4 April, 2025

Service Management Operating Hours

ELEXON

Service Management Operating hours

Summary:
1) Elexon will be providing 24/7 support across MHHS services. (Breakdown provided in Appendix)
2) Elexon position (informed by Settlement and Insights perspective) is iDNO/DNOs do not require to provide 24/7 coverage and it is sufficient to cover working hours.

IDNO/DNO Service coverage:

Background:
Helix consumes registration data provided by iDNO/DNOs through the DIP. It is possible that a failure could impact the processing of this data that occurs out of hours and Settlement processing would be impacted.

Helix Impact:
- In the event of an out of hours failure, Elexon will process settlement using the latest version of the registration data provided by the iDNO/DNO, this will ensure the settlement run is not disrupted.
- For any given day impacted there will be 6 opportunities (4 post M16) to automatically re-process settlement for an impacted date and pick up the latest version of the registration data file.
- It is expected that a one-off failure to process the latest registration data would have a low likelihood of impact as the data is stable and consistent with low volume of change.
- In the unlikely event that a registration data processing issue introduced an impact to settlement calculation that wasn't automatically fixed through subsequent runs, this would then be picked up through dispute resolution.
- As there is a low likelihood of an out of hours issue not being automatically resolved the Elexon position is there is not a need for iDNO/DNO to provide 24/7 coverage for registration data services.

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