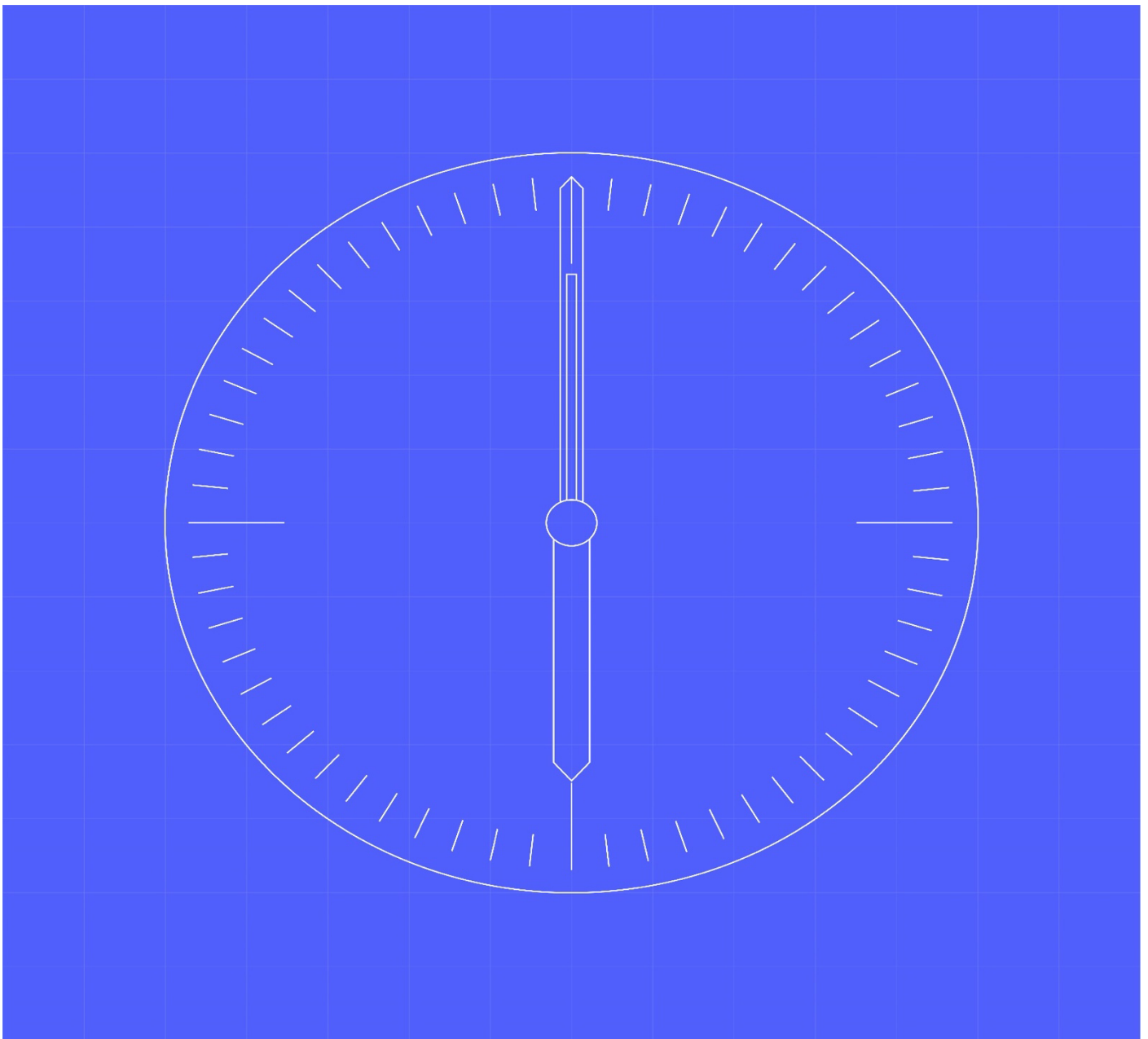


MHHS Open Day

Q&A

23 April 2024



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PPC Team
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1. Qualification

1. In addition to Qualification and the Qualification Assessment Document (QAD), please can the Programme, Code Bodies and Infrastructure and Project Authority (IPA) confirm the approach and timings being explored for DB2 consequential change assurance for participants?

The IPA gave an [update on DB2 assurance at the Programme Steering Group \(PSG\)](#) in May 2024. Assurance will be adapted to the specific plans of individual organisations, however in general terms, parties will be expected to self-assess against consequential change delivery, and this will be supplemented by sample-based assurance from the IPA.

The scope of the arrangements that Code Bodies will assess for MHHS Qualification is set out in the updated [Pre-Integration Testing \(PIT\) Guidance MHHS-DEL852 v2.5](#). This excludes any changes that are outside of the scope of the Balancing Settlement Code (BSC) and Retail Energy Code (REC) requirements, and the changes required for MHHS.

2. Can you confirm that the Qualification Assessment Document (QAD) is a different requirement to the Pre-Qualification Submission (PQS) and when is the QAD due?

Yes, the QAD is a different requirement to the PQS, and the QAD is due dependant on your Wave allocation. These dates can be found in the [Qualification Approach and Plan – Appendix C](#). The PQS must be submitted by Non-SIT Suppliers and Agents by 26 April 2024 and will be used by the Code Bodies to, amongst other things, understand party readiness, its proposed Qualification Wave and intention to place reliance.

3. On the Qualification Assessment Document (QAD) portal, will multiple users be able to have access to this per organisation, or will there be limitations to how many users have access to complete the QAD?

No, we do not expect there to be limitations on how many users have access to complete the QAD.

4. When will the Qualification Assessment Document (QAD) portal be made available?

The QAD portal will be available in summer of 2024, with plans for it to be 100% ready by September.

5. How does the Requirements Test Traceability Matrix (RTTM) work? Is it a tick box to say you have done all the tests?

The RTTM template will be provided by Code Bodies to Non-SIT Parties to support the assessment of testing activity. It will clarify minimum requirements for test execution in PIT and what is expected for Qualification Testing as well as any evidence that must be provided e.g. to support the QAD submission. Parties will complete the template to show that all tests have been executed and provide evidence of this.

6. How is Elexon expecting to use the Requirements Test Traceability Matrix (RTTM) as part of Qualification?

The purpose of the RTTM is to provide traceability back to requirements across the different stages of Qualification (PIT, QT and QAD) and to ensure there is appropriate test coverage. It covers Functional, Migration, Non-Functional and Operational requirements. It will also support agreement of placing reliance arrangements. It will be assured by the Code Bodies as well as the MHHS Programme for Non-Systems Integration Testing (Non-SIT) Licensed Distribution System Operators (LDSOs). It will be a working document so it is expected that Programme participants will update and submit this document multiple times to support their progress through MHHS Qualification. For Programme participants undertaking Qualification Testing, it is expected they will submit this document to support Pre-Integration Testing (PIT) entry, PIT exit, QT entry and QT exit. This was an agenda item at the Qualification Working Group (QWG) in May 2024.

PIT RTTM and QT RTTM will be the same document but with different sections. It will be a working document so it is expected that Programme participants will update and submit this document multiple times to support

their progress through MHHS Qualification. For Programme participants undertaking Qualification Testing, it is expected they will submit this document to support PIT entry, PIT exit, QT entry and QT exit. The main difference between the PIT and QT sections, is that participants will need to map their PIT test scenarios to requirements whilst the mapping of QT test scenarios to requirements will be completed by Code Bodies. This is an agenda item at May's QWG.

7. When will Pre-Integration Test (PIT) guidance documents be ready for Migration, Non-Functional Requirement (NFR) and Operational Testing?

The current PIT Guidance document was reviewed and considered fit for purpose and therefore a specific document was not needed. The published Non-Functional update to the MHHS-DEL852 PIT Guidance document (v2.5) covers guidance for both Systems Integration Testing (SIT) and Non-SIT Programme participants. The Programme is determining if an update for Operational testing is required.

8. How will the Qualification Waves be managed if most parties choose a certain Wave (Wave 2 for example)?

The purpose of the Pre-Qualification Submission (PQS) is to understand party preferences and provide further information on the Party's readiness whilst allocating QT Waves. Code Bodies will assess the information provided to understand suitability for Wave preferences, determine if we have any oversubscribed Waves, and then contact Parties in oversubscribed waves to discuss the best approach, e.g. willingness to move to their second wave preference. Where, based on responses and evidence submitted within the PQS, the Code Bodies are concerned about a Party's ability to be ready in time for their preferred Wave, this will also be discussed with the Party through a bilateral meeting.

9. How will new entrants be qualified for MHHS operations? Will the Qualification process be different for existing parties compared to those that are only entering the market for MHHS?

This process is currently being mapped, and an initial view was brought to the April Qualification Working Group (QWG). This can be found in the QWG papers on the Collaboration Base.

10. Will there be a published register of qualified Parties across market roles: will Qualification be transparent in the same way a Data and Communications Company (DCC) qualified User Entry Process Test (UEPT) and Smart and Repository Entry Process Testing (SREPT) Party is transparent?

Yes. The BSC have a Qualified Persons Workbook to make people aware who is qualified and who isn't. REC have a REC Party Register, which will be updated with MHHS qualified organisations. Both will show whether a party is MHHS Qualified. In addition, parties will be able to use ISD to understand if a party is MHHS Qualified, and the detailed ISD arrangements are currently being developed.

11. How much will the Qualification Testing (QT) Requirements Test Traceability Matrix (RTTM) differ from the Pre-Integration Test (PIT) RTTM?

BSC and REC have published their assessment criteria which tells parties which requirements are expected to be covered through Programme participants' PIT and which are expected to be covered through SIT or QT.

RTTMs may differ in that there might be more requirements to be demonstrated through PIT than expected to be covered through subsequent Qualification Testing. In addition to this, the test scenarios that participants use in PIT might differ from those prescribed in Qualification Testing.

12. How will customer-own Agents' Qualification alignment be managed i.e. how do we know if a customer's own Agents are qualified to enable Migrations (or not)?

Further consideration is required to establish whether or not publication of information relating to Qualification Waves is required. The Programme and the Code Bodies have taken a joint action to look into this.

13. Is it certain that a Party will be in either their first or second preference Wave? If not, is there any right of appeal if a Party does not receive their first or second choice?

If a party is not able to go into their first preference Wave, they will be prioritised for their second choice Wave.

Both the BSC and REC have appeals processes for Code Body decisions, and cases can be taken to the BSC and REC Performance Assurance Boards.

14. Is there a Service Level Agreement (SLA) from the Programme for Qualification Assessment Document (QAD) Portal responses and will it be well resourced?

The SLA for Code Body response after a submission has been made on the QAD Portal is approximately 4-6 weeks in line with the timescales set out in Appendix C of the Qualification Approach and Plan.

15. There is real value in Licensed Distribution System Operators (LDSOs) getting visibility on what Supplier is in what Qualification Wave. Can the Programme please reconsider their initial intent not to publish?

LDSOs will have full visibility of the migration schedules for their portfolios.

16. It has been raised before in Working Groups that there is a risk that there is a gap in terms of test cases between Qualification Testing and Systems Integration Testing (SIT). When will information be shared on this in terms of any changes to SIT scope?

It's one of our key Programme assumptions that there is no additional testing for SIT participants needed in Qualification Testing (QT) to demonstrate Qualification requirement coverage. This is recognised through the long running risk and associated mitigations recorded on the Programme RAID log. Code Bodies have worked closely with Programme on the alignment of the SIT and QT Functional test case coverage to reduce this risk. The Programme is currently completing a full review of the coverage of SIT Functional test cases against the MHHS requirements. Any gaps identified as part of this review will be discussed with Code Bodies to agree the appropriate mechanism to cover these for both SIT and QT participants. The outcome of the review will be communicated to participants once complete.

17. What specific lessons learned from the MHHS Qualification Open Day have been applied to the Qualification approach?

The idea of the QAD Portal was put forward at the MHHS Qualification Open Day and it has been developed as a result of this. Other ideas such as using flexible Waves with first and second choice preferences have also been taken forward.

18. When will all Qualification Test Scenarios be identified covering Functional, Non-Functional, Migration and Operational?

For Non-SIT Suppliers and Agents, Functional tests are very close to being finalised. We have a dependency on the Systems Integration Testing (SIT) scenarios for the Non-Functional Operational and Migration tests being signed off and completed before we can reuse them for Qualification Testing, but we'll be bringing a plan with more detailed dates to Qualification Working Group (QWG) imminently.

For Non-SIT Licenced Distribution System Operators (LDSO) Qualification Testing, approval of Non-Functional and Operational test scenarios and test cases is scheduled for the July 2024 Qualification Advisory Group (QAG). Functional test scenarios and test cases have been approved and Migration is scheduled for approval at QAG in May 2024.

19. Where an organisation operates in multiple roles and under multiple Market Participant IDs (MPIDs), will they need to submit a separate Qualification Assessment Document (QAD) for each MPID and role or will it be a single QAD with sections for each MPID and role?

If a participant has multiple MPIDs, but their role, processes and systems are the same for each MPID, then just one QAD needs to be submitted.

If a participant performs multiple roles, then it remains the case that just one QAD submission is required, however that participant should detail in the QAD where their processes differ by role.

20. Should there be support for participants in carrying out end-to-end regression testing of their consequential changes to ensure unchanged industry services still work as expected?

E2E Sandbox testing is proposed as an optional voluntary test stage to support each organisation that has passed their Qualification testing to conduct their own testing. Each Programme Participant (PP) can choose to use this testing service to conduct additional testing (e.g. for additional testing/assurance on its own systems and processes). This testing stage allows a Programme participant to complete proving their implementations in preparation for Live operations. The arrangements for Sandbox testing are being developed with the Qualification and End to End Sandbox Working Group (QWG).

21. As part of the previous sessions and meetings we were told that there would be a portal where all the queries and clarifications would be logged so that we could go through the same before we raised any queries to the Programme (similar to Faster More Reliable Switching (FMRS)). We are nearly up to Testing - when can we see the same?

The [Knowledge Base](#) is a tailor-made site hosted within the Collaboration Base that enables participants to access questions and answers raised by participants to the Programme. The site is regularly updated by the Programme workstreams and should be used first as a participant resource before raising directly with the Programme.

22. Please can you confirm the next steps and timelines in relation to the Settlement Analysis Scoping Working Group (SASWG) outputs last autumn and way forward for CR013 given we are 11 months away from Migration start?

The Elexon Helix Programme have developed a report for CR013 that is due to be shared w/c 13 May before a discussion about that report is set up with industry participants. The PSG28-01 action is assigned to Elexon Helix Programme and this was discussed at the May PSG. More detail on the discussion can be found in the Headline Report from the PSG in May. The next steps need to be agreed following that discussion and this issue will be concluded through PSG which will include discussion of the appropriate timelines.

23. What is the minimum level of process documentation detail required to be included within the Qualification Assessment Document (QAD)?

The Qualification Assessment Document (QAD) has been updated to include guidance points relating to the role specific questions which has now issued for consultation as part of the May QWG Papers. The website has also been updated to include the link for the consultation which can be found [here](#). The Code Bodies are also hosting a webinar on the guidance on 29 May 2024.

24. Can an EES API be made available for PIT testing?

Yes. It is expected that this will be available for use in UIT environment, and we are working out dates and details currently.

25. Will there be a QTIG for Non-SIT Parties? (Like Fast Track Implementation Group (FTIG) for Systems Integration Test)?

Both the Code Bodies and the Programme are keen to ensure that engagement is effective. Following feedback from participants that the Qualification Working Group (QWG) was not allowing the level of conversation needed to support participants' preparation for QT, due to having very full agendas, two new subgroups are being mobilised. These subgroups will focus on Qualification Testing, one for Non-SIT LDSOs and one for Non-SIT Suppliers and Agents. This should allow for more discussion. Once the subgroups have bedded in, if they are not meeting participants' needs, then the Code Bodies and the Programme will be open to relooking at the format and focus.

2. Go-Live Update

26. When does the Reverse Migration functionality need to be in place in Live Systems?

We expect parties to have implemented Reverse Migration by M8/M10 which is on 7 March 2025.

27. Is there one place to find the details of what is required for M8 and M10 if you are a Non-Systems Integration Testing (Non-SIT) participant? How do we check we have captured everything that is required?

The best way to find out these details is to contact the PPC team who can talk you through the requirements. You can also consult the [Migration Design page](#) on the Collaboration Base.

28. Has there been any comprehensive analysis conducted across the industry regarding the patterns of Reverse Migrations?

There has not been any comprehensive analysis done regarding patterns of Reverse Migrations, however we expect Reverse Migration to have low volumes immediately post go-live, increasing over time as more MPANs are migrated to MHHS arrangements. Having ramped up over several months, we expect the volumes of Reverse Migration to decrease again once the majority of MPANs are migrated to MHHS arrangements, and fewer MPANs remain on legacy arrangements.

We do not have any metrics on expected volumes at this stage, and suppliers should focus on making changes to their business processes to be able to handle Reverse Migration.

29. Why is supply number needed by Non-Systems Integration Testing (Non-SIT) suppliers when changes will only be seen by customers on MHHS?

RECCo's solution development team decided that a big-bang go-live would be more advantageous than a phased approach, however we don't have details of the rationale behind that decision. For more information it is best to ask RECCo directly.

30. How will you assess M10 'Business as Usual' Operational Readiness?

There will be assurance and monitoring of legacy processes after M10, and criteria will be created against which we can assess performance. This will cover assurance of the entire E2E solution, including Central Systems.

31. Is there a concern that Non-Systems Integration Testing (Non-SIT) unqualified suppliers will not be ready for Reverse Migration after M11 and how will this risk be managed?

We acknowledge that this is a risk, although it will be not for the Programme to manage, and we expect the Code Bodies to perform ongoing assurance in this space.

32. How will the Programme manage poor quality responses and non-responses to Secure Data Exchange Portal (SDEP) with regards to data cleansing?

We will work directly with participants including suppliers and LDSOs on data cleansing requirements, and our data cleansing plan outlines how issues will be resolved.

33. How long do we anticipate Early Life Support (ELS) to take, what are the Programme's expectations of parties in terms of keeping teams stood up to support this?

We don't have a set period that we expect teams to be stood up for, and the point at which teams can be stood down will depend upon performance data.

34. Are you planning dress rehearsals for each cohort and parties? Could you outline the scheduled timelines for these corresponding to each milestone.

No, we are not expecting dress rehearsals to be necessary. We expect organisations to have their own go-live and cutover plans, and we will assure these individual parties comprehensively.

35. Is Forward Migration only via Change of Agent (CoA) or is there also a scenario where a Forward Migration via Change of Supplier (CoS) is an option?

Yes, Forward Migration via CoS is an option.

36. Supply number, Reverse Migration and Data Transfer Network (DTN) changes are needed for M10 - anything else? Is this documented in the consultation?

The Migration Design and Cutover Plan on the Collaboration Base provides details on this topic.

37. Is there a place to find the details of what is required for M8 and M10, if you are a Non-Systems Integration Testing (Non-SIT) participant? Supply number and Reverse Migration are understood but how do we check we have captured everything required?

Parties need to review the MHHS Design Artefacts and the proposed Code Drafting. Code Bodies will request confirmation from parties later in the year that they have made their required changes for M10. Non-SIT Parties were asked to confirm that they had a plan in place to make these changes as part of the PQS submission due 26 April 2024. This document should help parties understand the scope of this Code Body assurance activity.

3. Migration

38. What is the approach that will be taken to support any Licensed Distribution System Operators (LDSOs) that are Non-Systems Integration Testing (Non-SIT) and do not qualify by 20/12, to ensure any Systems Integration Testing (SIT) suppliers and other Programme participants can continue to migrate Meter Point Administration Numbers (MPANs) to these LDSOs from M11/12?

The assumption is that the M10 decision will be made on the basis that all LDSOs are qualified. If we do get to any exceptional circumstances where one LDSO is not qualified when we come into the M10 governance process, then we'll take that into account and adapt to that specific set of circumstances at the time.

39. The visibility of Licensed Distribution System Operators (LDSO) Qualification publication materially affects the Supplier's ability to come up with a credible Migration plan so I am not clear on the response: does this create more complexity if this is managed from the centre i.e. Programme?

The assumption is that all LDSOs will be qualified in time for M10 and therefore that all license areas will be available for migration of MPANs from M11 onwards. Migration is being planned on that basis, with the expectation that all MPANs will be available to you from M11 onwards. Any exceptional circumstances which might prevent this will be made visible to you through the Programme.

40. Is it true that only those participants in System Integration Testing (SIT) will be able to commence Migration rehearsals from January 25?

We are not sure at this stage, but the answer is likely to be yes.

41. If a Supplier falls short on the 95% tolerance level, would the Programme reduce the supplier capacity envelope?

The exception process is currently being designed and we are not in a position to provide details at this stage.

42. What are the success criteria and difference of dry runs v. the Migration testing we will have already done? Who is expected to support the dry runs in January 2025 and how?

The success criteria and nature of the support for dry runs in January 2025 is yet to be decided. Please note that we will be testing both the Migration Design and the Operational side of Migration. Details will be agreed in the Migration Working Group (MWG).

43. How will the 100,000 capacity be allocated to participants for the purposes of completing Reverse Migrations and management of exceptions to ensure that this is a) not exceeded and b) allocated fairly?

We anticipate that there will be 200,000 migrations per day, and this can be increased to 300,000 per day if necessary. We may use the potential excess that exists between 200,000 and 300,000 to schedule reverse migrations, but those decisions will be made in Migration Working Group (MWG).

44. In the context of the technical Migration process, could you clarify the critical point which reverting changes would not be feasible? Additionally, are there any further potential uncertainties that you anticipate might arise during migrations?

The principle for Migration is that once it is initiated then it should complete. We should 'fix forward' rather than reverse back to its previous state unless we absolutely must. If there are any issues that occur within

the life of migration, then the Supplier or the Agents should resolve them. Naturally there are exceptions to that, such as if a Change of Supplier occurs then we should cancel the migration.

45. You may have excess unutilised capacity to re-allocate but my organisation runs lean, and we will not have full time equivalent (FTE) employees standing by to flex up on Change of Supplier (CoS) and Change of Agent (CoA) to utilise it. We will plan with steady state, and we will run with steady capacity. Please could you advise?

Reallocation will be on a voluntary basis. We will agree your Migration schedule with you and work to that plan.

46. Licensed Distribution System Operator (LDSO), supplier and central system cohorts have been considered in Migration modelling. Is there separate engagement with Supplier-appointed Agents to ensure that capacity at Agent level is not over or under subscribed per envelope?

We will understand Suppliers' individual plans to create a holistic view across the whole Migration profile. The activity we'll be able to undertake is to go to Agents and show them our view of their aggregate load during Migration, but it would be difficult for the Programme to mediate between an Agent and their Suppliers to determine which Suppliers should not be prioritised in that instance. We will check with Agents that their volumes are supportable, but we can only flag if there's a problem rather than get involved with the details of the solution.

47. Is the intention to reallocate the difference between a Supplier's declared schedule and their allotted capacity envelope or will this be reserved for the Supplier should they wish to exceed their declared schedule?

Yes, should a supplier not seek to use their full envelope for a sprint then the difference will be offered to other suppliers. At every sprint a supplier will be able to resubmit their Migration schedule to ramp up or down their Migration activity within their envelope.

Every 8 weeks a Supplier will be able to resubmit their capacity envelope to ramp up or down their Migration activity. Therefore, if there is spare capacity and a Supplier has requested additional capacity in the most recent 8-week window then that will be allocated to them if it is available.

48. How will customers be protected from shorter settlement timescales as consumption data errors will not be corrected as far back as is currently the case?

The Elexon Performance Assurance (PAF) team have provided detail on the materiality thresholds for Trading Disputes in the [Trading Disputes Committee 310](#). The PAF Team have amended the materiality thresholds in line with the MHHS shortened RF Run. The amended thresholds are designed to incentivise BSC Parties to identify Settlement errors as soon as possible with different materiality thresholds depending on when a Trading Dispute is raised, specifically, higher materiality thresholds for Settlement Errors identified later. Trading Disputes not raised within the applicable dispute deadlines would need an exceptional circumstances statement. This remains unchanged from the Legacy arrangements.

The materiality threshold for Trading Disputes was amended to:

- £3,000 plus and RF + 6 months inclusive (about 100 working days (WD)); and
- £10,000 plus and RF + 6 months plus (a 100 WD plus).
- Disputes can be corrected up to 20 months after it was raised with exceptional circumstances.
- The DF run will not change. It remains 28 months after a Settlement day.

RF (4 months)

RF + 6 months (10 months)

RF and 6 months plus (until EC deadline)