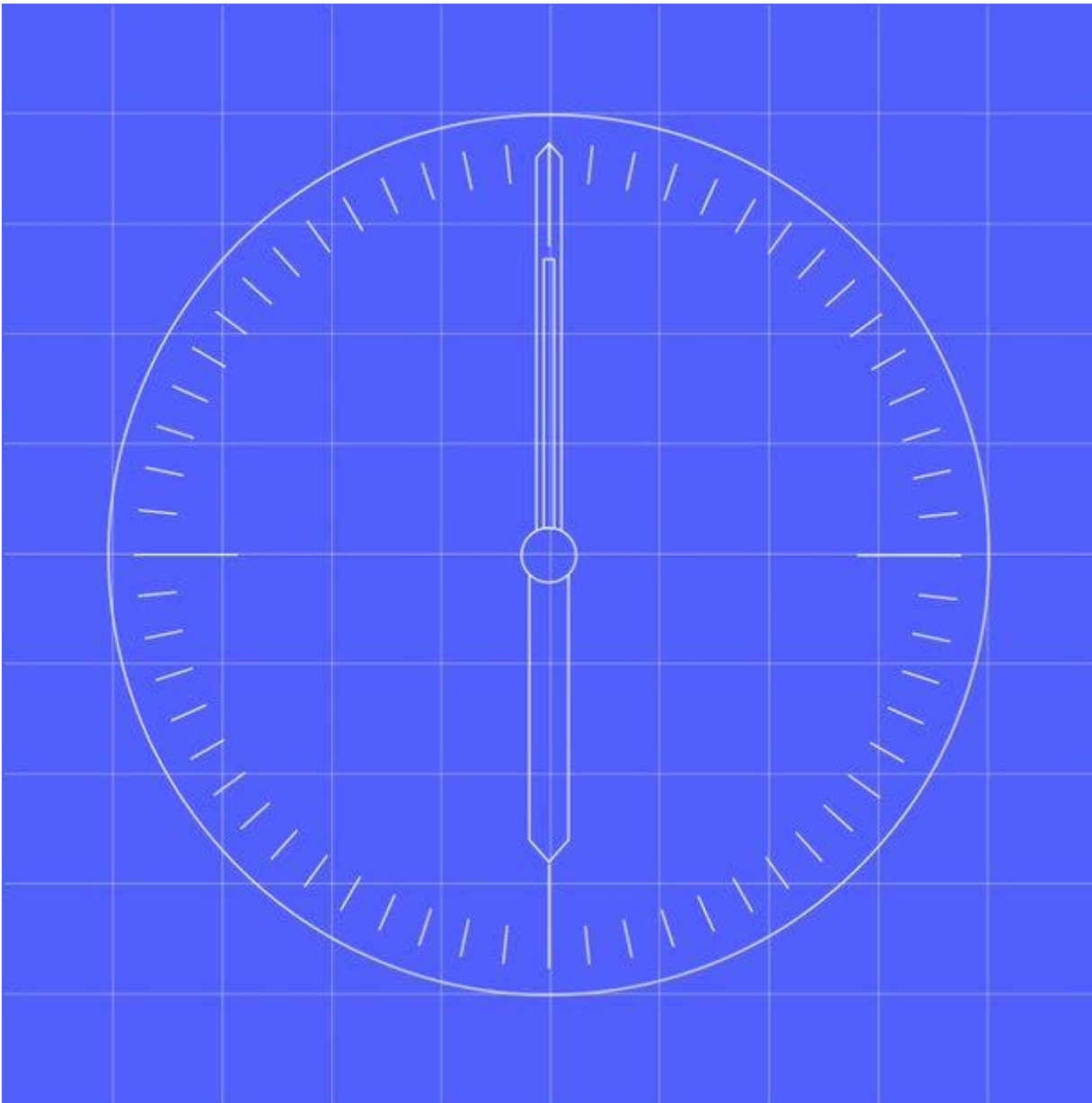


Operational Choreography Version 5.4 – 21st September 2023



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1. Introduction

1.1 Scope

The objective of this document is to define any timing constraints for the operation of the MHHS business processes where they differ from the current arrangements. The principle drivers for these changes are as follows:

- Changes to Settlement Timeline informed by the processing and publication of UTC Period data provided by the Advanced Data Service, Unmetered Data Service and Smart Data Service. Constraints are also driven by the requirement for ECS services to consume and process UTC Period data ahead of data aggregation and settlement processing and volume allocation.
- MHHS introduces processes where the Registration Service will mediate Service appointment processes initiated by Suppliers. Elements of this process will be time bound due to the dependency on the receipt of Faster Switching Secured Active messages into the Registration Service that inform the final stages of the Service Appointment processes.
- Other requirements have been identified across the landscape where more stringent target response times will be required than are currently defined in the equivalent services.
- Where a process incorporates multiple steps and actors the target response times are constructed such that SLAs are bounded by the party's ability to meet those timescales. The start point for the target response period is described by the window that the party has the ability to action it i.e. a party should not be penalised for late delivery from an upstream process step.

All timings shown in this document are in clock time unless stated as UTC.

2. New Settlement Timeline – Post Transition

2.1 Key Activities

A core element of the MHHS Programme will be the compression of the Settlement timetable. Much of the change enacted within MHHS design is to facilitate this changed timeline and enable the benefits doing so. The as is / to-be timescales for the Volume Allocation Run are as follows:

Settlement Activity	Current Timescale	To-Be Timescale
Interim Information (II) Run	4 WD	4 WD
Initial Settlement (SF) Run	15 WD	7 WD
Interim Reconciliation (R1) Run	39 WD (between 36 and 40 WD)	30 WD (between 27 and 31 WD)
Final Reconciliation (RF) Run	292 WD (between 289 and 293 WD)	84 WD (between 81 and 85 WD)

The areas of specific interest will be the activities preceding the II and SF runs. The challenge with both will be the collection and processing of sufficient UTC Period data to make these runs as accurate as possible. Note during Transition, the Current Timescales will still apply.

The II run should be informed by as much actual data as possible and be augmented with an accurate set of Load Shaping Data within its associated MDS run.

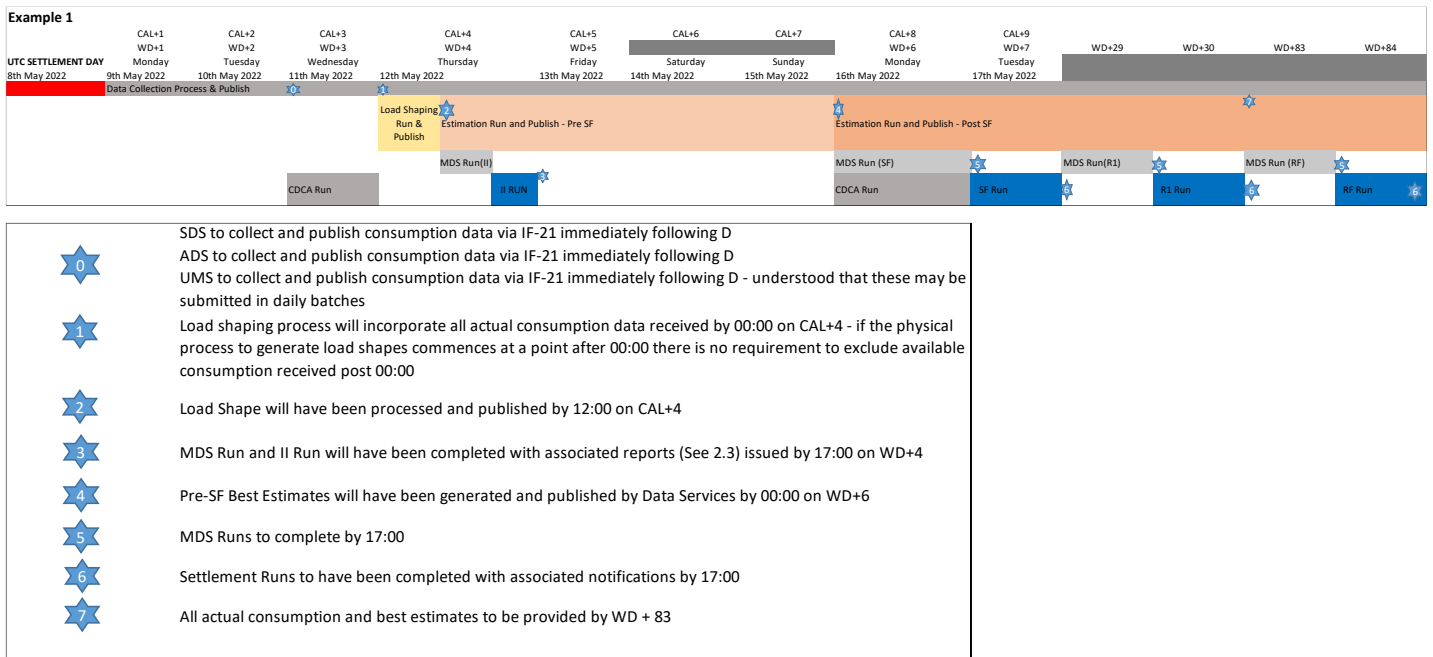
The SF run again should incorporate as much actual data as possible and furthermore incorporate Best Estimates generated by Data Services using accurate Load Shaping data derived from consumption collected from the UTC Settlement Day in question.

The key activities considered within the Settlement timeline are as follows:

- Collection of UTC Period data from meters in the period following the UTC Settlement Day under consideration (D).
- Processing and publication of UTC Period data by Data Services to the Data Integration Platform (DiP)
- Consumption of UTC Period consumption data by Elexon (BSC) Central Services (ECS); Load Shaping Service (LSS) & Market-wide Data Service (MDS).
- Creation and publication of Load Shapes by the LSS.
- Creation and publication of estimated UTC Period data by Data Services where actual data has not been collected.
- MDS Aggregation Run.
- CDCA Run.
- II Settlement Run.
- Ongoing provision of actual and estimated UTC Period data.
- SF Settlement Run and associated MDS run.
- RF Settlement Run and associated MDS run.

2.2 Timing Constraints

A visual representation of this processing sequence is as follows:



Embedded within this timeline are the following constraints:

ID	Activity
OPC_001	Data Services can collect, process and publish UTC Period data following the end of the UTC Settlement Day under consideration. Consumption to be provided following collection with publication rates governed by Non-Functional requirements
OPC_010	Consumption data received from all Data Services (ADS/SDS/UMSDS) by 00:00 on CAL+4 will be incorporated into the Load Shaping Run to be executed on CAL+4. The current view is that for the Smart and Advanced meters > 90% of actual consumption data will have been collected and processed by this point. UMS to publish appropriate sets of consumption data on a daily basis.
OPC_020	Load Shape will be published and available to subscribers by 12:00 on CAL+4
OPC_030	MDS & II run will be completed by 17:00 on WD+4
OPC_040	Where actual consumption data cannot be obtained Data Services will create and publish best estimates as defined by the appropriate Method Statement by 00:00 on WD+6. This allows Data Services at a minimum 36 hours to consume Load Shapes and publish Best Estimates ahead of the MDS (SF) run
OPC_050	MDS(SF) run will complete by 17:00 on WD+6
OPC_060	SF Settlement Run will complete by 17:00 on WD+7 incorporating validation window
OPC_070	Best Estimates and any retrieved actuals not previously issued will be provided ahead of R1 activity by 00:00 on WD+29
OPC_080	MDS(R1) run will complete by 17:00 on WD+29
OPC_090	R1 Settlement Run will complete by 17:00 on WD+30 incorporating validation window
OPC_100	Actual consumption data and improved best estimates not already provided to be published by 00:00 on WD+83, ahead of the RF Settlement run
OPC_110	MDS(RF) run will complete by 17:00 on WD+83
OPC_120	RF Settlement Run will complete by 17:00 on WD+84

2.3 Settlement Reports

There are a number of reports generated as part of each settlement run. These reports are to be generated within the timescales of the associated settlement run for each settlement run type (II, SF, R1 & RF).

The reports are documented in MHHSP - ERI011A - ECS Reports - Internal and MHHSP - ERI011B - ECS Reports – External.

3. New Settlement Timeline – Transition Period

3.1 Key Activities

Prior to the Settlement Timetable being updated following the completion of all Transition activity the high level Settlement Timelines will remain as-is. Below is a table illustrating the gate closure events that will be required in this period set against those post transition following the Settlement Timetable change.

	Activity	Transition Gate Closure	Post Transition Gate Closure
OPC_900	Load Shaping Run Consumption Gate Closure	00:00 CAL +4	00:00 CAL +4
OPC_910	Load Shape Publication	12:00 CAL +4	12:00 CAL+4
OPC_920	MDS & Settlement Run (II)	17:00 WD +4	17:00 WD +4
OPC_930	Best Estimate Provision (SF)	00:00 WD +14	00:00 WD +6
OPC_940	MDS Run (SF)	17:00 WD +14	17:00 WD +6
OPC_950	Settlement Run (SF)	17:00 WD +15	17:00 WD +7
OPC_960	Best Estimate Provision (R1)	00:00 WD +38	00:00 WD +29
OPC_970	MDS Run (R1)	17:00 WD +38	17:00 WD +29
OPC_980	Settlement Run (R1)	17:00 WD +39	17:00 WD +30
OPC_990	Best Estimate Provision (RF)	00:00 WD +291	00:00 WD + 83
OPC_1000	MDS Run (RF)	17:00 WD +291	17:00 WD + 83
OPC_1010	Settlement Run (RF)	17:00 WD +292	17:00 WD + 84

4. Secured Active Window – Processing Timeline and associated SLA's.

4.1 Key Activities

The processing of the CSS Secured Active Messages within the Registration Service is a key processing constraint within the MHHS design.

Prior to the receipt of the Secured Active message activity will be undertaken within the system to initiate Service Appointments ahead of a Change of Supplier. At the point of a Switch being set to a status of Pending Suppliers will be notified of the MPAN details enabling the Supplier to commence the Service Appointment Processes.

Suppliers and Services will be able to setup appointments ahead of the receipt of the Secured Active message. These pending appointments will be queued in the Registration Service and upon receipt of the Secured Active message will be enacted with the appointment confirmation flows being subsequently issued.

4.2 Key Constraints

The principle consideration for the derivation of processing times within these processes is the minimum timeframe in which a switch may be carried out. The process must enable the appointment of Services ahead of the Supply Start Date.

For the avoidance of doubt this period is derived on the basis that there will be a minimum of one working day Objection Window in any switch, with the one day objection window required for Domestic Sites and a two day window for non-domestic.

The latest point at which a Pending status can be issued therefore for a Domestic Switch at D is 23:59 on WD-2.

The Secured Active message for this switch will be issued following CSS gate closure at 17.00hrs (clock time) on WD-1.

Noting the requirement for Services to be appointed ahead of SSD the period 23:59 on WD-2 to 17:00 on WD-1 must incorporate a re-try of the Service Appointment process in the event the first requested appointment is unsuccessful.

4.3 Activity required prior to Secured Active window for the Minimum Switch Duration (Domestic – 1 Working Day Objection Window)

The following diagram articulates the Service Appointment process sequence required to be undertaken ahead of the Secured Active Window. These are an abstraction of the High Level process steps derived from BP002 and BP003.

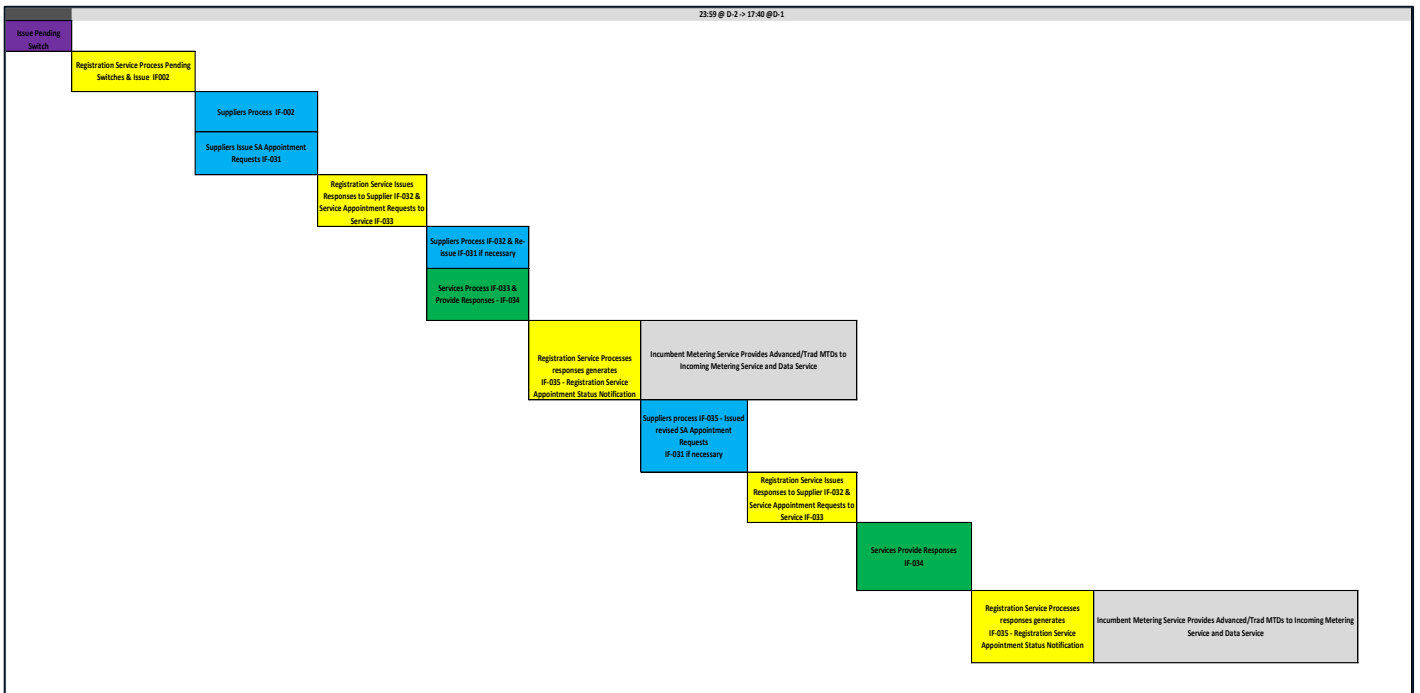
The processing sequence must be able to be completed within 17 hours.

As can be seen there are numerous steps that are required to be undertaken in order that this process can complete in its entirety prior to the start of the Secured Active window.

The timeline has been constructed to incorporate more than one iteration of the Service Appointment sequence to accommodate instances where a service is unable to accept the proposed appointment.

There are multiple process steps involving multiple actors and on that basis, this leads to a requirement for processing services to deal with these steps in a limited timeframe. For DIP mediated messages the time to process will be 60 minutes from receipt, for DTN flows the time to process will be 120 minutes.

It should be noted that alternate timings apply to the out-of-hours operations of the Registration Service, details of these are captured in Section 7 below.



The process steps in the above diagram are detailed below with the required processing times.

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_120	MHHSP-IF-002	Notification to New Supplier of Site Information	Registration Service	Supplier	IF-031	Supplier to process and issue required IF-031 within 60 minutes
OPC_130	MHHSP-IF-031	Supplier Service Appointment Request	Supplier	Registration Service	IF-032 IF-033	Registration Service to process and issue required IF-032 / IF-033 within 60 minutes
OPC_140	MHHSP-IF-032	Registration Service Response to Supplier Service App Request	Registration Service	Supplier	IF-031	Supplier to process and issue any required IF-031 messages within 60 minutes It is noted that some requests may require manual work and may be as a result of incorrect appointments from the Supplier. The expectation will be 90% of requests are

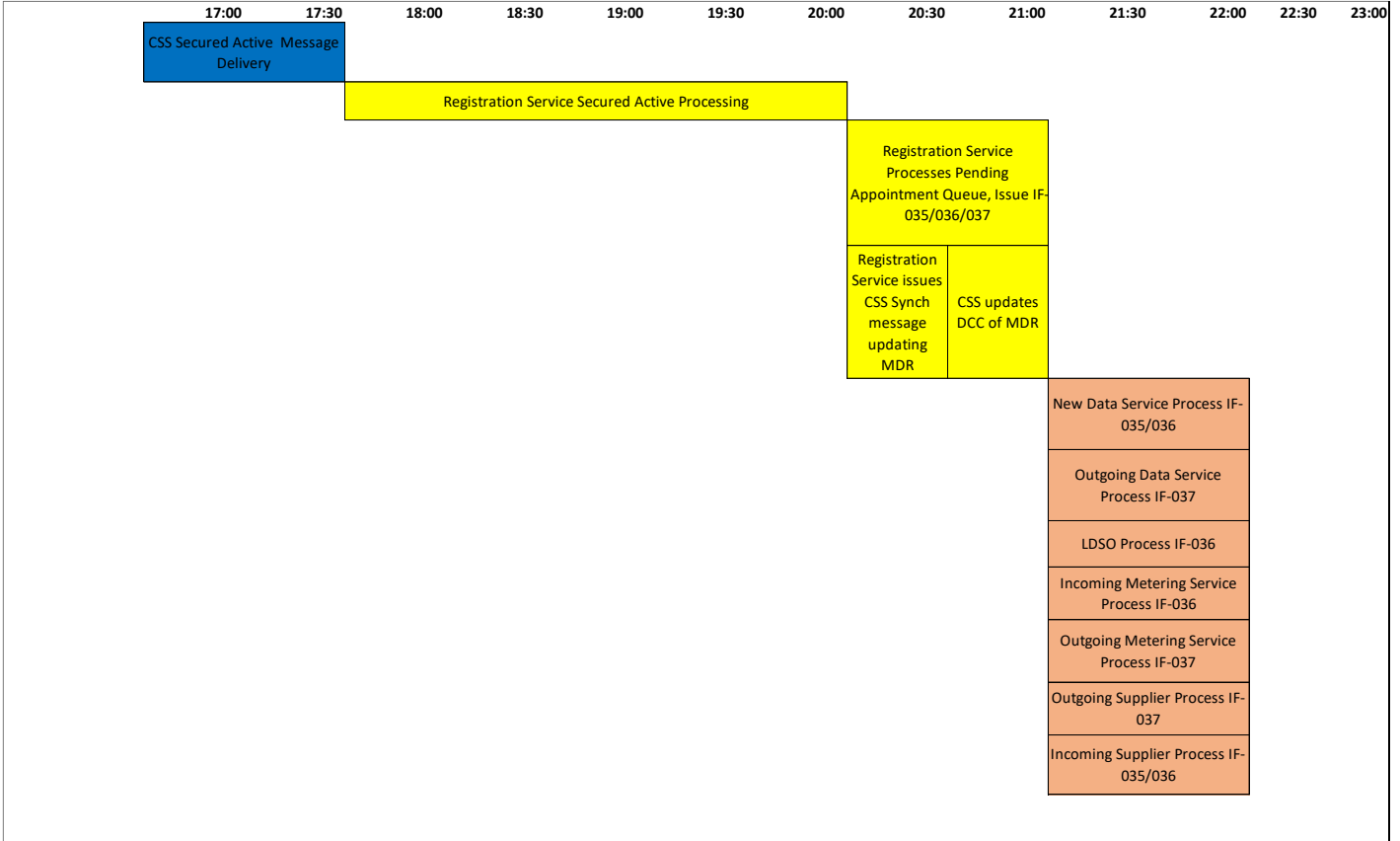
						systemically processed within 60 minutes with the residual being processed by the end of the following working day
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ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When*
OPC_150	MHHSP-IF-033	Registration Service Request for Service Appointment	Registration Service	Data/Metering Service	IF-034	Data/Metering Service to process and Issue required IF-034 messages within 60 minutes. It is noted that some requests may require manual work and may be as a result of incorrect appointments from the Supplier. The expectation will be 90% of requests are systemically processed within 60 minutes with the residual being processed by the end of the following working day
OPC_160	MHHSP-IF-034	Service Provider Response to Appointment Request	Data/Metering Service	Registration Service	IF-035	Registration Service to process and issue required IF-035 messages within 60 minutes
OPC_170	MHHSP-IF-035	Registration Service Appointment Status Notification	Registration Service	Incoming Data/Metering Services Incumbent Metering Services	Adv/Trad MTDs	Incumbent Metering Services and Prospective Data/Metering Services to process within 60 minutes. Incumbent Metering Service issues Advanced/Trad MTDs to Incoming Metering and Data Service where applicable within 120 minutes
OPC_175	<u>MHHSP-IF-036</u>	Registration Service Notification of Service Appointment & Supporting Info	Registration Service	UMSO	D0388	UMSO to process within 60 minutes and to issue D0388 to incoming UMSSDs where applicable within 120 minutes

* Where the 'Processor' is LDSO/Registration Service/UMSO then 60 minute response times are target times but are specifically excluded from any formal SLA

4.4 Activity required at Secured Active Window

Following on from the previous sequence of activities, at the point at which Secured Active messages are received by the Registration Service it will be expected that all proposed appointments are ready and queued within the registration Service. The sequence of activity to be undertaken is as follows:



To support appointment completion the following is required:

Registration Service will have processed all Secured Active Messages and processed the Pending Appointment Queue by 21:00. This will include the production and publication of all required IF-035, IF-036 and IF-037 messages.

On a Change of Supplier where the same Service Provider is being appointed, Registration Service will send both an IF-037 to de-appoint the Service Provider for the old Suppliers period of Supply and an appointment confirmation, IF-036, for the new Suppliers period of Supply. It is possible that these individual messages may arrive in any order. Participants can choose to design their systems to manage these events as they choose, but should take due regard to their SLA obligations outlined in this document.

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When*
OPC_180	<u>CSS Secured Active Message</u>	Registration Service processes Secured Active Messages at Gate Closure	CSS	Registration Service	IF-035 IF-036 IF-037	Secured Active processing and associated IF-035 / IF-036 / IF-037 issued by 21:00
OPC_190	MHHSP-IF-035	Registration Service Appointment Status Notification (including Switch Status Updates e.g. Cancelled**)	Registration Service	Incoming Data/Metering Services Incoming Supplier	N/A	Messages to be processed within 60 minutes
OPC_200	<u>MHHSP-IF-036</u>	Registration Service Notification of Service Appointment & Supporting Info	Registration Service	Incoming Data Service Incoming Metering Service Incoming Supplier LDSO	N/A	Messages to be processed within 60 minutes
OPC_210	<u>MHHSP-IF-037</u>	<u>Registration Service Notification of Service De-Appointment</u>	Registration Service	Outgoing Data Service Outgoing Metering Service Outgoing Supplier	N/A	Messages to be processed within 60 minutes

* Where the 'Processor' is LDSO/Registration Service/UMSO then 60 minute response times are target times but are specifically excluded from any formal SLA.

** When the Registration Service processes and accepts a switch cancellation from CSS, and there is a Queued Service Provider Appointment with PUB-034 response code "A" already accepted for the registration, the Registration Service will issue an "IF-035 Lapsed Notification" i.e. it will NOT wait until the day prior to the proposed appointment start date before issuing the IF-035. Where in the rare scenario a cancellation is received and accepted by the Registration Service before the PUB-034, the Registration Service will not lapse on receipt of the cancellation, instead re-validation the day prior to the appointment start date would trigger a lapse.

5. MHHS Interfaces – SLA's

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_220	MHHSP-IF-001	Notification of Change of Supplier	Registration Service	Supplier	N/A	Message to be processed within 60 minutes of delivery
OPC_230	MHHSP-IF-001	MPAN Creation in ECS	Registration Service	ECS	N/A	Message to be processed within 60 minutes of delivery
OPC_240	N/A	Physical Completion of Metering works by Metering Service	N/A	Metering Service	IF-005	Notification of works to be completed by D+3 Working Days (This should provide time for consumption to be provided using new MTDs ahead of the SF run.)
OPC_250	N/A	Physical Completion of Metering Works by LDSO	N/A	LDSO	D0383/ D0384/ DB flow or other agreed mechanism	Notification of works to be completed by D+3 Working Days (This should provide time for consumption to be provided using new MTDs ahead of the SF run.)
OPC_260	N/A	Notification to Metering Service of Meter Works carried out by LDSO	N/A	Metering Service	Advise Metering Service	Notification of works to be completed by D+3 Working Days
OPC_270	MHHSP-IF-005	Metering Service MTD Updates to Registration	Metering Service	Registration Service	IF-006	Message to be processed and triggered IF-006 messages to be generated within 60 minutes of receipt

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_280	MHHSP-IF-006	Registration Service Notification of MTD Updates	Registration Service	Metering Service Data Service Supplier LDSO ECS	N/A	Message to be processed within 60 minutes of delivery
OPC_290	MHHSP-IF-007	Change of Energisation Status Outcome	Metering Service	Registration Service	IF-008	Message to be processed within 60 minutes of delivery
OPC_300	MHHSP-IF-008	Registration Service Notification of Change of Energisation Status	Registration Service	Metering Service Data Service Supplier LDSO ECS		Message to be processed within 60 minutes of delivery
OPC_310		CSS De-Activation	CSS	Registration Service	IF-009	<p>All data received prior to 23:00hrs is made available to other parties (as applicable) by 06:00hrs the following Working Day.</p> <p>Data received after 23:00hrs will be made available to other parties (as applicable) by the second Working Day - as per existing REC ERDS Service Definition v1.1</p>

OPC_320	MHHSP-IF-009	Registration Service Notification of Disconnection	Registration Service	Metering Service Data Service Supplier LDSO ECS	N/A	All data received prior to 23:00hrs is made available to other parties (as applicable) by 06:00hrs the following Working Day. Data received after 23:00hrs will be made available to other parties (as applicable) by the second Working Day - as per existing REC ERDS Service Definition v1.1
OPC_330		<u>LDSO Attributes update in Registration Service</u>	LDSO	Registration Service	IF-018	Registration service to process and issue IF-018 messages within 60 minutes

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_340	MHHSP-IF-018	Notification of Registration Data Item Changes	Registration Service	Metering Service Data Service Supplier ECS	N/A	Files to be processed within 60 minutes
OPC_350	MHHSP-IF-021	UTC Settlement Period Consumption Data	Data Services	ECS	IF-014 on rejection of consumption	Governed by Soft Throughput limits and gate closure events described in Settlement timeline and End to End Architecture.
OPC_360	MHHSP-IF-022	LSS Period Data	ECS	Data Services Suppliers LDISO	N/A	Governed by requirements for delivery of Estimated consumption ahead of Gate Closure points (See OPC-020)
OPC_370	MHHSP-IF-023	LSS Totals Data	ECS	Data Services Suppliers LDISO	N/A	Governed by requirements for delivery of Estimated consumption ahead of Gate Closure points (See OPC-020)
OPC_380		Remote activation & De-activation Identification of LTV	N/A	Supplier	IF-024	IF-024 to be triggered within the day the condition has been identified
OPC_390	MHHSP-IF-024	Supplier Advisory Notification to DS	Supplier	Data Service	N/A	Processing timeline to be governed by gate closure points for provision of estimation. However would note that the duration could influence the level of re-estimation required noting the principle of best estimates being provided for Estimation gate closure ahead of Settlement runs

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_390	N/A	Updates to Consent Granularity Update SMSO IHD Info	N/A	Supplier	IF-025	IF-025 to be triggered within the day the condition has been identified
OPC_400	N/A	Supplier becomes aware of attributes changing	N/A	Supplier	IF-025	Supplier notified Registration system within 1 working day of becoming aware of change
OPC_410	MHHSP-IF-025	Supplier Updates to Registration	Supplier	Registration Service	IF-026	Messages to be processed and IF-026 messages to be issued within 60 minutes
OPC_420	MHHSP-IF-026	Registration Service Notification of Supplier Data Chg.	Registration Service	Metering Service Data Service Supplier LDSO ECS	N/A	Messages to be processed within 60 minutes

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_430	MHHSP-IF-038	<u>Customer Direct Contract Advisory</u>	Metering Service Data Service	Registration Service	IF-039	Message to be issued by Service Providers within 2 working days of the Direct Contract being agreed. Registration Service to process and issue IF-039 within 60 minutes
OPC_440	MHHSP-IF-039	<u>Customer Direct Contract Advisory Response</u>	Registration Service	Metering Service Data Service Supplier	N/A	Message to be processed within 60 minutes
OPC_450	N/A	<u>Supplier obtains Customer own Read</u>	N/A	Supplier	D0010	Supplier to send to Data Service by 17:00 at the end of the following working day of read receipt from customer
OPC_460	N/A	<u>Supplier obtains Customer own Read as part of COS</u>	N/A	Supplier	D0010	Data Service to be notified at the latest SSD+5
OPC_470	MHHSP-IF-041	Cumulative Meter Reading	Supplier	Data Service	N/A	Processing timeline to be governed by gate closure points for provision of estimation. However would note that the duration could influence the level of re-estimation required noting the principle of best estimates being provided for Estimation gate closure ahead of Settlement runs
OPC_480	N/A	LDSO Update of Connection Type within Registration System	LDSO	Registration Service	IF-043	Messages to be processed within 60 minutes of receipt.

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When*
OPC_490	MHHSP-IF-043	Registration Service Notification of Change of Connection Type	Registration Service	Metering Service Data Service Supplier LDSO ECS	N/A	Messages to be processed within 60 minutes of receipt.
OPC_500	<u>IF-006 & IF-043</u>	Change of Segment determined complete by Registration Service (IF-006 & IF-43 received for Linked Change of Segment activity)	N/A	Registration Service	IF-044	On receipt of a paired Connection Type Change and Meter Exchange (referenced by Change of Segment Process) the change of segment will be deemed complete and IF-044 will be issued within 60 minutes. Note there is a strict time limit of 3 WD (from prospective Appointment start date) for Change of Segment Process to be completed before a Supplier's service provider appointments are expired and would have to re-submitted
OPC_510	<u>MHHSP-IF-044</u>	Registration Service Notification of Change of Segment	Registration Service	Supplier LDSO ECS	N/A	Notifications to be processed within 60 minutes

ID	Interface	Activity	Sending Party	Processor	Triggered Activity	When *
OPC_520	N/A	Registration Service Identification of Missing Service Providers / Misaligned Data	N/A	Registration Service	IF-045	Daily batch process following processing of Service Appointment queue post Secured Active window processing
OPC_530	<u>MHHSP-IF-045</u>	Registration Service Notification of Invalid Segment or No Agents Appointed	Registration Service	Supplier	N/A	Notifications to be processed within 60 minutes
OPC_540	<u>N/A</u>	ISD Data Updates Made available	N/A	ECS	IF-047	Published according to the ISD publication schedule
OPC_550	<u>MHHSP-IF-47</u>	Publish ISD	ECS	ALL	N/A	Consumed and processed prior to ISD Effective Date
OPC_560	N/A	Missing consumption data identified in MDS Run	N/A	ECS	MHHSP-IF-013	IF-013 to be issued following MDS run completion and before the end of the MDS window set out in OPC_30, 50, 80 and 110
OPC_570	<u>MHHSP-IF-013</u>	Defaults Report	ECS	Data Services Supplier	N/A	SLA's are driven by downstream activity governed by parties need to provide actual or estimated consumption for subsequent Settlement Runs
OPC_580	<u>MHHSP-IF-014</u>	Rejected Consumption report	ECS	Data Services Supplier	N/A	IF-014 – where event type is [ActivePowerRejected] to be issued by ECS within 180 minutes of corresponding IF-021 message being published. Where the event type is [ConsumptionOnDeEnergisedMPAN], it is accepted that this event will be generated as part of a 'batch response' therefore, response time will be as per the IF-013, i.e. as part of the MDS Processing Run.

						Extended time period to accommodate system peaks of consumption data provision
OPC_061	<u>MHHSP-IF-040</u>	Annual Consumption	ECS	Suppliers, Data Services, LDSOs, Registration Service & EES		Processing time is at the discretion of the recipient but must be within 24 hours

* Where the 'Processor' is LDSO/Registration Service/UMSO then 60 minute response times are target times but are specifically excluded from any formal SLA or Performance Regime.

Agreed Readings:

OPC_590	<p>As per, "BP003B Exchange of Readings following COS" participants are encouraged to attempt to obtain & exchange reading data as soon after the COS/ChgOfDS event as possible.</p> <p>In the event that the <i>Outgoing SDS</i> is unable to retrieve actual data from the meter after a period of 5 days following the COS/ChgOfDS event then he should issue estimated (Cumulative or Traditional Register) Reading(s) as appropriate. The cut off period for the exchange and consideration of a 'Customer Reading' or planned site reading on/around the transfer event, is also 5 days following the transfer event.</p>
OPC_600	Expected timescales and escalation points associated with the D0300 process are subject to existing processes. However, the MHHS Design expectation is that Suppliers should seek to identify & resolve transfer reading disputes, via the D0300 process, as expeditiously as possible.

6. Service Data Retention Periods

The provisions specified in BSC PSL100 Section 10 will continue to apply to BSC Parties and Agents with a modification to the retention period.

<https://www.elexon.co.uk/csd/generic-non-functional-requirements-for-licensed-distribution-system-operators-and-party-agents/>

Currently the 40 month retention period is derived from a period twice the current settlement window plus a further 12 months. Noting the reduction in the Settlement Timetable post transition the retention period for Settlement Data will be 24 months. This will inform the requirement for Settlement purposes, it is noted that parties may be subject to other requirements which will exceed this period.

7. Registration Service Out-of-Hours Processing

The following Section details how the Registration Service (SMRS) will manage and process MHHS Interface Messages outside of the currently agreed Registration Service operating hours. It should be noted that:

- API connectivity remains governed by the End-to-End Architecture and Non-functional Requirements including requirements for synchronous validation/acknowledgement on consumption of a message at the API layer.
- Registration Service Processing of CSS Gate Closure Messages will operate 7 days a week 6pm-9pm (securedActive / securedInactive messages processed) via execution of automated processes. IF-035, IF-036, IF-037 and CSS/DCC responses will be sent from the Registrations system by 10pm. In the event of any failure/incident of the automated processes resolution activity will not be expected to commence until the start of the next Working Day. For the avoidance of doubt nothing in this document will impact on existing requirements and SLAs between the ERDA and CSS, as set out in the REC.
- DIP messages received by the Registration Service (SMRS) will be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. Messages received outside of these hours will be held in a queue until the next processing window. Automated responses to inbound messages are expected to be returned within 60 minutes of receipt during the specified operating hours. Performance may be monitored and reported via Key Performance Indicator (KPI).

Listed below are the flows relating to the Registration Service with annotation as to the flows that are impacted by the out-of-hours requirement to support Secured Active.

COS Related Flows		Sending Party	Receiving Party	Requirement
IF-031	Supplier Service Provider Appointment Request	SUP	REGS	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.
IF-032	Supplier Service Provider Appointment Request Response	REGS	SUP	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. Noting the above; IF032 responses to IF031 messages should be sent within 60 minutes within the operational hours of

				SMRS. IF032 messages in response to an IF031 received outside of operational hours should be sent within 60 minutes of the commencement of the next operational window. For example, where an IF031 is received during the out-of-hours period, it will not be processed until the start of next working day.
IF-033	Registration Service Request for Service Appointment	REGS	MS/DS	<p>DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.</p> <p>Noting the above; IF033 responses to IF031 messages should be sent within 60 minutes within the operational hours of SMRS. IF033 messages in response to an IF031 received outside of operational hours should be sent within 60 minutes of the commencement of the next operational window. For example, where an IF033 is received during the out-of-hours period, it will not be processed until the start of next working day.</p>
IF-034	Service Provider Appointment Request Response	DS/MS	REGS	DS/MS should not expect the Registration Service to process IF-034 received outside of working hours. The appropriate IF-035 response will be sent within 60 minutes of the commencement of the next operational window. For example, where an IF034 is received during the out-of-hours period, it will not be processed until the start of next working day.
IF-035	Registration Service Appointment Status Notification (Lapsed messages generated from Secured Active Processing)	REGS	MS/DS/ SUP EES/MDS/ LDSO	<p>Generated and issued by Registration Service as part of the Secured active (Gate Closure) processing window for prospective all queued appointments, this should include any MDR Update Responses received, via CSS, at this point and the lapsing of prospective appointments as required i.e full BAU processing of the queue.</p> <p>Note: this will include processing of any cancelled switch requests received.</p> <p>Retrospective appointments subject to 60 minute response time within Operational hours.</p>
IF-036	Registration Service Notification of Service Appointment & Supporting Info	REGS	MS/DS/ SUP EES/MDS/	Generated and issued by Registration Service as part of the Secured active (Gate Closure) processing for all queued appointments.

			LDSO	
IF-037	Registration Service Notification of Service De-Appointment	REGS	MS/DS/ SUP EES/MDS/ LDSO	Generated and issued by Registration Service as part of the Secured active (Gate Closure) processing for prospective all queued appointments.
IF-001	Notification of Change of Supplier	REGS	SUP	To be issued within the Secured Active (Gate Closure) processing window described above.
IF-002	Notification to New Supplier of Site Information	REGS	SUP	Generated and issued by Registration Service as part of the Secured active (Gate Closure) processing for all queued appointments, this should include any MDR Update Responses received, via CSS, at this point and the lapsing of prospective appointments as required i.e full BAU processing of the queue. Note: this will include processing of any Pending switch requests received.
Change of Segment Flows				
IF-043	Registration Service Notification of Change of Connection Type	REGS	MS/DS/ SUP EES/LDSO/ MDS	Messages received outside of previously described operating hours will be processed and IF043 messages sent within 60 minutes of the start of the next operational window.
IF-044	Registration Service Notification of Change of Segment	REGS	MS/DS/ SUP EES/LDSO/ MDS	Messages received outside of previously described operating hours will be processed and IF044 messages sent within 60 minutes of the start of the next operational window.
Other REGS Flows				
IF-005	Metering Service MTD Update to Registration	MS	REGS	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.
IF-006	Notification of Metering Service MTD Update to Registration	REGS	MS/DS/ SUP	Will not be processed outside of working hours Messages received outside of previously described operating hours will be processed and IF006 messages sent

			EES/LDSO	within 60 minutes of the start of the next operational window.
IF-007	Notification of Change of Energisation Status	MS	REGS/ SUP	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.
IF-008	Registration Service Notification of Change of Energisation Status	REGS	MS/DS/ SUP MDS/EES/ LDSO	Messages received outside of previously described operating hours will be processed and IF008 messages sent within 60 minutes of the start of the next operational window.
IF-009	Notification of LDSO Disconnection / CSS De-Registration	REGS	MDS/EES/ LDSO	Messages received outside of previously described operating hours will be processed and IF009 messages sent within 60 minutes of the start of the next operational window.
IF-018	Notification of Registration Data Item Changes	REGS	MS/DS/ SUP MDS/EES	Messages received outside of previously described operating hours will be processed and IF018 messages sent within 60 minutes of the start of the next operational window.
IF-019	Maintain MPAN Relationships	SUP	REGS	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.
IF-020	Maintain MPAN Relationships Outcome	REGS	MS/DS/ SUP LDSO/EES	Messages received (IF-019) outside of previously described operating hours will be processed and IF020 messages sent within 60 minutes of the start of the next operational window.
IF-026	Registration Service Notification of Supplier Data Chg	REGS	MS/DS/ SUP ECS/EED/ LDSO	Messages received (IF-025) outside of previously described operating hours will be processed and IF026 messages sent within 60 minutes of the start of the next operational window.
IF-038	Customer Direct Contract Advisory	MS/DS	REGS	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.
IF-039	Customer Direct Contract Advisory Response	REGS	MS/DS/ SUP/ EES	Messages received (IF-038) outside of previously described operating hours will be processed and IF039 messages sent within 60 minutes of the start of the next operational window.
IF-040	Annual Consumption from MDS	MDS	REGS	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.

IF-050	EES Updates from MPRS	REGS	EES	Messages received outside of previously described operating hours will be processed and IF050 messages sent within 60 minutes of the start of the next operational window.
IF-025	Supplier Data Changes	SUP	REGS	DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.
IF-045	Invalid Market Segment			Messages received outside of previously described operating hours will be processed and IF045 messages sent within 60 minutes of the start of the next operational window.
CSS Messages				
	Update to CSS/DCC re MDR & MS	REGS	CSS/DCC	Required to be issued within Secured Active Processing window on all calendar days.

Change Record

Date	Author	Version	Change Detail
16/02/2023	SI Design	V5.0	Initial Version
31/05/2023	SI Design	V5.1	DIN 202
23/06/23	SRO Design	V.5.2	DIN-455 Move Deadline info for event [ConsumptionOnDeEnergisedMPAN] from IF-013 to IF-014.
23/06/23	SRO Design	V.5.2.1	DIN-455 Move Deadline info for event [ConsumptionOnDeEnergisedMPAN] from IF-013 to IF-014.
28/07/23	SRO Design	V5.2.65 (Purple)	Removal of CR018 changes pending DAG approval into a future Interim Release. This version includes DIN-383 3WD time-limit for Change of Segment and DIN-455 Move Deadline info for event [ConsumptionOnDeEnergisedMPAN] from IF-013 to IF-014.
21/08/23	SRO Design	V5.3	DIN-390 CR18 final approved changes following SRO approval (note 5.2.1 to 5.2.5 were working versions for CR approval not published are now included in V5.3)
21/09/23	SRO Design	V5.4	DIN-606 clarification on IF-035 for cancellations