Using SDEP to communicate with SMRS for MHHS Queries

Guidance Document

Version 1.2



RETAIL ENERGY CODE

Contents

1. Introduction 4
2. Summary 4
3. Out of Scope 4
4. Guidance 5
5. Example scenario that could be raised to SMRS 6
6. Appendix 1 – List of referenced documents 7

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Change History

Version Number	Date Published	Reason for Change / Updates Made
V1.0	22/10/2025	New document
V1.1	18/12/2025	Update to BSC support for escalations
V1.2	15/01/2026	Update to correct reference to number of scenarios

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1. Introduction

As part of the MHHS Service Management process, participants may need to raise queries with the Supplier Meter Registration Service (SMRS) under the new MHHS arrangements from MHHS Milestone M11 & M12 (Migration Start, planned for 22 October 2025) through to MHHS Milestone M15 (Migration completion) which includes the sharing of MPAN or address information. This guidance document has been developed as an additional resource to help parties navigate these processes efficiently and securely.

If you have any comments or questions, please contact Elexon Support.

2. Summary

To protect consumer data and ensure GDPR compliance, SDEP is the recognised industry standard for secure messaging across the industry, including Energy Suppliers to LDSOs.

The Elexon MHHS Cross Party Service Desk Approach and the MHHS Service User - Operations Manual outline communication methods, but these often do not meet data protection requirements for consumer data (including MPAN). SDEP addresses this by securely sharing customer information, avoiding data protection risks and breaches. It also records messages, responses, and includes a recognised escalation process for missing responses within specified timescales.

Therefore, SDEP is the suggested platform for participants communicating with SMRS.

3. Out of Scope

This guidance excludes any priority issues raised within the scope of the MHHS service management framework and its established (baselined) artefacts. These incidents are handled through the recognised service management processes detailed in section 3.11 of the Elexon MHHS Operation Manual, specifically by the following primary service desks:

- MHHS Service desk and Elexon BSC service desk
- Retail Energy Code service desk (REC)
- Switching service desk (DCC)
- EES service desk (C&C group)
- DTS service desk (ElectraLink)
- SMETS Service desk (DCC)

This guidance cannot be used by Metering Services as they do not have access to SDEP.

As SDEP process type PT0063 is an existing BAU Process Type that is being used, any messages without the MHHS heading in the title are out of scope for this guidance document.

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4. GUIDANCE

This section outlines the clear process for all Energy Suppliers to follow when communicating with the SMRS.

There is currently no MHHS specific Process Type in SDEP and introducing one was not feasible in the run up to Go-Live and during Early Life Support.

There is an existing SDEP Process Type ‘PT0063 MPAS Data Error Resolution (Elec) - General enquiry’ which is suggested to be used.

All MHHS queries raised in this PT0063 Process Type must have a title that starts with “MHHS” and then a clear title for the issue you need to resolve. This will allow the recipient to easily identify the message. Any supporting documentation or evidence should be included and attached within this message.

PT0063 is a general Process Type with no escalation points built in, if Energy Suppliers do not get a response, they have the option to use ‘PT0031 Contract Manager query (elec) General Enquiry’ to escalate to the relevant SMRS. In addition, Elexon have advised the following process can be followed:

> Any Supplier can contact their BSC Operational Support Manager (OSM), the OSM will gather details of the issue(s) and then use their SMRS contact list to escalate the issue with the applicable LDSO.
>
> Elexon preference is that this process is used where:
>
> 1. There is material impact of the SDEP case
> 2. Or there is persistent delay in multiple SDEP cases
>
> They are also looking at providing a corresponding service to LDSOs and Agents where escalation is required.

Expected service levels for managing MHHS queries with SMRS are not currently defined and as they are associated with BSC-owned processes and obligations, a change to the BSC will be required to establish these.

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5. EXAMPLE SCENARIO THAT COULD BE RAISED TO SMRS

The Elexon CPSD Scenarios Runbook, available on the MHHS Programme Collaboration Space, describes investigative steps that are required with the SMRS, for market participants; see the below example of a published Industry MHHS incident scenario:

Ref	Issue Type	Scenario	Description	Investigative Steps
CPSD002	Duplicate message	Supplier expecting messages to be received by new Data Services Provider	Supplier is receiving messages from old & new Data Service following appointment/ de-appointment on a change of service provider event	1. Supplier triages the issue including using the DIP Portal 2. **Supplier contacts Registration Service querying duplicate messages**, providing message transaction details 3. **Registration Service** identify issue with REGS message generation and **co-operate with their internal Service Desk to resolve** - go to Step 4

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6. APPENDIX 1 – LIST OF REFERENCED DOCUMENTS

Type of Document	Summary
Elexon MHHS Cross Party Service Desk Approach	https://mhhsprogramme.sharepoint.com/sites/Market-wideHalfHourlySettlement/Transition/Forms/AllItems.aspx?id=%2Fsites%2FMarket%2DwideHalfHourlySettlement%2FTransition%2FElexon%20SM%20CPSD%20Approach%20v1%2E0%2Epdf&parent=%2Fsites%2FMarket%2DwideHalfHourlySettlement%2FTransition
Elexon MHHS Service users Operations Manual	https://mhhsprogramme.sharepoint.com/sites/Market-wideHalfHourlySettlement/Meeting%20Papers/Forms/AllItems.aspx?id=%2Fsites%2FMarket%2DwideHalfHourlySettlement%2FMeeting%20Papers%2FMHHS%20Service%20User%20%2D%20Operations%20Manual%20%2D%202%2E0%2Epdf&parent=%2Fsites%2FMarket%2DwideHalfHourlySettlement%2FMeeting%20Papers
Elexon CPSD Scenarios Runbook	https://mhhsprogramme.sharepoint.com/:x:/r/sites/Market-wideHalfHourlySettlement/_layouts/15/Doc.aspx?sourcedoc=%7B422B7D54-26EF-4D1E-9865-47D8D68D4BCF%7D&file=CPSD%20Scenarios_Runbook.xlsx (Collaboration Base only)

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