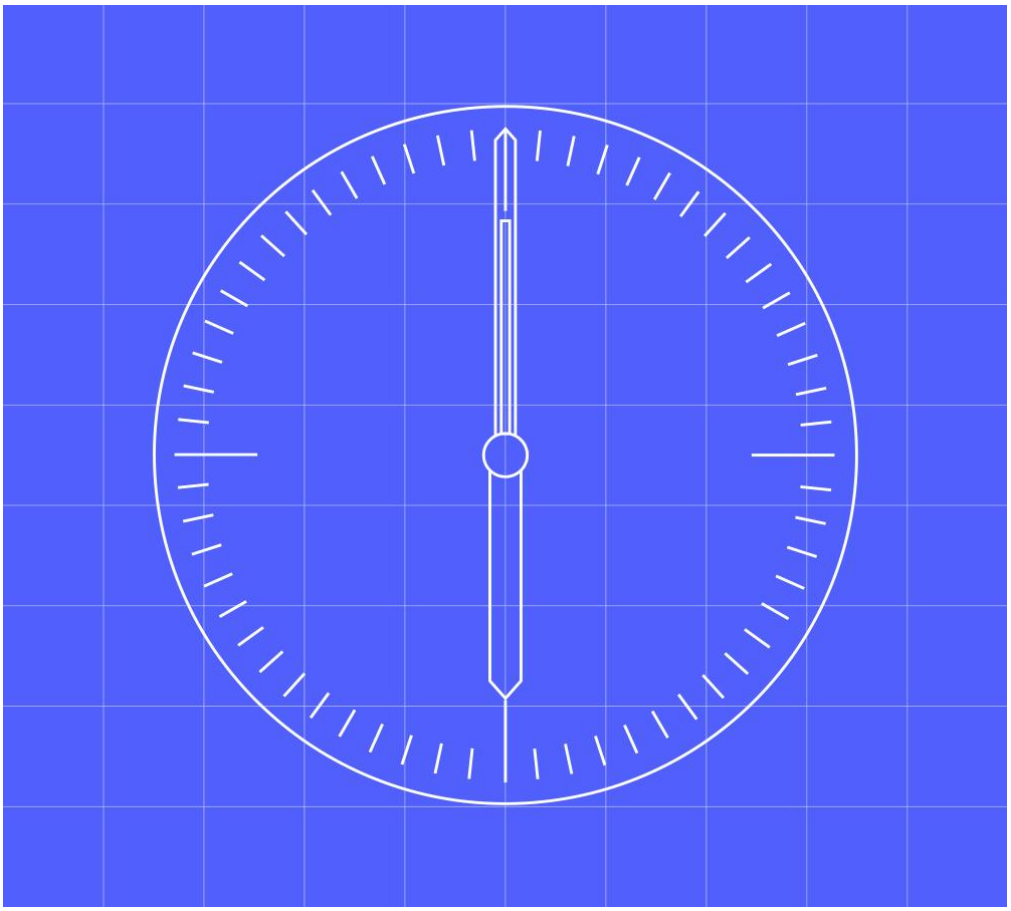
MHHS Qualification Assessment Document



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BSC and REC Code Bodies	**MHHS-DEL2296**	**1.0**
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2. House Keeping

2.1 Change Record

Date	Author	Version	Change Detail
16/02/2024	Elexon and REC Performance Assurance	0.1	Draft version for consultation, covering functional requirements only. This document has not been through the BSC and REC PAB governance process yet, and may require further updates to cover non-functional, migration, and operational requirements. The information provided may change, subject to review.
20/02/2024	Elexon and REC Performance Assurance	1.0	Final version, following updates from industry consultation, to present to BSC and REC PABs for approval.

2.2 Linked Documents

Name	Link
Qualification Approach and Plan	https://www.mhhsprogramme.co.uk/testing/qualification/qualification-approach-and-plan
MHHS Qualification Glossary	MHHS Qualification Glossary

3. Document Instructions

The Qualification Assessment Document (QAD) is the mechanism through which all Programme Participants will provide the evidence required by Code Bodies for MHHS Qualification. Code Bodies expect Programme Participants to complete the QAD at an organisation level, covering all Market Roles they intend to operate within the new MHHS arrangements.

For further details on the Qualification process please refer to the Qualification Approach and Plan (QA&P) which sets out the purpose of MHHS Qualification during the MHHS Programme and the high-level plan and requirements for Programme Participants to undertake in relation to the Balancing and Settlement Code (BSC) and Retail Energy Code (REC).

To support the efficient review of evidence and to avoid unnecessary delay between the completion of Qualification Testing (QT) / MHHS Programme Systems Integration Testing (SIT) and MHHS Qualification being approved, evidence should be provided via an Initial QAD Submission and a Final QAD Submission. Where test evidence has been uploaded into Microsoft Azure DevOps (ADO), this should be referenced within the QAD, rather than uploading evidence in multiple places.

A Programme Participant must provide the following in its **Initial QAD Submission**:

- Confirmation of Pre-Integration Testing (PIT) completion (test completion report including defects that cannot be resolved through PIT with supporting work-off plans and agreement with Code Bodies where elements of PIT have been deferred for later completion), which is outlined in section 4.2.2,
- Confirmation that it has service designs/Local Work Instructions (LWIs) covering each relevant process, which is outlined in section 4.2.3,
- Details of operational controls e.g. exception management etc, which is outlined in section 4.3.1, and
- Other organisation specific information requested in the Initial QAD Submission (not reliant on testing).

Code Bodies will then review this information and work with the Programme Participant to clarify and assure that the information provided meets Code Body requirements for MHHS Qualification.

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Once the Programme Participant has completed QT/SIT, it must provide its **Final QAD Submission** covering the following:

- Confirmation of QT/SIT completion (test completion report including defects that cannot be resolved through SIT/QT with supporting work-off plans that have been agreed by Code Bodies), which is outlined in section 4.2.4.
- Confirmation that it has completed DIP User requirements e.g. information security responses reviewed and agreed by DIP Manager and any contractual agreements, required between the Programme Participant and the DIP Manager to become a DIP User, have been signed (this includes DIP Connection Providers operating on a Programme Participant's behalf), which is outlined in section 4.5.

All sections must be completed during the initial submission of the QAD, and verified for the final submission of the QAD, unless stated.

The relevant MHHS requirements are provided for reference only, and Participants are not expected to delineate their responses for each MHHS requirement. Participants should respond to the specific questions in the form, using the guidance provided.

The finalised QAD must be signed by a Company Director (or delegate for roles governed only under REC) to confirm that the information and evidence provided is complete and accurate.

Acronyms and defined terms used across the MHHS Programme are hosted in a MHHS Programme artefact - MHHS Qualification Glossary, and further terms relating to qualification are defined in 'Appendix A – Glossary' of the Qualification Approach and Plan.

[Although Code Bodies have provided a Word version of the QAD for this consultation, the format of the QAD submission is likely to change to an electronic version which will be demonstrated at the appropriate Qualification Working Group (QWG) meeting. Please note that Code Bodies will provide further guidance on the evaluation criteria for each section as part of a QAD walkthrough webinar and within the electronic version.]

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4. Organisation Section

4.1 Company Sign Off

To be completed in final submission of the QAD

Name of Programme Participant Organisation:

Except for the matters detailed below (delete if not applicable), having made appropriate enquiries of other directors and officials of the organisation, I confirm that:

1) The information and evidence provided in this Qualification Assessment Document is true and accurate and not misleading because of any omission or ambiguity or for any other reason.
2) The processes and controls noted within this Qualification Assessment Document are an accurate reflection for our arrangements for MHHS live operations, and I acknowledge that any further changes will be required to be disclosed to BSC and REC as detailed in 7.3.7 of the Qualification Approach and Plan.
3) ~~Additionally, in my opinion, t~~The arrangements as documented are adequate and appropriate to deliver and operate our in-scope service(s) in-line with the BSC and REC obligations ~~changes~~ brought about by Market-wide Half-Hourly Settlement.

Please detail any exception(s) here:

Approved by

_____	_____	_____	_____
Print Name	**Signature (Electronic)**	**Position**	**Date**

Note: Signed by Authorising Director i.e. a registered Director of the company (verifiable with Companies House, or in the case of a non-UK company a person having an equivalent position)

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4.2 Testing Declaration and Evidence Submission

Questions	Guidance Points	Participant Response
4.2.1. Please confirm if there have been any changes to ~~your application since the completion of your~~the information provided in the Pre-Qualification Submission form, or Placing Reliance Proposal, if you submitted one.~~?~~	[Yes/No/Not Applicable] If yes, please provide an updated Pre-Qualification Submission or Placing Reliance form, highlighting the parts that have changed. If you were not required to submit a pre-qualification submission, then please select N/A.~~?~~	
4.2.2. Please confirm that for each MHHS requirement, you have successfully completed the relevant testing requirements in Pre-Integration Testing (PIT) to satisfy the BSC and/or REC Assessment Criteria, have provided PIT documentation including an approved MHHS-DEL1052 PIT Test Completion Report, and where applicable, agreed a work-off plan with the REC and BSC Code Managers for any outstanding defects.	[Yes/No] If no, please detail which requirements you have not successfully completed testing for, and any mitigation or alternative evidence you have agreed with the relevant Code Bodies. If you have agreed a work-off plan, please provide an update here of the latest status of agreed actions. Your PIT Approach and Plan should have included your defect identification and resolution policy, release management policy, and regression testing policy; if it does not, please provide these separately.	
4.2.3. Please confirm that all relevant process documentation, including Local Work Instructions (LWIs) for operatives have been updated for all business processes required to meet the ~~MHHS~~ BSC and REC MHHS assessment criteria.	[Yes/No] If no, please detail expected timeframes to complete these updates; these should be completed by the final submission of the QAD. ~~Please see the~~These updates should cover all of the relevant 'Business Processes' ~~section in~~ to your role(s)	

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	from Section 5 of the QAD. ~~for relevant business processes~~.	
To be completed in final submission of the QAD 4.2.4. Please confirm that for each testable MHHS requirement, you (and/or your third party software provider) have successfully completed the relevant testing requirements in SIT or QT, and where applicable, agreed a work-off plan with the REC and BSC Code Managers for any outstanding defects.	[Yes/No] If no, please detail which requirements you have not successfully completed testing for, and any mitigation or alternative evidence you have agreed with the relevant Code Bodies. If you have an agreed work-off plan, please provide an update here of the latest status of agreed actions.	

4.3 Operational Readiness

Questions	Guidance Points	Participant Response
4.3.1 Please provide details on your user readiness plan to ensure that operatives will be able to perform the updated processes during live operations.	This should include plans for additional training, guidance documentation, user testing, dress rehearsals, and post go-live monitoring. For the initial submission of the QAD you should outline timeframes for planning, creating, and executing these activities, and in the final submission of the QAD you should outline the latest status of these activities. You may wish to provide a written summary of these planned activities, and/or upload relevant support documentation outlining this.	
4.3.2 What adjustments, if any, are required in your organisation's resource needs to meet the changes brought about by MHHS, and how does your organisation intend to fulfil these requirements?	This response should include a resourcing plan, specifically highlighting areas in which you would like to onboard expertise. Please reference changes required for both the migration period and post-migration activities. For the initial submission of the QAD you should outline the expected timeframes for planning, creating, and executing a resourcing plan, and in the final submission of the QAD you should provide an update on the specific resourcing plan.	

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	You may wish to provide a written summary of these planned activities, and/or upload relevant support documentation outlining this.	
4.3.3. How will you ensure that the cutover to the changed processes does not cause disruption to prevent you from meeting your obligations as set out in the BSC and/or REC (as appropriate)?	If an issue does arise during the cutover when you begin migrating, how will you ensure that it does not produce a failure to meet the BSC and/or REC obligations? You should detail any rollback plans and how dual running of pre-MHHS and post-MHHS systems may relieve specific risks.	

4.4 Information Security and Data Protection

Questions	Guidance Points	Participants Response
4.4.1. How will you ensure that you have comprehensively identified and effectively assessed all information security and data protection risks associated with ~~the changes to your business operations resulting from MHHS~~ your in-scope services that were updated in line with the BSC and REC obligations brought about by MHHS?	Provide an impact assessment or risk register detailing security and data risk associated with the changes brought about by MHHS, including risk scoring, owners, applicable controls and mitigating actions. Where applicable, provide risk treatment plans detailing the response to any risk associated with MHHS requirements and code obligations.	

4.5 Data Integration Platform (DIP)

Prior to moving to the production environment, the DIP Manager will review the following section in adherence with DSD002 requirements.

[Please note that Issue 101 ‘Ongoing Governance, Funding and Operation of the DIP’ is currently being consulted on and this section will be updated as required to reflect the outcome of this consultation.]

Questions	Participants Response

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4.5.1. Do you comply with ISO 27000 series? (*note: or equivalent provision*)	
4.5.2. Provide evidence of process for basic user activity audit log.	
4.5.3. Provide an overview of your process in place to retain any security events for all information systems that interact with the DIP.	
4.5.4. Provide an overview of your process in place to secure edge routers and switches in Data Centres/Cloud environments, both physically and logically.	
4.5.5. Can you confirm that the systems using the DIP are backed up in accordance with best practice?	
4.5.6. Provide an overview of your process in place for Key Management.	
4.5.7. Provide an overview of processes, protocols, and liabilities between the DIP User and any third Party you have contracted with are in place.	
4.5.8. Do systems using the DIP have the ability to store messages for at least two years?	
4.5.9. Please provide details of the following documents and processes that you have in place to ensure your compliance with data protection legislation: a. Relevant data protection policies, b. Relevant data protection processes, and c. Where applicable, data protection impact assessments.	
4.5.10. Provide an overview of your contingency plan in place for data breaches, security events, and other emergencies, demonstrated by the production of written documents.	
4.5.11. How are DIP Users made aware of their responsibilities as a Data Processor in accordance with relevant Legislation?	

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4.5.12. Can you confirm your adherence to the Authority's Data Best Practice?	
4.5.13. Have you signed the Access Agreement with the DIP Manager to start DIP onboarding?	

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4.6 Interface Management

Data Management Area	Questions	MHHS requirements	Participant Responses
4.6.1 **Data Integration Platform (DIP)**	a) What controls and procedures do you have in place around Market Message management to ensure they are robust and appropriate to meet the BSC and REC obligations ~~changes~~ brought about by MHHS that are relevant to your role(s)? (*e.g.* - *Error resolution* - *Monitoring of missing or erroneous DIP interfaces* - ~~*Replay and jeopardy management)*~~*Data backups and recovery processes)* - This may include controls in systems directly to the DIP, or middleware such as the DIP adapter. You may wish to provide a written summary of these processes and controls, and/or upload relevant support documentation outlining these.	MHHS-BR-SU-122 MHHS-BR-SU-123.1 MHHS-BR-SU-123.2 MHHS-BR-SU-124 MHHS-BR-SU-126 MHHS-BR-SU-127 MHHS-BR-SU-128 MHHS-BR-SU-129 MHHS-BR-SU-140 MHHS-BR-LD-058 MHHS-BR-LD-059.1 MHHS-BR-LD-059.2 MHHS-BR-LD-062 MHHS-BR-LD-063 MHHS-BR-LD-064 MHHS-BR-MS-070 MHHS-BR-MS-072 MHHS-BR-MS-073 MHHS-BR-MS-074 MHHS-BR-MS-075 MHHS-BR-MS-083 MHHS-BR-MS-091	
4.6.2 **Data Transfer Network (DTN)**	a) How is your connection to the DTN maintained to send and receive flows? b) What systems ~~are in~~ do you use to send DTN flows and what automation steps ~~are~~ do you have in place? c) What are ~~the~~ your validation steps for DTN flows received via the DTN? d) How are details updated and maintained onto your system?	MHHS-BR-SU-138 MHHS-BR-RS-143 MHHS-BR-MS-083	

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	e) How have you adapted your systems and processes regarding DTN flows to reflect the new MEM and Data Services Market Roles? f) How have you tested the DTN flows and to what extent?		
4.6.3 **Industry Standing Data (ISD)**	a) What controls do you have in-place to ensure that ISD updates are captured within all relevant systems to support wider business processes?	MHHS-BR-SU-123 MHHS-BR-LD-059 MHHS-BR-MS-071	
4.6.4 **Electricity Enquiry Services (EES)**	a) Will you require access to the Electricity Enquiry Service to receive up-to-date Electricity Market information, and if so, do you already have the ~~required~~ access you need via the GUI and/or API? Else, will you make an application for the access you need?	MHHS-BR-SU-139 MHHS-BR-DS-156 MHHS-BR-MS-090	

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5. Role-Specific Sections

Please ensure you directly answer each question, including the specific areas noted in the guidance points.

5.1 Supplier

5.1.1 Business Processes

Process Area	Questions	MHHS requirements	Participant Responses
5.1.1.1 **Initial Registrations**, including **New Connections** In line with MHHSP-BP001, MHHSP-BP002, MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to monitor for missing or erroneous DIP interfaces, particularly regarding the IF001 and IF002 that should coincide with the CSS2370. c) In cases where you raise an "MPAN Request" in SDEP requesting the DNO to establish a new metering point, h~~H~~ow will you ensure that you capture all of the information required for that request? ~~in the Secure Data Exchange Portal (SDEP) message requesting the~~	MHHS-BR-SU-001 MHHS-BR-SU-004 MHHS-BR-SU-048 MHHS-BR-SU-048.1 MHHS-BR-SU-049	

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	~~DNO to establish a new metering point~~?		
5.1.1.2 **Appointment with Change of Supplier** In line with MHHSP-BP002, MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to verify that a Qualified Data Service and/or Metering Service is appointed for the relevant Market Segment from the Registration Effective From Date (EFD)? c) What controls will you put in place to manage Supplier Agent activities to ensure the end-to-end process is carried out within MHHS defined timescales. This includes: a. Data Services activities e.g. sending Consumption data b. MEM activities e.g. sending MTDs	MHHS-BR-SU-005 MHHS-BR-SU-006 MHHS-BR-SU-007 MHHS-BR-SU-008 MHHS-BR-SU-009 MHHS-BR-SU-010 MHHS-BR-SU-011 MHHS-BR-SU-012 MHHS-BR-SU-013 MHHS-BR-SU-014 MHHS-BR-SU-015 MHHS-BR-SU-016 MHHS-BR-SU-017 MHHS-BR-SU-059 MHHS-BR-SU-106 MHHS-BR-SU-107 MHHS-BR-SU-135 MHHS-BR-SU-136 MHHS-BR-SU-158 MHHS-BR-SU-159 MHHS-BR-SU-160	

Commented [V(1]: Added following the point raised by Utiliteam. In the guidance, we should specifically call out that the response must cover how they will ensure they have send out the appointment request in time whilst account for agent and Reg Services processing and response SLAs.

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	d) How will you identify when you need to raise a dispute to switch meter reads given the amendments to the triggers for raising a dispute, the extension of the application to cover half hourly metering point? e) What controls do you have in place to ensure the end-to-end process is carried out within MHHS defined timescales as outlined in the Operational Choreography and baselined in the relevant codes? f) How will you identify discrepancies between metering details received from SMRS with information from the Metering Service?		
5.1.1.3 **Appointment without Change of Supplier** In line with MHHSP-BP002, MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) Please note where controls are different to those in Q5.1.1.2.	See Q2	

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5.1.1.4 **Change of Market Segment** In line with MHHSP-BP011	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to the E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How will you liaise with the customer, LDSO and Metering Service as appropriate to coordinate the change and agree a target work date? c) What controls do you have in place to ensure that you identify when new service providers are required?	MHHS-BR-SU-097 MHHS-BR-SU-098 MHHS-BR-SU-099 MHHS-BR-SU-100 MHHS-BR-SU-101 MHHS-BR-SU-102 MHHS-BR-SU-103 MHHS-BR-SU-104 MHHS-BR-SU-105 MHHS-BR-SU-108 MHHS-BR-SU-109	
5.1.1.5 **Identifying Faults**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How are you notified of any faults? c) Where applicable how do you notify the UMSDS of any faults?	MHHS-BR-SU-132 MHHS-BR-SU-133 MHHS-BR-SU-134	

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5.1.1.6 **Disconnections** In line with MHHSP-BP007	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What systems and processes do you have in place to ensure that when confirmation of disconnection of a Meter Point Administration Number (MPAN) is received that records are maintained accordingly? c) What controls do you have in place to ensure the disconnection is correct before continuing? d) How will you raise any issues if you do carry out the disconnection erroneously?	MHHS-BR-SU-051 MHHS-BR-SU-054 MHHS-BR-SU-055 MHHS-BR-SU-056	
5.1.1.7 **Change of Energisation Status**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*)	MHHS-BR-SU-053 MHHS-BR-SU-060 MHHS-BR-SU-061 MHHS-BR-SU-062 MHHS-BR-SU-063 MHHS-BR-SU-064 MHHS-BR-SU-065	

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	b) What systems and processes do you have in place to ensure that Change of Energisation status notifications are received via different interfaces depending on segment, and that records updated accordingly?		
5.1.1.8 Unmetered Supply (**UMS) Exemption** *(If applicable)*	If you wish to apply for the exemptions for UMS please fill in the below: a) What controls do you have in place to ensure you will only appoint sites you will be Qualified for? b) What controls do you have in place to ensure you do not migrate a UMS site into MHHS if it is an existing registration? c) What controls do you have in place to identify where you have appointed a UMS site? d) Please also confirm that you understand that appointing UMS sites without being qualified could potentially result in re-qualification? ~~d)~~e) Are you currently an appointed Supplier to any UMS Site(s), and if so, what steps are you taking to ensure you are no longer appointed?		

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5.1.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.1.2.1 **Amendment of Existing Appointment Conditions**	a) What controls do you have in-place to ensure that interface data updates are captured within ~~all~~ the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How will you identify when an appointment amendment is required? c) What controls do you have in place to monitor and review rejected appointment amendments, and where appropriate to resubmit with the required information?	MHHS-BR-SU-031 MHHS-BR-SU-032 MHHS-BR-SU-033 MHHS-BR-SU-034 MHHS-BR-SU-035 MHHS-BR-SU-036	
5.1.2.2 **Consumption Amendment**	a) What controls do you have in-place to ensure that interface data updates are captured within ~~all~~ the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How do you identify when an override read is required and that consumption issued to Settlement is incorrect? Please note the consumption should be amended pre-RF. c) How do you identify when you need to raise a dispute where a consumption amendment is required post-RF? Please note your response should	MHHS-BR-SU-111 MHHS-BR-SU-112 MHHS-BR-SU-116 MHHS-BR-SU-117	

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	include the checks in place for the materiality criteria of the consumption amendment.		
5.1.2.3 **Customer Direct Contracts**	a) What controls do you have in-place to ensure that interface data updates are captured within ~~all~~ the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS?	MHHS-BR-SU-018 MHHS-BR-SU-030	
5.1.2.4 **Registration Data**	a) What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes? (*this is relevant to:* - *Supplier-owned registration data such as IHD, SMSO, and Profile Class/SSC* - *Non-supplier owned registration data such as Meter Point Location (MPL) address, GSP Group ID, Energy Direction, Metered Status, DUoS Tariff ID*)	MHHS-BR-SU-075 MHHS-BR-SU-075.1 MHHS-BR-SU-076 MHHS-BR-SU-077 MHHS-BR-SU-078 MHHS-BR-SU-079 MHHS-BR-SU-080 MHHS-BR-SU-084 MHHS-BR-SU-085 MHHS-BR-SU-086 MHHS-BR-SU-087 MHHS-BR-SU-088 MHHS-BR-SU-089 MHHS-BR-SU-090 MHHS-BR-SU-091 MHHS-BR-SU-092	

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		MHHS-BR-SU-093 MHHS-BR-SU-096.1 MHHS-BR-SU-096.2 MHHS-BR-SU-096.3	
5.1.2.5 **Related Meter Point Data**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How will you identify related MPANs, as well as identify any changes required to the Metering Point Relationships in the Registration Services? c) What controls do you have in place to ensure that the appointment requests are only initiated by the Primary Metering Points but to ensure any data relating to the Secondary Metering Points is updated accordingly?	MHHS-BR-SU-081 MHHS-BR-SU-083 MHHS-BR-SU-131	

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5.1.2.6 **Import/Export MPANs**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How will you identify where changes are needed to Import/Export associations?	MHHS-BR-SU-094 MHHS-BR-SU-096	
5.1.2.7 **Meter Technical Details (MTDs)**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How will you identify discrepancies between metering details received from Supplier Meter Registration Service (SMRS) with information from the Metering Service?	MHHS-BR-SU-050 MHHS-BR-SU-052 MHHS-BR-SU-066 MHHS-BR-SU-067 MHHS-BR-SU-068 MHHS-BR-SU-069 MHHS-BR-SU-070 MHHS-BR-SU-071 MHHS-BR-SU-072 MHHS-BR-SU-073 MHHS-BR-SU-132 MHHS-BR-SU-133	

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5.2 Licensed Distribution System Operator (LDSO)

5.2.1 Business Processes

Business Process Area	Questions	MHHS requirements	Participant Responses
5.2.1.1 **MEM and/or Data Services Appointments**. In line with MHHSP-BP002, MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How will you identify and investigate any discrepancies between notification appointments via the DIP and data received from the Metering Service via the DTN?	MHHS-BR-LD-002 MHHS-BR-LD-003 ~~MHHS-BR-LD-021~~	
5.2.1.2 **Change of Connection Type** In line with MHHSP-BP011B	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; ~~this may be nothing;~~ this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process*	MHHS-BR-LD-047 MHHS-BR-LD-048 MHHS-BR-LD-049 MHHS-BR-LD-050 MHHS-BR-LD-051	

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	changes tested in own UIT environment) b) What processes and controls do you have in place to ensure you meet the new operational choreography required for the change of connection type, i.e. registration services updated within 2 working days after completion of the work, and that this process is coordinated with the MEM? c) How will you agree a target date with the Supplier and ensure you complete the work on the agreed target date? d) What controls do you have in place to identify when an existing connection type is inaccurate and ensure any queries are resolved?		
5.2.1.3 **Disconnections** In line with MHHSP-BP007	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; ~~this may be nothing;~~ this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to ensure the disconnection is correct before continuing, and to raise any issues if it is carried out erroneously.	MHHS-BR-LD-013 MHHS-BR-LD-015 MHHS-BR-LD-016 MHHS-BR-LD-017 MHHS-BR-LD-018 MHHS-BR-LD-019 MHHS-BR-LD-020 MHHS-BR-LD-020.1	

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5.2.1.4 **Change of Energisation Status** In line with MHHSP-BP008	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; ~~this may be nothing;~~ this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) Once a change of energisation ~~change~~ request has been processed, what controls do you have in place to ensure that ~~timely and~~ accurate meter reads are received from the Metering or Data Service, where appropriate?	MHHS-BR-LD-022 MHHS-BR-LD-023 MHHS-BR-LD-024 MHHS-BR-LD-025 MHHS-BR-LD-026	
5.2.1.5 **New Connections** In line with MHHSP-BP001	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; ~~this may be nothing;~~ this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*)	MHHS-BR-LD-010 MHHS-BR-LD-010.1 MHHS-BR-LD-011 MHHS-BR-LD-012	

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5.2.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.2.2.1 **Meter Technical Details (MTDs)**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS?	MHHS-BR-LD-012.1 MHHS-BR-LD-027 MHHS-BR-LD-028 MHHS-BR-LD-030 MHHS-BR-LD-031 MHHS-BR-LD-054	
5.2.2.2 **Registration Data**	a) What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes? (*this is relevant to:* - *MPL Address, GSP Group ID, Metered Status, Domestic Premise Indicator, Energy Direction, Related MPAN, Import/Export Link)* b) What controls do you have in place to maintain Distribution Use of System (DUoS) Tariff IDs in line with their Charging Method Statement.	MHHS-BR-LD-033 MHHS-BR-LD-034 MHHS-BR-LD-035 MHHS-BR-LD-036 MHHS-BR-LD-037 MHHS-BR-LD-043 MHHS-BR-LD-043.1 MHHS-BR-LD-043.2	

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5.2.2.3 **Consumption Data**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS?	MHHS-BR-LD-007 MHHS-BR-LD-008 MHHS-BR-LD-009.1 MHHS-BR-LD-029	

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5.3 Registration Service

5.3.1 Business Processes

Process Area	Questions	MHHS Requirement	Participants Response
5.3.1.1 **Change of Supplier** In line with MHHSP-BP001	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to ensure the end-to-end process is carried out within MHHS defined timescales as outlined in the Operational Choreography and baselined in the relevant codes?	MHHS-BR-RS-005 MHHS-BR-RS-006 MHHS-BR-RS-007 MHHS-BR-RS-008	
5.3.1.2 **Appointments** In line with MHHSP-BP002	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to validate appointment requests for a	MHHS-BR-RS-009 MHHS-BR-RS-010 MHHS-BR-RS-020 MHHS-BR-RS-033.1	

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	proposed Metering Service and Data Service? (*please note if this varies for on the day, retro or prospective appointments, as well as for related MPANs and import/export links)*		
5.3.1.3 **New Connections** In line with MHHSP-BP001	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to the E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) After you have received notification from the Licensed Distribution System Operator (LDSO) that an MPAN has been created, how do you ensure that you have set the energisation status to de-energised?	MHHS-BR-RS-089 MHHS-BR-RS-091	
5.3.1.4 **Disconnections** In line with MHHSP-BP007	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to ensure the status is set to de-energised and you send a de-energised notification for any MPANs where the energisation	MHHS-BR-RS-097 MHHS-BR-RS-102 MHHS-BR-RS-102.1	

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	status is currently energised within a timely manner? c) How do you ensure the reason for disconnection as noted in the de-appointment notifications is accurate?		
5.3.1.5 **Change of Energisation Status** In line with MHHSP-BP008	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to validate the change of energisation status notifications, and take appropriate action should validation fail?	MHHS-BR-RS-105 MHHS-BR-RS-106	
5.3.1.6 **Change of Connection Type/Market Segment** In line with MHHSP-BP011B	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to identify sites which are unmetered, and sites where there is no metering installed, to derive and update a segment type?	MHHS-BR-RS-123.1 MHHS-BR-RS-124	

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5.3.1.7 **Meter Data Retriever (MDR) Appointment** In line with MHHSP-BP003B	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes, even where DIP optionality has been exercised; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*)	MHHS-BR-RS-078 MHHS-BR-RS-078.1 MHHS-BR-RS-078.2 MHHS-BR-RS-079 MHHS-BR-RS-080	

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5.3.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.3.2.1 **Registration Data**	a) What controls do you have in-place to ensure that updates are captured within all relevant systems and aligned with the LDSO to support wider business processes? (*this is relevant to: MPL Address, GSP Group ID, Metered Status, Domestic Premise Indicator, Energy Direction, Related MPAN, Import/Export links, DUoS Tariffs*)	MHHS-BR-RS-034 MHHS-BR-RS-040 MHHS-BR-RS-043 MHHS-BR-RS-081 MHHS-BR-RS-082 MHHS-BR-RS-083 MHHS-BR-RS-084 MHHS-BR-RS-085 MHHS-BR-RS-086 MHHS-BR-RS-086.1 MHHS-BR-RS-087 MHHS-BR-RS-088 MHHS-BR-RS-088.1 MHHS-BR-RS-088.2 MHHS-BR-RS-088.3 MHHS-BR-RS-088.4 MHHS-BR-RS-088.5	
5.3.2.2 **CSS and DCC Updates**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems and aligned with the LDSO to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) What controls do you have in place to identify when an update needs to be sent to CSS/DCC and obtain accurate information to populate the ERDS interface, and maintain a flag against	MHHS-BR-RS-078.1 MHHS-BR-RS-078.2 MHHS-BR-RS-079	

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	the appointment records with the most recent CSS update outcome?		

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5.4 Unmetered Supplies Operator

5.4.1 Business Processes

Business Process Area	Questions	MHHS requirements	Participant Responses
5.4.1.1 **Change of Data Service** In line with MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How will you send the Submeter ID, Locations, Latitude/longitude information and PECU Arrays locations? u ~~c) What would be your proposed alternative communication method with any Qualified Unmetered Supplies Data Service (UMSDS)?~~	MHHS-BR-MS-029	

5.4.1.2 **Disconnections** In line with MHHSP-BP007	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How do you receive notification of a disconnection request and what automated or manual interactions are required to process the notification? c) How do you request the LDSO to carry out the disconnection once the Supply Point has been de-energised and the inventory updated?	MHHS-BR-MS-038	
5.4.1.3 **Change of Energisation Status** In line with MHHSP-BP008	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to the E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) ~~How do you receive notification of a change of energisation status?~~ how do you receive a request for a change of energisation status from a customer (or via this Supplier) and how do you validate it is correct? c) What actions are taken upon receipt of a request to the change of energisation status?	MHHS-BR-MS-037 MHHS-BR-MS-047 MHHS-BR-MS-048	

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5.4.1.4 **New Connections** In line with MHHSP-BP001	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How do you request the LDSO to set up an MPAN in Central Switching Service (CSS) for a new connection? ~~b)~~c) How do you verify that an unmetered supply new connection request is appropriate?	MHHS-BR-MS-033	
5.4.1.5 **Fault Resolution**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How do you receive fault notifications from the Unmetered Supplies Data Service (UMSDS)? c) What actions are taken when fault notifications are received? d) How are faults monitored and tracked?	MHHS-BR-MS-080	

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5.4.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.4.2.1 **Unmetered Supplies Inventory** In line with MHHSP-BP004	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How do you receive, validate and store new inventory information? c) How will you investigate any rejections? ~~c)~~d) how do you receive and maintain valid Charge Codes, Switch Regimes and combinations thereof? ~~d)~~e) ~~What mechanism do you use to communicate inventory changes to Unmetered Supplies Data Service (UMSDS)?~~	MHHS-BR-MS-031 MHHS-BR-MS-032	

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5.5 Advanced Data Services

5.5.1 Business Processes

Business Process Area	Questions	MHHS requirements	Participant Responses
5.5.1.1 **Change of Data Service** In line with MHHSP-BP002 & MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) For advanced meters how will you collect the opening UTC period level data? c) Once de-appointed how will you collect the closing UTC period level data?	MHHS-BR-DS-005 MHHS-BR-DS-022 MHHS-BR-DS-008.1 MHHS-BR-DS-026.3 MHHS-BR-DS-026.6 MHHS-BR-DS-108	
5.5.1.2 **Meter Types**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to the E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) When the meter is unable to be read what process and follow up action do you take?	MHHS-BR-DS-045 MHHS-BR-DS-049	

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5.5.1.3 **Identifying Faults**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your ~~-~~E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) ~~The Advanced Data Service (ADS) needs to investigate any faulty metering equipment, identified or notified by the Supplier.~~ The Advanced Data Service (ADS) needs to identify any faulty metering equipment and notify the Advanced Metering Service and the Supplier.~~-~~What is your process for this?	MHHS-BR-DS-147	
5.5.1.4 **Related Meter Point Administration Number (MPAN)s and/or Import/Export meters**	a) How do you identify related MPANs or Import/Export linked meters? b) How do you receive/maintain all relevant Meter Technical Details?	MHHS-BR-DS-119	

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5.5.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.5.2.1 **Consumption Data**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How have you integrated the Advanced Validation & Estimation Method statement into your estimation procedures?	MHHS-BR-DS-072 MHHS-BR-DS-083 MHHS-BR-DS-086 MHHS-BR-DS-088	
5.5.2.2 **Meter Technical Details (MTDs)**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) How do you receive MTDs through different sources e.g. DTN and DIP? c) How do you investigate discrepancies when MTDs are received from the DIP? d) How will you process MTDs received from a metering service which does not	MHHS-BR-DS-005	

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	turn out to be the metering service appointed? *Please note it is not required as part of your response to outline minor changes in the use of the DTN e.g. to update the new role codes.*		

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5.6 Smart Data Services (SDS)

5.6.1 Business Processes

Business Process Area	Questions	MHHS requirements	Participant Responses
5.6.1.1 **Meter Data Retriever (MDR)**	a) Are you intending on Qualifying as a MDR as defined in Smart Energy Code (SEC)? If not, what controls have you got in place to ensure you have a Qualified MDR for all Data Communications Company (**DCC**) enrolled meters as defined in SEC? b) What controls have you got in place to ensure that you are able to communicate with an MDR that is appointed by a Supplier?	MHHS-BR-DS-010	
5.6.1.2 **Appointment** and/or **De-Appointment** In line with MHHSP-BP00	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) On de-appointment and in absence of an actual read for a traditional meter, how do you ensure you send an estimated read in line with the requirement?	MHHS-BR-DS-008.1 MHHS-BR-DS-023.1 MHHS-BR-DS-022 MHHS-BR-DS-024	

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	c) For smart meters how do you ensure you send the opening cumulative reading and, where available, the register reads?		
5.6.1.3 **Meter Readings**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What third party involvement (if any) is involved in the collection process? c) When the meter is unable to be read what process and follow up action do you take? d) How does this process vary dependant on when the meter type is Smart and it has been agreed with the Supplier to obtain an on-site read?	MHHS-BR-DS-046 MHHS-BR-DS-047 MHHS-BR-DS-048 MHHS-BR-DS-045	

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5.6.1.4 **Meter Technical Details (MTDs)**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How do you receive MTDs through different sources e.g. DTN and MDR/DIP? c) How do you investigate discrepancies when MTDs are received from the DIP? d) How will you process MTDs received from a metering service which does not turn out to be the metering service appointed? e) How do you maintain your metering recording accurately? *Please note it is not required as part of your response to outline minor changes in the use of the DTN e.g. to update the new role codes.*	MHHS-BR-DS-006 MHHS-BR-DS-016 MHHS-BR-DS-121 MHHS-BR-DS-023.1	

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5.6.1.5 **Identify Faults**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) ~~The SDS needs to investigate any faulty metering equipment identified or notified by the Supplier.~~ The SDS needs to identify any faulty metering equipment and notify the Smart Metering Service and the Supplier. What is your process for this?	MHHS-BR-DS-147.1	
5.6.1.6 **Related Meter Point Administration Number (MPAN) s and/or Import/Export meters**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How do you identify related MPANs or Import/Export linked meters? c) How do you receive/maintain all relevant Meter Technical Details?	MHHS-BR-DS-146 MHHS-BR-DS-121	

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5.6.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.6.2.1 **Estimation Values**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) Please outline how you have integrated the Smart Validation & Estimation Method Statement into your local working procedures. This should look to cover estimation for missing and/or invalid periods or re-estimating consumption. c) Please outline how the most appropriate method is selected from the SDS method statement. *Please note this question is not asking for an explanation as to how connection to the DIP is made and maintained.*	MHHS-BR-DS-084 MHHS-BR-DS-087 MHHS-BR-DS-089 MHHS-BR-DS-092 MHHS-BR-DS-109	

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5.7 Unmetered Supplies Data Service (UMSDS)

~~5.7~~ Note: Prior to seeking Qualification as a UMSDS your Equivalent Meter needs to be approved via various committees.

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5.7.1 Business Processes

Business Process Area	Questions	MHHS requirements	Participant Responses
5.7.1.1 **Appointments** and/or **De-Appointments** In line with MHHSP-BP002	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) ~~b) On de-appointment and in absence of an actual read for a traditional meter, how do you ensure you send an estimated read in line with the requirement?~~ ~~c)~~b) How do you receive the notification from the Registration Service and any supporting information confirming the UMSO appointment? ~~d)~~c) How do you obtain the information on submeters, location, latitude/longitude and Photoelectric Control Unit (PECU) Array details?	MHHS-BR-DS-002 MHHS-BR-DS-017	

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5.7.1.3 **Data Collection**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) How do you receive and validate D0388 unmetered supplies inventory from the UMSO? c) How do you send the D0389 UMS response following validation? d) Upon being appointed how do you obtain and manage the provision of the PECU Arrays data and support delivery of consumption data? e) Upon being appointed how do you obtain details of the Central Management System (CMS) from the customer, UMSO or CMS provider? f) How do you obtain the switching times and load information from the CMS?	MHHS-BR-DS-061 MHHS-BR-DS-063 MHHS-BR-DS-064 MHHS-BR-DS-065 MHHS-BR-DS-066 MHHS-BR-DS-067 MHHS-BR-DS-068	

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5.7.1.5 **Identifying Faults**	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What is the process to receive fault notifications? c) What actions do you take to investigate faulty equipment?	MHHS-BR-DS-147.2	
~~5.7.1.6 **Related Meter Point Administration Number (MPAN)s and/or Import/Export meters**~~	~~a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to the E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*)~~ ~~b) How do you identify related MPANs or Import/Export linked meters?~~ ~~c) How do you receive/maintain all relevant Meter Technical Details?~~	~~MHHS-BR-DS-029~~ ~~MHHS-BR-DS-030~~	

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5.7.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.7.2.1 **Data Processing**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? b) When a new load shape is available how will you reprocess the previously submitted data? c) How do you calculate consumption for all UTC periods? d) How do you re-calculate consumption when better data becomes available?	MHHS-BR-DS-078 MHHS-BR-DS-081 MHHS-BR-DS-085 MHHS-BR-DS-090	

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5.8 Metering Equipment Manager

This section will be updated in line with REC Change R0064 to refer to Meter Operator Agents (MOAs) rather than electricity Metering Equipment Manager (MEM).

5.8.1 Business Processes

Business Process Area	Questions	MHHS requirements	Participant Responses
5.8.1.1 **Metering Role**	a) Please confirm for which of the following segments you intend to operate in: - Smart - Advanced - Smart and Advanced		
5.8.1.~~2~~21 **Appointments** In line with MHHSP-BP002 and MHHSP-BP003	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to ensure the end-to-end process is carried out within MHHS defined timescales as outlined in the	MHHS-BR-MS-001 MHHS-BR-MS-002 MHHS-BR-MS-003 MHHS-BR-MS-004 MHHS-BR-MS-005 MHHS-BR-MS-006 MHHS-BR-MS-006.1 MHHS-BR-MS-007 MHHS-BR-MS-008 MHHS-BR-MS-008.1 MHHS-BR-MS-009 MHHS-BR-MS-009.1 MHHS-BR-MS-025 MHHS-BR-MS-040 MHHS-BR-MS-086	

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	Operational Choreography and baselined in the relevant codes? c) What controls do you have in place to identify auto de-appointments by the Registration Services?	MHHS-BR-MS-087 MHHS-BR-MS-088 MHHS-BR-MS-088.1	
5.8.1.~~3~~2 **Change of Energisation Status** In line with MHHSP-BP008	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) *b)* What controls do you have in place to ensure that for all aspects of the change of energisation process, that communication of relevant information is sent within the timescales set out in the REC. (*this response should include the following areas:* *a. Change of energisation status response (smart, advanced, and traditional)* *b. When change of energisation cannot be actioned* *c. Capture and publish cumulative reads* d. *Investigating and re-submitting rejections*)	MHHS-BR-MS-041 MHHS-BR-MS-042 MHHS-BR-MS-042.1 MHHS-BR-MS-043 MHHS-BR-MS-044 MHHS-BR-MS-045 MHHS-BR-MS-046 MHHS-BR-MS-046.1 MHHS-BR-MS-049 MHHS-BR-MS-050	

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5.8.1.4~~3~~ **Change of Market Segment** In line with MHHSP-BP011	a) Excluding the functional elements tested in PIT/SIT/QT, what further changes have been made to ~~the~~ your E2E business process? (*e.g. to inputs, workflows, integrations, and downstream systems and processes; this may be nothing*). In the case that changes have been made, how have you tested these updated E2E business process (*e.g. E2E process changes tested in own UIT environment*) b) What controls do you have in place to ensure that you can carry out a change of segment meter exchange and publish details and reads where you are not formally appointed as the Metering Service but do have an accepted prospective appointment.	MHHS-BR-MS-092 MHHS-BR-MS-093 MHHS-BR-MS-094 MHHS-BR-MS-095 MHHS-BR-MS-096 MHHS-BR-MS-097 MHHS-BR-MS-097.1	

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5.8.2 Data Management

Data Management Area	Questions	MHHS requirements	Participant Responses
5.8.2.1 **Meter Technical Details (MTDs)**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes?~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the REC obligations brought about by MHHS? b) What controls do you have in place to identify when you need to send Meter Technical Details during a Change of Supplier and/or MEM Appointment. c) What controls do you have in-place to ensure you identify where you need to send Meter Technical Details to a prospective Advanced Data Service, and for Traditional Meters to a prospective Smart Data Service. d) How will you identify and investigate any discrepancies in Meter Technical Details received from the incumbent Metering Service and those received from the Registration Service? e) What controls do you have in place to identify missing Meter Technical Details following a MEM appointment to ensure	MHHS-BR-MS-017 MHHS-BR-MS-018 MHHS-BR-MS-019 MHHS-BR-MS-020 MHHS-BR-MS-021 MHHS-BR-MS-022 MHHS-BR-MS-023 MHHS-BR-MS-024 MHHS-BR-MS-026 MHHS-BR-MS-027 MHHS-BR-MS-028 MHHS-BR-MS-030 MHHS-BR-MS-058 MHHS-BR-MS-062 MHHS-BR-MS-063	

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	you request these Meter Technical Details from the losing MEM.		
5.8.2.2 **Customer Direct Contracts**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes, and that this status is kept up-to-date in the registration service~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the REC obligations brought about by MHHS? (*This should include any controls around identifying when Customer Direct Contracts need to be removed)*	MHHS-BR-MS-010 MHHS-BR-MS-011 MHHS-BR-MS-012 MHHS-BR-MS-013 MHHS-BR-MS-014 MHHS-BR-MS-015 MHHS-BR-MS-016	
5.8.2.3 **Registration Data**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the BSC and REC obligations brought about by MHHS? (*this is relevant to: MPL Address, Domestic Premises Indicator, Related MPAN, Energy Direction, Metered*	MHHS-BR-MS-057 MHHS-BR-MS-058.2 MHHS-BR-MS-058.3 MHHS-BR-MS-065 MHHS-BR-MS-066 MHHS-BR-MS-066.1 MHHS-BR-MS-066.2 MHHS-BR-MS-066.3 MHHS-BR-MS-066.4 MHHS-BR-MS-066.5 MHHS-BR-MS-066.6	

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	Status, SMSO details, Import/Export links, Profile Class / SSC details, Energisation Status, MAP)	MHHS-BR-MS-077	
5.8.2.4 **Faults**	~~a)~~ What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes, and to ensure that any investigations and subsequent flows are sent within the timescales set out in the REC? ~~controls do you have in place to ensure that for all aspects of the change of energisation process, that communication of relevant information is sent within MHHS defined timescales. (*This response should include the following areas:*~~ ~~a. *Change of energisation status request (smart, advanced, and traditional)*~~ ~~b. *When change of energisation cannot be actioned*~~ ~~c. *Capture and publish cumulative reads*~~ ~~d.~~a. ~~*Investigating and re-submitting rejections*)~~	MHHS-BR-MS-052 MHHS-BR-MS-078 MHHS-BR-MS-079	

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5.8.2.5 **Consumption Data** and **Cumulative Reads**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes, and to ensure that any flows are sent within the timescales set out in the REC~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the REC obligations brought about by MHHS?	MHHS-BR-MS-054 MHHS-BR-MS-055 MHHS-BR-MS-061	
5.8.2.6 **Meter Works**	a) ~~What controls do you have in-place to ensure that updates are captured within all relevant systems to support wider business processes, and to ensure that any flows are sent within the timescales set out in the REC~~ What controls do you have in-place to ensure that interface data updates are captured within the relevant systems to support wider business processes for in scope services in line with the REC obligations brought about by MHHS?	MHHS-BR-MS-037.1 MHHS-BR-MS-051 MHHS-BR-MS-053 MHHS-BR-MS-056 MHHS-BR-MS-058.1 MHHS-BR-MS-059 MHHS-BR-MS-060 MHHS-BR-MS-080.1	

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