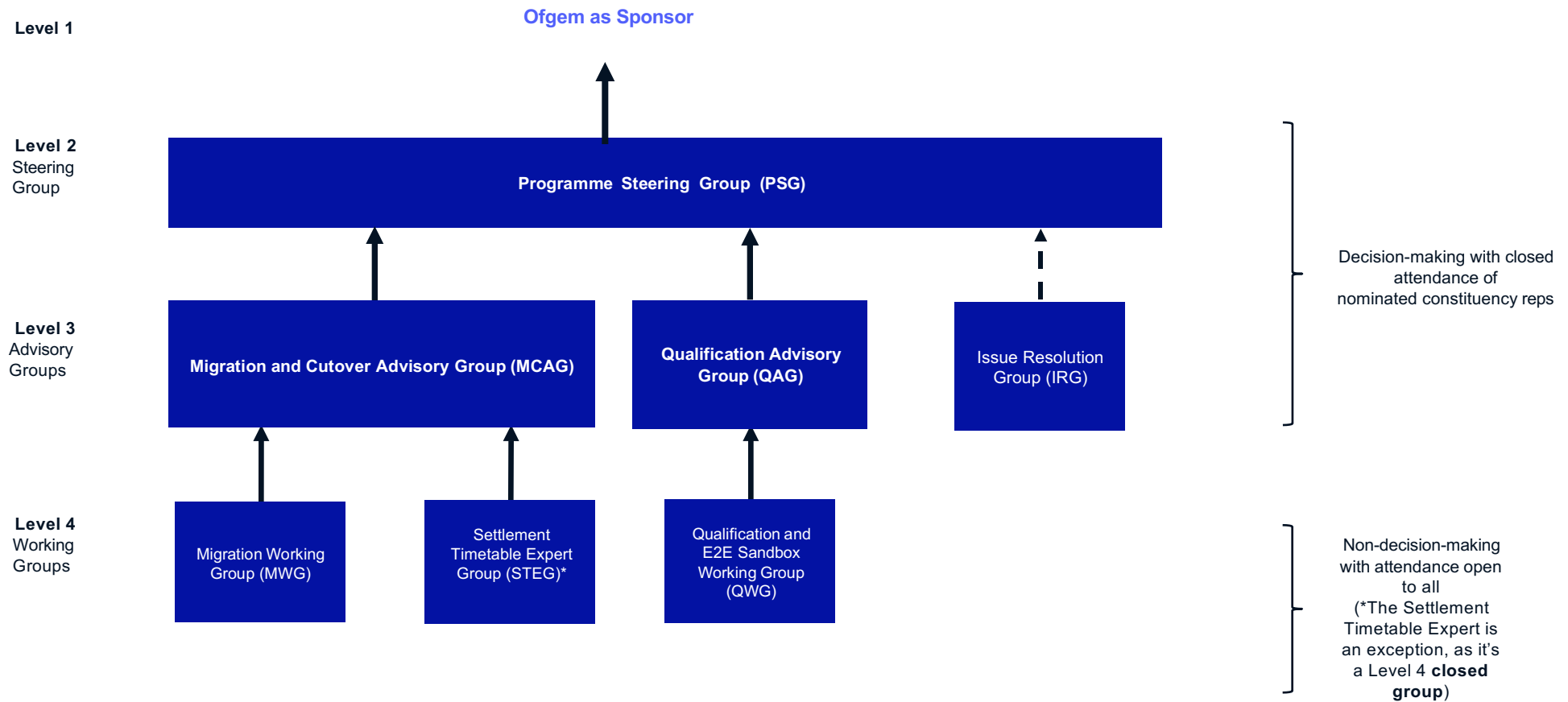


MHHS Governance and Decision-Making Structure



A Design Authority Group and a Code Forum will also be live post-M10 but are not included here as they are not formal governance groups and will not be facilitated by the PMO

Key	Mobilised	Mobilisation in progress	To be mobilised in future	May be mobilised	Available for any ad hoc meetings
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## Overview for Level 2-4 Groups (2/2)

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
Programme	Programme Steering Group (PSG)	2	Owns the delivery of Programme plan and scope. Senior level group. A delivery-focussed Programme Board for decision-making and monitoring of delivery against time, quality, cost	Closed attendance of senior Programme leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Duration of the Programme	1 <sup>st</sup> Wednesday of each month, 1000-1200
	Migration & Cutover Advisory Group (MCAG)	3	Govern and advise on all MHHS matters related to migration, transition and cutover.	Closed attendance of Programme migration leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	4 <sup>th</sup> Tuesday of each month, 1400-1600
Migration	Migration Working Group (MWG)	4	Open forum defining the migration process taking industry into the new MHHS arrangements	Open to all. Primarily migration leads and SMEs	Mobilised	Ongoing	2 <sup>nd</sup> Thursday of each month. 1400-1600
	Settlement Timetable Expert Group (STEG)	4	Closed forum responsible for developing and delivering work related to implementing the new Settlement Timetable, in line with Milestone M16: Cutover to the new Settlement Timetable.	Closed attendance of Programme leads, SMEs, Ofgem supplier representatives, IPA	Mobilised	Ongoing	Fortnightly on Thursday, 1000-1200
Qualification	Qualification Advisory Group (QAG)	3	Govern and advise on all Qualification matters related to MHHS. This covers both Non-SIT LDSO qualification and Supplier and Agent Qualification.	Closed attendance of Programme and industry Code Body qualification leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	3 <sup>rd</sup> Thursday of each month, 1000-1200
	Qualification and E2E Sandbox Working Group (QWG)	4	Open forum run with industry Code Bodies for defining the approach to Qualification Testing including processes around how Participants will qualify under MHHS.	Open to all. Primarily qualification leads and SMEs	Mobilised	Ongoing	2 <sup>nd</sup> Tuesday of each month, 1400-1530
Issue Resolution	Issue Resolution Group (IRG)	3	The IRG is ad hoc and will be the last resort for expediting resolutions. It is an exceptional crisis management process made up of technical experts in each constituency which reports into PSG	Closed attendance of Technical Experts	Mobilised / Ad Hoc	Ongoing	Ad Hoc

MHHS query and escalation processes

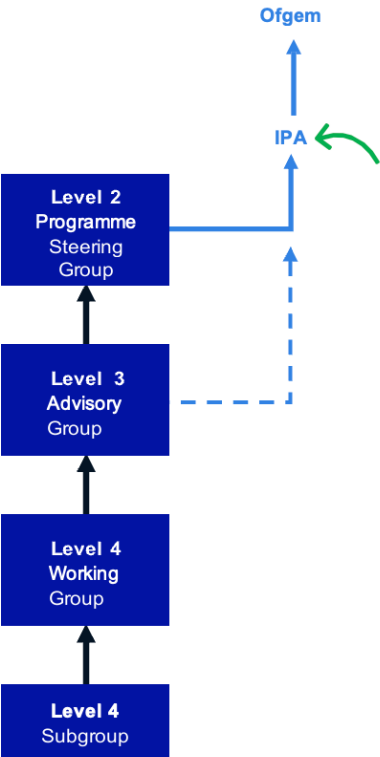
Escalation process

Formal escalations relating to a decision made via Programme governance should be escalated to the next level of Programme governance or to the IPA. Informal escalations on items such as general activity or approach should be escalated to the lowest level of Programme governance for the relevant workstream. The governance structure should be used for all escalations and participants should avoid directing concerns to specific points of contact. When raising an escalation, participants should provide clear context, rationale and any impacts if no action is taken (the format of the Change Request form could be used as a guide for the information required).

Formal escalation:

Participants can appeal to the IPA if they have concerns over a decision made via Programme governance. Participants should aim to resolve concerns first via Programme governance - this can be done by contacting the relevant meeting Chair via the PMO or via the relevant workstream mailbox. Escalations to Ofgem should take place via the IPA. It is recommended that any formal escalations or appeals include the relevant PSG Constituency Representative.

Participants are also reminded that anyone can raise a Change Request to the Programme at any time



Informal escalation:

Participants should raise informal escalations at the lowest possible point in the governance hierarchy. This can be done by contacting the relevant meeting Chair via the PMO or via the workstream mailbox. If escalating to a decision-making group, a participant should include the relevant constituency representative.

Anyone can raise agenda items to meetings for discussion. These will be reviewed and triaged internally first.

Note: this process is separate to Ofgem decision-making escalation criteria

General queries

General queries can be directed to the relevant Programme workstream by email. Each workstream owns a mailbox. An update-to-date list of workstream email addresses is available on the Website and Collaboration Base.

If you do not know where to direct a query, the Programme Party Coordinator (PPC) team can happily help at [PPC@mhhsprogramme.co.uk](mailto:PPC@mhhsprogramme.co.uk)

Contact Us

Programme email addresses have been set up to support participants. To help triage as quickly as possible, please use the most suitable email address below:

[PMO@mhhsprogramme.co.uk](mailto:PMO@mhhsprogramme.co.uk) for business related queries relating to Programme meetings or planning, including dPMO.

[Design@mhhsprogramme.co.uk](mailto:Design@mhhsprogramme.co.uk) for queries on Design documents, comments or meetings.

[Testing@mhhsprogramme.co.uk](mailto:Testing@mhhsprogramme.co.uk) for queries on Testing documents, comments or meetings.

[Code@mhhsprogramme.co.uk](mailto:Code@mhhsprogramme.co.uk) for queries on the Code workstream or code-related documents or meetings.

[Migration@mhhsprogramme.co.uk](mailto:Migration@mhhsprogramme.co.uk) for any queries on Migration Design.

[Sims.Ems@mhhsprogramme.co.uk](mailto:Sims.Ems@mhhsprogramme.co.uk) for queries on Simulators & Emulators, the DIP Simulator demo or to join our Sims & Ems Show & Tell sessions.

[SRO@mhhsprogramme.co.uk](mailto:SRO@mhhsprogramme.co.uk) for correspondence or information on strategy, governance or the Programme as a whole.

[Comms@mhhsprogramme.co.uk](mailto:Comms@mhhsprogramme.co.uk) for queries on the MHHS website, The Clock, Design Newsletter or media relations.

Extract of 'Contact us' webpage

Examples of this in action:

Participant query

A MCAG Constituency Representative believes a decision was made by the SRO at MCAG without solid rationale and against the majority

A participant believes a significant activity required in SIT has not being considered by the Programme at the SITWG

A participant wants to know more detail about an upcoming Testing deliverable

A participant has proposals on how to improve the communications process for consultations

Appropriate action

The participant should escalate to the PSG Chair via the PMO and via their PSG Constituency Rep. If this does not resolve their concern, they should escalate to IPA.

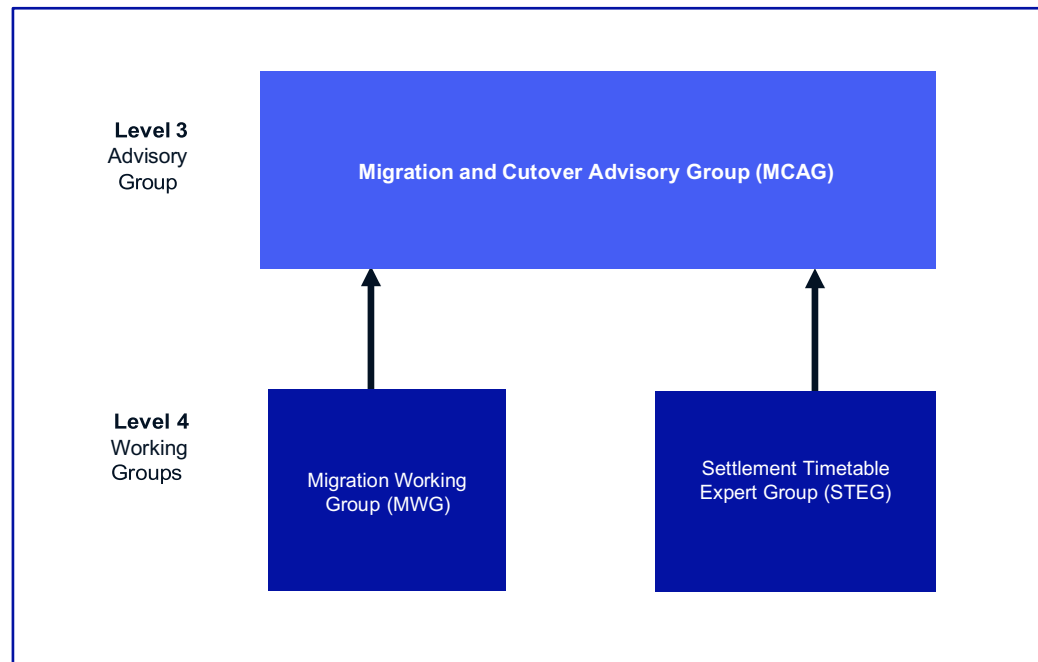
The participant should escalate to the SITAG by contacting their SITAG Constituency Rep and the SITAG meeting chair via the PMO and the workstream mailbox.

The participant should contact the Testing mailbox

The participant should contact the PPC mailbox

## Workstream Structure

### Migration workstream



### Qualification workstream

