinct outline of the rules, controls, and options for PPs should be provided, and the

group concluded this could take the form of a 'participant journey' slide which accompanies the process. JH considered if the updates discussed were added, then the process would be acceptable

**ACTION PSG21-03: Programme to update Fast Track Design Update Process slides to include further information on participant journey (e.g. objections raising and treatment, escalation routes, etc.)**

LR asked whether the detail provided within the DIN Log could be improved, commenting they found the current log somewhat difficult to understand. PP advised there is a commitment to ensuring the log provides the information needed. LR confirmed the PSG are not being asked to approve the content of release, simply an improved process. LR sought to confirm what Component Integration Testing (CIT) related changes will be included in IR1 and IR2, noting Elexon Helix are building at risk, and changes may not be feasible within deadlines. JBr highlighted this had been discussed between the Programme and Helix at the regular account management bilateral, and considerations are ongoing on whether a staggered approach to CIT-impacting design updates could be taken to mitigate risks. LR did not believe there was sufficient information within the DIN Log to enable Helix to be clear on impacts.

GW affirmed it would be important for PPs to review the DIN Log to ensure any objections are provided within the timescales required. GW asked whether there would be a specific timescale between a DIN resolution proposal being provided and the deadline for objection. PP advised there would be, noting the Programme require c.8-10 working days prior to each release to allow updates to the Design Artefacts to be made.

The Chair invited the view of the IPA, who have been involved in developing the fast track process. RS advised a workable process, which is suitably visible to participants was key, and that participants are aware of how they may interact with the proposed process.

CP expressed support for a fast track process, noting the level of DINs and the need to allow agreed or non-material design updates to be released while ensuring material changes have a robust process to ensure areas of contention can be reviewed, discussed, and cycled through DRG if necessary. CP praised the engagement received from the Programme on CR018 (*Registration Service Operating Hours*) and the attempts to ensure this CR was acceptable to interested parties. CP noted the importance of understanding costs, benefits, and the implications for long term operation. CP believed many items with the DIN Log appear to require updates to the design but are perhaps no subject to a long term view/analysis. CP also noted the need for clarity on the agreed resolutions to DINs or other design issues, to avoid discrepancies in expectations.

KC summarised the Programme are seeking a 'fail fast and fix' approach and a review of the efficacy of the fast track process would be undertaken.

CP queried whether changes to the Interface Specification would occur within the scheduled releases. PP advised an updated version would be published as part of IR1, and it is very likely there will be continued updates as build and test progress given this document was the 'glue' which holds the MHHS Target Operating Model (TOM) together.

**Decision**

The Chair noted the broad agreement on the need to expedite the release of updates to Design and noted the PSG views on the clarifications required to the process. The Chair suggested the process is implemented and its efficacy reviewed at the next PSG meeting.

**ACTION PSG21-04: PSG to review efficacy of Fast Track Design Update Process at next PSG following one month of operation**

Members were satisfied with this, providing the aforementioned clarifications are added to the process.

The Chair, in their capacity as MHHS SRO, approved the Fast Track Design Update Process, subject to the clarificatory update being made and the process' efficacy being reviewed at the next PSG.

**DECISION PSG-DEC54: The SRO approved the Fast Track Design Update Process, subject to clarificatory updates to be included within the papers presented to the 08 June 2023 PSG and an action to review the efficacy of the process at the 05 July 2023 PSG**

**8. Programme Reporting**

KC advised Programme reporting is now being provided against the approved Programme Plan (formerly described as the Programme Replan). Updates have been made to provide a more granular view of risks. KC highlighted M9 (SIT Start) had been scored as amber as there are a range of documented risks against M9 and uncertainties over participant readiness, including Core Capability Providers. KC advised these risks were being actively managed, and the PSG accepted the amber status as it demonstrated awareness of the risks which exist around SIT commencement. KC

advised the Programme Plan was realistic and reasonable, yet challenging. RS noted the IPA would be concerned if all reporting items were scored as green.

GW highlighted concerns around data cuts. KC advised both agent data cuts and legacy agent data cuts were due to be discussed at the FTIG on 09 June 2023 and highlighted the test data artefacts relating to CIT which are due to be released for consultation on the same day. A notice on data cut requirements will be issued 19 June 2023 and SIT participants are expected to take a full production data back up on 19 August 2023.

## 9. IPA Test Assurance Approach

RS advised this agenda item was intended to provide awareness of the test assurance activities that will be undertaken by the IPA.

The IPA are asking participants to engage with them on testing assurance. RS noted that whilst there were first and second line assurance activities already being undertaken within the Programme, and the IPA do not wish to disrupt this, they will be looking at end-to-end progress and readiness for testing.

RS provided an overview of the mechanisms which will be employed in delivering testing assurance, as per the meeting papers. These mechanisms recognise the nuances of entry to testing being staggered for some participants. The IPA will work closely with the Programme to respond to and resolve issues as they occur.

An overview of the timeline for the IPA's activities was provided and how these marry to the various stages of testing. Assurance period one has commenced, and this is focussed on readiness for SIT and is therefore looking at central parties and functional testing.

RS advised the IPA will provide any feedback or recommendations to participants and the Programme to ensure openness and transparency.

Comments from PSG members were invited. GW provided initial feedback from the Large Supplier Constituency around the proposed assurance activities not necessarily being clearly in scope of what Suppliers are expected to do as a part of testing. Clarity was requested on what participants need to do to accommodate assurance activities. GW asked whether assurance activities could be included within or alongside the Programme Plan to provide visibility for resource/effort planning. RS advised the testing assurance activity will involve a sample of participants, and it is unlikely there will be any significant ongoing resource requirements that warrants inclusion within parties' plans.

**ACTION PSG21-05: Programme to discuss with IPA the potential inclusion of IPA test assurance activities alongside programme plan information, to assist participants' view of effort requirements**

## 10. Delivery Dashboards

The Chair noted the Programme risk themes and Red/Amber/Green (RAG) statuses provided within the Programme delivery dashboards. The Chair praised the SIT Status dashboard, describing it as representing a healthy Minimum Viable Cohort (MVC).

JH noted potential blockers to migration testing, and the need for Code Bodies to consider how legacy agents are managed owing them not being required to qualify under new MHHS arrangements. Consideration is required over how such parties are managed and how existing code governance rules could be used to manage this class of participant. JBr noted this had been discussed at the Elexon Performance Assurance Board (PAB) and initial agreement obtained on how they may be managed. JH stated RECCo will also consider how legacy agents can be managed.

GW asked about the working assumption those participating in SIT would not need to qualify under the Smart Energy Code (SEC). JBr stated this assumption had now been confirmed and will be no additional SEC qualification activities for import/export service request capacity requirements to the Data Communications Company (DCC). There has also been agreement that Suppliers can use existing operational channels for the Meter Data Retriever (MDR) role. JBr advised a communication will be provided to PSG members to confirm this.

**ACTION PSG21-06: Programme to confirm whether there are any SEC qualification requirements for Suppliers using existing DCC services to request SDS**

CP noted participant concerns over the provision of Industry Standing Data (ISD) example files to participants. The group agreed this was not for discussion at PSG and the Programme highlighted Elexon Helix are expected to provide example files following the FTIG on 09 June 2023.

## 11. Summary and next steps

FM confirmed the meeting actions.

The Chair invited any other business, to which no items were raised.

The Chair thanked members for their contributions and closed the meeting.

**Dates of Next Meetings: 05 July 2023 10am**