



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Programme Steering Group #7

04 May 2022

Version 1.0

MHHS-DEL374

Document Classification: Public

Agenda

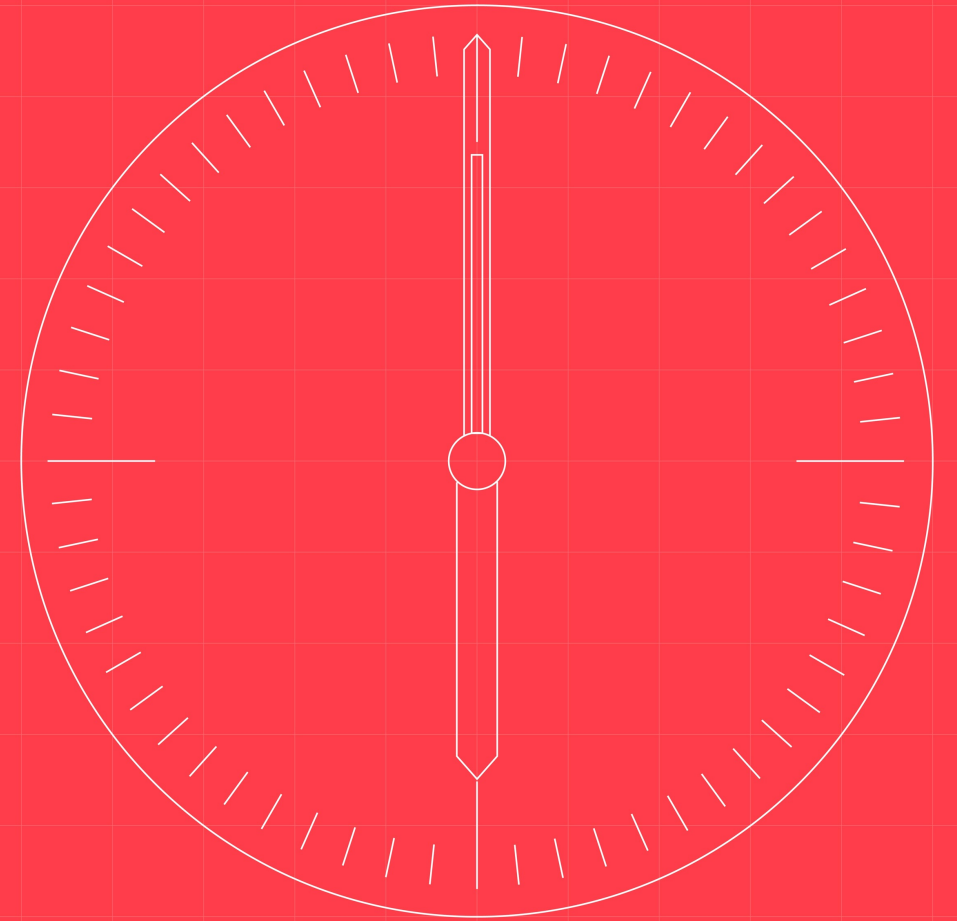
#	Item	Objective	Type	Lead	Time	Page
1	Welcome			Chair	10:00-10:05 5 mins	1
2	Minutes and Actions Review	Approve April minutes. Update on open actions, closing where appropriate	Decision	Chair and Secretariat	10:05-10:10 5 mins	3
3	Programme Next Steps, including Design Workstream	<ul style="list-style-type: none"> Update on the decision from Ofgem on CR001 and CR002 Provide next steps from the Programme on CR001 Provide next steps on the recommendations from the IPA on CR001 as presented at April PSG (action PSG06-02) Present the approach to re-baselining of the plan Provide an update on the Design workstream 	Discussion	Programme (Keith Clark and Warren Fulton)	10:10-10:35 25 mins	6
4	Readiness Assessment 1 (RA1)	Provide an overview of RA1 outputs and next steps	Discussion	Programme (Andrew Margan)	10:35-10:50 15 mins	11
5	Change Requests	<ul style="list-style-type: none"> CR005: Make a decision to approve or reject the Change Request CR003: Provide a verbal update on the decision from CCAG on a recommendation to submit to Ofgem 	Decision Information	Chair	10:50-11:00 10 mins	15
6	Open Day highlights	Share highlights from the Open Day (action PSG06-08)	Information	Programme (Andrew Margan)	11:00-11:10 10 mins	17
7	Programme Dashboards	Take questions from PSG members on Programme dashboards, highlighting RAID and finance this month	Information	Chair	11:10-11:25 15 mins	20
8	Summary and next steps	Summarise actions and decisions. Look forwards to June's PSG.	Information	Chair and Secretariat	11:25-11:30 5 mins	32
	Appendix					35
	1. Lessons learned from RA1					
	2. Tranche 1 lessons learned and Design review process					
	Attachments					N/A
	1. Outputs of CR005 Impact Assessment					

Minutes and Actions Review

Objective: Approve April minutes. Update on open actions, closing where appropriate (DECISION)

Chair and Secretariat

5 mins



Minutes and Actions Review (1 of 2)

1. **Approval of Minutes** from PSG 06 April ([PSG Meeting Minutes - 06 April 2022](#))
2. **Open Actions and Actions from PSG 06 April 2022**
 - Actions will be discussed by exception. Please review the action updates ahead of the meeting
 - Particular actions for PSG members to note: PSG04-06, PSG05.1-02, PSG06-07

Ref	Date	Action	Owner	Due Date	Status	Latest update
PSG01-06	10/11/2021	Programme to provide a more detailed understanding of the transition plan to programme participants.	Programme PMO	Qtr2 2022 (part of rebaselining exercise)	Open - ongoing	Information to be provided as part of full mobilisation and the rebaselining activities. This remains open and will do so until the replan
PSG04-06	02/02/2022	Review mobilisation of a 'Comms and Engagement' governance group in May PSG	Chris W	04/05/2022	Open - ongoing	At present, there has been no demand to stand up this group. The Programme proposes deferring mobilisation of this group indefinitely until a member of the Programme or Industry formally proposes standing the group up
PSG05-01	02/03/2022	Discuss with supplier reps the process for capturing consumer issues, to ensure consumer issues are being noted and addressed (as a follow up to action PSG04-02)	Andrew M	06/04/2022	Recommend closed	Discussion held with supplier rep, no further action required
PSG05-09	02/03/2022	Review the format and content of the PPC status dashboard	Programme	06/04/2022	Recommend closed	Now superseded by action PSG06-06
PSG05-11	02/03/2022	Collate views of PSG members on their preference for in-person attendance to PSG	PMO	03/03/2022	Recommend closed	No queries raised against Programme recommendation from April PSG. The Programme recommends continuing with hybrid meetings (all attendees welcome to join in the Elexon office), with a formal quarterly face-to-face promoted
PSG05-12	02/03/2022	Review PSG ToR to ensure ToR are 'delivery focused'	Jason B	06/04/2022	Recommend closed	Reviewed in recent MHHS Governance Framework review and updated to be more of a Programme Board. Queries raised by the Elexon constituency representative have been further clarified)
PSG05.1-02	11/03/2022	Review the Change Control process (e.g., Change Request form, Impact Assessment requirements, Change Board) using this first Change Request experience as a means of gathering feedback. Gain PSG member views as part of review process	Programme (SRO)	04/05/2022	Open - ongoing	Internal review underway, including with feedback from PPs from CR001-005. Some updates already made, including from feedback from Ofgem and the IPA. To be discussed at PSG in June

Minutes and Actions Review (2 of 2)

Ref	Date	Action	Owner	Due Date	Status	Latest update
PSG06-01	06/04/2022	In future, when presenting views of programme participants provide market share weighting for DNOs, I&C Suppliers and Small Suppliers	Programme	N/A	Open - ongoing	
PSG06-02	06/04/2022	Provide next steps for the IPA recommendations on CR001 and CR002 at May PSG	Programme (PSG leads)	04/05/2022	Recommend Closed	For discussion in 04 May PSG, agenda item 3
PSG06-03	06/04/2022	Action PSG-DEC10, including submitting CR001/CR002 recommendation to Ofgem for decision	SRO (Chris Welby)	08/04/2022	Closed	SRO recommendation shared with Ofgem 07/04/22. Ofgem decision published 21/04. Next steps in May PSG item 3
PSG06-04	06/04/2022	Incorporate PSG member feedback in the final Readiness Assessment report including: <ul style="list-style-type: none"> • Ensure the full report represents programme health and presents insights and action plans • Clarify average scores and percentages presented in the slides • Use of 'Agents' and not 'Supplier Agents' • Adjust programme participant representation to reflect market share weighting (as per action PSG06-01) 	Programme (PPC leads)	04/05/2022	Closed	Final readiness assessments reports have been shared incorporating PSG feedback. RA1 is for discussion in 04 May PSG, agenda item 4
PSG06-05	06/04/2022	Work with DCC, Elexon and RECCo to bring monthly finance reporting to PSG. Include a month-by-month view, how budgets change with Programme changes (e.g., new CRs), and budget performance against plan	Programme (Chris W)	08/06/2022	Open - ongoing	Finance reporting development in progress and on track to bring to June PSG
PSG06-06	06/04/2022	Continue to improve the PSG dashboards, for example: <ul style="list-style-type: none"> • Milestone dashboard: add further detail on the impacts and mitigations of risks/delays • Finance dashboard: add commentary and further detail on what the figures show/indicate • PPC: expand on the meaning of the data presented and incorporate insights 	Programme (PSG leads)	04/05/2022	Open - ongoing	Updates in progress. Updated versions to be presented in 04 May PSG, agenda item 7
PSG06-07	06/04/2022	Provide an update on expanding Programme distribution lists to include more than one Principal Contact per organisation	Programme (Andrew M)	04/05/2022	Recommend Closed	Additional contact functionality has been added to the CRM (>1 principal contact). PPs can request additional contacts through the PPC where secondary contacts are not already known
PSG06-08	06/04/2022	Add Open Day outputs to May PSG Agenda	Programme (PMO)	04/05/2022	Recommend Closed	For discussion in 04 May PSG, agenda item 6

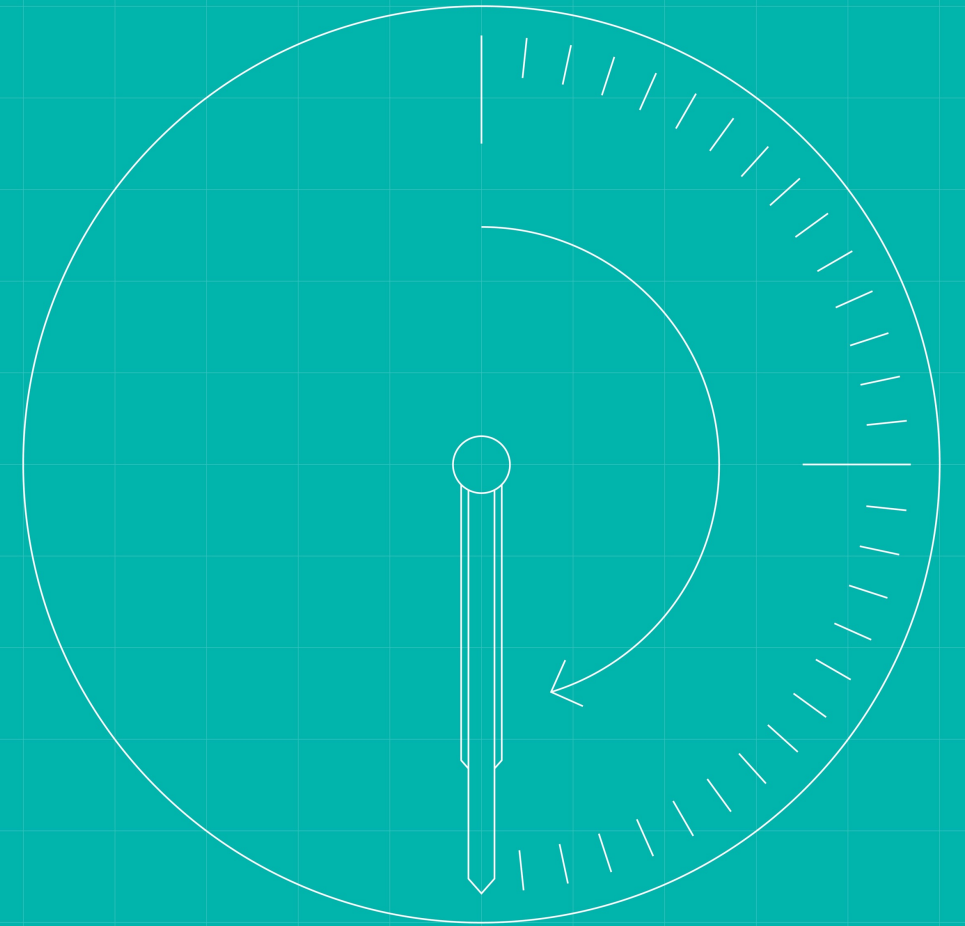
Programme Next Steps

Objectives (DISCUSSION):

- Update on the decision from Ofgem on CR001 and CR002
- Provide next steps from the Programme on CR001
- Provide next steps on the recommendations from the IPA on CR001 as presented at April PSG (action PSG06-02)
- Present the approach to re-baselining of the plan
- Provide an update on the Design workstream

Programme (Keith Clark, Warren Fulton)

25 mins



CR001 and CR002 decision from Ofgem

- Following 06-Apr-22 PSG, the **MHHS Programme SRO** submitted the recommendation to Ofgem that Ofgem approve **CR001** and reject **CR002**
- On 21-Apr-22 Ofgem formally approved CR001 and rejected CR002. Ofgem's decision included two specific next steps for the Programme:
 1. MHHS should re-issue the new baselined Implementation Timetable in accordance with this decision and ensure that all MHHS Participants are aware of the change
 2. MHHS should also implement the IPA's recommendations. MHHS will provide progress reports to the PSG on the implementation of those recommendations.

Programme next steps

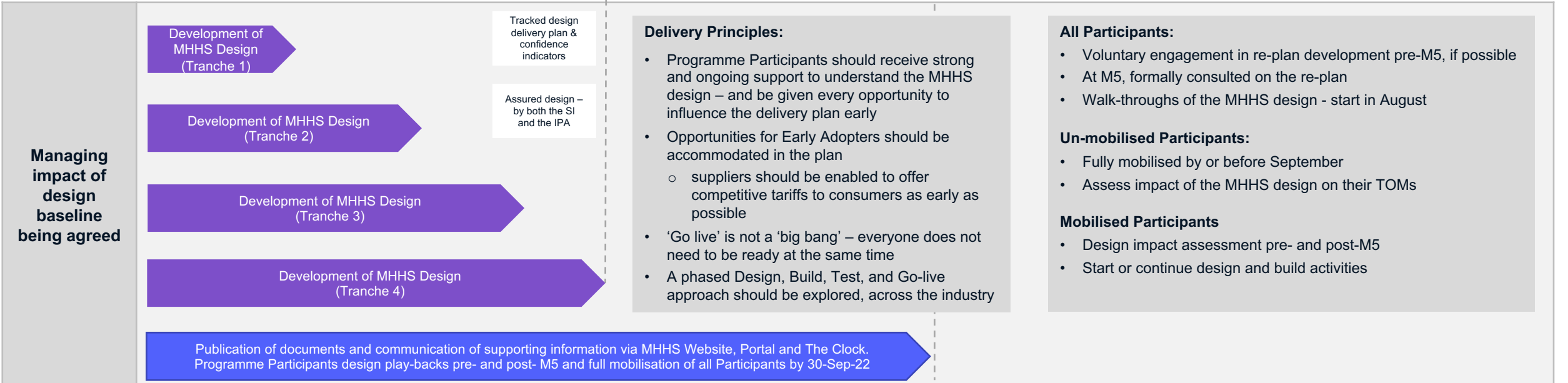
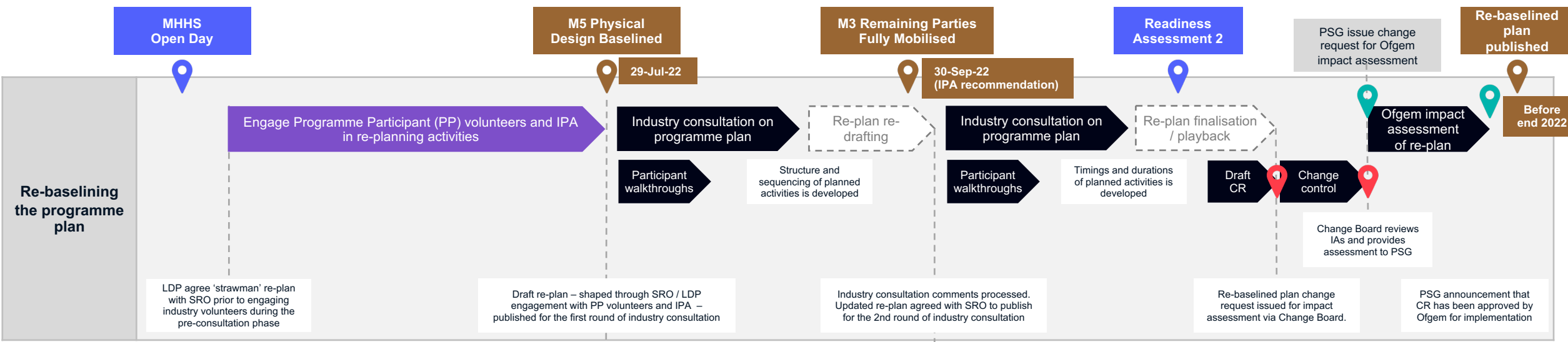
- Per the Programme's Change Control Process, **the MHHS PMO is now actioning the decision**. This includes:
 - a) **Formally re-confirming the design delivery plan** to reach M5 at the end of July-22
 - b) **Updating the Ofgem Implementation Timetable** with the changed milestone date
 - c) **Communicating the decision** to Programme Participants. The decision will be communicated via:
 - i. **The Clock** on 27-Apr-22
 - ii. **The MHHS Website**, where updated Change Control documentation will be shared (e.g. completed Change Request forms)
 - iii. All MHHS L2-L3 **governance groups**
 - d) Addressing recommendations from the IPA (see next slide)

Next steps to address the IPA recommendations on CR001

IPA Recommendation	Action being taken by the Programme	Dates
<p>Overall Recommendation 1 - The MHHS programme should develop and communicate the detailed plan to get to the PM2 full plan baseline milestone. This should consolidate all activities currently being planned to that point (e.g., design, design playback/participant engagement, readiness for DBT and activities to develop the full plan baseline) and should be used as the 'reporting baseline' for PSG.</p>	<p>Develop 'strawman' plan with input from volunteer participants</p> <p>Publish 'strawman' plan for 1st consultation upon approval of M5 milestone</p> <p>Re-baseline plan (after 2 cycles of consultation).</p>	<p>May-22 to Jul-22</p> <p>At M5</p> <p>Before end / 2022</p>
<p>Overall Recommendation 2 - The full plan baseline should consider how end-to-end delivery outside of the Programme's defined TOM will be coordinated and delivered to provide clarity and identify any potential gaps in delivery.</p>	<p>Consequential Change Impact Assessment Group (CCIAG) is being set up as planned.</p>	<p>May-22 or Jun-22</p>
<p>CR001 Recommendation 1 - MHHS Programme should develop, communicate and track against a set of confidence indicators over design (linked to the M5 acceptance criteria). This should incorporate the planned IPA design assurance activity to be performed under IPA 'WP4 Design Documentation'.</p>	<p>A fortnightly status report will be published and will report on progress to the schedule, including M5 acceptance confidence indicators, risks and the latest intelligence from the tranche reviews.</p>	<p>May-22 to Jul-22</p>
<p>CR001 Recommendation 2 - As part of 'Overall Recommendation 1', the detailed plan to get to the PM2 full plan baseline milestone should include:</p> <ul style="list-style-type: none"> The definition of the plan milestones/phases and what is expected to be delivered at each with respect to the design to ensure alignment across parties Formal design playback activity within the plan during August (where feasible) and September to enable understanding and consumption of the design by Programme Participants A milestone following M5 and the subsequent design playback activity in September at which point Programme Participants would be expected to be fully mobilised for DBT Continual monitoring and identification of areas of risk in the design that require further validation by Programme Participants either prior to M5 or immediately after, during design playback Tracking of progress against the Tranches to DAG and monthly checkpoints reported to PSG between now and M5 to review progress of design activity against plan and confidence indicators/acceptance criteria. 	<p>See next slide for proposed approach to completing the PM2 activity</p> <p>The delivery schedule per artefact will be published by 04-May-22. A fortnightly status report will be published and will report on progress to the schedule, including M5 acceptance confidence indicators, risks and the latest intelligence from the tranche reviews.</p>	<p>Before end / 2022</p> <p>May-22 to Jul-22</p>
<p>CR001 Recommendation 3 - Suppliers to fully impact assess the resources required to support the design activity and put in place a plan to enable engagement prior to Jul-22, wherever possible, or how they will engage in design playback whilst fully mobilising for DBT.</p>	<p>This action is for suppliers. The Programme will work with suppliers to define the playback session plan.</p>	<p>May-22</p>

Proposed approach to planning for MHHS delivery going forward

Key outcomes 📍 Key points 📍 Change Board 📍 PSG



Objectives

1. Deliver the detailed design according to the TOM

- a) The Design roadmap has been adjusted according to CR001
- b) The delivery schedule per artefact will be published by 4 May 2022, as well as deep-dive intelligence from Tranche 1 and 2 reviews
- c) A fortnightly status report will be published and will report on progress to the schedule, M5 acceptance confidence indicators, risks and the latest intelligence from the tranche reviews
- d) Tranche 1 received 811 comments during the industry review. No substantial changes were required. DAG will be requested to conditionally approve the artefacts on 11 May 2022 (conditional approval is required because tranches are dependent on each other)
- e) Improved ways of working have been implemented based on Tranche 1 learnings and feedback from industry. This was communicated to the Working Groups and DAG on 26 April 2022
- f) LDP SI Quality Assurance is being introduced earlier in the artefact review process to improve the quality of the documents and enable continuous assurance that the Design is according to the TOM.

2. Ensure the appropriate consultation of all Programme parties is carried out at all stages

- a) 18 and 15 organisations provided comments for tranche 1 and 2 respectively. A communication campaign has been developed to target an increase in industry participation in the design review
- b) PSG representatives are requested to please encourage your constituencies to review the design artefacts
- c) Participant engagement statistics and trends (historic and current) will be shared with the IPA on a fortnightly basis

3. Ensure participants can access, understand and consume the baseline design in order to undertake their own design activities

- a) A sub-project is being mobilised to prepare for industry consumption of the design once baselined. This includes an awareness campaign, portal access, IT support, user training, MHHS design support, webinars
- b) The scope and outcomes of the project will be shared in the June 2022 PSG

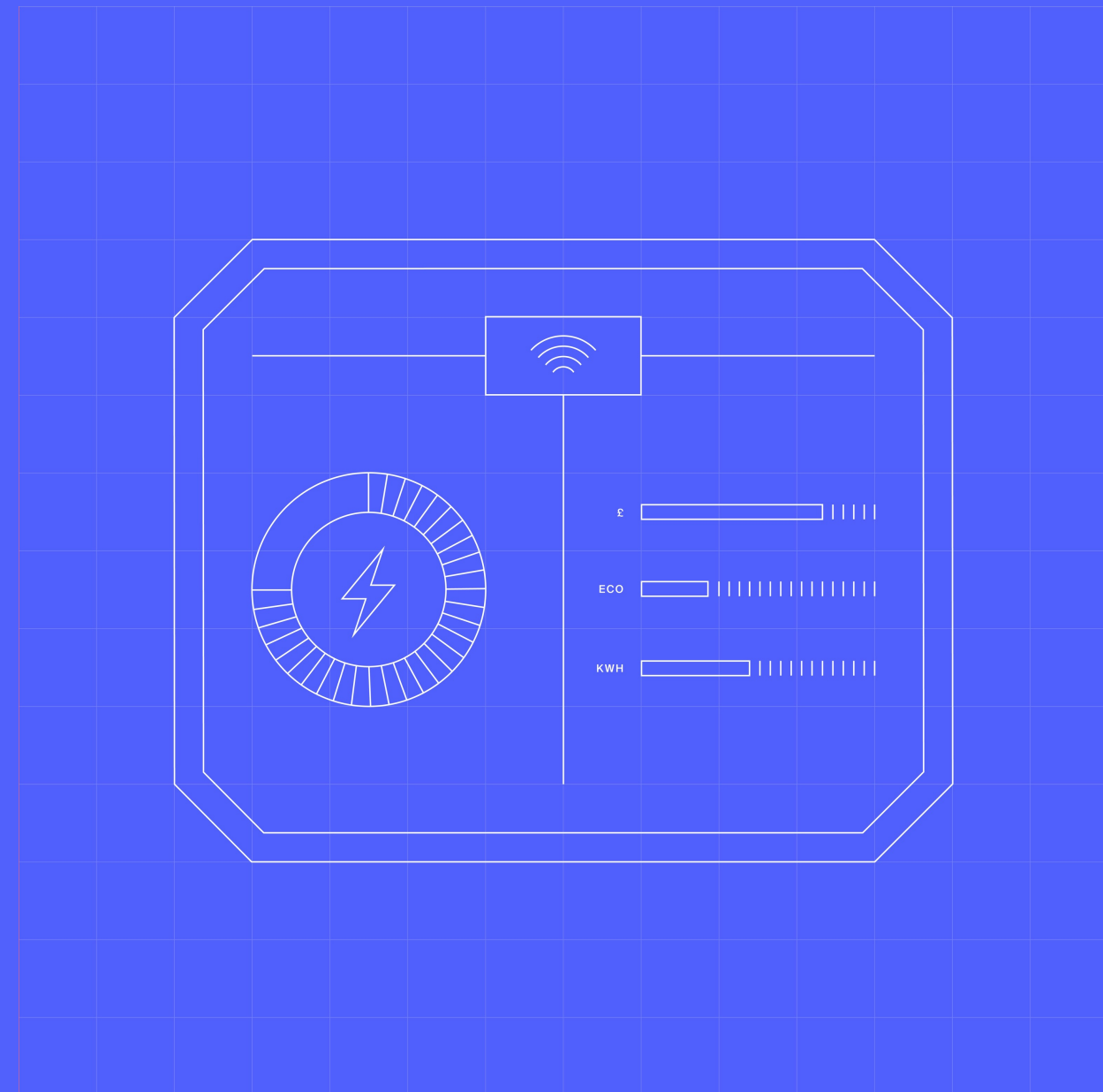
Please note, further detail can be found on the status of the design in the Programme Dashboards (agenda item 7) and in the appendix.

Readiness Assessment 1 (RA1)

Objective: Provide an overview of RA1 outputs and next steps (INFORMATION)

Programme (Andrew Margan)

15 mins



Readiness Assessment 1 - Measures and Response Rate

Reminder - What were the key things measured in RA1?



Engagement

Responding to RA1 was seen as an indicator of engagement with the Programme.



Programme Plans

RA1 tested whether Participants have mobilised to the extent of preparing plans for the delivery of MHHS.



Six Points of Contact

Six points of contact were requested in RA1 to determine if key roles have been filled at this stage.



Risks & Mitigations

RA1 asked Participants to demonstrate that they have given thought to the main Programme risks and mitigations.



Business Case Approval

Participants were asked to confirm that their business case was signed off, with funding in place to start work.

Response rate after Market Share adjustment >90%

Constituency	Response Rate (% Market Share)
Independent Agents	100%
Small Suppliers	68%
Software Providers	46%
I&C Suppliers	78%
Supplier Agents	60%
iDNOs	64%
Code Bodies	67%
Medium Supplier	90%
DNOs	87%
Large Suppliers	100%
Central Parties	100%

In Relation to the RA1 Results



Strong support for MHHS in principle

The deep-dive interviews revealed that Participants understood the rationale behind the MHHS Programme and were advocates for change, even if they had misgivings about the timeline for delivery.

High Response Rate Among Key Parties

Central Parties, Large & Medium Suppliers, DNOs and Data Service Agents all engaged with RA1 well. This covers a high % of the Participants on the critical path to delivery.

Good examples in almost all Constituencies

Nearly every Constituency contained at least one Participant who had fully mobilised and demonstrated excellent progress on the MHHS Programme. This shows that such progress is possible for others.

Total Mobilisation of Central Parties

100% of Central Parties responded to RA1 and all of them received the maximum possible scores in the four key questions under PPC assessment.

Low response rate concentrated among Participants who are less affected

The lowest response rates were found among Meter Operators and Suppliers who already use exclusively half-hourly reads. These Participants should still engage with the Programme, but have smaller impacts in MHHS.

Widespread awareness of PSG level activity

Even Participants who had not mobilised and had not engaged with the PPC previously were aware of activities at a PSG level, particularly in relation to CR001 and CR002.

In Relation to the Delivery of RA1



Short survey saved time

Verbal feedback in the deep-dive interviews was that Participants appreciated the short self-assessment survey, with completion time <15 mins. Whilst RA2 will be more technical, brevity in the survey can help to reduce the reporting burden on Participants.

PPC Support was appreciated

93% of Participants said they knew where to seek help on the Programme, and the PPC received 4.4 / 6 satisfaction rating for their engagement. This indicates that Participants felt they had the support required to complete RA1.

Participants could access the Portal easily

Whilst a small minority of Participants had issues accessing the Portal and needed IT support, the vast majority could access the Portal successfully. Now that these users are set up it will make using the Portal easier in future.

Common Themes of the Deep-Dive Interviews



Reluctance to commit time & resources

At this stage the majority of MHHS Participants are reluctant to commit time and resources to the Programme. There is a perception that Participant mobilisation will lead to regret spend since a common assumption is that Programme delivery timelines will be pushed back significantly (largely based on experience with previous industry-wide Programmes). Other factors such as the Faster Switching Programme and turbulent market conditions also place constraints on resourcing.



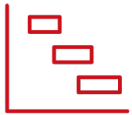
Strong awareness of the potential benefits of MHHS

While some Participants have reservations about certain aspects of the Programme (e.g. timelines), there is strong support for MHHS in principle. Awareness of benefits such as making progress towards net zero, faster and more accurate settlement, leveraging the smart rollout and providing a better service for consumers are well understood.



Lack of Communication between Suppliers and their Software Providers

Communication between Software Providers and their clients has been limited, and clients are often unaware of the progress that is being made by their Software Providers. Roles & responsibilities for engaging with the Programme also need to be clarified in each provider/client relationship. In future Readiness Assessments each Participant will be expected to submit their own response (with no option for Software Providers to submit on their clients' behalf.)



Fears of a condensed delivery timeline

Some Participants (particularly Suppliers) are concerned by the idea that some milestones (e.g. M5) will be pushed back, but the final delivery date of October 2025 will be retained. This may leave insufficient time for Participants to engage fully in design, build & test under a condensed timeline.



Perceived low impact for a significant number of I&C Suppliers and MOps

A number of I&C Suppliers incorrectly believe that because they are already exclusively half-hourly, they do not need to engage with the MHHS Programme, mobilise a team or draw up plans. Similarly the response rate from Meter Operators was very low and it is expected that this is because they do not believe that they will be affected by MHHS. The PPC will try to identify Participants such as these ahead of RA2 and better understand their position.

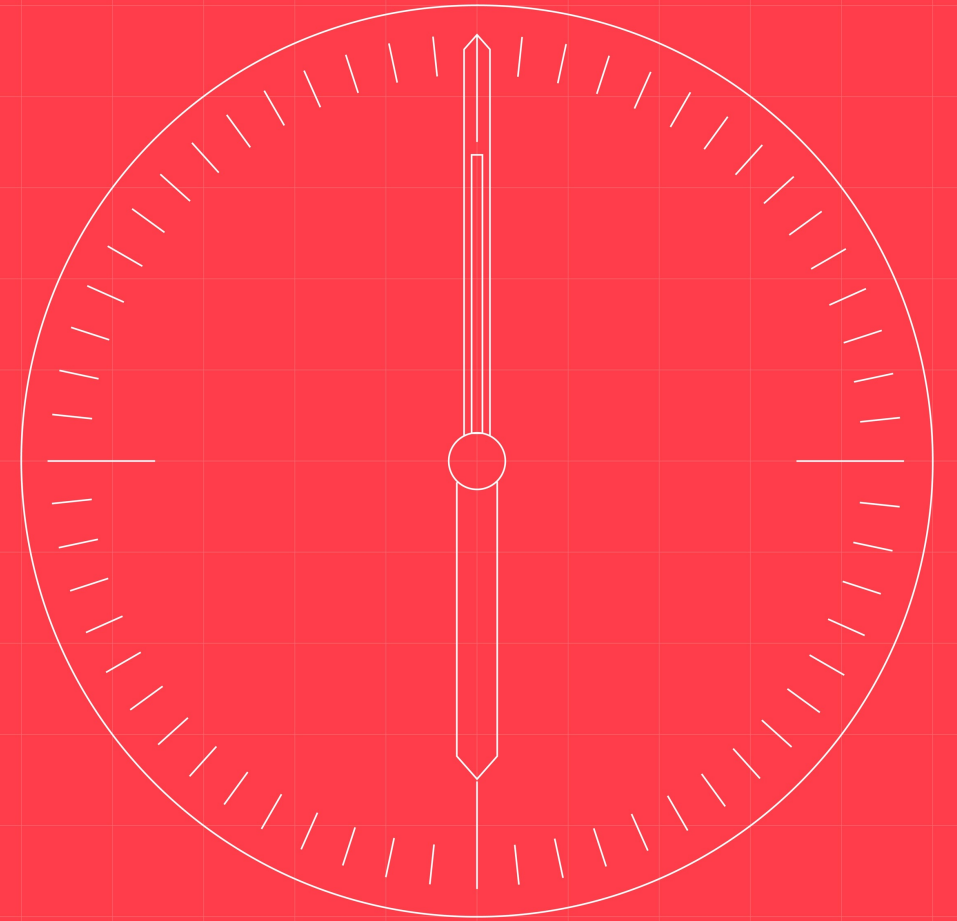
Change Requests

Objectives:

- CR005: Make a decision to approve or reject the Change Request (DECISION)
- CR003: Provide a verbal update on the decision from CCAG on a recommendation to submit to Ofgem (INFORMATION)

Chair

10 mins



CR005

Update the MHHS
Governance
Framework with PSG
Agreed Cooperation
principles

Objective: make a decision to accept or reject CR005

- Please see Attachment 1 with the outputs of CR005 Impact Assessment
 - This Change Request does not need to go to Ofgem for a decision
-

CR003

CCAG proposals to
change M6 and M7

Objective: provide a verbal update on the progress of CR003

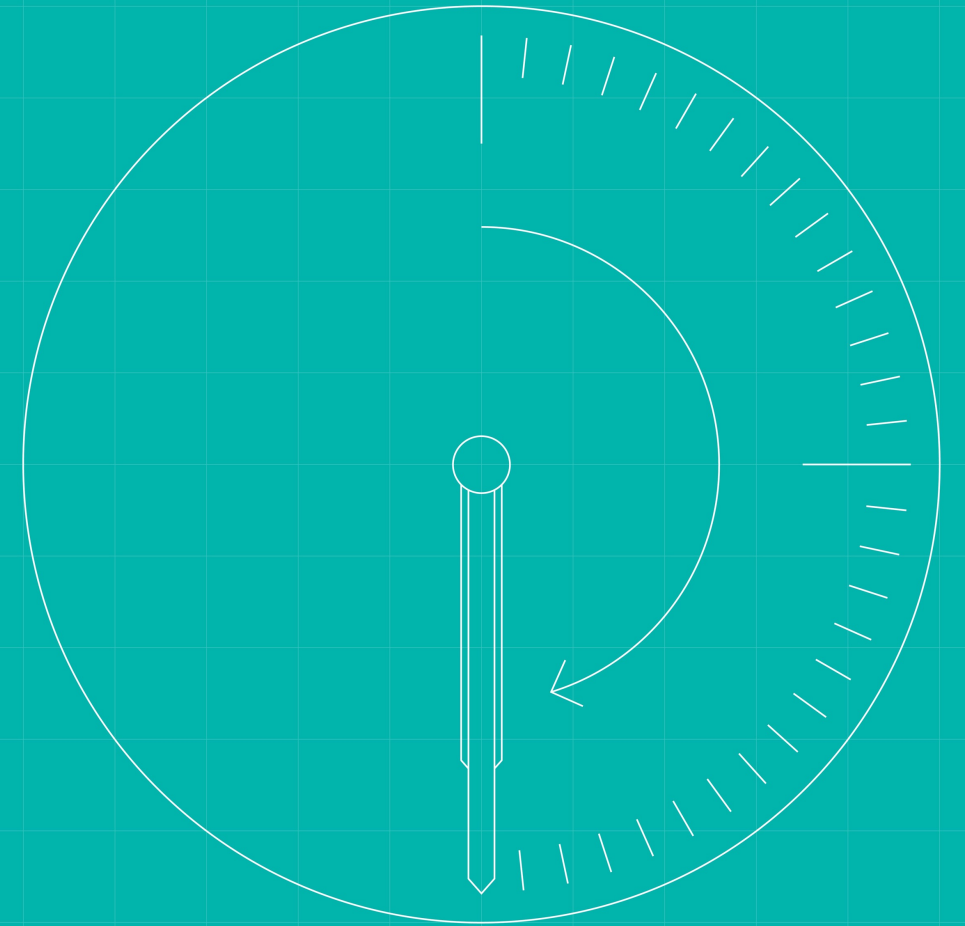
- The outputs of [CR003 Impact Assessment](#) went to the CCAG on 27 April 2022 to make a decision on a recommendation to submit to Ofgem
- Further planning work is underway via the CCAG on the next level of detail in the plan in CR003. This planning work is incorporating feedback from CR003 Impact Assessments (e.g. specific steps and duration of steps in the plan)
- Any changes or further detail to the CCAG code draft plan will be captured in the replan

Open Day Highlights

Objective: Share highlights from the Open Day (action PSG06-08) (INFORMATION)

Programme (Andrew Margan)

10 mins



Immediate takeaways

Open Day sign ups	Actual Open Day attendees	Webinar attendees	Constituencies represented	No. questions raised overall	Feedback on Open Day so far	Stall feedback so far
110	84	145	100%	92	100% “Very/Extremely useful”	100% “Very useful”

Key messages



Participants were urged to get involved in the re-plan. Lack of mobilisation is the biggest current risk to the Programme and this is their chance to influence a successful re-plan.



The Open Day focused on the way forward; about ‘how’ and ‘when’ we are delivering the Programme, rather than ‘why’.



Participants were advised to mobilise before Design is finalised. Engaging early de-risks their programmes, and they can reap the benefits of MHHS earlier than others.

Key findings



There is a very broad spectrum of Programme understanding and mobilisation across Participants. Some are very knowledgeable; others need more support to get up to speed.



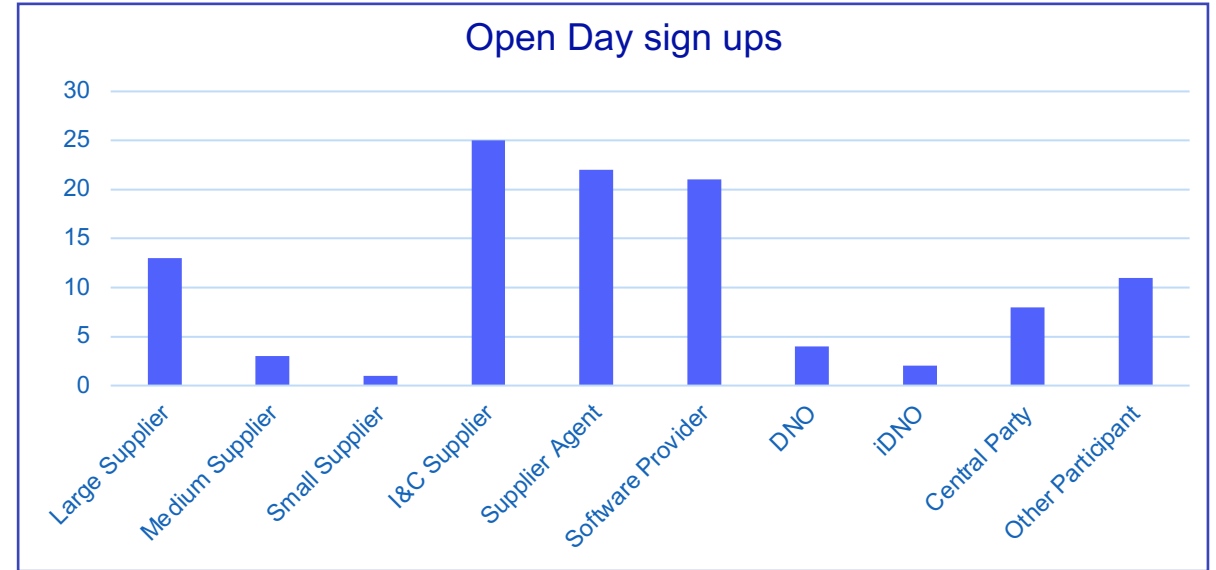
Several suppliers voiced concerns about the Programme’s scope, in particular regard to consumer impacts and journey.



Feedback so far has been very positive, with Participants noting the usefulness of face-to-face engagement. Programme team to consider another Open Day in the coming months.

Next steps

Close knowledge gaps	Establish I&C & Small supplier forums to provide bespoke support and tackle for the least engaged constituencies.
Design-led Open Day	Feedback so far indicates the Open Day was very useful to Participants. Consider Design-led Open Day to be held before Design is baselined.
In depth analysis	Use on the day and survey feedback from Participants to drive next Open Day agenda and PPC Engagement strategy.
Circulate Q&A	Finalise Q&A and circulate in The Clock on 4 May.
Lesson Learned Stalls success	Participants responded well to Stalls and should be repeated at the next MHHS Open Day.
Lesson Learned Simplify slides	Simplify the more complicated slides – fine for circulation but not suitable for presenting to a large room of delegates.

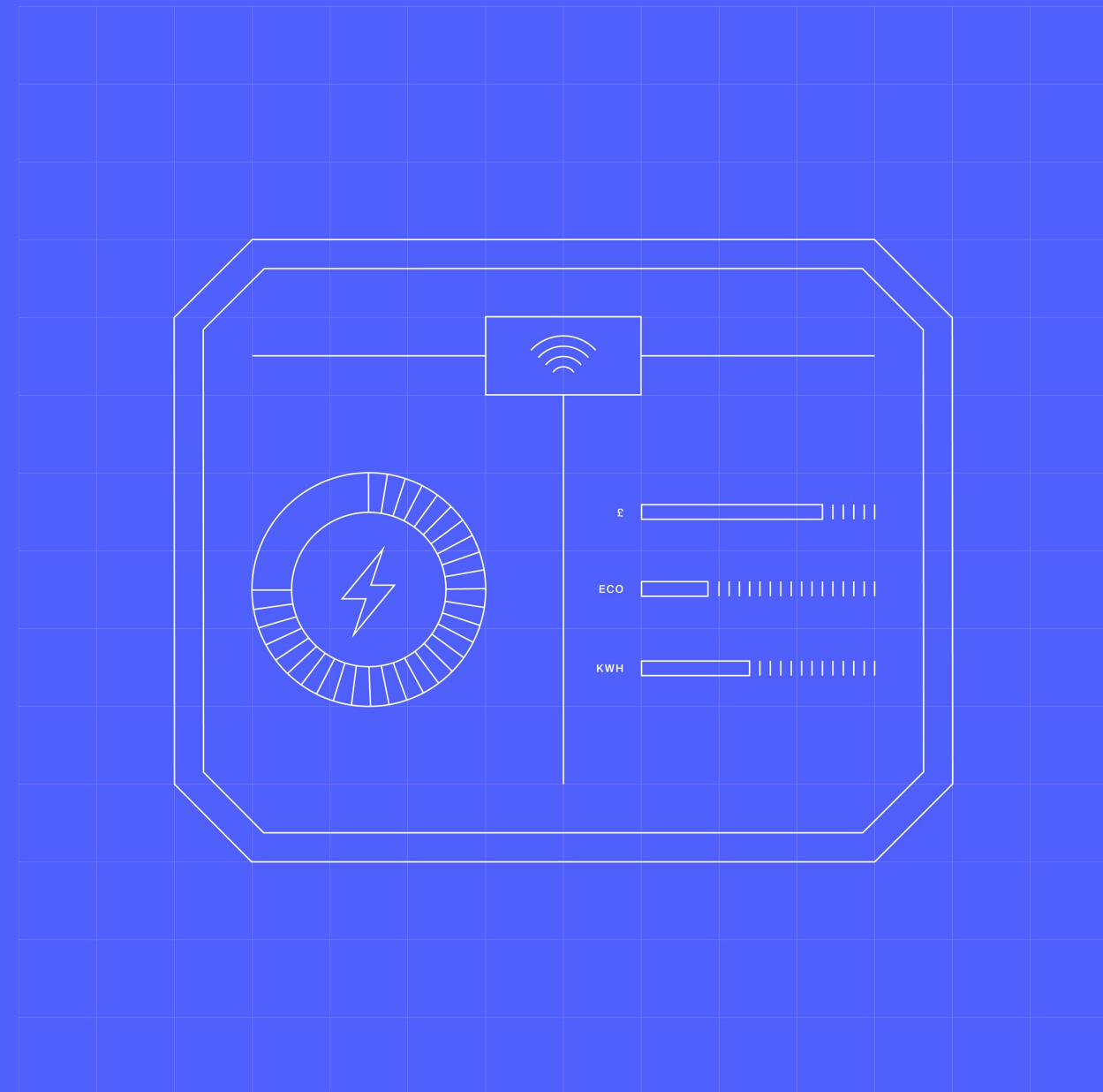


Programme Dashboards

Objective: Take questions from PSG members on Programme dashboards, highlighting RAID and finance (INFORMATION)

Chair

15 mins



The MHHS Programme is using a number of dashboards to monitor the status and progress of the Programme and its core workstreams

	Dashboard title	Purpose	Page
Programme Level	Milestones Status	Provides an overview of Programme progress against planned milestones	22
	Risk Themes	Provides a high-level view of Programme Risks	23
	Finance	Provides an overview of forecast and actual Central Programme expenditure against plan	24
Workstream Level	Advisory Group Updates	Provides an update on key discussion items and outcomes from this month's Level 3 Advisory Groups	25
	Design	Provides an overview of the progress of the tranches of the MHHS Design against the Design plan	26-29
	PPC	Provides information on PPC activity and participant engagement	30
	Data Integration Platform (DIP)	Provides an update on the progress of DIP procurement	31

MHHS Milestone Status

Red Date has not been met or is expected not to be met

Amber Date may not be met

Green Date expected to be met

Milestones
April 2022

Level	Milestone		Milestone Date		Status	Path to Green – Actions (& related impacts)	Previous RAG Apr PSG	Current RAG May PSG	Forecast RAG Jun PSG
			Baseline	Forecast					
1	M5	Physical baseline design delivered	29-Apr-22	29-Jul-22	<ul style="list-style-type: none"> CR001 decision from Ofgem, M5 date now moved as recommended by MHHS SRO 	<ul style="list-style-type: none"> Actions to be taken to formalise the change and implement the IPA recommendations Report implementation of the IPA recommendations, to PSG. 	Red	Green	Green
	M3	Design, Build Start (Elexon)	31-Aug-21	Complete			Met	Met	Met
	M3	Design, Build Start (DCC)	28-Feb-22	Complete			Met	Met	Met
	M3	Design, Build Start (DNOs, iDNOs)	31-May-22	31-May-22	<ul style="list-style-type: none"> Majority have engaged with design activities 		Green	Green	Green
	M3	Design, Build Start (Agents)	31-May-22	31-May-22	<ul style="list-style-type: none"> Majority have engaged with design activities 		Green	Green	Green
	M3	Design, Build Start (Suppliers)	31-May-22	Between now and 30-Sep-22	<ul style="list-style-type: none"> Suppliers generally not yet fully mobilised (with some exceptions), although some engagement is happening in design activities Confidence in this date is not yet supported by supplier mobilisation plans 	<ul style="list-style-type: none"> Suppliers to reach full mobilisation by 30-Sep-22 (or preferably earlier) If this is not done, re-baselining of the plan (and subsequent major milestones) are likely to be delayed Progress on mobilisation will be verified via PPC activities - and Readiness Assessment 2 is planned to verify status post-M3. 	Red	Red	Red
	M5 + 3	Industry re-plan	29-Jul-22	TBD – to be before end of 2022	<ul style="list-style-type: none"> Not in Implementation Timetable; programme has suggested re-plan to be agreed 3 months after M5 Proposed 3-month lag after M5 is still to be verified by agreement to approach 	<ul style="list-style-type: none"> Approach to re-planning, with dates, to be agreed with PSG Volunteer parties (mobilised parties only) to be engaged in developing 'strawman' plan from May-22 to M5 'Strawman' plan to be published at M5, for consultation If plan not baselined within 2022, the associated uncertainty is likely to dilute focus on delivering MHHS and cause delivery delays 	Red	Amber	Amber
	M4	PMO/PPC/SI/IPA fully functioning	31-Jan-22	06-Apr-22	<ul style="list-style-type: none"> PMO/PPC/SI fully functioning IPA started work; full mobilisation to be completed 	<ul style="list-style-type: none"> IPA Framework (IPAF) and IPA Ways of Working now drafted and going through final reviews Work Packages not yet signed off and this may affect some activities 	Red	Red	Green
1	M9	Cross-Industry Integration Testing Start	31-Aug-23	TBD	<ul style="list-style-type: none"> To be determined during the programme re-planning activity to be conducted after M5 	<ul style="list-style-type: none"> Based on programme identified risks, there is a likelihood of pressure on the current date for M9 – this status will remain Amber until validated by programme re-baselined plan 	Amber	Amber	Amber
1	M6	Code change and detailed design recommendations	29-Apr-22	28-Apr-23	<ul style="list-style-type: none"> Current baseline date will not be met – this milestone is dependent on M5 Awaiting PSG decision 	<ul style="list-style-type: none"> CR003 to be agreed. Proposed to be renamed as 'Code changes baselined' and moved to 9 months after M5. No impact expected CCAG to ask PSG to recommend Ofgem approval of CR003 Date will be reviewed again during plan re-baselining. 	Red	Red	Green
	M7	Smart Meters Act powers enabled	31-May-22	31-May-23	<ul style="list-style-type: none"> Current baseline date will not be met – this milestone is dependent on M6 	<ul style="list-style-type: none"> CR003 raised and agreed for impact assessment via CCAG. Proposed to be moved to 10 months after M5. No impact expected Other actions as for M6. 	Red	Red	Green
	M8	Code changes delivered	30-Nov-22	TBD	<ul style="list-style-type: none"> Due to the intention of CR001, CR002 and CR003 this date will be delayed 	<ul style="list-style-type: none"> Per CR003 proposal, A change to M8 will be included in the programme re-planning activity after M5. No impact expected 	Red	Red	Amber

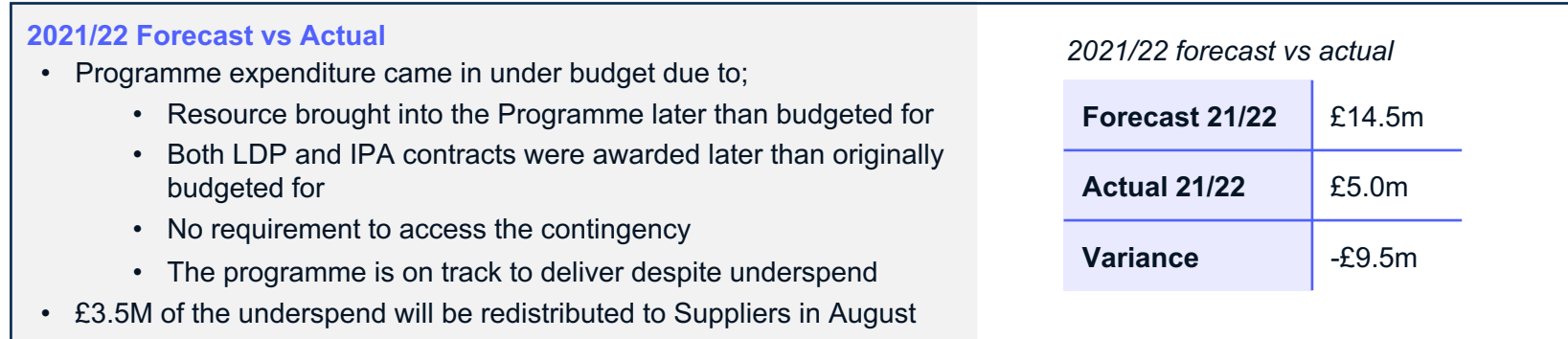
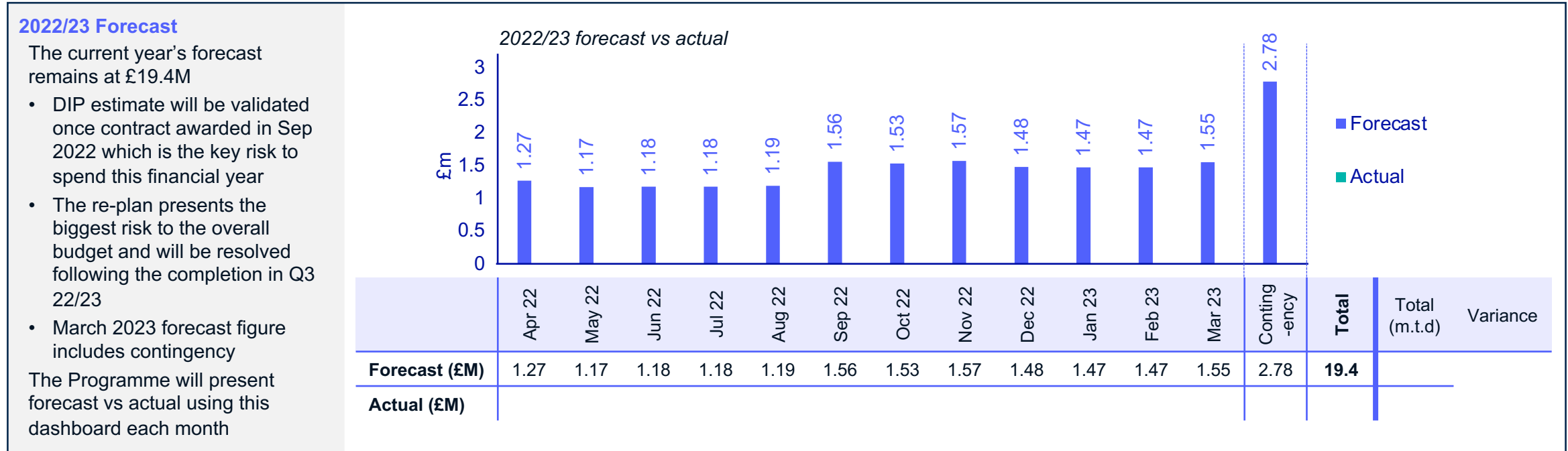
#	Theme	Description	Mitigation Approach	No.of Items	RAG Status*	Trend
1	Supplier engagement and mobilisation	Suppliers may not be mobilised early enough to support the forward delivery approach	<ul style="list-style-type: none"> CR001 has been approved; IPA recommendation is that all remaining un-mobilised suppliers are fully mobilised by or before 30-Sep-22 If this is not done, re-baselining of the plan (and subsequent major milestones) are likely to be delayed Progress on mobilisation will be verified via PPC activities and Readiness Assessment 2 is planned to verify status post-M3. 	10 Risks 2 Issues	Red (Score 25)	No Change
2	Ability to meet the M5 timetable as planned	The amount of work – due to design complexity and / or ability to continue to attract adequate participant engagement – may cause difficulty in reaching an agreement on the design by end of July-22	<ul style="list-style-type: none"> Encourage adequate engagement from all Participants – via the provision (during working groups) of a clear timetable for all artefact pathways to ultimate DAG approvals Exceptional targeted sessions where needed (outside working groups), to manage risk related to any design complexities or specific Participant challenges / queries In line with IPA recommendations: reconfirmation of the design delivery plan; continual monitoring and identification of areas of risk in the design that require further validation by Programme Participants; tracking of progress against the Tranches to DAG and monthly checkpoints reported to PSG between now and M5 to review progress of design activity against plan and confidence indicators/acceptance criteria. 	10 Risks 4 Issues	Amber (Score 19)	No Change
3	Completion of the programme re-plan as expected	The dependency on M5 completion and the need for significant participant engagement could impact the ability to complete the programme re-plan on time	<ul style="list-style-type: none"> Engage industry volunteer parties to develop a 'strawman' plan in advance of M5 Issue the 'strawman' plan at the earliest opportunity – at M5 – for formal consultation, to provide the most time for Programme Parties to review plan timelines in line developing with their technology strategies and impact assessments Undergo two rounds of industry consultation to capture all industry feedback possible before approval through PSG (and probably also Ofgem). 	8 Risks	Amber (Score 17)	No change
4	Time currently allowed between M5 and M9 may be insufficient	The timeline between M5 and M9 may be inadequate given the likely significant effort required for industry DBT – this may impact the ability for all parties to begin industry testing at M9 per current timelines	<ul style="list-style-type: none"> Ensure Test Strategy is comprehensive, consistent and well understood Conduct rigorous internal assurance on the Test Strategy. Communicate the strategy clearly, widely and thoroughly to Ofgem and the parties and assure their understanding of it and their plans for it Complete the programme re-plan and subsequent industry consultation to agree the appropriate time needed for DBT between M5 and M9 	7 Risks 2 Issue	Amber (Score 16)	Risk increasing 

*RAG status is determined by the combined average current score for open risks and issues

Key:

Theme Score	Category
2 to 12	Green
13 to 24	Amber
25 to 30	Red

Headline: In 2021/22 the Central Programme had a final underspend of £9.5m against budget, with £3.5M to be returned to Suppliers in August



Note: this dashboard includes MHSP Central Programme costs only. This includes IPA and LDP resource and the DIP

Design Advisory Group (DAG)

Update from DAG 13 April 2022

- DAG Design Principles** – Two new design principles were approved relating to consumer benefits and level playing field. The design principles act as guidelines for design decision making, and are ‘living’ principles that are reviewed at each DAG meeting
- Level Playing Field Principle** – Several actions underway in conjunction with Smart Energy Code colleagues to ensure alignment between [SEC MP162](#) and Programme design principles. Weekly discussions now held between DAG Chair and SEC working group manager, and Programme will attend SEC MP162 working groups. Invites to be extended to SEC representatives to attend any DAG discussions on MP162. Request for information issued to the Smart Meter Segment Sub-Group (SDS) to review need for Target Response Times (TRTs) of <24 hours for Meter Data Retrieval (MDR) service requests to DCC.
- Design Decisions** – DAG approved the orchestration of secondary addressing options via the Data Integration Platform (DIP), having reviewed high level costing information on several options. Request for Proposal (RFP) documents have now been issued to prospective DIP bidders.

Cross-Code Advisory Group (CCAG)

Update from CCAG 23 March 2022

- Smart Meter Act Powers (SMAP)** – An update was provided by Ofgem on the use of SMAP. The powers can be activated in c.40 working days and do not require parliamentary time, meaning they can be activated even when Parliament is in recess. This minimizes possible delay to code releases.
- Change Request to delay M6 and M7 (CR003)** – CCAG members agreed to raise a Change Request to change the dates of the M6 and M7 programme milestones relating to the delivery of code drafting and activation of SMAP by Ofgem. The Change Request was presented to the Change Board on 24 March 2022 and issued for to impact assessment.

Agenda items for CCAG 27 April 2022

- CR003** – The CCAG will agree a recommendation to submit to Ofgem for a decision
- Code draft principles and approach** – the CCAG will review and agree further detail and approach for code drafting
- Data Service Provider (DSP) Governance** – the CCAG will discuss their approach to DSP governance
- MDR terms** – the CCAG will agree a term to describe MDR in the SEC

Testing and Migration Advisory Group (TMAG)

Update from TMAG 20 April 2022

- E2E Testing and Integration Strategy** – the TMAG reviewed comments received following TMAG review, with a number of updates to be made. Particular discussion was had on participation expectations on Programme Parties. The E2E T&I Strategy was agreed in principle, subject to updates, with a final version to be approved ex-committee ahead of May TMAG.
- Test Data Strategy** – the draft Test Data Strategy was reviewed at DWG with a number of updates to be made. The next version will be shared for final review.
- Working Group Plan** – TMAG have now mobilised two Working Groups (DWG and MWG). A further four Working Groups are anticipated to be stood up as the MHHS Programme progresses.
- Data Working Group (DWG)** – The second DWG was held 07 April 2022 and reviewed responses to the draft Test Data Strategy, as noted above.
- Migration Working Group (MWG)** – The first MWG was held 14 April 2022. The group will develop the draft MHHS migration strategy.

Milestones and RAG

• Tranche 1 - DAG conditional approval	11 May 2022	Green
• Tranche 2 - DAG conditional approval	25 May 2022	Green
• Tranche 3 - DAG conditional approval	6 July 2022	Green
• Tranche 4 - DAG conditional approval	20 July 2022	Amber
• All tranches - DAG baseline approval	27 July 2022	Amber
• Participant training and access to design portal	29 July 2022	Green

Risks

Risk 1

Risk: Tranche 4 is amber due to the variability and optionality of the solutions that are scheduled to be discussed in the upcoming sub-working groups.

Mitigation: The impact of the solutions on the scope of Tranche 4 will monitored on a weekly basis.

Tranche 1 (Review cycle 1 and 2)

- 811 comments from 18 organisations
- 51% of the comments resulted in minor changes to documents, a proportion of which could have been avoided if additional quality control steps had been included in the process
- 26% of comments were requests for clarification
- 12% of comments were rejected for various reasons. Explanations for the rejections are being shared with the comment owners
- 5% of the comments have resulted in further activity to modify or validate elements of the design. No substantial changes were required.
- A further 5% of comments directly relate to artefacts that are being produced in subsequent tranches
- Review cycles have been staggered so that Industry will not be required to review tranches concurrently

Tranche 2 (Review cycle 1)

- 972 comments received from 15 organisations
- Currently analysing comments
- Updated artefacts and responses to comments will be published on 11 May 2022

Tranche 3

- Artefacts are developed and ready for sub-working group review
- Artefacts will be distributed for industry review on 25 May 2022

Tranche 4

- Artefacts in development
- Artefacts will be distributed for industry review on 8 June 2022

TRANCHE 1 - Summary

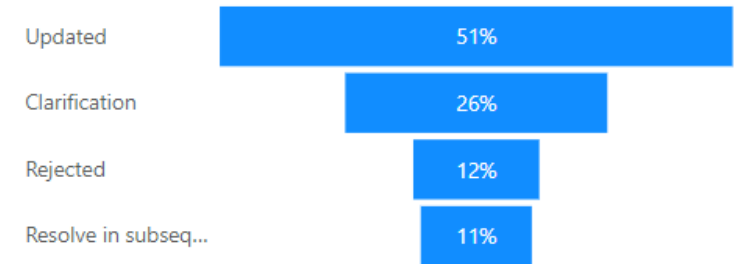
24

Artefacts

811

Total comments

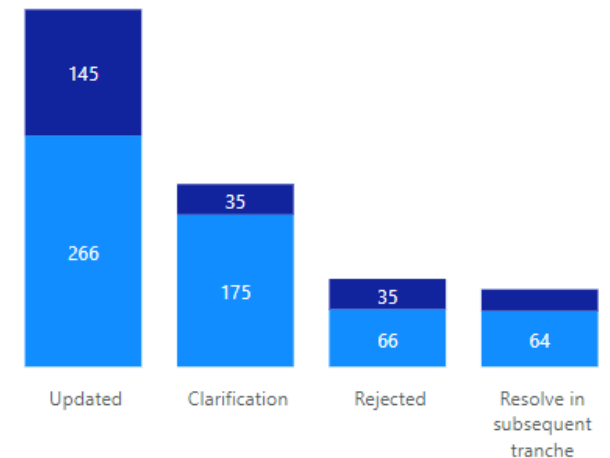
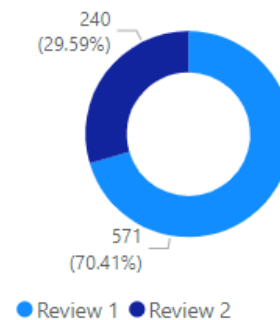
Total comments by action



Comments by action

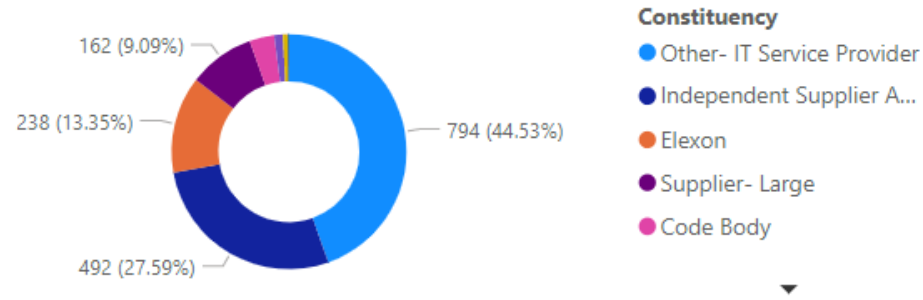
● Review 1 ● Review 2

Comments by review

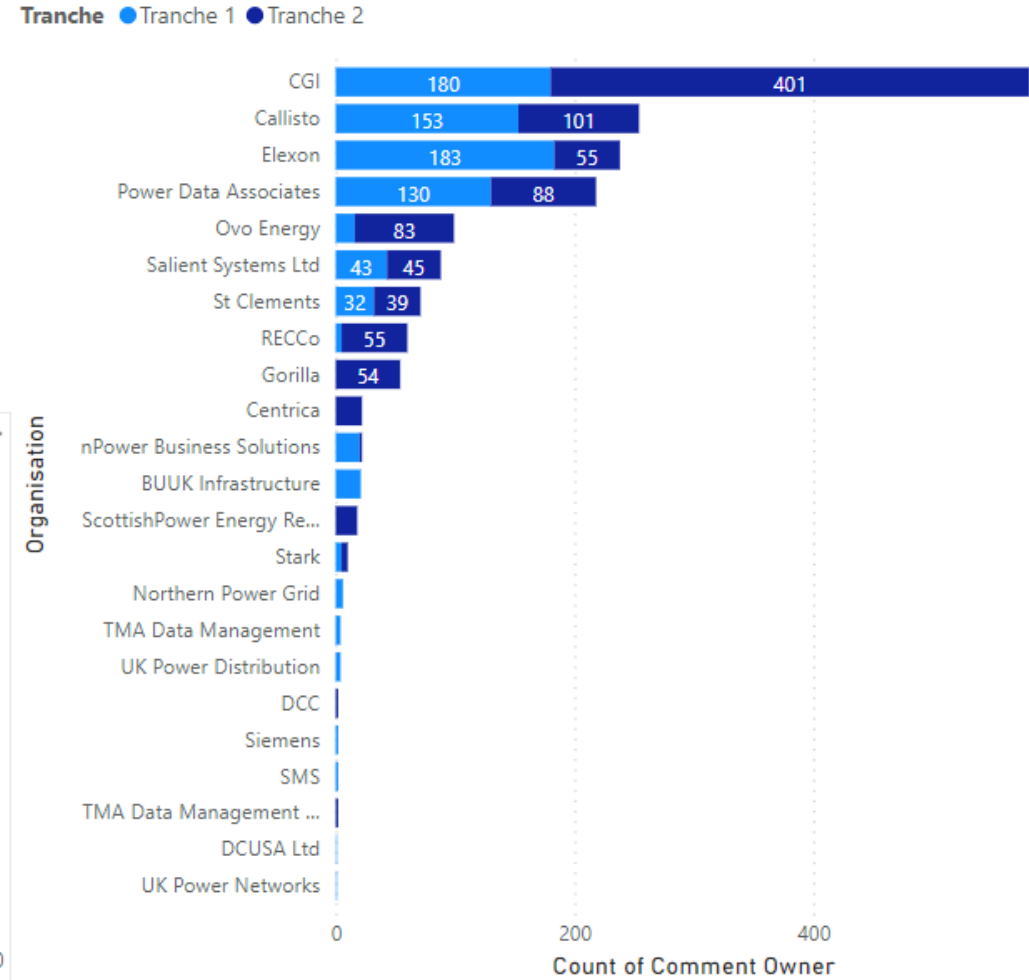


Participation summary

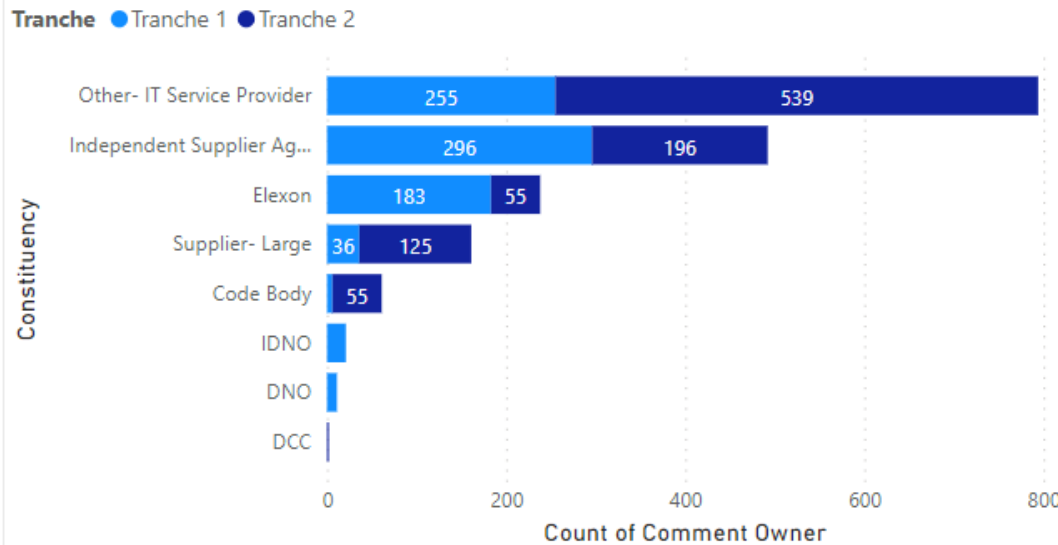
Total comments for T1 and T2

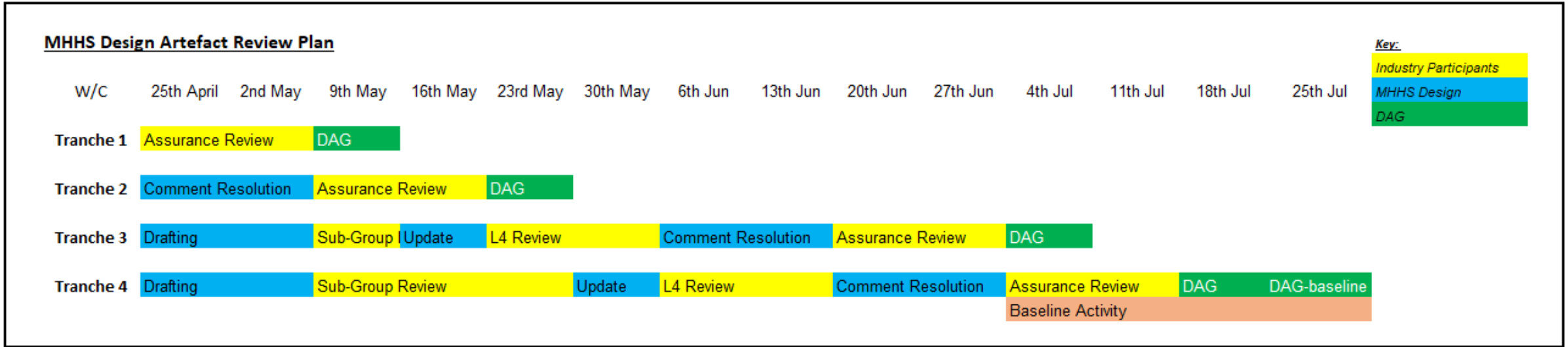


Comments by Organisation



Comments by constituency





Current Tranche status:

Review	BPRWG Review	Assurance Review	BPRWG Meeting	Initial DAG Meeting
Tranche 1	Completed	27 th April – 11 th May	4 th May	11 th May
Tranche 2	Completed	11 th May- 25 th May	18 th May	25 th May
Tranche 3	25 th May – 8 th June	22 nd June- 6 th July	29 th June	6 th July
Tranche 4	8 th June-22 nd June	6 th July- 20 th July	13 th July	20 th July
Final DAG				27 th July

Tranche Approval Principles:

- **Sub-Group Activity** - Agree detail of design artefacts with industry participants
- **BPRWG Review** - Review design artefacts and provide feedback
- **Assurance Review** - Provide assurance that comments have been addressed- no further comments invited
- **Initial DAG** - Provide Conditional Approval subject to the outstanding issues and action plan to resolve detailed in the DAG Report
- **Final DAG** - Purpose to provide baseline approval of design artefacts following closure of outstanding issues and end to end assurance

PPC Activity Overview

This month, the PPC team had 29 bilateral meetings with Participants, including deep dive interviews as part of the RA1 Assessment. These bilateral conversations are a safe space for Participants to discuss any issues or questions they may have relating to the Programme. The RA1 Overall Report is [linked here](#). The MHHS Open Day and webinar also took place during this period; engagement statistics, insights and outputs from those events are being reported separately.

Key engagement insights



The Open Day and webinar was well attended and well received by Participants. Over 80 people attended the Open Day on 21 April and over 140 attended the Webinar on 22 April. Participants appreciated the opportunity to network and have direct face-to-face access with Programme colleagues.

Next steps: The PPC team will review the approach to the Open Day to ensure future events continue to be successful. The team is exploring the possibility of a future Open Day being more targeted and focused on Design.



Despite industry pressures, previously non-engaged Participants are mobilising well. Participants have raised concerns about the pressure of FSP and other industry challenges, yet many have mobilised effectively. Some suppliers, from the I&C and Small supplier Constituencies have begun asking for forums to help bring them up to speed with what is required to mobilise.

Next steps: The Programme needs to continue to ensure that Participants who have mobilised early continue to be supported. The PPC team will continue to reach out to those who have not engaged and consider additional ways to drive up engagement.

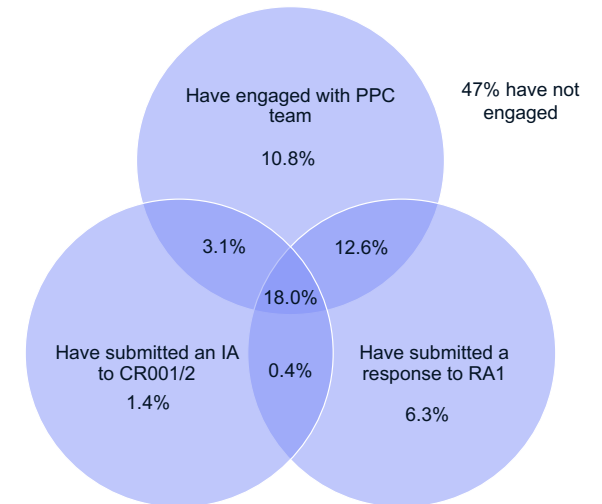


There has been a misunderstanding between Software Providers and their clients, leading to lack of clarity about Programme actions and obligations. This was a key theme in RA1 and is addressed in the report. This confusion is often due both parties failing to clearly clarify their respective roles and responsibilities and obligations for delivering the Programme.

Next steps: The PPC team is linking Software Provider accounts on the CRM to their respective Participants so that the Programme has visibility about the relationships between them. The PPC Team will continue to actively seek clarification from Participants and their respective Software Providers to ensure that there is clarity from both parties about their roles in relation to the Programme.

PPC Engagement statistics

There is a correlation between PPC engagement and improved responses to Programme submissions from Participants. The diagram below shows the % of participants who have engaged with the PPC team, have submitted an Impact assessment to CR001/2, and have submitted and response to RA1 and the overlaps.



Summary

- The DIP procurement remains on track
- The RFP was issued on 1 April
- There has been a healthy and engaged response from bidders
- A virtual bidders conference was held on 7 April
- Several bidders requested more time to submit their Proposals, and an extension from 13/5 to 23/5 has been agreed upon
- Ofgem have decided that Elexon will run and maintain the DIP

Key dependencies

- Code changes for the ESO are required to be in place by June 2022 to support the dialogue sessions and BAFO

Risks

- No material risks at this time

Next milestone

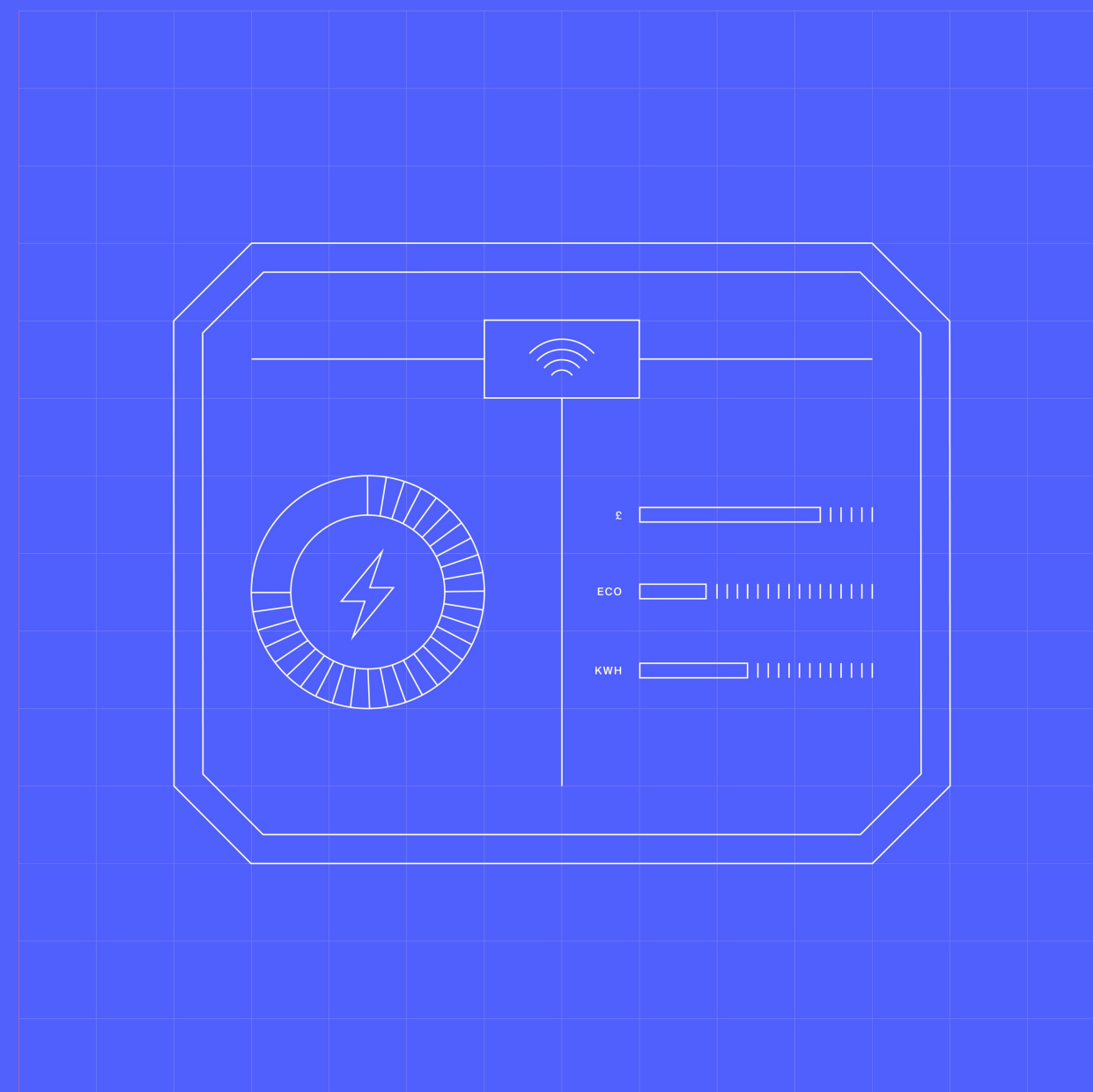
- 23 May - Receive all bidder responses

Summary and Next Steps

Objective: Agree actions. Look forwards to June's PSG (INFORMATION)

Chair and Secretariat

5 mins



1. Confirm actions and decisions from meeting

2. Date of next PSG: 08 June 2022 1400-1600 (please note this is an afternoon meeting on the second Wednesday of the month)

Current agenda items:

1. Minutes and Actions Review
2. Approach to rebaselining of the plan
3. Change Control updates
 - Open Change Requests (including an update on CR003 decision from Ofgem)
 - Feedback on the Change Control Process
4. Programme Dashboards

If you would like to propose an agenda item for the PSG, please contact the PMO at PMO@mhhsprogramme.co.uk

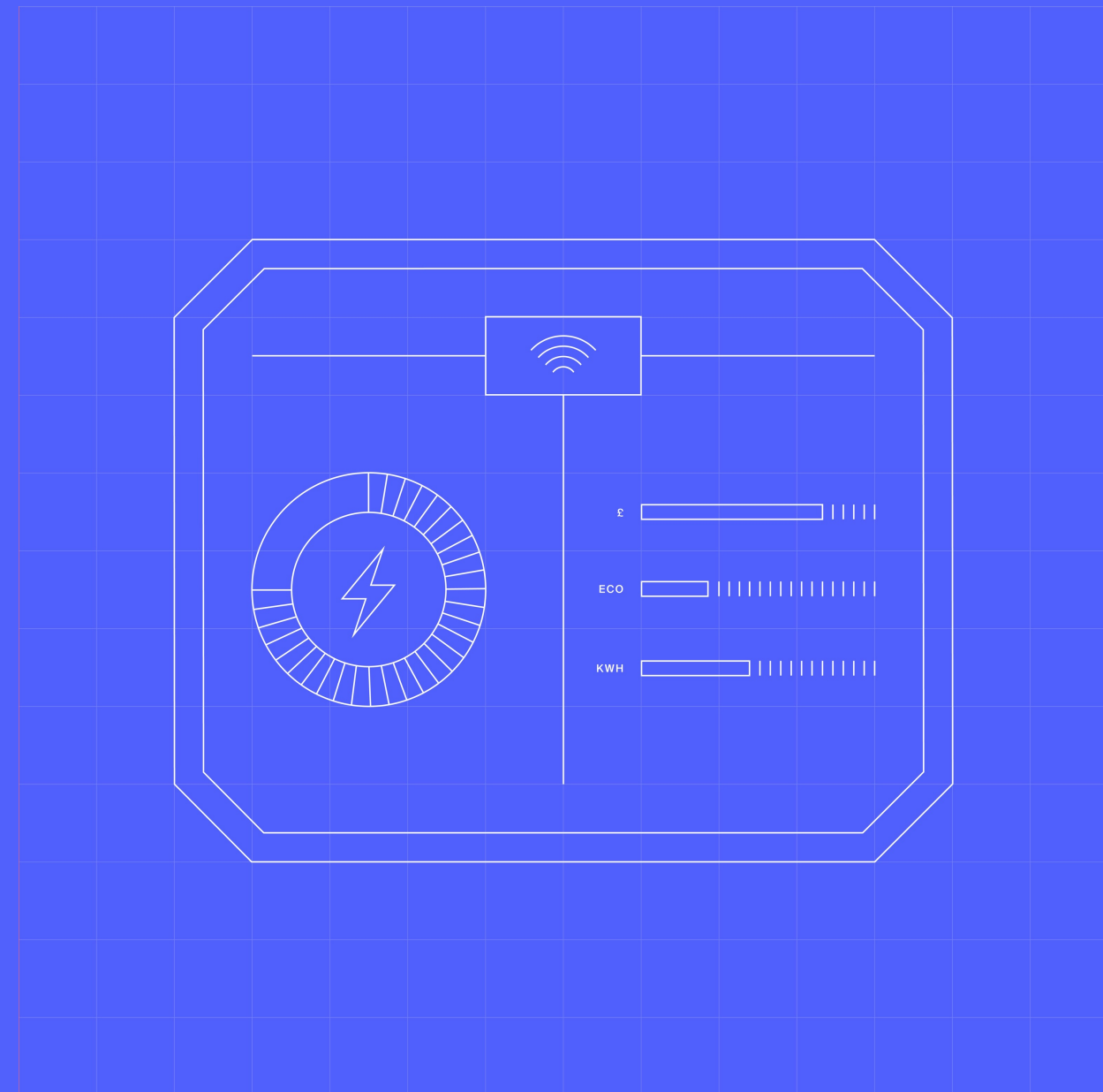
Contact

PMO@MHHSProgramme.co.uk

Thank you

Appendix

1. Lessons learned from RA1
2. Tranche 1 lessons learned and Design review process



Lessons Learned in RA1 for Future Readiness Assessments

Software Providers and their clients to define roles & responsibilities

In RA1 many Suppliers were under the impression that their Software Providers would answer the self-assessment survey on their behalf. In RA2 all Participants will be asked to submit on behalf of their own organisation, with the option to refer to their software provider's response for certain technical questions.

PPC to allow more response time for Participants

Participants were given 2 weeks to respond to RA1. Despite the light-touch nature of the survey, some Participants flagged that the time allowed was tight for getting responses signed off internally. More time will be allowed for responses in RA2.

PPC to give more notice of deep-dive selection

The PPC's approach was to select 70% of Participants for a deep-dive prior to RA1 self-assessment closing, and the remaining 30% after it closed. This approach worked well in order to assess a range of readiness levels, but for the 70% it may be best to inform them of the need to complete a deep-dive at the same time as sending out the survey to allow maximum time to respond.

Reporting in future RAs to reflect more market share data

Whilst the RA1 report did take into account market share data for Suppliers and DNOs, in future Readiness Assessments this should be expanded to include iDNOs and Supplier/Independent Agents. Awareness of critical Software Providers would also be beneficial.

PPC to provide a link to download questions

In RA1 a link to the survey was sent alongside an Excel document which listed the survey questions. The purpose was to allow this to be sent around organisations internally, however it was often mistaken as being a request for answers to be submitted via Excel. A link to download the questions (properly signposted) as opposed to an attachment will help to remove this confusion.

PPC to select non-responders for deep-dives

In RA1 the deep-dive interviews focused primarily on Participants who had responded to the RA1 survey (particularly for those selected after RA1 survey results arrived). However in RA2 some deep-dives will be specifically reserved for non-responders to check their progress.

Create a guide on two-factor authentication for Portal

Some Participants struggled with two-factor authentication (2fa) on the Portal. More guidance on how to set this up may be beneficial in the run-up to RA2.

PPC to provide more guidance on how to respond to the survey


In RA2 the PPC will use webinars and 1:1 meetings to give more specific guidance about how to fill out the Readiness Assessment form, including a video demo going from start to finish (login to submission).

PPC to send the surveys to multiple points of contact

The PPC's policy in RA1 was to send the Readiness Assessment to the Principal Contact held within each Participant organisation. In RA2 it may be best to increase this to 2 contacts to maximise the response rate, and the PPC may request confirmation of receipt to understand which Participants have/have not received the request.

PPC to define criteria for escalation

Ahead of RA2 the PPC will formally outline the criteria by which Participants will be escalated (e.g. if they fail to respond to a request for a deep-dive). By formalising this prior to RA2, Participants will be aware of the consequences of not responding. The criteria may also be different in each RA.



Lessons Learned for Future Readiness Assessments

Next Steps for the PPC following RA1

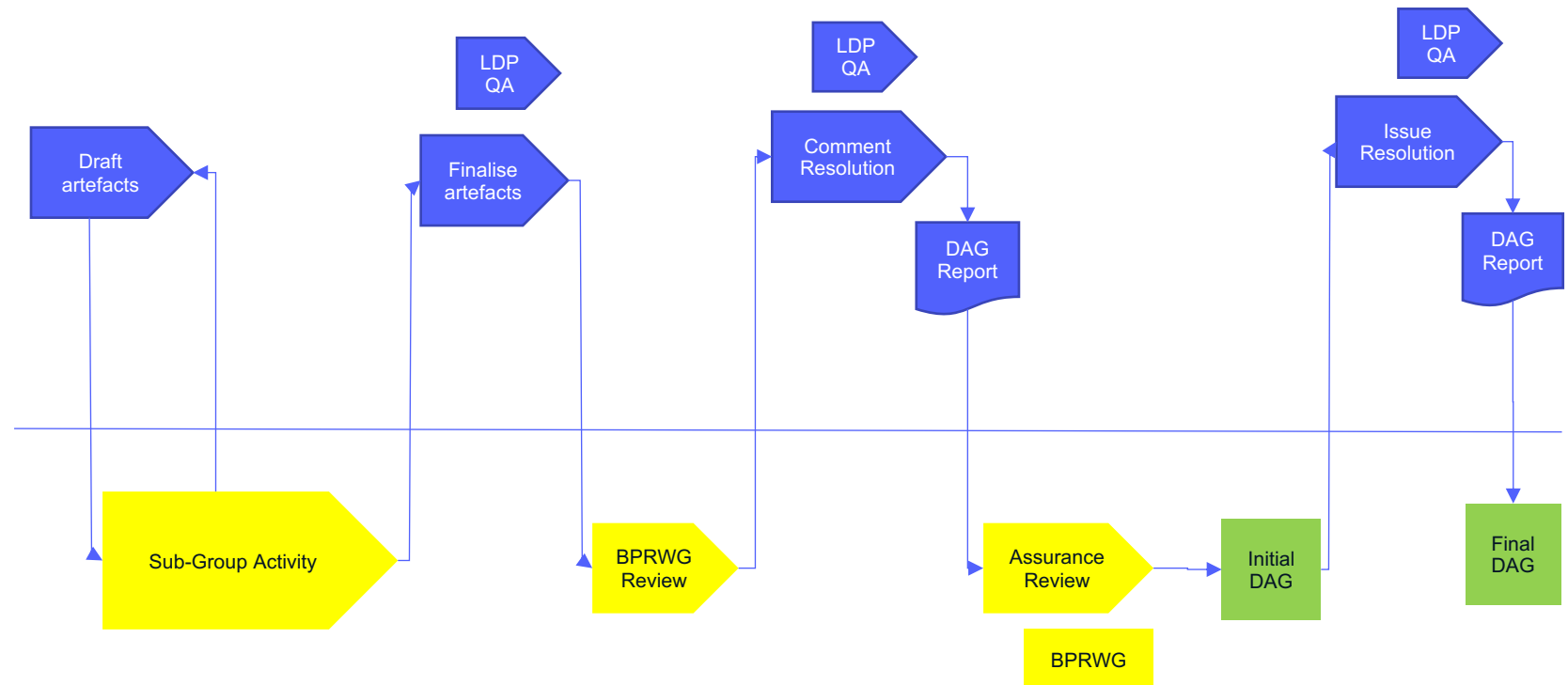
No.	Title	Description	Priority	Due Date
1	Answer requests for support	The PPC will take an action to respond to any direct requests for support in the comments boxes in RA1, and offer immediate help to any organisation that scored 5/6 or more on the question relating to additional support.	High	22/04/2022
2	Understand relationships between Software Providers & their clients	The PPC will draw up a list of Software Providers and their clients to avoid confusion in the future.	High	13/05/2022
3	Escalate RA1 non-responders	The escalation process will be initiated for the Participants who did not respond to RA1 (either the survey or deep-dive interviews).	Medium	22/04/2022
4	Check implementation of recommendations	The PPC will follow-up on the recommendations made in the bespoke reports sent to Participants following RA1.	Medium	03/06/2022
5	Set up meetings following CR001/CR002 approval	The PPC will offer support to all Participants following the decision around the M5 milestone covered by CR001 and CR002.	Medium	13/05/2022
6	Raise risks from RA1	All risks identified during RA1 that had not been previously raised will be raised.	Medium	22/04/2022
7	Implement lessons learned in RA2 planning	The PPC will begin planning for RA2 and take the lessons learned from RA1 into consideration.	Medium	20/05/2022
8	Reach out to RA1 survey non-responders	Further attempts will be made to contact the Participants who did not respond to RA1.	Low	29/04/2022
9	Understand which Participants are MOps v DC/DA	The PPC will draw up a list of Supplier/Independent Agents and whether they are MOps or DC/DA or both. Once completed, the PPC will investigate the precise impact of MHHS on MOps.	Low	13/05/2022
10	Understand which Participants operate HH only	The PPC will draw up a list of Suppliers that only use HH settlement currently. Once completed, the PPC will investigate the precise impact of MHHS on these Suppliers.	Low	13/05/2022

Design workstream – Tranche 1 Key Lessons Learned

Lesson Learned	Action
<p>The Level 4 review generated a higher volume of comments than anticipated even with artefacts which had undergone multiple iterations of review and discussion within the sub-working group.</p>	<p>The plan has been re-aligned to reflect additional capacity within the MHHS design team to deal with the high volume of comments expected.</p> <p>We are reviewing the structure of the sub-working group activity to explore means of more effectively drawing out valuable comments at an earlier stage.</p>
<p>Concerns raised around overlapping cycles of review activity for Tranche 1 & 2 along with sub-group design activity, particularly over the holiday period, making it difficult for participants to contribute to the process</p>	<p>Tranche review cycles re-aligned to ensure no overlap of review activity and to accommodate holiday periods as best we can</p>
<p>5% of the comments received have resulted in further activity to modify or validate elements of the design, e.g. a body of commentary was received indicating a desire to replace the D0142 process.</p> <p>A further 5% of comments directly relate to artefacts being produced in later tranches.</p>	<p>Creation of a ‘DAG Report’ which details the outstanding design issues and dependencies, along with the action to resolve and associated artefacts in later tranches. This will be a living document which will be tracked and monitored through to baseline.</p>
<p>Comment analysis shows that 50% of the comments received resulted in minor changes to documents a proportion of which could have been avoided if additional quality control steps had been included in the process</p>	<p>Additional quality control steps included within the internal design process:</p> <ul style="list-style-type: none"> • Wider internal review of documentation • LDP to provide assurance of documents ahead of tranche release • Inclusion of Quality Control Gate ahead of publication
<p>Concerns raised around the phased approach to approval of design artefacts by DAG</p>	<ul style="list-style-type: none"> • DAG approval process refined to reflect a ‘Conditional Approval’ subject to any outstanding issues and action plan to resolve • Final DAG session included to ensure outstanding issues have been resolved and review the end to end design in order to approve the design baseline

Design workstream – Design Artefact Review Process- BPRWG

MHHS Design Team



Key points:

- ❑ Detailed design activity is carried out within the Sub-Group activity following which the completed design artefacts will be issued to BPRWG for review.
- ❑ Following the BPRWG review cycle the DAG report will be produced to provide evidence of:
 - Industry engagement and response rates
 - Comment analysis
 - Outstanding issues/dependencies and action plan to resolve
- ❑ Updated Design Artefacts along with comment responses and DAG Report will be issued to BPRWG and DAG for a 2 week assurance review to ensure comments have been addressed ahead of the DAG meeting
- ❑ A BPRWG meeting will be held ahead of the DAG meeting to present the contents of the DAG report and address any concerns
- ❑ The initial DAG meeting will seek 'Conditional Approval' of design artefacts subject to the outstanding issues detailed in the DAG report
- ❑ Outstanding issues will be resolved and end to end assurance provided ahead of the final DAG to agree the design baseline

Design Artefact Review Process