

# Service Management Operating hours

## Summary:

- 1) Elexon will be providing 24/7 support across MHHS services
- 2) Elexon position (informed by Settlement and Insights perspective) is Service Partners are not required to provide 24/7 coverage as we believe this can be adequately serviced during working hours.
- 3) We present below specific reasoning for this position based on iDNO/DNO case.

## 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.