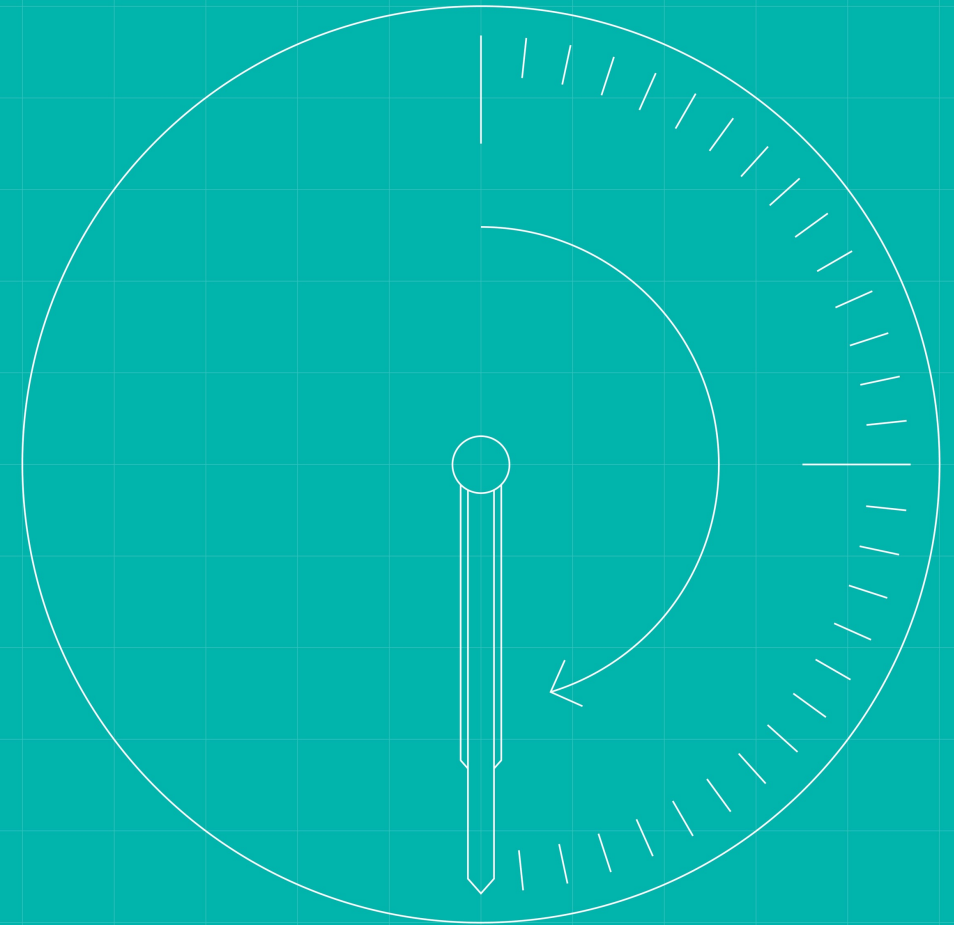


# CR018 Decision

**DECISION:** CR018: Make a decision whether to approve or reject CR018 – Registration Service Operating Hours (Re-issue)

MHHS Design Team



## CR018 – Impact Assessment Summary

### Objective of this session:

DAG to review the outputs of CR018 Impact Assessment and SRO to make decision.

### Headlines:

- **A majority of respondents supported** the revised version of the Change Request
- The overall response rate for CR018 (8.3%); **in total, 10 respondents supported the change, 3 respondents rejected the change and 3 respondents abstained**
  - 3 of the 10 supporting respondents had rejected the original version of CR018
- **10 respondents supported the change, highlighting the following items to support their decision:**
  - The relaxation of operational hours implies the reduction of a potential bottleneck in certain operational processes.
  - Amending the current baselined design artefact Operation Choreography and consequential code drafting will reduce significant, ongoing support and infrastructure costs for LDSOs to provide a 24/7 ERDS/SMRS outside current operating hours.
  - Implementing the change would meet the needs of the MHHS outcomes and milestones, and avoid potentially significant and unnecessary costs for industry parties (Suppliers and LDSOs) and their customers.
  - The revised CR offers the best solution for all parties, including the provision of a more robust technical solution to address 24/7 processing requirements for key secured active messages.
  - There will still be a cost to LDSOs to process various DIP mediated messages within 60 minutes of receipt within current ERDS/SMRS operating hours, but these are significantly reduced costs compared to the current baselined design artefact and original CR018 recommendation.
- **Those who agreed also raised the following considerations:**
  - CR018 will add an additional 66 Days of DBT Effort (ROM). This is seen as a necessary cost to best support LDSOs Operational use of MPRS and meet MHHS requirements. However, as this impact is additional to current delivery assumptions and cannot be absorbed into those plans, support is required from the MHHS Programme to mitigate the impact of this CR on MPRS Delivery Timelines.
  - Support will be required from the Programme to assist SCS on the impacts on delivery timescales to ensure that this can be delivered without impacting on the MPRS timescales for other key Programme deliverables.
  - One DNO noted that, based on the response from St Clements Services, this CR could possibly warrant additional development time/cost for the Registration Service. This unplanned development effort would be a drain on existing resources already struggling to deliver the MPRS 9.0.0 release for SIT, as well as leading to higher support costs.
- **3 respondents rejected the change:**
  - Power Data Associates stated that the CR does not reflect the many concerns, risks and issues discussed in the Design work-off meetings. It does not address some scenarios that will cause detrimental impact to Customers, Suppliers and Settlement accuracy. It is unclear in what is being proposed as a change.
  - British Gas agree that operational processes & support for exception management can only occur within working hours, but argue that systems and automated processes should be run outside of working hours to support TOM processes.
  - Callisto believes the change may reduce cost for some participants, but it will increase cost for others. Given the information provided, they do not see that there is an overall benefit.

## CR018 – Submitted Impact Assessments

Please see appendix for full detail on CR018 Impact Assessment

Programme Parties	CR018 Recommendations			
	Yes	No	Abstained	Not Replied
Large Suppliers	-	1	-	5
Medium Suppliers	2	-	-	5
Small Suppliers	-	-	-	33
I&C	-	-	1	40
DNOs	3	-	-	4
iDNOs	1	-	-	12
Ind. Agents	-	2	1	45
Supplier Agents	1	-	-	5
S/W Providers	1	-	-	24
REC Code Manager	-	-	-	1
National Grid	1	-	-	-
Consumer	-	-	-	-
Elexon (Helix)	-	-	-	1
DCC	-	-	-	1
SRO / IM & LDP	1	-	-	1
IPA	-	-	1	-

The classification of Independent and Supplier Agents is maintained by the Programme Party Coordinator and is subject to change

### Rationale for being marked down as 'abstained'

- One I&C Supplier stated that it is not for a supplier to comment on LDSO cost benefits and OpEx.
- One Independent Agent doesn't predict an impact on their timescales, but feels unable to comment on the impact to the overall Programme Timescales.
- The IPA is comfortable that the change request is not expected to have an impact on their activities and has no specific objections to the CR.

## CR018 Impacts – Views on the proposed approach (Page 1)

Programme Parties	Range of respondents' views on benefits and concerns (related to the approach in CR018)
<b>Large Suppliers</b>	<ul style="list-style-type: none"> <li>+ As long as system availability supports Faster Switching and is future proofed for next day switching, we believe that it is acceptable for exceptions to be dealt with within working hours on a best endeavours basis.</li> <li>– The processing of DIP messages should be 24/7 – especially those related to switch and metering work. We agree that operational processes &amp; support for exception management can only occur within working hours, but systems and automated processes should be run outside of working hours to support TOM processes.</li> <li>– The only responding large supplier rejected the CR on the above basis.</li> </ul>
<b>Medium Suppliers</b>	<ul style="list-style-type: none"> <li>+ The two responding medium suppliers supported the CR.</li> <li>+ The fluidity of the system as a whole prevents unnecessary delays and contact from customers who may wait for consequential processes that hang off REGI service actions. This will be further exacerbated with same-day switching and other industry initiatives.</li> </ul>
<b>Small Suppliers</b>	<i>Did not respond</i>
<b>I&amp;C</b>	<ul style="list-style-type: none"> <li>+ The one responding I&amp;C supplier retracted their rejection of the earlier version of CR018, and instead abstained.</li> <li>+ They stated that an elevated level of analysis has been applied and were satisfied with that.</li> </ul>
<b>DNOs</b>	<ul style="list-style-type: none"> <li>+ All responding DNOs supported the CR.</li> <li>+ It is agreed that this amended CR will result in a reduction in costs to parties while still allowing the benefit attributable to key functional areas.</li> <li>+ It is agreed the amending of the current baselined design artefact Operation Choreography and consequential code drafting will reduce significant, ongoing support and infrastructure costs for LDOS to provide a 24/7 ERDS/SMRS outside current operating hours.</li> <li>+ The re-worded CR offers the best solution for all parties, including the provision of a more robust technical solution to address 24/7 processing requirements for key secured active messages.</li> <li>– The revised CR could possibly warrant additional development time/cost for the Registration Service. This functionality could in turn, lead to higher support costs.</li> <li>– CR018 will add an additional 66 Days of DBT Effort (ROM). This impact is additional to current delivery assumptions and cannot be absorbed into those plans.</li> </ul>

## CR018 Impacts – Views on the proposed approach (Page 2)

Programme Parties	Range of respondents' views on benefits and concerns (related to the approach in CR018)
<b>iDNOs</b>	<ul style="list-style-type: none"> <li>+ The one responding iDNO supported the CR. They had previously rejected CR018.</li> </ul>
<b>Agents</b>	<ul style="list-style-type: none"> <li>+ One Supplier Agent supported the CR.</li> <li>- One Independent Agent provided significant negative feedback to support their rejection of the CR. They stated that they believed the CR was: disappointing due to lack of participant engagement; unclear in what the proposed change is; detrimental to customer, supplier and settlement performance; lacking in detail of the rationale for the proposed change.</li> <li>- Despite the cost saving to LDSOs, the CR would cause a cost increase to other parties, at least to Metering Service and Data Services.</li> <li>- Questions were raised regarding the ability to move to next day switching or demand related tariffs if parts of the new processing only happen in working hours.</li> </ul>
<b>S/W Providers</b>	<ul style="list-style-type: none"> <li>+ The one responding Software Provider supported the CR.</li> <li>+ They commented on the increased fluidity within systems to avoid creating bottlenecks.</li> </ul>
<b>REC Code Manager</b>	<i>Did not respond</i>
<b>National Grid</b>	<ul style="list-style-type: none"> <li>+ National Grid support the implementation of the CR.</li> <li>+ The impact on MPRS delivery will be a necessary cost to best support LDSOs operational use of MPRS and deliver the MHHS Programme benefits to consumers.</li> <li>- An additional 66 days of DBT effort will be required, which is additional to current delivery assumptions and cannot be absorbed into those plans, so will need support from the MHHS Programme to mitigate the impact of this CR on MPRS Delivery Timelines.</li> </ul>

## CR018 Impacts – Views on the proposed approach (Page 3)

Programme Parties	Range of respondents' views on benefits and concerns (related to the approach in CR018)
Consumer	<i>Did not respond</i>
Elexon (Helix)	<i>Did not respond</i>
DCC	<i>Did not respond</i>
SRO / IM & LDP	+ The Programme supports the implementation of the CR.
IPA	+ The IPA is comfortable that the change request is not expected to have an impact on our activities and has no specific objections to the CR.