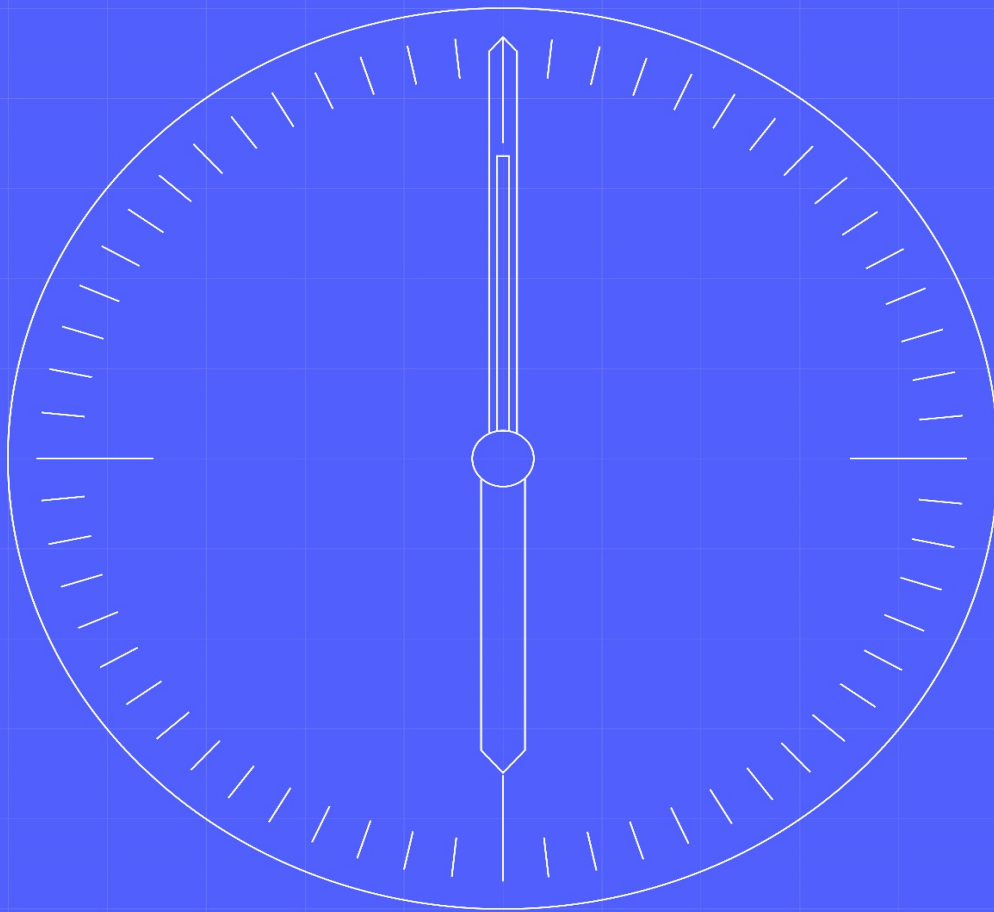


MHHS Webinar – Readiness Assessment Two Overall Report: Q&A

29 November 2022



Document owner

MHHS PPC

Status:

Final

Document number

MHHS-DEL828

Date

07 December 2022

Version

0.1

Classification

Public

Contents

| | |
|--|---|
| Contents | 1 |
| Change Record | 2 |
| Reviewers | 2 |
| 1. Escalation | 3 |
| 2. Engagement | 3 |
| 3. System Integration Testing (SIT) Participation | 4 |
| 4. Programme Timelines | 4 |
| 5. Lessons Learned | 4 |
| 6. Miscellaneous | 5 |

Change Record

| Date | Author | Version | Change Detail |
|-------------|----------|---------|---------------|
| 06 Dec 2022 | MHHS PPC | 0.1 | Initial Draft |
| | | | |
| | | | |

Reviewers

| Reviewer | Role |
|--------------|---------------------------|
| Marina Sykes | Comms & Engagement Lead |
| Pete Edwarde | Readiness Assessment Lead |
| Chris Welby | Strategic Market Advisor |

1. Escalation

1.1 If participants did not provide a plan as part of their Readiness Assessment Two (RA2) response, they are non-compliant with their license obligations. What action will Ofgem take and will these participants be named publicly?

Following RA2, the Programme Party Coordinator (PPC), Senior Responsible Owner (SRO) and the Independent Programme Assurance (IPA) provider have been reassessing the escalation process for participants who do not adhere to their license conditions in Readiness Assessments. The new escalation process will be outlined in the updated Readiness Assessment Strategy to be published in December 2022.

At present we expect those organisations who did not respond to the RA2 survey or requests for deep-dives to be subject to one or more of the following actions:

- Escalation to Senior Stakeholders within the participant's organisation
- Escalation to the SRO
- Escalation to the IPA
- Escalation to the Programme Steering Group (PSG), naming individual participants
- Escalation to Ofgem

1.2 What is the expected end-game for parties who continue not to engage, and how will the Programme ensure not all participants are 'tarred with the same brush' with Ofgem?

There is an obligation on all licensed parties to respond to Readiness Assessments. As noted above, we are updating the Readiness Assessment Strategy, to be published later in December 2022 for industry review. Where necessary, we will escalate to Ofgem in a targeted way.

2. Engagement

2.1 What messages is the Programme providing to Ofgem which meant Ofgem feel it had to write to participants about lack of engagement?

Ofgem is made aware of key statistics relating to engagement with MHHS. These include the fact that 46% of participants responded to RA1, rising to 53% in RA2. Information relating to engagement with other activities such as the MHHS Replan consultation activity, and the MHHS Migration Option Programme Participant Information Request (PPIR) may also be considered by Ofgem when it shapes its communications to participants.

2.2 What is Ofgem's view relating to low response rates across specific participant groupings?

This is a question for Ofgem to answer. However, as indicated in its recent letter to MHHS Programme participants, Ofgem wants to encourage participants to engage with the Programme, and would remind those organisations that are required to adhere to its licence conditions that Readiness Assessments are mandatory.

2.3 Does Ofgem expect the Programme to flex to accommodate current and expected market conditions, in terms of obligations for suppliers?

This is also a question for Ofgem. We have not been instructed to flex according to varying market conditions at this stage.

2.4 The response rate is low given that we understood it was an obligation to respond to these requests - is there a specific type of party that is not responding?

There is a notable difference between constituencies. Smaller organisations have generally been less responsive than larger organisations, and many of the organisations who did not respond to RA2 did not have an obligation to do so, for example, Software Providers.

Within Agents, we've seen good response rates amongst Data Collector/Data Aggregator (DC/DA) organisations, however Meter Operator Agents (MOA) have provided lower levels of engagement (with exceptions). MOAs are less affected by the Programme but should still be consulted by and engaged with the Programme.

3. System Integration Testing (SIT) Participation

3.1 Should you not expect all Central Parties to participate in System Integration Testing (SIT)?

All Central Parties must be ready in time to participate in SIT.

3.2 The feedback we received is that Replan Round 3 will ask for new delivery plans. How does this align with a planning phase that completes at the end of January 2023?

Replan Consultation Round 3 finishes at the end of January 2023. We are looking for people to take part in SIT but it's not a closing door. If people are ready to take part in SIT when SIT starts, they don't need to have confirmed this by the end of January 2023.

3.4 Do the results of RA2 show enough coverage for a successful SIT phase without the need for mandating participation?

Central Parties and some Software Providers will need to take part in SIT, but we do not envisage having to mandate optional participants to join it. The information received via RA2 indicates that we will not have to mandate participation.

4. Programme Timelines

4.1 As per the Plan on a Page (POAP), the Impact Assessment (IA), Plan and Procure activities start on 1 November 2022, and Design, Build and Test (DBT) is shown to start in February 2023. How does this align with Readiness for DBT on 1 November 2022?

The IA, Plan and Procure activities start on 1 November 2022 in Replan Round 2, with technical design starting in Q1 2023. We factored this into the plans that we reviewed. We recognised a lot of organisations were able to start technical design in December 2022.

4.2 Was readiness to begin DBT 'on time' measured against an August 2023 date or a February 2024 date?

An organisation was deemed to be ready to start DBT on time if their DBT phase began on or before 1 November 2022. This DBT phase begins with the IA, Plan and Procure activities, although some participants had already completed these activities and were ready to start technical design.

4.3 I thought that the IA, Plan and Procure phase ends in March 2023, which has caused some confusion.

According to the POAP 1 and POAP 2 of the Replan Round 2 consultation the IA, Plan and Procure activities are due to finish in March 2023.

5. Lessons Learned

5.1 Several RA2 questions had two parts to them that asked for dates for when service providers would be confirmed. If you did not require a service provider for this section, you were penalised for not providing evidence.

Thank you for raising this. We are looking into providing more bespoke surveys going forwards into RA3 when we have better information on each constituency's third-party service provision requirements.

5.2 Impact assessments were not due until 1 November 2022, so we noted that ours would be complete by end-October. We therefore did not submit it as part of the RA2 response, but we were marked down for this.

This was an oversight on our part, and we will make sure that the criteria for passing a given milestone align to our plans in future. In this instance the criteria in CR009 did not match the plans distributed in the Replan round 2 in terms of the requirements for impact assessments.

6. Miscellaneous

6.1 When will you ask participants if they are going to operate any of the new roles defined by MHHS? The report referred to responses from the existing roles.

This is something we will start to look at for future Readiness Assessments, but there are no current discussions on this topic.

6.2 Are the parties applying/bidding to build the Data Integration Platform (DIP) subject to their own readiness, and if so, have they demonstrated it?

We are currently appointing the DIP provider. As part of the procurement process, we have assessed all the prospective bidders to ensure that they can meet the requirements to deliver on time.

6.3 Is the RA2 metric of market share being measured by the number of Meter Point Administration Numbers (MPANs) or by the volume of electricity being settled?

In RA2, market share is measured by number of MPANs.

6.4 Has the MHHS Migration PPIR changed any of the Programme Party Coordinator (PPC)'s takeaways following RA2?

Option 3 of the MHHS Migration PPIR has now been formally approved at Programme Steering Group (PSG) on 7 December 2022. This means that participants can start migrating MPANs to the new MHHS arrangements earlier than M14 and a special reverse migration process will be in place between M11/M12 to M14.

There is little change to RA2's key learnings, as there were very few Migration-related questions in RA2. The key focus of RA2 (the criteria for Milestone 3 and the start of DBT) is unaffected by the Migration PPIR.

6.5 What level of detail is expected from a supplier's plan?

The Programme is defining the criteria expected for a supplier's Delivery Plan for Replan Round 3, and we will ensure that the criteria expectations are clearer and simpler than in RA2.

The sign-off of the Replan Round 3 criteria will take place at the PSG on 7 December 2022 and participants will receive the Replan Round 3 Consultation on 14 December 2022. Please speak to your PPC representative if you would like further support on your response to Replan Round 3.

6.6 When can we expect RA3 - will this be Q1 or Q2 2023?

The RA3 date has not yet been confirmed, but we expect this to be in Q2 2023.