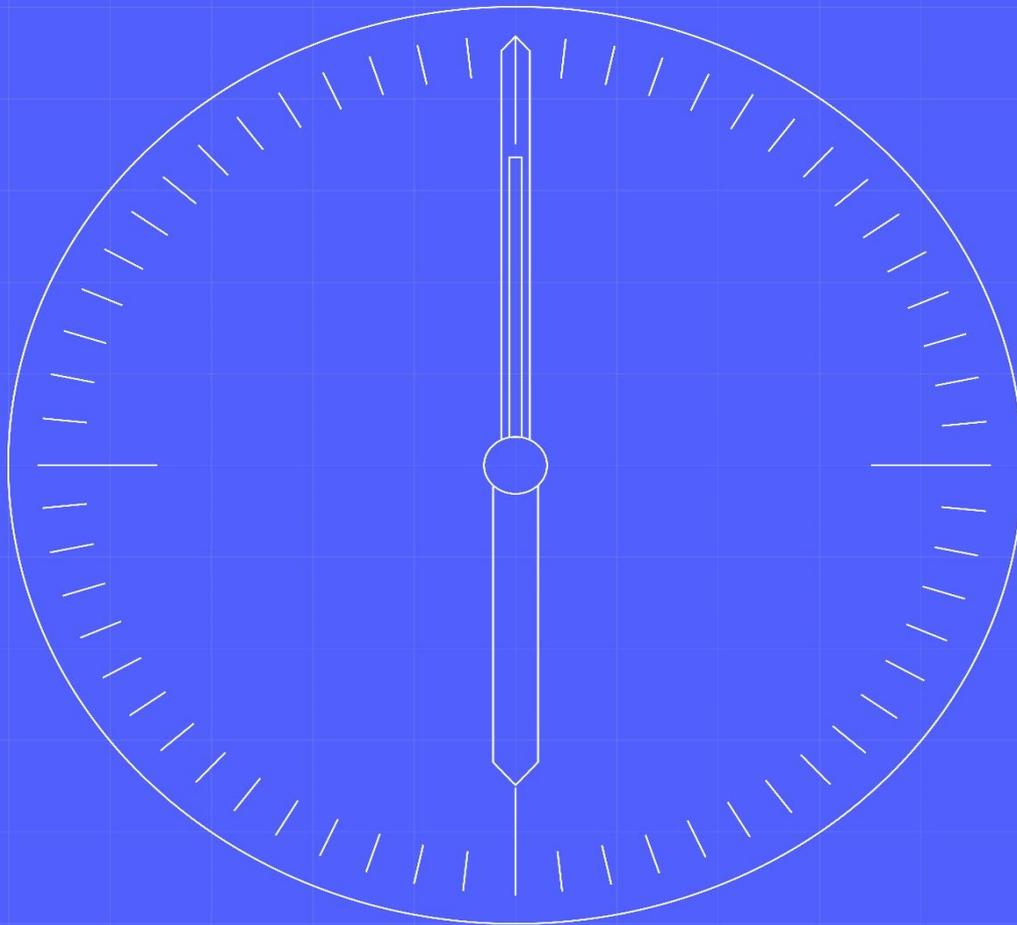


MHHS Webinar – Starter for 10 Q&A 9 March 2022



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Contents

Contents	1
Change Record	2
Reviewers	2
1. Consumers	3
2. Case for change	4
3. Programme Delivery	4
4. Readiness Assessments	6
5. Smart Meters	6

Change Record

Date	Author	Version	Change Detail
15 March 2022	MHHS PPC	0.1	Initial Draft

Reviewers

Reviewer	Role
Chris Welby	Programme SRO
Simon Harrison	Design Lead
Lauren Nicholls	PPC Lead

1. Consumers

1.1. If so crucial for our industry, why are the regulators not making this mandatory for all customers? Customers can refuse which defeats the purpose of the project.

- The decision to give domestic consumers the right to opt-out of Half-Hourly (HH) data collection for settlement and forecasting purposes lies with Ofgem. This decision was taken to prevent further consumer mistrust that still has a considerable impact on the rate of smart meter installations. Non-domestic consumers will not be able to opt-out of HH data collection.

1.2. Will promotional material be issued to educate consumers and inform them that this is the next step from smart metering? Collaboration with Smart Energy GB?

- Consumer awareness of MHHS sits with Ofgem who will work with energy suppliers on educating customers. The MHHS Programme will support this process as necessary.

1.3. Is there any market intel that confirms that customers want TOU tariffs?

- We are aware of the following reports:
 - [The Value of TOU Tariffs in Great Britain: Insights for Decision-makers](#)
 - [Agile Octopus: A consumer-led shift to a low carbon future](#)

1.4. Would customers have to manage opt in/out for both smart readings/HH reads for billing as well as for settlement or will it be one opt in/out to rule them all?

- Consumers have a right to opt-out of suppliers collecting their data for settlement purposes. Consumers will need to opt in for their HH data to be used for other purposes by suppliers.

1.5. Is there a view of what the expected consumer 'opt-out' volume is going to look like?

- The volume is uncertain, however Ofgem details that if supplier messaging is inadequate, inconsistent, or confusing to consumers, opt-out rates will increase. Ofgem recognises that settlement and forecasting are difficult concepts for suppliers to discuss with their consumers and therefore think there would be benefits to some form of central coordination to the messaging for consumers and intend to work with industry to formulate clear and effective communications which can be consistently used across all consumers. This will be managed by Ofgem.

1.6. Can microbusiness customers opt-out?

- Microbusiness customers will not be allowed to opt-out.

1.7. Will 'domestic HH' Group Correction Factors (GCFs) be measured separately to domestic NHH GCFs - is there going to be an impact to customers who can't be settled HH?

- No. All domestic consumers will have HH GCF's, consumers who are opted out will have profiled data with the same GCFs.

1.8. How will consent be managed?

- Consumer consent management will be the responsibility of the supplier.

1.9. How will NHH customers on non-smart meters be treated versus those who opt in to HH (smart) domestic customers? Will they be financially disadvantaged?

- Consumers that opt-out of sharing their granular energy data may not have access to Time Of Use (TOU) tariffs and the benefits they may bring.

2. Case for Change

2.1. With cost sensitivity at a peak how does a ballooning, top-heavy programme pushing a rushed, overly complex solution give any confidence that this is Value for Money?

- We do not recognise this statement as a fair reflection of the programme but would be happy to discuss it in more detail with the person who raised it. Please contact the PPC team at PPC@mhhsprogramme.co.uk if you would like to arrange a meeting.

2.2. How does the current complexity with wholesale energy pricing impact the programme? Will this force the need for a rethink or an update to use/benefit cases?

- The business case is a matter for Ofgem, however, the cost of energy rising means that the opportunity for consumers to make savings on their energy bill also increases. This will not directly impact the Programme.

2.3. Does the cost of mandating advanced meters for domestic market settle as default HH, outweigh the benefits? Cost of R0015 will be significant for suppliers.

- Ofgem carried out a full business case and concluded the benefits outweighed the costs significantly.

3. Programme Delivery

3.1. Considering the movement of traffic off the Data Transfer Network (DTN) - what is the long-term future of the DTN? Is it viable once all this traffic leaves?

- We have estimated that implementing the Data Integration Platform (DIP) for MHHS will result in a decrease of approximately 30% of overall Data Transfer Network (DTN) traffic, far from replacing it. The Programme is not aware of any subsequent plans for the DTN which is a matter for Electralink.

3.2. Has the governance framework now been agreed? I believe this was due to be finalised in March.

- The MHHS Programme Governance Framework, originally developed by the MHHS Programme SRO function, following consultation with the industry, has been updated. This follows a review by the Lead Delivery Partner, which was approved by the Programme Steering Group (PSG) at the meeting on 2 March 2022.

3.3. Is it fair to say only 'some' suppliers have called for a delay to M5 - from what I understand an overwhelming majority are in favour of a significant delay?

- At this point we are collecting a broad range of views from across industry. There is a wide variety of views regarding the delivery timescale of this Programme, and we will relay these views through the proper governance procedures. An extraordinary PSG was held on 11th March 2022 to review a Change Request for the amendment of the M5 Programme April milestone of Design Baseline Agreed. The Change Request requires input from all participants and will then be discussed at the April PSG meeting, after which a recommendation will be issued to Ofgem for a decision to be made.

3.4. You mention the change will use lessons learnt in previous industry changes (namely Nexus and Faster Switching). Do you see any benefit in also looking at P272?

- Yes, we have also looked at P272 and, as this is an Elexon change, we will liaise with the BSC change team.

3.5. What's the timeline for the procurement of the Event-driven Architecture (EDA)?

- The RFP (Request for Proposal) for the Data Integration Platform (which is not called the EDA anymore) will be issued by the end of March, looking to conclude by the Q3 (July-September).

3.6. How do you define suppliers as being 'fully mobilised' at this point?

- The Programme defines a 'fully mobilised' supplier as one which has a project team in place (all Six Points of Contacts sent to the PPC team PPC@mhhsprogramme.co.uk), funding resources, and executive sponsorship.

3.7. Elective HHS already exists as an option for suppliers. Doesn't that lessen the need for MHHS to be implemented quickly?

- Based on the evidence Ofgem received, it is clear that relying solely on the elective HH settlement arrangements will deliver insufficient load shifting to produce the scale of system-level benefits we seek. Introducing MHHS is essential to secure the necessary transformation. After considering a range of possible options, we have concluded that implementing MHHS for import- and export-related MPANs over a period of 4 years and 6 months will maximise the expected net benefits to GB energy consumers.

3.8. DCC issued specifications and design documents to industry but were unable to avoid complexity and barriers to interoperability how does MHHS avoid that?

- The Programme is working with participants to develop the design documents – in the working groups and supporting governance. Additionally, the Lead Delivery Partner is assuring the design against key technical standards (Archimate, TOGAF, ITIL etc.) and testing consistency and integrity by loading the design content into an architectural repository tool. The resulting models will be made available to industry to support the design documents.

3.9. When will Ofgem be announcing who will operate the EDA? i.e., BSC / REC

- April 2022.

3.10. From what date do you need expert resource from suppliers (e.g., the testers, data experts and design experts) given that such teams are fully focused on FSP?

- The Programme needs and is receiving expert resource from a number of suppliers, but not all. The more engagement we have the greater the confidence in the design and subsequent delivery of the programme.

3.11. From what date will consultations from these key design and working groups begin?

- Consultations on the various design artefacts have already started. There will not be a final consultation once the design has been finalised.

3.12. Can you share slides together with answers to questions raised?

- The webinar recording, slides and Q&A can be found [here](#).

4. Readiness Assessments

4.1. Who will the RA summary report be sent to? And will parties get an individual report with assessment on?

- The Readiness Assessment will be sent to the PPC Team to understand mobilisation progress to date. The readiness assessment report will use pseudonyms in place of Participant names for the sake of confidentiality. A bespoke one-page report will be sent to each Participant to communicate results.

5. Smart Meters

5.1. The smart meter rollout is obviously crucial to this Programme's success - is there an update on how it's going?

- The smart meter rollout was delayed due to the pandemic. Now, energy suppliers have new targets to reach, and the amount of energy settled on a HH basis continues to improve significantly. Collectively across both large and small energy suppliers, there were 15M smart meters in domestic properties in Great Britain at the end of 2021. Of the 15M domestic smart meters operating at the end of 2021, 12.8M were smart meters operating in smart mode. Please see the latest government report on Smart Meters in Great Britain for more information.
- [Smart Meter Statistics in Great Britain: Quarterly Report to end December 2021](#)

5.2. Is meter migration to MHHS still targeted to start H2 2024?

- Yes.

5.3. Are the existing measurement class C HH meters in scope, and will that change their management?

- Yes, but it shouldn't change their management other than the data that will need to be collected daily.

5.4. Just wondering how the launch staging would work if different parties in the industry hold different versions of meter classification info?

- We are not sure of this question and would require further clarity from the owner. We would be happy to discuss it in more detail with the person who raised it. Please contact the PPC team at PPC@mhhsprogramme.co.uk if you would like to arrange a meeting

5.5. The 11.5M domestic smart meters that have been installed (figure quoted earlier), was that gas and electricity or just electric meters?

- Electricity only, see the report in the above question. Although that has now increased to 15M smart electricity meters operating in both smart mode and traditional mode.