MHHS PROGRAMME
Industry-led, Elexon facilitated

Programme Steering Group #49
01 October 2025

Version 1.3

MHHS-DEL4210

Document Classification: Public

Agenda

#	Item	Objective	Type	Lead(s)	Time	Page
1	**Welcome**		-	Chair	10:00-10:05 *5 mins*	1
2	**Headline Report and Actions**	Approve headline report of previous meeting and actions review	Decision	Chair & Secretariat	10:05-10:10 *5 mins*	3
3	**Ofgem Update**	Message from Programme Sponsor	Information	Ofgem (Jenny Boothe)	10:10-10:20 *10 mins*	5
4	**Programme Status Update**	Update on Programme Workstreams	Information	Programme (Keith Clark)	*10:20-10:30* *10 mins*	6
5	**Qualification Update**	Update on Qualification Progress	Information	Code Bodies (John Abbott)	*10:30-10:40* *10 mins*	8
6	**Early Life and Hypercare Update**	• Programme Update on ELS • Elexon Hypercare Update • Verbal Hypercare update from Central Parties and LDSOs • Cross Code Service Management Desks	Information	Programme & Elexon	10:40-11:00 20 mins	16
7	**M11 Planning and Progress**	• M10 Work-Off Plan • M11 Acceptance Criteria • M11 Decision Choreography	Information	Programme (Lewis Hall & Matthew Breen)	11:00-11:15 15 mins	30
8	**Migration Readiness**	Update on Migration Readiness	Information	Programme (Warren Fulton)	*11:15-11:25* *10 mins*	39
9	**Delivery Dashboards**	Questions from PSG members on delivery dashboard content	Information	Chair	11:25-11:35 *10 mins*	45
10	**Summary and Next Steps**	Summarise actions, decisions, and look ahead to next meeting	Information	Chair & Secretariat	11:35-11:40 *5 mins*	71
	Appendix	• ELS Reporting				

Headline Report and Actions

DECISION: Approve minutes and review actions

Chair & Secretariat

10 mins

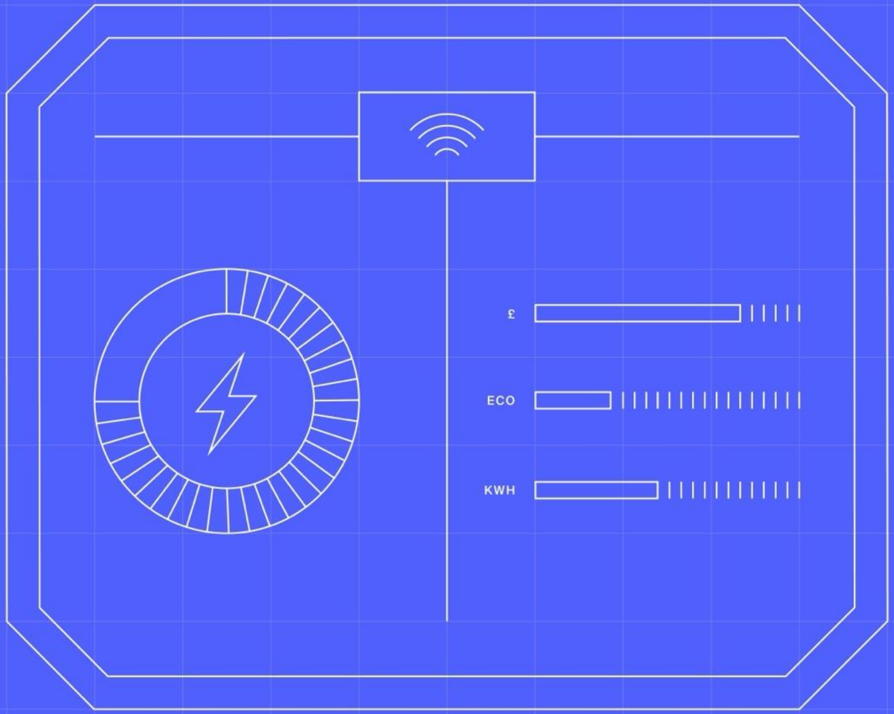
Headline Report and Actions

1. Approval of PSG 03 September 2025 Headline Report
2. Review of actions:

Ref	Action	Owner	Due	Latest Update
PSG48-01	Elexon to provide the DCC Representative with a copy of the consolidated list of items addressed within the 25.14 releases, as previously shared with the Programme Team.	Elexon	12/09/25	RECOMMEND CLOSED: This was shared with the DCC on 09 September 2025.
PSG48-02	Programme to develop and share a proposal for communicating the overall MHHS governance structure, showing the relationship between Programme, BAU, and Code Body governance.	Programme	12/09/2	RECOMMEND CLOSED: A communication was published in The Clock on 17 September 2025.
PSG48-03	Elexon to provide further detail on the DIP Release and Environment Strategies, including publication dates and clarity over opportunities for industry feedback.	Elexon	12/09/2	RECOMMEND CLOSED: DCAB was presented with further detail and responses requested. Enhancements to the Release and Environment paper were made addressing comments. Next DCAB 14th October. No issues identified in current release processes and team is demonstrating release controls as needed for the DIP Service
PSG48-04	Elexon to provide detail on the DIP training (content and timeline), as communicated and tracked at TORWG.	Elexon	12/09/25	RECOMMEND CLOSED: DIP Open Day 17th September provided further guidance on the use of the DIP Portal and Atlas Portal for GlobalSign. Recordings for specific roles as an additional aid to the powerpoints, pdfs and guidance notes are being created and added to the DIP Website when ready for release. DIP Manager team have been providing calls direct with participants to assist in steps where participants have been requesting for further support.
PSG48-05	Programme to amend the wording in the Decision Choreography slides to clarify Ofgem’s role on 24 September (accepting the Programme’s view that M10 has been met, rather than Ofgem formally validating / approving that decision).	Programme	05/09/25	RECOMMEND CLOSED: The amendments were made and the papers were republished.
PSG48-06	Elexon to communicate to industry the flows that will be deferred until after M10 (what will be delivered, and when).	Elexon	12/09/25	RECOMMEND CLOSED: This notification was communicated to industry with final updates on 15 September 2025.
PSG48-07	Programme to amend the slides to confirm the production deployment date for Release 25.14.4 as 02 October (not 16 October as previously shown).	Programme	05/09/25	RECOMMEND CLOSED: The amendments were made and the papers were republished.
PSG48-08	Elexon to confirm whether Release 25.14.2 contains any ISD-related changes that could affect Version 12.	Elexon	12/09/25	RECOMMEND CLOSED: Release 25.14.2 did not affect V12 of ISD and the catalogue update cadence will remain as planned
PSG48-09	Elexon to clarify the process for determining how a change is categorised as an internal change (including the criteria applied to such decisions).	Elexon	12/09/25	RECOMMEND CLOSED: The BSC change process is defined on the BSC website as is the DCAB criteria for DIP change. Internal change is change required for efficiency or operational improvements that does not impact the BSC code, subsidiary documents or industry systems functionality.
PSG48-10	Programme to review and communicate post-M10 PSG reporting requirements for LDSOs and other parties.	Programme	24/09/2	ONGOING: Programme to review PSG arrangements and reporting ahead of PSG on 03 November 2025.

3

Ofgem Update



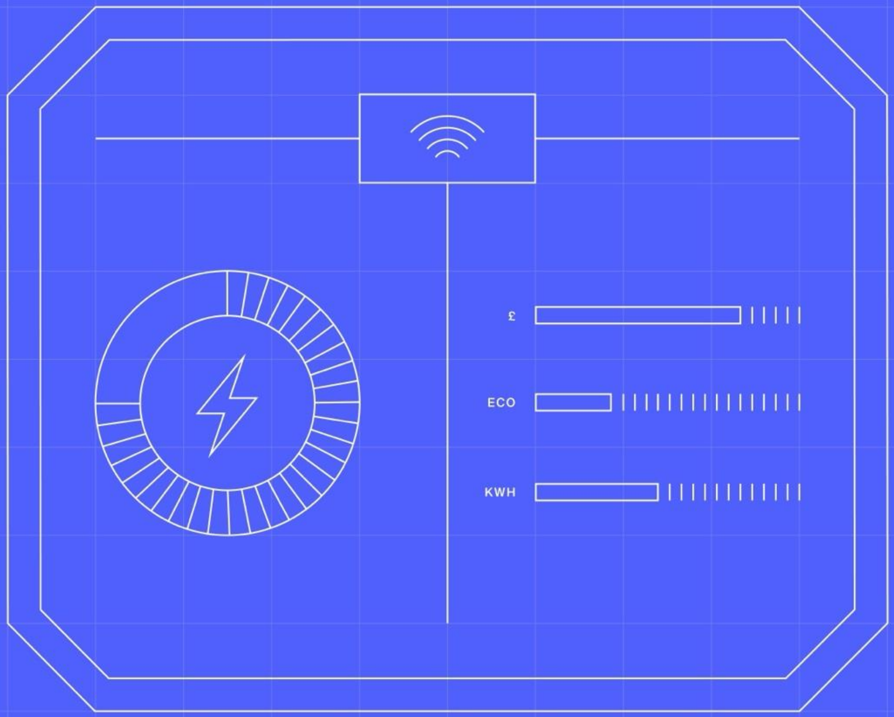
Information: Message from Programme Sponsor

Ofgem (Jenny Boothe)

10 mins

4

Programme Status Update



INFORMATION: Update on Programme workstreams

Programme (Keith Clark)

10 mins

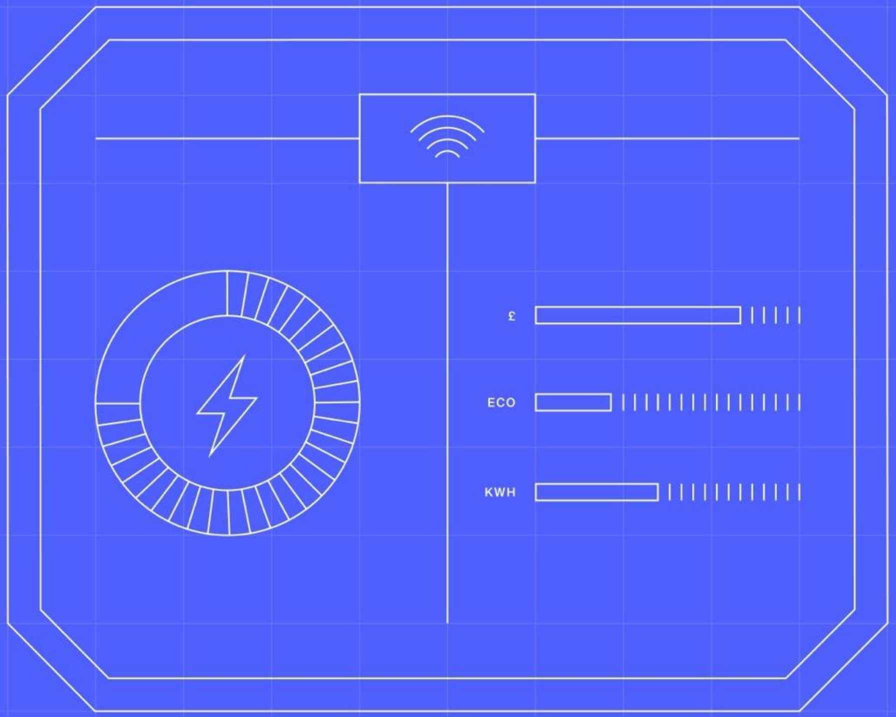
Workstream RAG definitions		
On Track	Path to Green is viable with measurable management plan in place	Path to Green is not viable without escalation and intervention

Programme Status

('this month' statuses as expected for 01-Oct-25 PSG based on 24-Sep position)

Workstream		Last month (Sep)	This month (Oct)	Next Month (Nov)	Commentary on status and path to green
Design Management				Remove	• All changes now fall under the governance of the relevant code bodies. The Programme will monitor risks to Early Life Support or Migration activities. • **Effective from 01 September 2025**, all design-related queries and requests must be directed through the **ELEXON ServiceNow Support Desk**. • Ownership of the following design resources has been formally transferred to ELEXON: – Design Artefacts, Design Mailbox, Knowledge Base, DIN Log • Note that while the design artefacts will remain accessible on the Programme collaboration base for historical reference, they will no longer be maintained. • All knowledge transfer sessions have been successfully completed. • The Programme Design Team will continue to operate to provide support during the Early Life Support phase.
SIT				Remove	• SIT Completion was approved at SITAG on 15-Aug. Industry Lessons Learned document has been published. • SIT-B environment has been formally stood down. • SIT-A environment remains active to support optional Early Sandbox testing - until 24-Oct.
Data				Remove	• Complete, no further data load activity planned.
Code Drafting				Remove	• The Code workstream has been confirmed as complete at 12-Sep e-CCAG cutover meeting. The final M8 Code Artefact delivery was completed on 22-Sep by Code Bodies. This means the MHHS TOM and Design are now codified, delivering M8 and the legal baseline for the new MHHS arrangements.
Non-SIT LDSO Qualification Testing				Remove	• All LDSOs have been MHHS Qualified by BSC PAB and REC Code Manager.
Supplier & Agent Qualification	**Qualification**				• Pathway 2 and Pathway 3 LDSOs are now fully qualified by Code Bodies, meeting M10 acceptance criteria for all LDSOs to be qualified, plus 1 supplier and their agents. Pathway 4 on target, Pathway 6 dates TBC. LDP is working on a Pathway 6 process map for comms and engagement with PPs.
	Qualification Testing				• Qualification update to be provided by Elexon Helix against the next agenda item. Current progress well behind plan, as per position presented to QAG 18-Sep and remedial action underway at Elexon Helix.
Transition / Early Life					• Now that the M10 Cutover has taken place, focus moves onto Early Life Support and monitoring performance against the Early Life Support Exit Criteria. • Preparation for ELS has all been undertaken, relevant reporting is in place to allow the Programme to review performance as set out in the ELS Model. • Programme is monitoring M10 work-off items, other documented risks to on-time M11 achievement – and tracking M11 acceptance criteria. • Amber RAG reflects the concerns that still exist around Service Management and Central Services Operations stability and how the ecosystem will cope when the volume of activity increases when migration begins. • There will be a reduced number of MPANs during Early Life, as supported by the ELS Model.
Migration	**Readiness**				• Dress Rehearsal 2 has been completed and approved by MCAG. The MCC is now fully mobilised. • The team is actively engaging in Sprint 0 planning with Sprint 0 suppliers • Orchestration plan for Migration Day 1 has been drafted and will be shared with relevant stakeholders shortly.
	Execution				• Current Amber status also given dependency on Early Life progress and on-time QT completion, and risks to M14

Qualification Update



INFORMATION: Qualification Update

Code Bodies (Ben Gilbert)

10 mins

Updated v1.2

Overall Status / Progress

Overall Qualification:

- Both MHHSP M10 Qualification criteria met
- Wave 1 testing execution recovery plan in train, overall outlook Amber
- Code bodies have developed recovery plan to help Wave 1 participants return to plan

Non-SIT Supplier & Agent Qualification:

- 2x M10 Criteria met (All LDSOs + 1x supplier & agent)
- 2x participants have moved to Pathway 6

Non-SIT Testing (a.k.a 'Waves')

- Wave 1 testing execution was initially Red due to slow start and lower than required velocity
- Code bodies have developed recovery plan to help Wave 1 participants return to plan
- Wave 2 – 9 of 21 participants are behind plan on Wave preparation activity. Code bodies are supporting readiness ahead of testing start on 20/10
- Wave 3 – At risk - 15 of 21 PIT Checkpoint 2 Documents are outstanding requiring participant action to complete
- Wave 4 – At risk owing to size - testing dates are 9/3/26 to 17/7/26

Key upcoming milestones

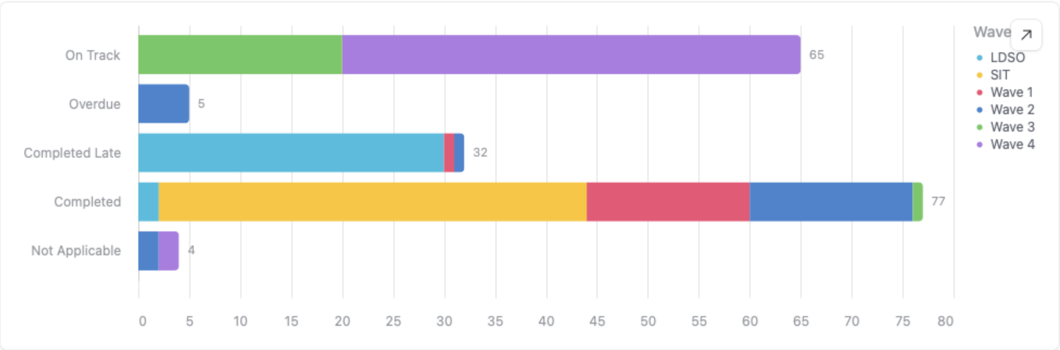
Milestone name	Date	RAG
Pathway 3 Qualification	9/9/25	C
Wave 1 testing start	25/8/25	C
Pathway 4/5 Qualification	25/09/25	G
Wave 2 testing start	20/10/25	A
Pathway 6 Qualification	18/12/25	G
Wave 1 testing end	9/1/25	A
Wave 3 testing start	12/1/25	A
Wave 2 testing end	27/2/25	A
Wave 4 testing start	9/3/25	A
Wave 3 testing end	22/5/25	A
Wave 4 testing end	17/7/25	A

Qualification Cohort	Key Concern or Risk	Mitigation or Resolution	RAG
Non-SIT Suppliers & Agents	**Non-SIT participant does not meet wave requirements which delays its Qualification timelines**	Participants in Wave 1 have missed wave submission dates and in 1 case, this has meant removal of a participant from their allocated wave. Additional participant engagement is planned to support participants through each stage of the process.	R
Non-SIT Suppliers & Agent	**There is a risk to Code Bodies capacity to support Qualification of all PPs by M14 if PPs continue to move from earlier waves into Wave 4.**	Continuing to monitor capacity and resourcing throughout waves to ensure they can be supported. Work with participants to support maintaining their assigned wave.	A

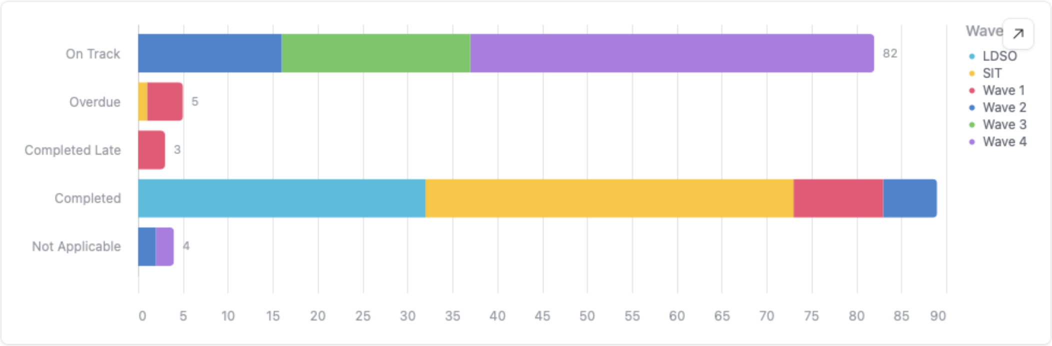
Qualification Wave Progress - QAD Update

- **SIT** – 1x participant changed its approach following SIT which requires them to resubmit their QAD
- **Wave 1** – 5x overdue approvals of Initial QAD require participant action to resolve
- **Wave 2** – 5x Initial QADs overdue – participants asked for plan to submit ASAP
- **Wave 3** – On track
- **Wave 4** – On track

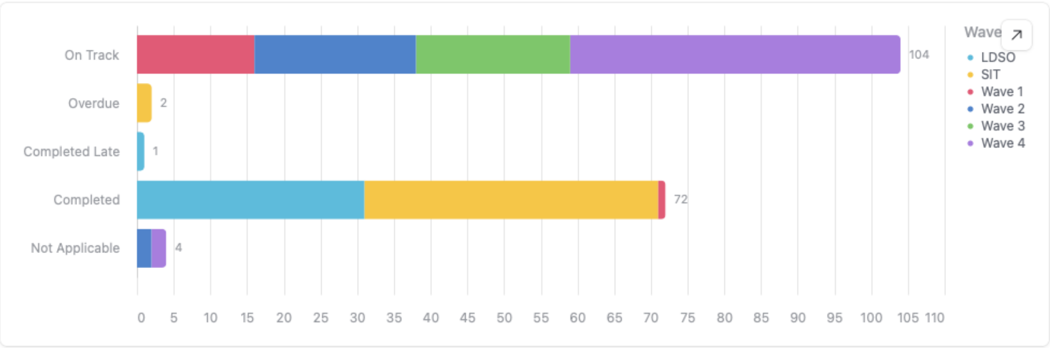
Initial QAD Received



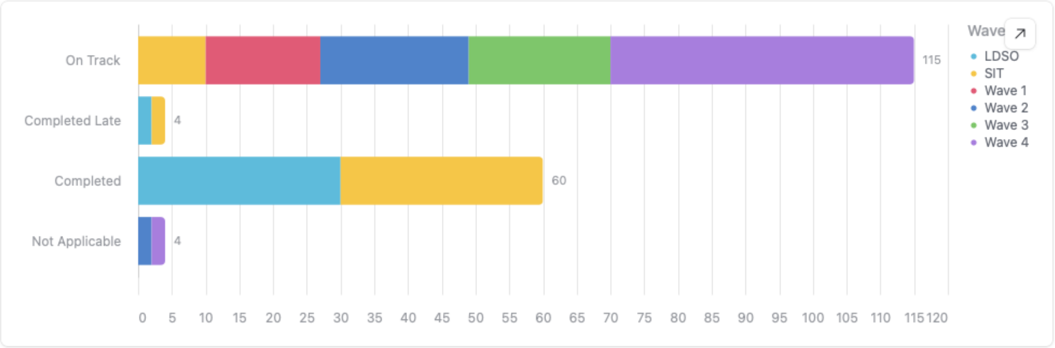
Initial QAD Approved



Final QAD Received



Final QAD Approved



Updated v1.2

Reset of Wave 1

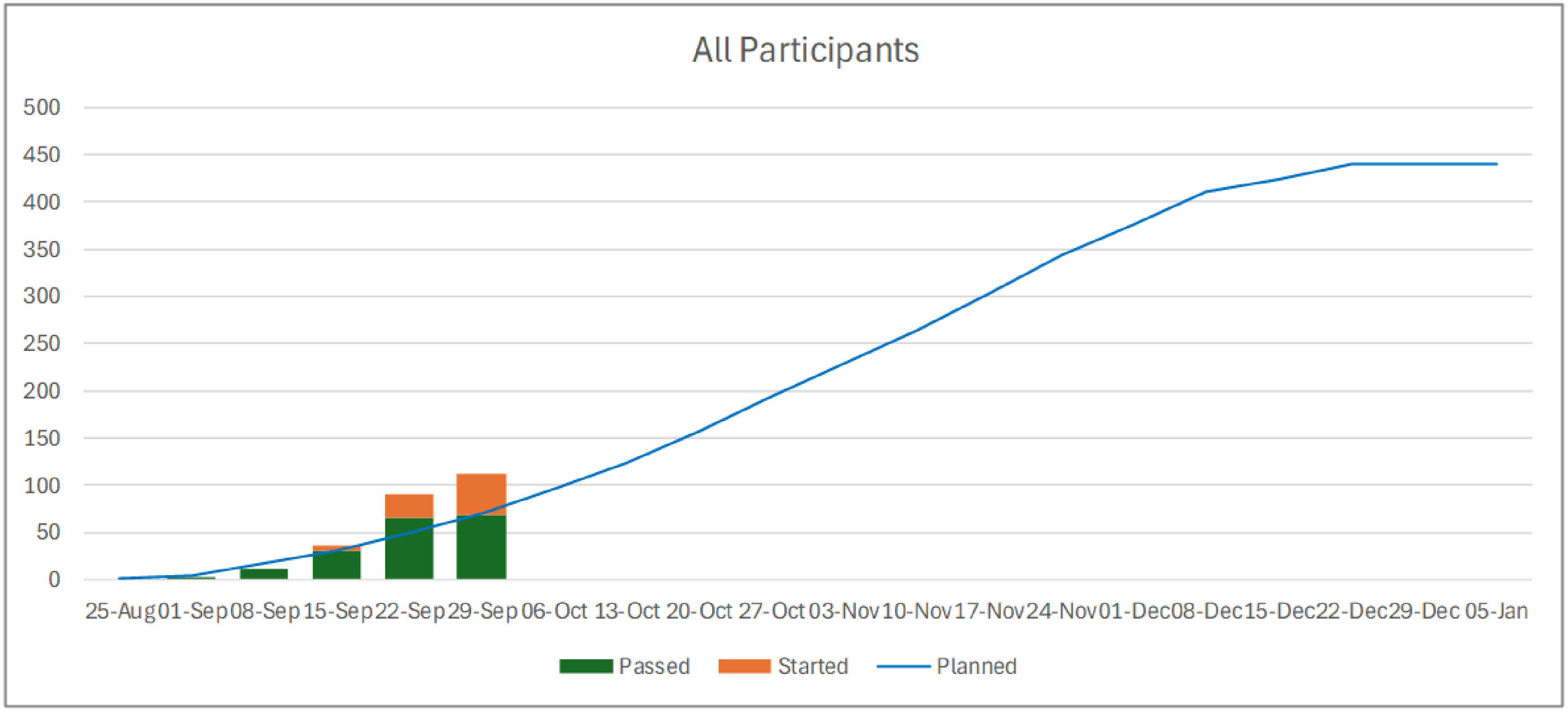
As a result of the issues encountered at the start of Wave 1 testing a number of actions have been taken

- The MHHS Programme team issued a directive to focus Participants on the Minimal Viable Test set required for each Participant to Qualify for migration. This has allowed us to rationalize the test set for some of the Wave 1 Participants, greatly easing pressure on their plans.
- We have held extended sessions with each of the Wave 1 Participants to understand their specific concerns, blockers and capabilities. As a result, we have been able to plot a shared plan for completion of testing within Wave 1 timelines for each of them.
- We have introduced sprint objectives and daily stand-up calls with Participants to ensure we have close control of progress and are able to rapidly support on any defects or blockers identified.
- We have utilized the replanning information to produce a revised burn up chart that takes into account the reduced test sets for each participant and is built up from the individual plans per participant. This gives significantly greater confidence that the Wave 1 deliverables will be met. (See next slide)
- We are in the process of completing end to end Participant level MI covering test plans, test progress, defects and blockers and any supporting case notes.

The revised plans and a summary of the position of each Participant is presented below. Whilst test numbers are generally meeting the revised plans, we are retaining an Amber status for some of the Participants whilst test velocity is established.

Updated v1.2

Qualification Wave Progress – As of 30th September 2025



w/c	25-Aug	01-Sep	08-Sep	15-Sep	22-Sep	29-Sep	06-Oct	13-Oct	20-Oct	27-Oct	03-Nov	10-Nov	17-Nov	24-Nov	01-Dec	08-Dec	15-Dec	22-Dec	29-Dec	05-Jan
Passed	0	3	12	31	65	69														
Started	0	0	0	6	26	43														
Planned	1	4	17	31	49	70	96	124	158	194	228	264	303	343	375	410	423	439	439	439

- Initial test execution has been well below Wave 1 Participants target plans
- 6 of the 7 Participants in the Wave are actively testing
- Most plans aim for completion of tests 3 or more sprints earlier than the Wave 1 completion date
- Engagement levels from Participants to Non-SIT test team need to increase
- A set of recovery steps is being put in place to increase velocity and improve confidence in Wave 1 success (see below)

Updated v1.2

Qualification Wave – Code body support for Wave 1 participants

Participant	Role	DIP Smoke Testing Complete [Planned15/8]	DIP Onboarding Complete [Planned 11/7]	Completed Tests vs Revised Plan (30/09/2025)	Total number of tests	Status	Comments
Participant 1	MSS	18th Sep	19th Sep	10/5	30		• Participant completed DIP onboarding at end of Sprint 2, testing commencing in Sprint 3. • Single vendor supporting Participant 1 MSA, MSA and Participant 7. They have applied additional resource to the testing and access to Qualification Testing Framework have been provided. • Revised plan in place to complete testing 1st week in December.
	MSA	18th Sep	19th Sep	0/0	23		• Revised plan in place to start testing 6th October and complete in the same timescales as initial forecast; 1st week in December.
Participant 2	SDS	26th Sep	28th Aug	2/1	35		• Smoke Testing now complete and design query has been resolved. • Revised plan has been verbally provided and the Participant has started testing. Still on schedule to complete the 1st week in December
Participant 3	SUP	2nd Sep	14th Aug	0/0	23		• Testing initially blocked due to an ISD file issue, that has now been resolved. • Qualification Testing Framework only covers Profile Class 1 and 2, whilst the Participant only has Profile Class 3 MPANS. Dev Team looking at a potential template change to support Participant execution. Targeting fix for this week. • Revised plan is being finalised, but we expect testing to start 6th October and complete 1st week in December – 2 weeks earlier than previously planned.

Updated v1.2

Qualification Wave – Code body support for Wave 1 participants

Participant	Role	DIP Smoke Testing Complete [Planned15/8]	DIP Onboarding Complete [Planned 11/7]	Completed Tests vs Revised Plan (30/09/2025)	Total number of tests	Status	Comments
Participant 4	SDS	29th Aug	24th Jul	15/10	35		• Revised plan aims for mid November completion. • Moving to daily stand ups this week.
	ADS	29th Aug	24th Jul	11/10	28		
	SUP	29th Aug	24th Jul	28/21	58		
Participant 5	SUP	4th Sep	4th Jul	2/2	58		• Blocking issue raised on 23rd September – this has now been resolved and the Participant has started testing. • Revised plan verbally discussed and waiting for final confirmation to complete testing by mid-December. • Daily stand ups in place.
Participant 6	SUP	11th Sep	8th Jul	0/0	58		• Participant has 2 onboarding defects stopping 2 of their test cases. Participant is investigating. • Participant is now focusing on other tests. • Revised plan being reviewed by Participant.
Participant 7	MSS	5th Sep	27th Aug	12/2	30		• Initially constrained by level of resourcing by Participant team. • Single vendor supporting Participant 1 and Participant 7. They have applied additional resource to the testing and access to QTF have been provided. • Revised plan in place to complete testing 1st week in December.

Updated v1.2

Roll out of Wave 2, 3 and 4 improvements

As a result of the action taken to rectify initial concerns surrounding Wave 1 Qualification we will be looking to roll out an enhanced process for future Waves once we have completed documenting the approach for Wave 1. This will include:

- Finalising and embedding the MI and Metrics for Wave 1
- Formalising ways of working including ensuring we have the right resources and communication support in place for each of the future waves given the footprint of the revised relationship management and sprint approach
- Preparation of structured messaging to make clear to Wave 2,3, and 4 Participants what is expected of them
- Preparation and sharing of overarching lessons learned to date on Wave 1 to help Wave 2, 3 and 4 Participants to avoid issues encountered to date

We expect to commence rollout of the revised approach to Wave 2 week commencing 6th October

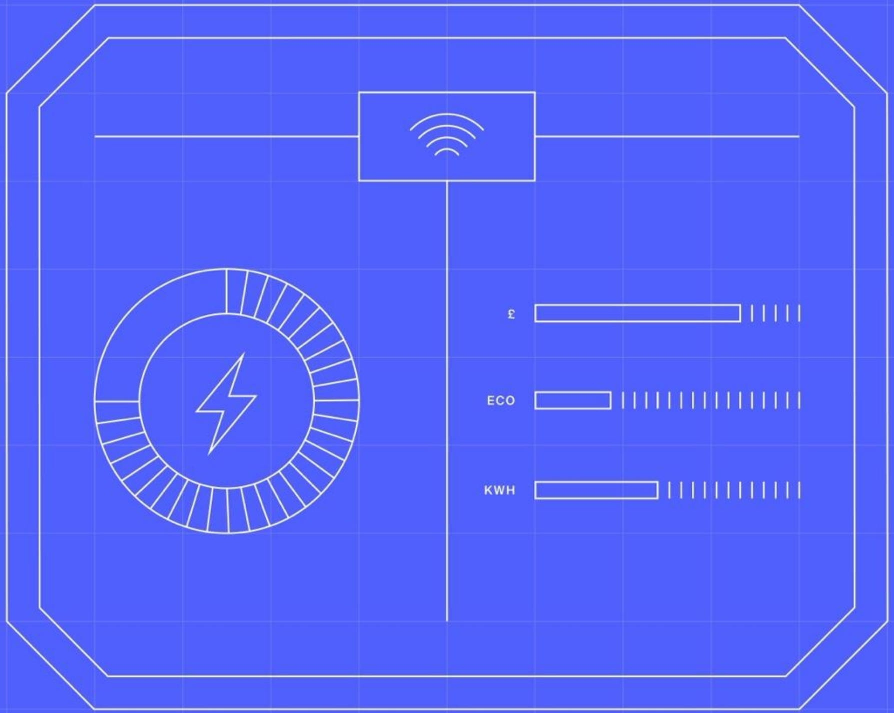
6

Early Life and Hypercare Update

INFORMATION:
- Programme Update on ELS
- Verbal update on Hypercare from Central Parties and LDSOs
- Service Management Dashboard
- Cross Code Service Management Desks

Programme & Central Parties

20 mins



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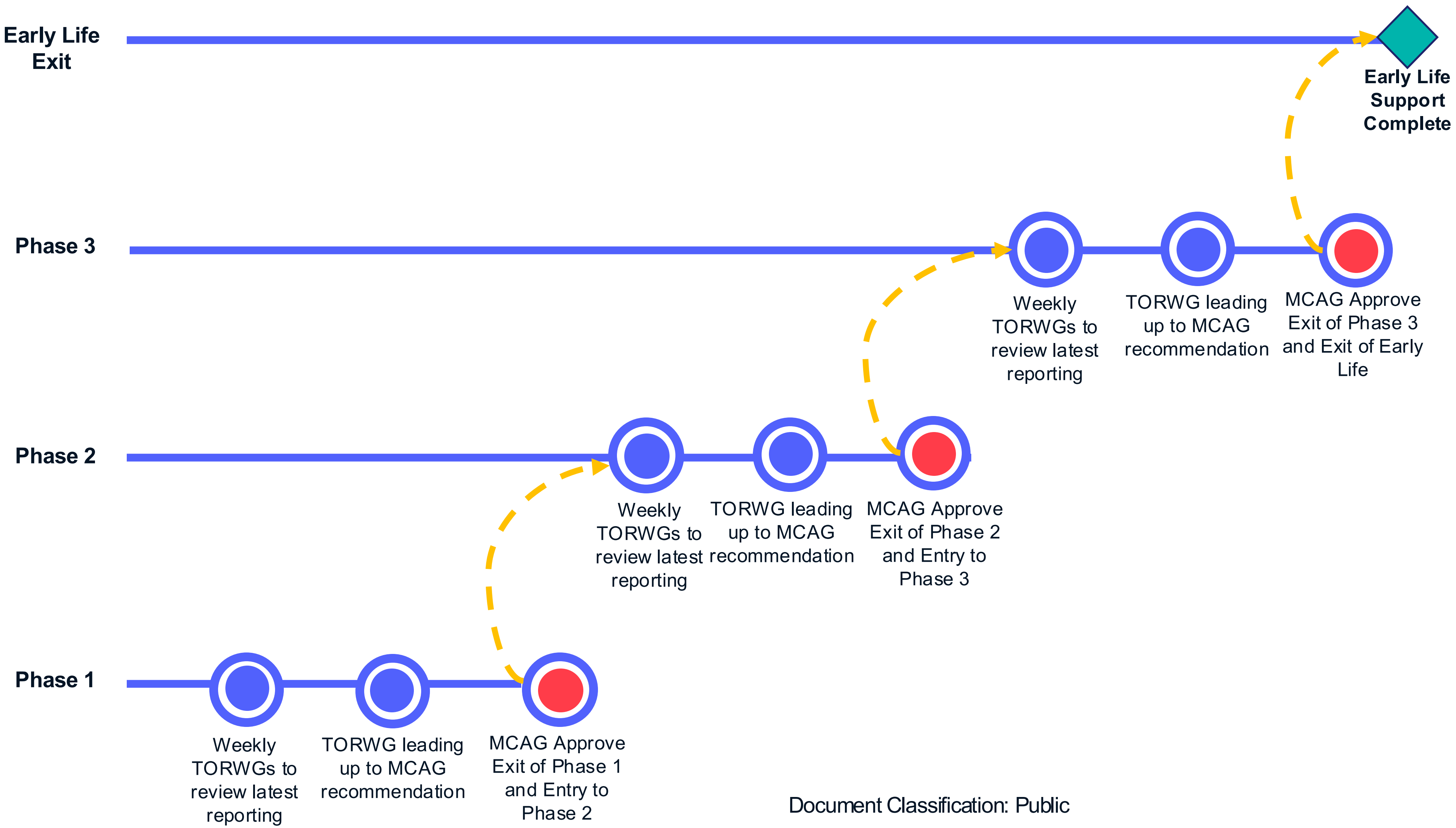
Programme Update on ELS

Early Life Operating Phases – Governance Approach



When this phase is achieved, the Early Life Support Period will end, as performance will have been proven during each phase, and it will have been demonstrated that all areas of the industry are performing to the required level of performance.

During Phase 3, the aim is to ensure that the industry can support the maximum number of daily migrations set out within the Migration Framework under exceptional circumstances.

During this phase, monitoring will be looking to ensure that performance continues to reach the expected performance levels when the industry is operating up to the daily threshold set within the Migration Framework.

This is the first phase that the industry will enter immediately after the Migration period starts at M11 / M12. This phase will give confidence that there are no unexpected issues that have arisen after the systems have been deployed to production.

Early Life Support Happy Path – Planned Targets

	Early Life Support Phase			
	Phase 1	**Phase 2**	**Phase 3**	**Early Life Exit**
Number of migrations that can be planned across the industry daily	Up to 50,000	Up to 200,000	Up to 300,000	Early Life Exit – Migrations to be planned in line with Migration Framework
Minimum number of MPANs that need to be operating within the MHHS arrangements*	200,000**	1.2m**	2.6m**	N/A
Forecast phase length	4 weeks	4 weeks	2 weeks	N/A
Forecast End Dates	20/11/2025	18/12/2025	22/01/2026	22/01/2026

*The Early Life Support Period will not be time-bound; however, each phase will be bound by the number of MPANs that are required to be operating under the MHHS arrangements. This means that if performance is at the requisite levels (as set out in section 6) the Early Life Support Period will move on to the next phase when the requisite number of MPANs are operating under the MHHS arrangements as well.

**If required, these numbers will be re-visited in advance of M11 based on the number of qualified Suppliers that are in a position to start migrating MPANs at M11.

2 October, 2025

Elexon Hypercare Overview

ELEXON

Updated v1.1

Elexon Hypercare Overview

Elexon have created a detailed approach and process for managing the Hypercare activities, this is summarised within the following slides.

Purpose

- To ensure successful completion of pre-defined deliverables to allow fulfilment of ELS exit criteria.
- Provide enhanced operational support during early adoption of MHHS services
- Ensure rapid issue resolution, transparency, and stakeholder confidence.

Scope

- DIP soft launch (Aug 2025) / M10 (Sept 2025) / M11 migration (Oct 2025).
- Covers all Helix services, integrations, and suppliers.

Phases

- Phase 1: DIP go-live & early milestones.
- Phase 2: M10/M11 transition.
- Phase 3: Wider participant onboarding (post Feb 2026).

Updated v1.1

Hypercare Model

Support layers:

- L1 Service Desk (CGI).
- L2 Technical Triage (Elexon experts).
- L3 Supplier Resolver Teams (Avanade, Cognizant/BJSS, CGI).

Escalations:

- IRG (Issue Resolution Group) for programme-impacting issues.
- Gold Team (Elexon Execs) for crisis/DR.
- Dedicated Control Room facility available.

Key Roles & Responsibilities

- **Hypercare Manager** leads meetings, reporting, comms.
- **Technical Triage Team:** validates priorities, routes cases.
- **Supplier Resolver Teams:** resolve technical issues.
- **IRG & Gold Team:** escalation & programme protection.

Updated v1.1

Meetings & Governance

Meetings

- Daily Stand-Up (Mon–Thu, 09:15, 15–30 mins)
  - New incidents, priorities, MIs, service requests, changes, AOB.
- Supplier Daily Check-Ins – per supplier.
- Weekly Review (Fri, 10:00, 1 hr)
  - Metrics, risk log, feedback, changes, AOB.
- TORWG Review – weekly metrics presented.
- Ad-Hoc Calls – Major Incidents / urgent issues.
- Control Room – for P1/P2 response.

Communication Channels:

- MS Teams (Hypercare Core, Hypercare Updates).
- Hypercare Dashboard (ServiceNow).Daily/weekly reports.
- MI comms (Teams, email, SMS for Exec).Circulars / Industry Status updates.
- Escalation: IRG and Gold Team as needed.
- Exec Updates: 1–2 slides weekly (high-level metrics + key issues).

Weekly Metrics & Exit Criteria

Weekly Metrics (targets):

- < 1 P1 & < 5 P2 MIs per month.
- MI response time < 15 mins.
- Resolution times: P1 ≤ 6h, P2 ≤ 1 day, P3 ≤ 5 days, P4 ≤ 20 days.
- Re-open rate: < 5%.
- Failed changes: < 1.
- Uptime: in line with NFRs.
- DIP throughput reporting.
- Communication Channels:

Exit Criteria

- All core Elexon business processes stable.
- All P1/P2 defects resolved + stability 1–2 weeks.
- Knowledge transfer complete & accepted by BAU.
- BAU teams confirm ownership.

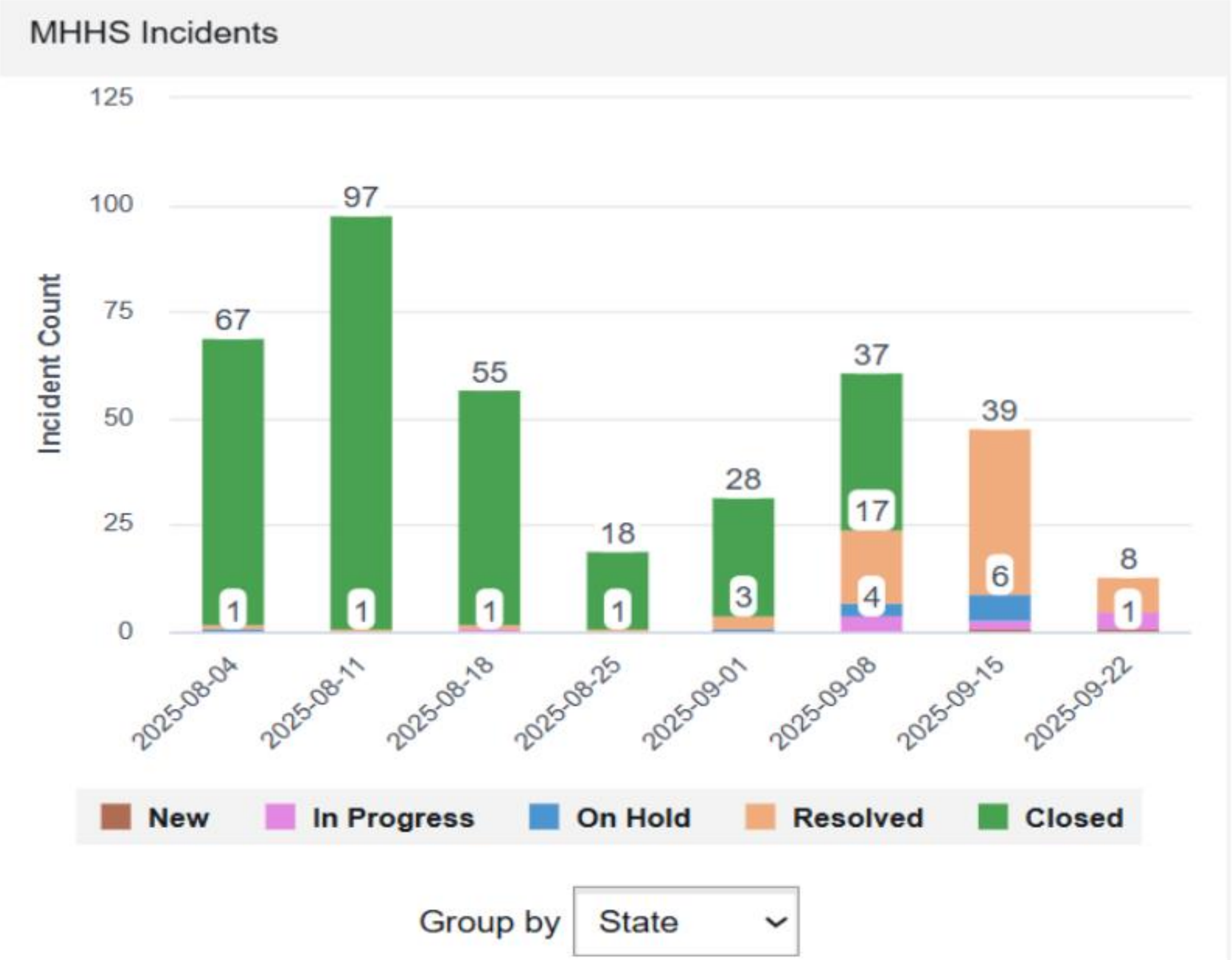
Updated v1.1

Elexon Hypercare Monitoring & Reporting

Type	Name	Purpose	Frequency/Duration	Audience
Meeting	**Daily Stand-Up**	New Incidents. Tracking open major issues. AOB internal communication within hypercare team.	Daily @ 09:15. 15-30 minutes.	Elexon Service Manager & Owners
Meeting	**Weekly Service Review**	Review ELS KPI Metrics. Review Risk Log. Review Change Planned. Review Feedback. Q&A. AOB.	Weekly @ 10:00 on Friday. 1 hour	Elexon Service Manager & Owners
Meeting	**Control Room (Virtual or Physical)**	Real-time collaboration and rapid resolution of P1/P2 incidents.	As required.	Elexon Service Manager & Owners
Live Dashboard	**Hypercare Dashboard**	Live status, KPIs, Issue counts (New, Open, In-Progress, Resolved & Closed).	Always Available.	Elexon Service Manager & Owners
Report + Analysis	**Daily Metrics Report**	Summary of incidents and resolution daily period & trend analysis reporting	Daily	Elexon Service Manager & Owners
Report + Analysis	**Weekly Report**	ELS KPI Metrics (see detail in section x.xx)	Weekly	Elexon Service Manager & Owners
Operational Comms	**Dedicated 2 MS Teams Channel**	Dedicated channel for ELS/hypercare Core team updates	Always Available	Elexon Service Manager & Owners
		Dedicated channel for wider stakeholder general update.		Elexon colleagues
Operational Comms	**Major Incident Communications**	MI communications per BAU process for internal and external stakeholders. Dedicated MIM Teams Channel per MI for Resolver Group Email update using MIM template for Participants who have opted in to receive MI updates Single SMS update for Exec team on confirmation of new MI. Circular and Elexon Status Update for Industry as required.	As required	Elexon Industry
Executive & Project Comms	**Executive Updates**	Strategic updates for senior stakeholders: One or two slides max, showing high level metrics, with services affected as required and key bullet points on service.	Weekly or as required	Elexon Exec MHHS Programme

Weekly Incidents associated with Market Half Hourly services.

Includes Alerts, which often are auto-resolved.



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Verbal update on Hypercare from Central Parties and LDSOs

SERVICE DESKS

Service Desks

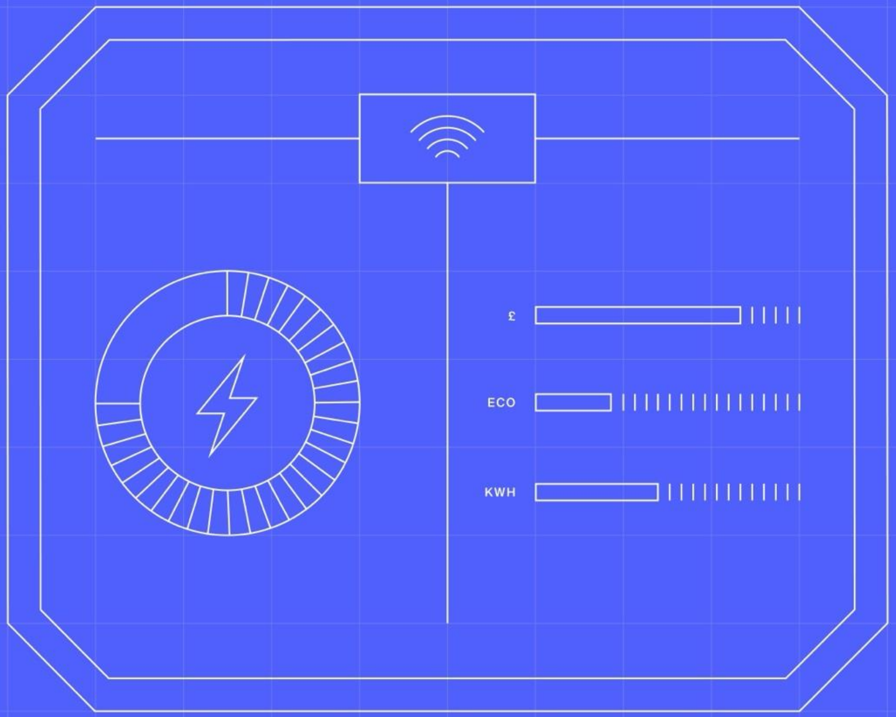
Service Desk	Owner	Service Provider	Covered Query Types
Elexon Service Desk	Elexon	Elexon	Market-wide settlement incidents, DIP message failures, Load Shaping Service (LSS) issues, Market Data Service (MDS) issues, Volume Allocation Service (VAS) incidents, BSC-related queries. Avanade DIP related issues
LDSO Service Desks	Each LDSO	Each LDSO	MPAN registration failures, MPRS processing issues, incorrect MPAN status, power quality or distribution-related data requests.
DCC Service Desk	DCC	DCC	Smart metering data communication failures, missing meter reads, security breaches, mass data outages impacting settlement accuracy.
Smart Metering Service Desk	SECCo	DCC	Issues related to Smart Metering data and communication failures, security, and mass data outages.
Supplier Service Desks	Suppliers	Suppliers	Customer billing discrepancies, incorrect tariff applications, customer data integrity issues linked to settlements, metering point association problems.
RECCo Service Desk	RECCo	REC Code Manager (Gemserv)	Registration service issues, switching process failures, incorrect supplier registrations, disputes regarding MPAN transfers.
REC Service Desk	RECCo	REC Code Manager (Gemserv)	Various REC-related queries.
EES Service Desk	RECCo	C&C Group	Issues related to the Electricity Enquiry Service (EES) system.
Switching Service Desk	DCC	DCC	Switching-related issues, erroneous customer data, incorrect registrations within CSS.
ERDS Service Desk	Each DNO/IDNO	Each DNO/IDNO	**Electricity Retail Data Service** (ERDS) interactions with CSS, governed under REC. Distinct from **SMRS**, which interacts with DIP and is governed under BSC.

M11 Planning and Progress

INFORMATION:
- M10 Work-off Plan
- M11 Acceptance Criteria
- Decision Choreography

Programme (Lewis Hall & Matthew Breen)

15 mins

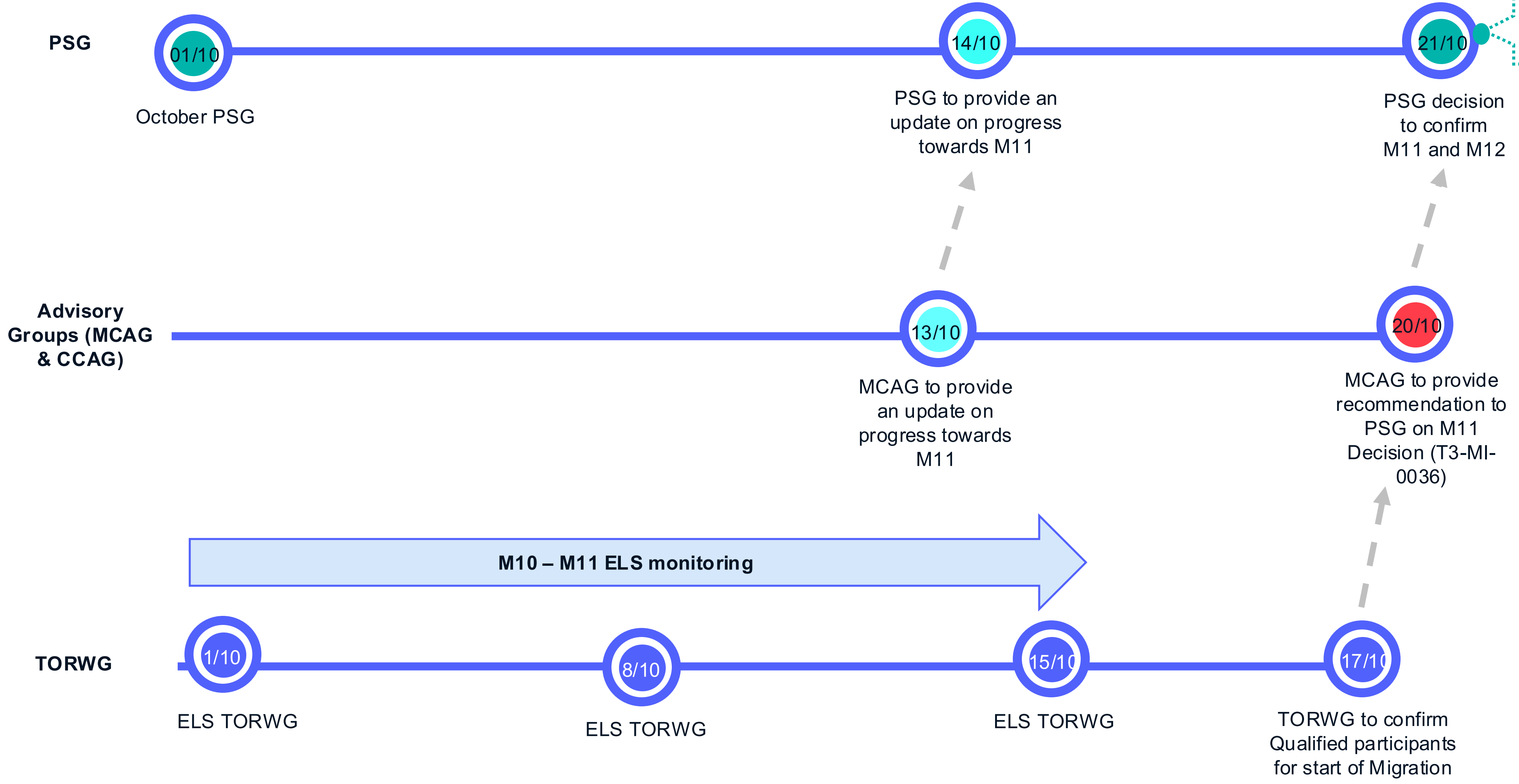


M10 Work-Off Plan

#	Work item	Due date	Owner
1	Deployment of missing D Flows (D0043 and D0079) in Release 25.14.4	02-Oct-25	Elexon
2	Delivery of deferred P Flows (P0275, P0276 and P0277)	Mar-26*	Elexon
3	Missing D Flows in Code Drafting (D0164, D0394, D0395) incorporated into regulatory code	22-Oct-25	Programme
4	Patch (or manual fix) to address final DPI exceptions identified as part of the LDSO data migration activities completed	Pre-M11	St Clements LDSOs
5	Decision provided on migration incentives (Mod P487)	Q1 2026*	Ofgem
6	Outstanding SAT testing for M16 transition	July 2026*	Elexon
7	Outstanding Helix SIT-Ops PIT work-off plan items	17-Oct-25	Elexon
8	Missing D Flows in Code Drafting (D354, D355 and D356 from DTC and DTS) to be incorporated	22-Oct-25	Programme
9	Publish Settlement Assurance Testing (SAT) Closure Report	26-Sep-25	Elexon
10	Return to compliance for 2 Programme Participants who have declared M10 system changes required to support forward/reverse migration will not be in place by M10	22-Oct-25	Code Bodies Programme Parties

Specific date to be confirmed

Proposed M11 Decision Choreography



Proposal to move this PSG back a day (to 21/10) to allow migrations to take place early in the morning on M11 date (22nd October)

Proposed choreography updates

- The Programme is proposing an amendment to the M11 decision choreography.
- This will introduce an additional MCAG and PSG, expected to be on 13/10 and 14/10, respectively.
- This will ensure sufficient touchpoints are in place with both governance groups between now and the M11 decision.
- Validation of the first SF run will still be ongoing; however, an update on progress at that point in time will be able to be offered.
- Additionally, the Programme is proposing to bring the M11-decision making PSG, currently slated for 22/10, forwards by 1 day.
- This will enable the first migrations to take place on 22/10.

x/x Additional governance meeting

M11 Acceptance Criteria - summary

- We have defined 24 acceptance criteria required to be met by M11 to achieve the milestone.
- These criteria are broadly designed to evidence:
  - Central system stability to support achievement of Early Life Support exit.
  - The tools, people, processes and planning is all in place to enable delivery of the migration schedule.
  - The Qualification Operating Model (people, process, tools and governance) required to ensure a steady stream of qualifying Programme Participants into the Migration Control Centre is in place and fit for purpose.
- As there was only a 1-month gap between M10 and M11, the M10 acceptance criteria was designed to deliver the functionality required to start migration.
- As such, many of the M11 criteria has already been met and we have called these out as 'achieved at M10'.

M11 Acceptance Criteria (1 of 4)

No.	Workstream	Criterion	Evidence	Owners	Due date	Latest status (01/10)	RAG Status
1	**Settlement Performance**	The first Interim Information (II) run has completed on the new Elexon central systems and outputs validated by Elexon	First II run completes by WD4 and expected outputs produced	Elexon	03/10/2025	II run due on WD4 (26/09).	In Progress - On Track
2	**Settlement Performance**	The first Settlement Final (SF) run has completed on the new Elexon central systems and outputs validated by Elexon	First SF run completes by WD15 and expected outputs produced	Elexon	17/10/2025	SF run due on WD15 (10/10).	In Progress - On Track
3	**Settlement Performance**	ISD version 14 has been published ahead of M11	V14 of ISD file has been published to industry	Elexon	16/10/2025	To be published by 16/10.	In Progress - On Track
4	**Early Life Support / Service Management**	There are no material incidents open with Elexon Service Management that could impact the ability to begin migrating MPANs at M11	No open Severity 1 incidents. Any Severity 2 incidents that impact the start of migration have clear workarounds	Elexon	17/10/2025	On Track – service management processes in place.	In Progress - On Track
5	**Early Life Support / Service Management**	All 'M11 Ready' participants have self-certified that they are ready to commence migration of MPANs.	Self-certification declarations from all 'M11 Ready' participants received confirming any system changes made at M10 are stable, that any operational issues will not impact their ability to start migrating MPANs and that they are ready to commence migration on 22/10.	Programme Participants	17/10/2025	Self certification request to be issued in October.	In Progress - On Track
6	**Early Life Support / Service Management**	The necessary operational reporting set out in the ELS Model is in place and sufficient to enable progress towards ELS exit	ELS operational reporting routine functional and reports provide visibility and transparency of system stability.	Elexon	17/10/2025	On track – reporting being reviewed.	In Progress - On Track

M11 Acceptance Criteria (2 of 4)

No.	Workstream	Criterion	Evidence	Owners	Due date	Latest status (01/10)	RAG Status
7	**Early Life Support / Service Management**	Service Management processes, structures and reporting in place at M10 are operating effectively.	The Elexon Service Management function demonstrates that it is operating effectively giving confidence to industry participants and the Programme that it can operate at scale during migration. This includes, but is not limited to, evidencing: - appropriate incident classification and prioritisation - Evidence of timely resolution of incidents within SLAs that would demonstrable ability to operate with increased ticket volumes through migration - Acceptable volume of P3s open to not create too much aggregated risk to M11 - No large clusters of defects that would signal performance issues with a particular central system or process - IRG has not been required to sit due to SLA breaches	Elexon	17/10/2025	The Programme are observing a number of issues with service management processes and procedures (e.g. incorrect priority and status allocation) and there is an increasing backlog of outstanding cases and incidents (40% still unresolved).	In Progress - At Risk
8	**Qualification**	Qualification Operating Model is fit for purpose to service all post-M10 activities	The Code Bodies demonstrate that the existing operating model (people, process, governance, technology and reporting) is sufficient to support increased volumes in testing and qualification processes. This includes: - Robust and transparency reporting - Proactive management of participants' test progress - Providing confidence, through delivery, that there is sufficient resource to enable qualification at pace necessary to deliver the Migration Schedule.	Code Bodies (BSC & REC)	17/10/2025	Concerns regarding S&A Qualification Test progress and deviation from plan. Code Bodies working to provide route back to Green.	In Progress - Off Track
9	**Qualification**	A minimum of 1 supplier & required contracted agents are ready to operate under new MHHS arrangements	Confirmation from Code Bodies that at least 1 supplier, and the necessary contracted agents needed to support each market role, have been qualified to enter the market under new MHHS arrangements.	Programme Parties	12/09/2025	-	Complete - achieved at M10
10	**Qualification**	All LDSOs qualified	T2-QU-0500 approved at QAG - all LDSOs approved for qualification by BSC PAB and REC Manager.	LDSOs	10/09/2025	-	Complete - achieved at M10

M11 Acceptance Criteria (3 of 4)

No.	Workstream	Criterion	Evidence	Owners	Due date	Latest status (01/10)	RAG Status
11	**Migration**	All Suppliers and Agents have made the necessary changes to support losing an MPAN via the Forward Migration Process and gaining an MPAN via the Reverse Migration Process.	Active confirmation from all Programme Participants that these changes have been implemented	Programme, Programme Participants	19/09/2025	Plan to compliance by M11 for 2 non-compliant PPs requested by Code Bodies.	In Progress - At Risk
12	**Migration**	Performance Assurance measures are understood and in place to maintain BAU performance during the Migration period.	Settlement performance thresholds have been set out and agreed by all stakeholders, reporting mechanisms have been defined and there is a clear escalation process in place between PAB and Migration team.	Elexon Programme	12/09/2025	-	Complete - achieved at M10
13	**Migration**	Programme monitoring, assurance and escalation process for beyond M10 is in place and operational	The Programme, Elexon and PAB have actively communicated clear monitoring and reporting processes, assurance activities and escalation routes needed to support the central systems operating, while migration and qualification phases progress.	Elexon Programme	12/09/2025	-	Complete - achieved at M10
14	**Migration**	Migration Schedule approved	Migration Schedule approved at PSG.	Programme	19/08/2025	-	Complete - achieved at M10
15	**Migration**	Migration Framework approved	Migration Framework approved at MCAG.	Programme	30/04/2025	-	Complete - achieved at M10
16	**Migration**	Migration Control Centre (MCC) delegation of authority approved	MCC DoA agreed with MCAG.	Programme	30/04/2025	-	Complete - achieved at M10
17	**Migration**	Migration incentives implemented	Migration incentives agreed and implemented.	Programme	30/04/2025	Final proposal to be shared with Ofgem in Dec-25. Decision expected in Q1 2026.	In Progress - At Risk

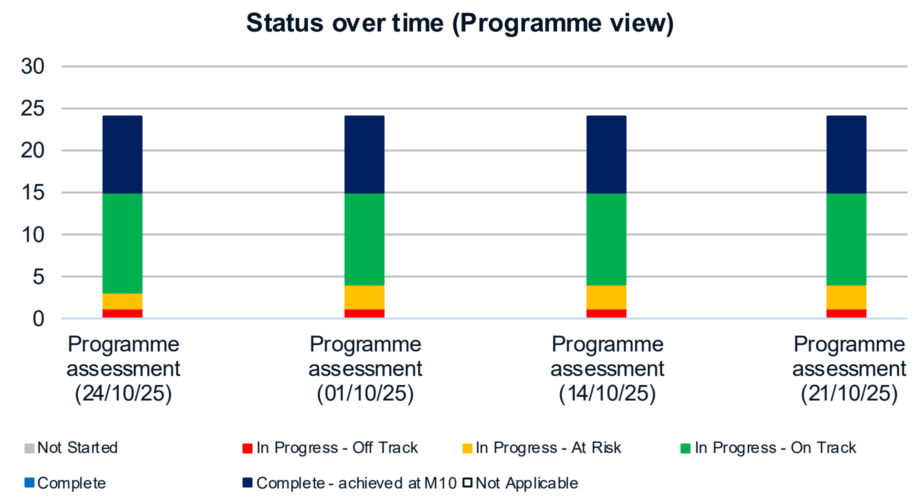
M11 Acceptance Criteria (4 of 4)

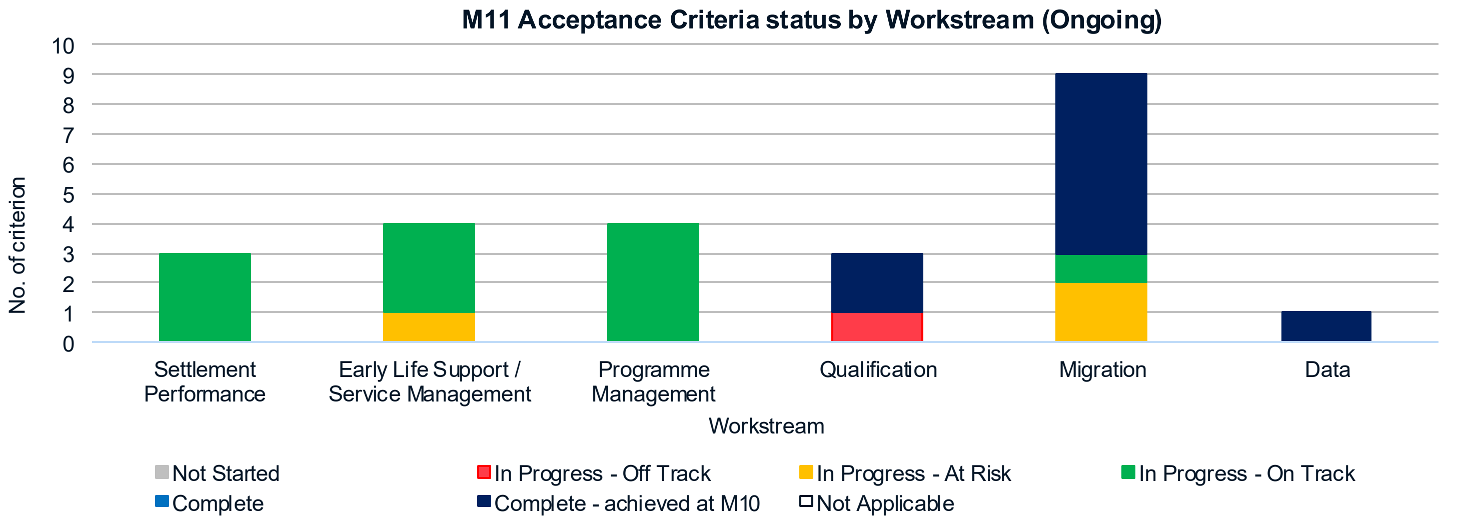
No.-	Workstream	Criterion	Evidence	Owners	Due date	Latest status (01/10)	RAG Status
18	**Migration**	MCC tested and ready to operate	LDP assurance of MCC readiness for managing migration.	Programme	19/09/2025	-	Complete - achieved at M10
19	**Migration**	Migration 'Sprint 0' plan defined and published	The 'Sprint 0' plan for Migration start at M11 is set out with industry participants	Programme	16/10/2025	On Track.	In Progress - On Track
20	**Data**	All pre-migration data cleanse activities complete	"Go/No-Go" decision obtained from MCAG, confirming that all data preparation activities needed to commence M10 cutover have been completed	Programme Programme Participants	13/08/2025	-	Complete - achieved at M10
21	**Programme Management**	M11 Risk Assessment has been undertaken	A full risk assessment is undertaken to set out risks associated with the Programme and commencing migration.	Programme	22/10/2025	On Track.	In Progress - On Track
22	**Programme Management**	M10 Work-Off Plan delivered *(as required)*	The work off items from M10, due to complete by M11 are delivered.	Programme	22/10/2025	On Track.	In Progress - On Track
23	**Programme Management**	M11 Work-Off Plan Agreed	Any work off items at the M11 milestone are agreed	Programme	21/10/2025	On Track.	In Progress - On Track
24	**Programme Management**	IPA M11 Assurance Report developed and agreed	IPA have undertaken assurance all necessary assurance activities ahead of M11 decision making. Findings have been developed and shared with the Programme.	IPA	22/10/2025	On Track.	In Progress - On Track

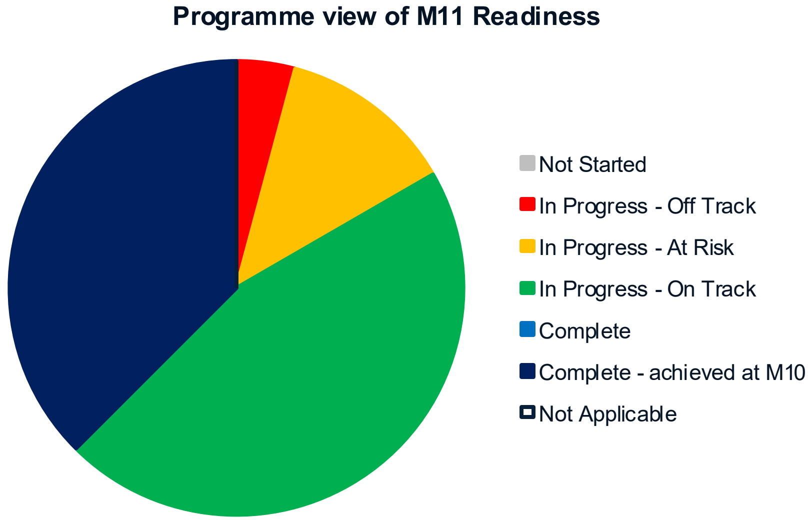
Progress update - M11 Acceptance Criteria

Overview

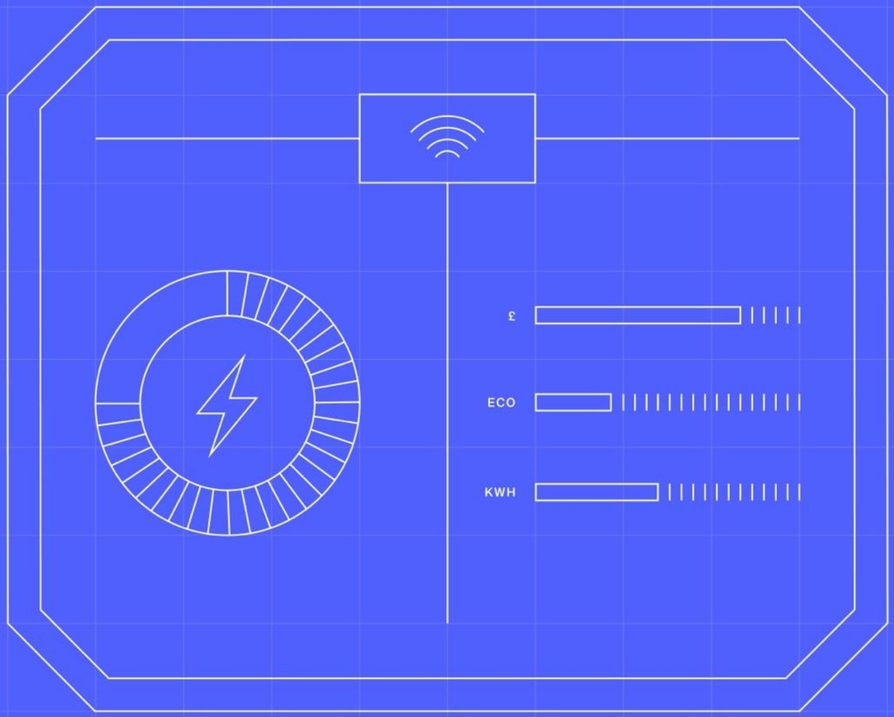
- 9 of 24 acceptance criteria met through delivery of M10.
- 3 'at risk' items, pertaining to work off items from M10 *(migration incentives agreed, legacy changes to support forward/reverse migration implemented)* and Service Management performance. All are being tracked by the Programme.
- 1 item (*'Qualification Operating Model is fit for purpose to service all post-M10 activities'*) marked as 'off track' due to slow progress of wave 1 participants through Supplier and Agent Qualification testing.
- The Programme is working closely with the Code Bodies to understand a route to green, including improved progress reporting, root causes for slow progress and any revised assumptions to execution modelling and resourcing.
- Remaining 12 acceptance criteria remain on track for completion by M11.







Migration Readiness



INFORMATION: Migration Update

Programme (Warren Fulton)

10 mins

The MCC is now fully mobilised.

Proposed daily migration volumes for Sprint 0 have been submitted by the relevant Participants. The MCC is actively engaging with these Participants to align the proposed volumes with the ELS criteria, ahead of the formal submission of the Sprint 0 plan, scheduled to commence on 24 Sept 2025.

The initial draft of the approach and orchestration for Migration Day 1 (24 Oct 2025) has been developed, and initial conversations have begun with Day 1 Participants.

A webinar [Link to slides] was conducted on 18 Sept 2025, providing an overview of the Participant journey throughout Sprint 0, including:

- A day/week in the life of Migration
- Key milestone dates
- Migration support channels and/ Account manager engagement
- Service management guidance
- Meeting orchestration
- Reporting and performance monitoring.

ALL Suppliers

24th September 2025

Sprint Planning officially starts

1st October 2025

- Supplier Envelopes will be issued
  - **ALL Suppliers** to submit weekly granularity forecast plans
  - Sprint 0 Active Suppliers to submit combined plan (Daily Sprint 0 schedule and weekly Forecast)

8th October 2025

Supplier Submission Deadline

15th October 2025

Baseline Schedule published

Sprint 0 Active Suppliers only

22nd October 2025

Sprint execution starts

3rd February 2026

Sprint Completion

Migration Readiness Summary (1)

Milestone Id	Milestone Name	Progress update	Target date	Status
MCC Mobilisation				
T3-MI-0044	MCC Dress Rehearsal 1 (To test the 'Initialise Schedule processes')	Dress Rehearsal 1 was successfully achieved and the findings were shared with industry in a webinar on 14/07/2025. The rehearsal was carried out during Submission 2 whereby 100% of Supplier Submissions were processed via the MCC portal (Kestrel) and automatically validated for compliance with the Migration Framework; Suppliers are also able to view their baselined Migration schedules in Kestrel. This confirms that both the MCC portal and the supporting processes for migration planning were successfully tested and proven effective. The dress rehearsal achieved its objectives: • Capacity allocation and Validation mechanisms successfully tested • All Suppliers can view their validation results • All Suppliers can access their baselined plans • Submission 2 completed	15/07/2025	Complete
T3-MI-0045	MCC Dress Rehearsal 2 (To test the 'Monitor and Control processes')	Dress Rehearsal 2 has now formally completed. The exit criteria was successful met on the 29th August with the delivery and testing of: • SIT Suppliers can download simulated daily migration schedules • All Participants can view relevant aggregated baseline schedules – Forecast and Committed • SIT Suppliers can view simulated Daily plan vs Actual outturn reports • All Participants can view relevant simulated aggregated Plan vs Actual outturn reports The Migration team also delivered the RP-05 Transaction Summary Report which provides participants a breakdown of a migrations journey from Initiation to completion.	29/08/2025	Complete

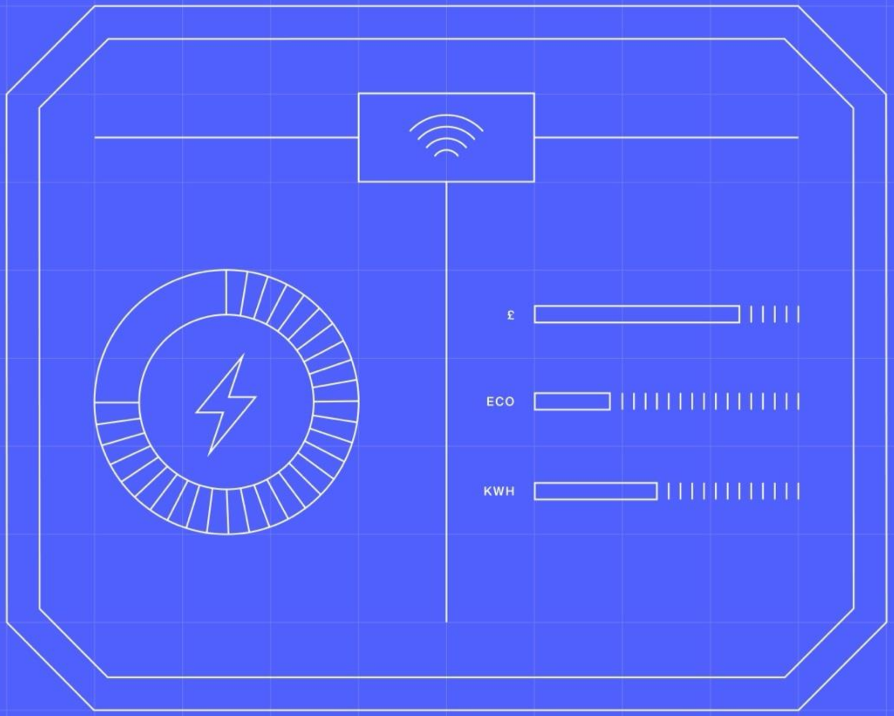
Migration Readiness Summary (2)

Milestone Id	Milestone Name	Progress update	Target date	Status
MCC Mobilisation				
T2-MI-0500	MCC Mobilisation Complete	The objectives for MCC Mobilisation were to deliver People, Process and Technology which enabled Migration to be monitored and co-ordinated. We now have a fully resourced and trained MCC with clearly defined operational processes and governance frameworks. The MCC is now actively managing SIT Suppliers and are preparing participants for Sprint 0 Planning. The MCC Portal (Kestrel) went live on 7 May 2025. The Platform has successfully proven its ability to conduct planning within Dress Rehearsal 1. Additionally, the migration team have established the integration to DIP, and with this have built and tested the DIP Planned vs Actual progress reporting, as part of Dress Rehearsal 2, which allows the MCC to monitor migration.	29/08/2025	Completed

Migration Readiness Summary (3)

Milestone Id	Milestone Name	Progress update	Target date	Status
Migration Framework				
T2-MI-7000	Framework Baselined at MCAG	At the April 2025 MCAG meeting, a unanimous decision was taken to baseline the Migration Framework	29/04/2025	Complete
Migration Schedule				
T3-MI-0043	Supplier Schedule Submission #2 complete	Schedule Submission 2 closed on 20 June 2025 and a total of 99.4% of industry MPANs were accounted for in this Submission Schedule. Please refer to Section 5 of the 22 July 2025 MCAG papers for further information.	20/06/2025	Complete
T2-MI-7500	V1.0 of Migration Schedule Baseline approved at MCAG	Based on the findings from Submission 2, the MCC is recommending to MCAG at the 22 July 2025 meeting to baseline the Migration Schedule.	22/07/2025	Complete
T2-MI-8000	Migration Sprint 0 schedule baselined (Sprint 0 commences at M11)	The MCC is currently engaging Sprint 0 Active Suppliers to verify daily migration volumes in accordance with the Early Life Support (ELS) criteria prior to the Sprint 0 submission date commencing on 24-Sep-25.	16/10/2025	On track

Delivery Dashboards



INFORMATION: Questions from PSG members on delivery dashboard content

Chair

10 mins

Look Ahead – Key Milestones Status at 24 September 25 (1)

To align to weekly reporting, the previous, current and forecast RAGs reflect milestone status from last week, this week and next week, respectively.

Milestone	Milestone Title	Forum	Baseline Date	Forecast Date	Responsible	Previous RAG	Current RAG	Forecast RAG	Commentary
T3-DB-0166	SIT Operational Theme 1, 2, 3 (Batch 2) PIT Completion Report MHHS Review Completed	SITAG	31 January 2025	31 January 2025	SI Test				10/09/25 - 33/34 complete – awaiting completion of a work off plan.
T3-QU-0133	Confirmation from Qualification Wave 1 Participants that DIP onboarding has completed	QAG	11 July 2025	11 July 2025	Participants				24/09/25 - Set to amber as some Participants are not progressing to schedule through onboarding. Does not risk Programme deliverables.
T3-QU-0095	Qualification Wave 1 Participants' to provide status of PIT completion and submit QT Test Plan	QAG	14 July 2025	14 July 2025	Participants				24/09/25 - 1 outstanding submission but this does not prevent follow on activity. Programme is supporting PP in this. Does not risk Programme deliverables.
T3-QU-0099	Qualification Wave 2 Participants' to provide status of PIT completion and submit QT Test Plan	QAG	18 August 2025	18 August 2025	Participants				24/09/25 - Awaiting 3 QT test submissions from PPs. Does not risk Programme deliverables.
T3-QU-0020	Qualification Test Plans for Wave 2 Participants approved	QAG	05 September 2025	05 September 2025	Non-SIT S&A QT Test Team				24/09/25 - Awaiting 3 QT test submissions from PPs. Does not risk Programme deliverables.
T3-QU-0100	Qualification Wave 2 Participants have submitted PIT Test Completion Report and evidence for QT entry	QAG	08 September 2025	08 September 2025	Participants				24/09/25 - Awaiting 3 QT test submissions from PPs. Does not risk Programme deliverables.
T3-QU-0098	Qualification Wave 2 Participants have submitted their initial QAD	QAG	12 September 2025	12 September 2025	Participants				24/09/25 - 4/21 QAD submissions outstanding. Does not risk Programme deliverables.
T1-CP-3000	Control Point 3/4 - Readiness for Migration (incl. Control Point Report approval)	PSG	18 September 2025	24 September 2025	CPT				09/09/25 - CP 3/4 to be reviewed for approval at PSG 24/09.

Milestone RAG definitions			
Complete	On track	Likely to be met if issues / risks are resolved / mitigated	Date missed or unlikely to be met without escalation

Look Ahead – Key Milestones Status at 24 September 25 (2)

To align to weekly reporting, the previous, current and forecast RAGs reflect milestone status from last week, this week and next week, respectively.

Milestone	Milestone Title	Forum	Baseline Date	Forecast Date	Responsible	Previous RAG	Current RAG	Forecast RAG	Commentary
T2-MI-8000	Migration Sprint 0 Schedule Baselined	MCAG (Migration)	16 October 2025	16 October 2025	SI Migration				24/09/25 - Activity on track
T3-QU-0033	Qualification Wave 2 Participant Test Readiness Confirmed	QAG	17 October 2025	17 October 2025	Non-SIT S&A QT Test Team				24/09/25 - Activity on track
T3-MI-0036	Recommendation from MCAG that the Programme can approve M11 / M12		20 October 2025	20 October 2025	MCAG Members, MHHS Transition Team				24/09/25 - Activity on track
T3-QU-0034	Qualification Wave 2 Execution Start	QAG	20 October 2025	20 October 2025	Participants				24/09/25 - Activity on track
T3-QU-0103	Qualification Wave 3 Participants' to provide status of PIT completion and submit QT Test Plan	QAG	20 October 2025	20 October 2025	Participants				24/09/25 - Activity on track
T1-MI-3000	Start of 18-month migration for UMS / Advanced (M11)	PSG	22 October 2025	22 October 2025	CPT				24/09/25 - Activity on track
T1-MI-4000	Start of 18-month migration for Smart / Non-smart (M12)	PSG	22 October 2025	22 October 2025	CPT				24/09/25 - Activity on track
T3-QU-0129	SIT PPs E2E Sandbox Testing End	QAG	24 October 2025	24 October 2025	SI Test				24/09/25 - Activity on track
T3-QU-0031	Confirmation from Qualification 4 Participants that DIP Onboarding has commenced	QAG	03 November 2025	03 November 2025	Participants				24/09/25 - Activity on track

Milestone RAG definitions

Complete	On track	Likely to be met if issues / risks are resolved / mitigated	Date missed or unlikely to be met without escalation

Look Ahead – Key Milestones Status at 24 September 25 (3)

To align to weekly reporting, the previous, current and forecast RAGs reflect milestone status from last week, this week and next week, respectively.

Milestone	Milestone Title	Forum	Baseline Date	Forecast Date	Responsible	Previous RAG	Current RAG	Forecast RAG	Commentary
T3-QU-0024	Qualification Test Plans for Wave 3 Participants approved	QAG	07 November 2025	07 November 2025	Non-SIT S&A QT Test Team				24/09/25 - Activity on track
T3-QU-0102	Qualification Wave 3 Participants have submitted their initial QAD	QAG	07 November 2025	07 November 2025	Participants				24/09/25 - Activity on track
T3-QU-0104	Qualification Wave 3 Participants have submitted PIT Test Completion Report and evidence for QT Entry	QAG	10 November 2025	10 November 2025	Participants				24/09/25 - Activity on track
T3-QU-0107	Qualification Wave 4 Participants' to provide status of PIT completion and submit QT Test Plan	QAG	08 December 2025	08 December 2025	Participants				24/09/25 - Activity on track
T3-QU-0086	SIT Participants are Qualified	QAG	17 December 2025	17 December 2025	Code Bodies				24/09/25 - Activity on track
T3-QU-0038	Qualification Wave 3 Participant Test Readiness confirmed	QAG	19 December 2025	19 December 2025	Non-SIT S&A QT Test Team				24/09/25 - Activity on track
T2-MI-1500	Central systems ready for migrating MPANs (M10*) - Late Exit	PSG	24 December 2025	24 December 2025	CPT				24/09/25 - Activity on track
T2-MI-2500	Load Shaping Service switched on (M13*) - Late Exit	PSG	24 December 2025	24 December 2025	CPT				24/09/25 - Activity on track

Milestone RAG definitions

Complete	On track	Likely to be met if issues / risks are resolved / mitigated	Date missed or unlikely to be met without escalation

Delivery Dashboards Overview

Area	Title	Purpose
MHHSP Programme Status	Change Control	Update on the status of Change Requests and On-Hold Change Requests
	Risk Themes	Provide a high-level view of Programme Risks
Industry Delivery Status	Core Capability Provider Delivery Reports	Provide an overview of Helix, DIP, St Clements, RECCo, DCC and ElectraLink delivery plans and progress against them
	LDSO Delivery Updates	Provide the combined status and progress of LDSO delivery (DNOs and iDNOs)
	Central Party Finances	Provide high level Central Party budgets and expenditure
Workstream Progress Update	Go-Live Implementation Group Update	Update on the progress of GLIG
	Migration Update	Update on the progress of Migration
	Qualification Update	Update on the progress of Qualification
	Code Drafting Status	Update on the progress of Code Drafting against the Code Draft plan
	Level 2/3 Advisory Group Updates	Update on key discussion items and outcomes from recent Level 2/3 Advisory Groups and provide a forward look of agenda items
	PPC Activity	Provide information on PPC activity and participant engagement – includes a summary from the recent open day
	Industry Change	Summarise items raised to the Programme horizon scanning process
Assurance	Independent Programme Assurance (IPA)	Provide a progress update on in-flight and planned assurance activities

Change Request Status

Post M10 Changes will be handled by the BaU change process, except for any milestone changes, which will still be handled by the Programme.

Ref.	Key Detail	Change Raiser(s)	Change Type	Latest Action	Approval Status	Current Stage in Change Control
CR062	**Issue Resolution Group (IRG) – MHHS Programme Governance Framework Update**	**Andrew Margan, MHHS Programme**	**Full Impact Assessment**	**Approved by PSG on 02/07/25**	**Closed**	**Awaiting implementation.**
CR064	**Updating the MHHS Programme Governance Framework for post-M10**	**Phillip McCann, MHHS Programme**	**Housekeeping Change**	**Change Board recommendation to PSG to approve**	**Closed**	**Awaiting PSG decision on CB recommendation**

On Hold Change Requests

Ref.	OHCR Title	Change Raiser	Comments	Status
OHCR007	Remove requirement to respond to DIP with a JSON body for synchronous requests where all validation is asynchronous (Level 4)	Helix	Rejected by PSG due to not meeting the pre-M10 Change Freeze criteria, with the alternative solution currently undergoing implementation.	**Closed with Alternate solution for CR057 undergoing testing. Recommendation for change raiser to go through BAU process if the proposed solution from OHCR007 is required post-M10PSG 05/03/25.**
OHCR006	Advanced Register Read and Meter Configuration Inclusion	LSC	CR not eligible for pre-M10 Change Control process as implementation not required until after M10, as stated by Change Raiser.	**Closed and recommended for BAU Change Process at PSG 05/03/25**
OHCR005	Validation of Service Provider CoS Appointments	British Gas	CR raised to Programme in July 2024. PPIR issued to all Participants, responses confirmed pre-M10 implementation is not feasible. CR not eligible for pre-M10 Change Control process as post-M10 implementation does not meet the Change Freeze criteria. Ongoing discussion taking place, potential request from raiser expected in 2025.	**Closed and recommended for BAU Change Process at PSG 05/03/25**
OHCR004	Supply Start Date (SSD) Correction Tool	MHHSP & SCS	**CR045** - PPIR issued to gather views on whether solution is implementable pre-M10. Rejected at PSG on 03-Jul-24 based on PPIR responses. Recommended for post-M10 implementation.	**Closed and going through BAU process as R0201, IA response submitted by Programme. Implementation target date of February 2026**
OHCR003	Implementation of 'Data Refresh' Message IF-051	MHHSP	**CR044** - PPIR issued to gather views on whether solution is implementable pre-M10. Rejected at PSG on 05-Jun-24 based on PPIR responses. Recommended for post-M10 implementation.	**Closed and recommended for BAU Change Process at PSG 05/03/25**
OHCR002	DIP Interface Name Changes	RECCo	**CR025** - Raised to Programme in June 2023 and issued to Impact Assessment. Deferred to a post-M10 implementation at DAG 13-Mar-24. Please note that RECCo has implemented these changes into the M6 Code baseline.	**Closed and recommended for BAU Change Process at PSG 05/03/25**
OHCR001	Data Item Names and Descriptions	RECCo	**CR024** - Raised to Programme in June 2023 and issued to Impact Assessment. Deferred to a post-M10 implementation at DAG 13-Mar-24. Please note that RECCo has implemented these changes into the M6 Code baseline.	**Closed and recommended for BAU Change Process at PSG 05/03/25**

This slide captures Change Requests raised in the last three months, as well as change requests On Hold for post M10. A full record of all MHHS Change Requests can be found on the [Change Control page of the Collaboration Base](). On Hold Change Requests can be found on the [On Hold Change Requests page on the Collaboration Base]().

Overall RAID Summary: Key Strategic Themes (1/2)

RAID Summary & Mitigations

- **M10 Readiness:** M10 achieved successfully.
- **M11 Readiness:** Programme are ensuring appropriate mitigations are in place so that the M11 date is achieved.
- A new risk to Qualification wave 1 completion has been identified.

RAID ID	RAID Description	Risk Probability	Risk Impact	Risk Proximity	Current Score	Mitigation Plan	Theme	Current score movement since last PSG
R1177	There is a risk that the lack of QT progress could delay the completion of QT for PPs increasing the resource required by Code Bodies to support QT impacting the ability to complete QT on time	4	5	4	**24 (High)**	• QAG slides presented by Elexon showed little progress against execution plan without clear identification of root causes of why they are behind and no remedial action plan • Programme discussing with Code Bodies progress reporting, escalations and mitigating issues and risks. Weekly assurance meetings now in place • This risk is linked with R1175 and R1176, which highlight that the lack of QT progress could also impact Migration and M14 timelines	Risks to Qualification success	New risk. Score remains at 24 (high)
R1172	There is a risk that there may not be sufficient suppliers with their contracted agents ready for M11 to meet ELS criteria volumes	3	5	5	**20 (High)**	• Programme in discussion with the affected Suppliers to ensure that any action required for readiness is supported	Risks to Early Life Quality	New risk. Score remains at 20 (high)
R1180	There is a risk that performance during the ELS phase doesn't meet the requisite levels across one or more of the agreed exit criteria which prevents the Programme from moving through the phases of ELS	3	4	4	**16 (Medium)**	• Regular monitoring and escalation if any targets are not being met immediately	Risks to Early Life Quality	New risk. Score remains at 16 (medium)

Overall RAID Summary: High Impact Risks (2/2)

RAID Summary & Mitigations

- **M10 Readiness:** M10 achieved successfully.
- **M11 Readiness:** Programme are ensuring appropriate mitigations are in place so that the M11 date is achieved.
- A new risk to Qualification wave 1 completion has been identified.

RAID ID	RAID Description	Risk Probability	Risk Impact	Risk Proximity	Current Score	Mitigation Plan	Theme	Current score movement since last PSG
R1179	There is a risk regarding Elexon's M11 readiness, with regard to delivery progress, providing confidence to industry and readiness to support Early Life.	3	5	5	20 (High)	• Now that M10 has been achieved, Helix focus on capabilities and delivery for M11 is required. This includes activities such as Service Management, delivery of outstanding functionality and checking Settlement outputs	Risks to Early Life Quality	New risk. Score remains at 20 (high)
R1157	There is a risk that issues may arise as part of the ISD Catalogue publication and that could impact the success of M11 Go Live.	3	5	5	20 (High)	• Programme reviewed ISD issues 16-Sep and no M10 blockers identified, but this new risk has been raised around potential impact to M11	Risks to Early Life Quality	New risk. Score remains at 20 (high)
R1159	There is a risk that issues could arise as a result of the deployment of the Helix 25.14.4 build, impacting M11 commencement due to core functionality for BSC compliance not being in place	3	5	5	20 (High)	• Scope of release has been articulated by Helix and level of risk to the start of migration is being assessed • This risk is linked with R1166	Risks to Early Life Quality	New risk. Score remains at 20 (high)
R1136	There is a risk that at M10, there may be significant variances or issues as a result of the deployment of Helix's re-platformed Legacy Settlement systems which will be used for the first time - which may erode Industry confidence towards M11.	3	5	5	20 (High)	• VAS inspection undertaken by Elexon (27-Aug to 17-Sep) undertaken has not indicated any discrepancies or blockers, which has been a confidence booster, so risk scoring has been reduced • Risk to remain open until the first SF run has been undertaken • Weekly updates will take place on Settlement performance post Cutover	Risks to Early Life Quality	Score reduced to 20 (high)
R1166	There is a risk that the missing D-flows found pre M10, will not be deployed ahead of the necessary Settlement Runs for M11	3	5	5	20 (High)	• Helix have scheduled Release 25.14.4 for 02-Oct to deploy outstanding D-0079 and D0043 flows. This needs to be successfully deployed in advance of the SF Run for Settlement Date (22-Sep) on 13-Oct • This risk is linked with R1159	Risks to Early Life Quality	New risk. Score remains at 20 (high)

MHHS - Monthly Delivery Report (Helix)

Report Date: 22-09-25

Core capability provider
Helix

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

Helix Solution

- All Sev 1 and Sev 2 defects required for M10 closed
- Elexon final Go / No Go checkpoint (10/09)
- ISD Catalogue Publication (11/09)
- M10 cutover (19/09 – 22/09)

Assurance and Qualification

- Pathway 2 and Pathway 3 complete. One participant returning to PAB on 25/09
- Qualification wave 1 Non-SIT testing activities are entering week 4 and are materially behind plan. Review of delivery approach and preparation of recovery plan underway

Service Management

- Helix Third Party suppliers' readiness confirmed for Go-Live
- M10 services live and placed in Hypercare

Business Readiness

- M10 operational training completed
- Business support for ISD Catalogue publication in place
- Service Activation process completed

Progress expected in the coming month:

Helix Solution

- Close out of all Sev 1 and Sev 2 defects (inc. D-Flows D0043 & D0079) on 2nd October (Rel 25.14.4)
- Publication of ISD v13 and v14 with remaining fixes required for M11
- Continue to monitor ISD feedback from participants.

Assurance and Qualification

- Complete review and re-plan exercise to ensure wave 1 is on track

Service Management

- Monitor Service volumes and continue to support Hypercare

Business Readiness

- Embedding post Go-live governance structures
- Collation and provision of MI in place for Early Life Support

Party Milestones & Deliverables	Original Date	Fcast / RAG
Knowledge Transfer Completed (Internal Elexon)	29/08/25	29/08/25
ISD-DAH & DIP Dark Production Start	26/08/25	01/09/25
Helix Release 25.14.2	04/09/25	04/09/25
Go / No Go Helix Checkpoint (Final)	10/09/25	10/09/25
ISD Catalogue Publication	11/09/25	11/09/25
Helix Release 25.14.3	18/09/25	18/09/25
Technical Go-Live Checkpoint	19/09/25	19/09/25
DIP Reporting Code changes executed to enable data sharing	22/09/25	22/09/25
M10 Cutover	22/09/25	22/09/25
ISD v13 Publication	26/09/25	26/09/25
Helix Release 25.14.4	02/10/25	02/10/25
ISD v14 Publication	16/10/25	16/10/25
M11 – Start of Migration	22/10/25	22/10/25
Wave 1 Non-SIT Qualification Testing Complete	09/01/26	09/01/25

RAID and RAG	Type	Mitigating or resolving action required	Next Update
2 additional D-flow requirements have been identified (D0043 and D0079). These are not required for M10 but will be needed prior to the 1st SF run (13/10/25).	Issue	Development and testing has progressed well, the D0079 and D0043 will be delivered in release 25.14.4 which is due to deploy on 2nd October. The release has now progressed on track into the Staging environment.	PSG 01/10
Qualification wave 1 Non-SIT testing activities are materially behind plan and require recovery plan.	Issue	Complete review of testing progress, identify issues impacting progress and conduct a re-structure and re-plan to move wave 1 back on track.	PSG 01/10

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress this Month:
- Continued UAT testing of MPRS edge cases
- Responded to SIT functional and migration assurance queries
- Continued with Pre Production testing
- Attended and contributed to Lessons Learned meetings
- Developed, tested and delivered ISD SoLR MPRS change
- Tested and released standalone cutover script
- Updating the regression packs for Functional and Migration
- Deal with ISD issues

Progress expected in the coming month:
- Continue Pre Production Testing
- Complete the error handling documentation
- Support the Programme with any pre M10 & M11 activities

Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
M10 – Central Systems Ready for Migrating MPANs	22/09/2025	22/09/2025
M11 – Start of migration	22/10/2025	22/10/2025

Risk or Issue & RAG	Mitigating or resolving action required	Target Date	Action owner
STCR72 – **RISK** – There is a risk that late changes from other parties impacts St Clements ability to deliver to M10	Update – Changes could still be required prior to M10 but unlikely now. Risk lowered to Green.	Q2 2025	Programme
Assumptions			
There is sufficient time to complete UAT testing to the required standard	CR055 provided an additional 6+ months to complete this activity.	Ongoing	SCS
Elexon/Ofgem Reporting requirements require no change to MPRS	The assumption has been made that no changes or further development are required to be implemented into MPRS for any industryreporting requirements prior to M10/M11	Ongoing	Programme

MHHS - Monthly Delivery Report (RECCo)

Report Date: 19/09/2025

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- EES Cutover Planning Completed.
- Hypercare and ELS arrangements agreed with Code Manager and EES.
- REC Code Manager prepared REC update for release at M8.
- Plan agreed to implement missing BSC and DCUSA scenario variants from DTN at M11.
- All Pathway 2 and 3 parties Qualified. Ongoing review of remaining SIT and Non-SIT Party QAD submissions.
- Engagement with 1 Supplier and 2 MOAs that will not have deployed forward/reverse migration arrangements at M10. Escalated to REC PAB, Programme and Ofgem.
- Ongoing operational readiness engagement with DIP Manager on DIP Reporting requirements, change and release management and other Code Body interactions.

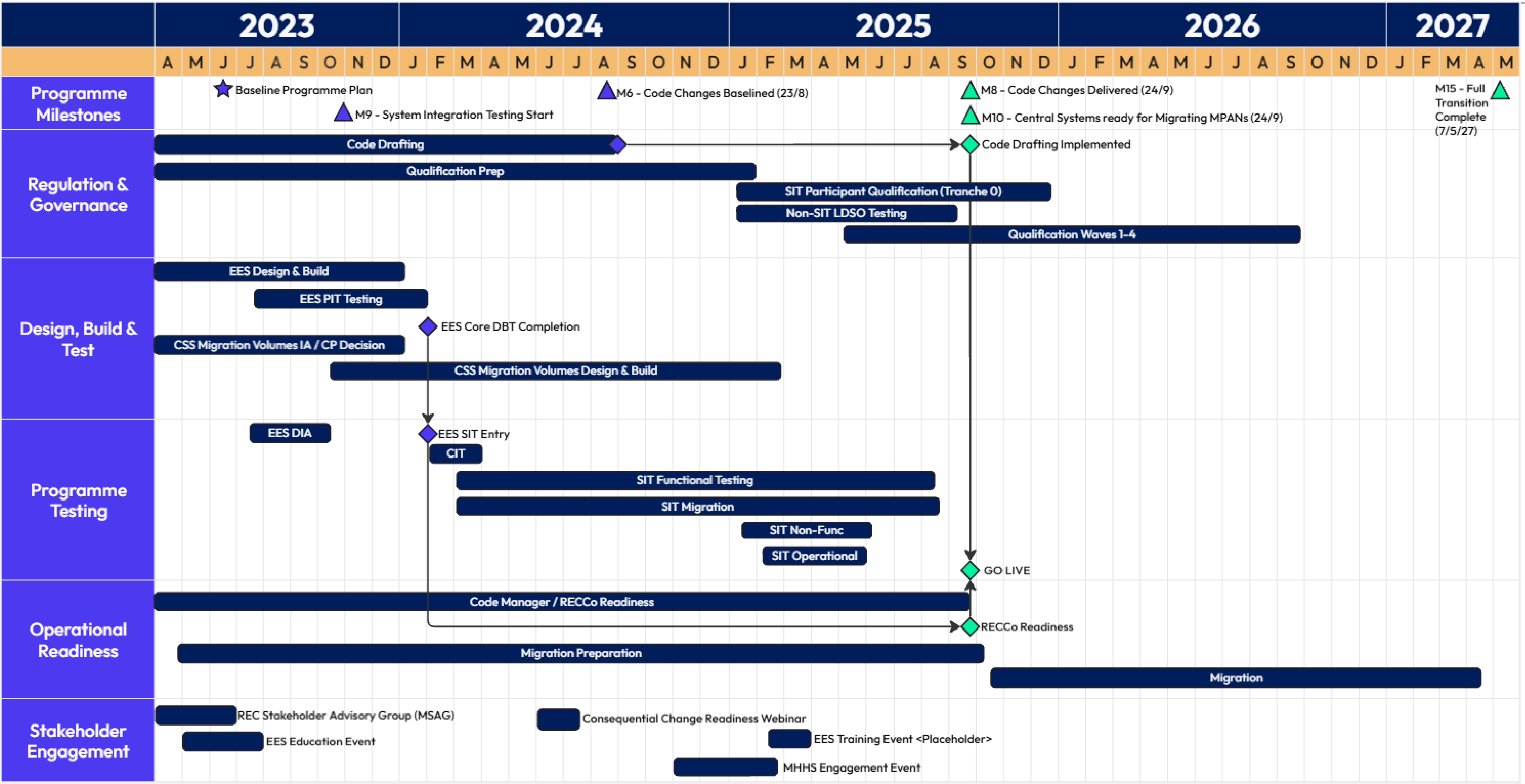
Progress expected in the coming month:

- Cut over to the new EES MHHS Arrangements as part of M10.
- Hypercare and ELS arrangements for the Code Manager and EES to be implemented.
- Ongoing operational readiness engagement with DIP Manager on DIP Reporting requirements, change and release management and other Code Body interactions.
- Qualify Pathway 4 parties by 25 Sept. Continue to progress other SIT and non-SIT Parties to plan.
- Continued engagement with parties that have not deployed forward/reverse migration arrangements to ensure that in place by M11.
- Provide updated DTC to ElectraLink on 2 Oct for DTN update at M11 (covering missing BSC and DCUSA scenario variants).

Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
Qualify Pathway 3 parties	10/09/25	10/09/25
Qualify Pathway 4 parties	25/09/25	25/09/25
M8 - Code Change Delivered	22/09/25	22/09/25

Decisions required	From whom?	By when?
None		

RAID & RAG	Type	Mitigating or resolving action required	Date for action to be resolved	Action owner
All REC Parties do not provide Management Assertion that they are ready at M10 to meet new MHHS REC obligations, including forward/reverse migration.	Issue	One Supplier and two MOAs notified that will not be ready at M10. Escalated to REC PAB, Programme and Ofgem as required. REC Code Manager continuing to work with parties to ensure compliance by M11 to mitigate risks to migration.	Oct 25	Andrew Wallace
DIP Manager Service not established in time to; provide requested reporting to support REC Performance Assurance, undertake assurance on DIP Users and agree cross code change management	Risk	Ongoing engagement with DIP Manager on operational readiness. For DIP Reporting, technical delivery plan agreed and progressing. DIP Manager also progressing required DIP Rules and BSC changes required to facilitate RECCo access to data.	Oct 25	Andrew Wallace



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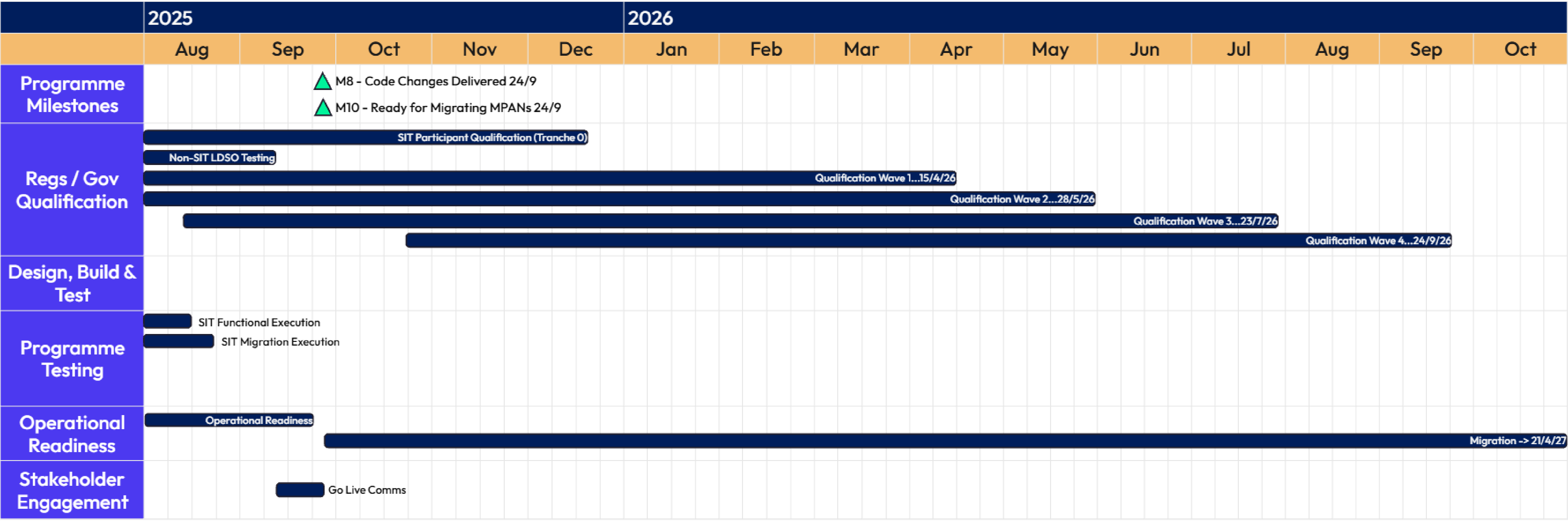

2025
2026
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Programme Milestones
M8 - Code Changes Delivered 24/9
M10 - Ready for Migrating MPANs 24/9
Regs / Gov Qualification
SIT Participant Qualification (Tranche 0)
Non-SIT LDSO Testing
Qualification Wave 1...15/4/26
Qualification Wave 2...28/5/26
Qualification Wave 3...23/7/26
Qualification Wave 4...24/9/26
Design, Build & Test
Programme Testing
SIT Functional Execution
SIT Migration Execution
Operational Readiness
Operational Readiness
Migration -> 21/4/27
Stakeholder Engagement
Go Live Comms

MHHS - Monthly Delivery Report (DCC)

Report Date: 19-09-2025

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

New Requirements

- FOC Meter Re-configuration on track – in dev phase
- Model Office alignment in progress with Elexon.
- Kestrel testing in progress
- Progressed tasks in for M10/M11 Cutover Plan to ensure DCC are ready for go-live
- Completed Data Cleaning workstream: Domestic Premise Indicator (DPI) data load to DNO databases (on M10 critical path)

Capacity

- ECOS data suppression delivery date baselined for October delivery

Progress expected in the coming month:

New Requirements

- Model office operational testing.
- Kestrel Training Part 2
- M11 readiness preparation.

Capacity

- Support Oct MR test execution.

Party Milestones & Deliverables	Original or ~~Baseline~~ Date	Forecast date & RAG
SMETS1 Data Cache IOC	N/A	Jul 25
SMETS1 Data Cache MOC	N/A	Jul 25
SIT MVC Completion	Aug 25	Aug 25
Data cleansing complete	Sept 25	Sep 25
DCC M10 readiness	22/09/25	Sep 25
DCC MHHS Monitoring in place	Oct 25	Oct 25
Capacity Uplift FOC	Apr 25	Oct 25
SMETS1 Data Cache FOC & Feature switch	N/A	Oct 25
SMETS1 FOC Re-config	N/A	Nov 25

Decisions required	From whom?	By when?
None	n/a	n/a

Top Risks and or Issues
None

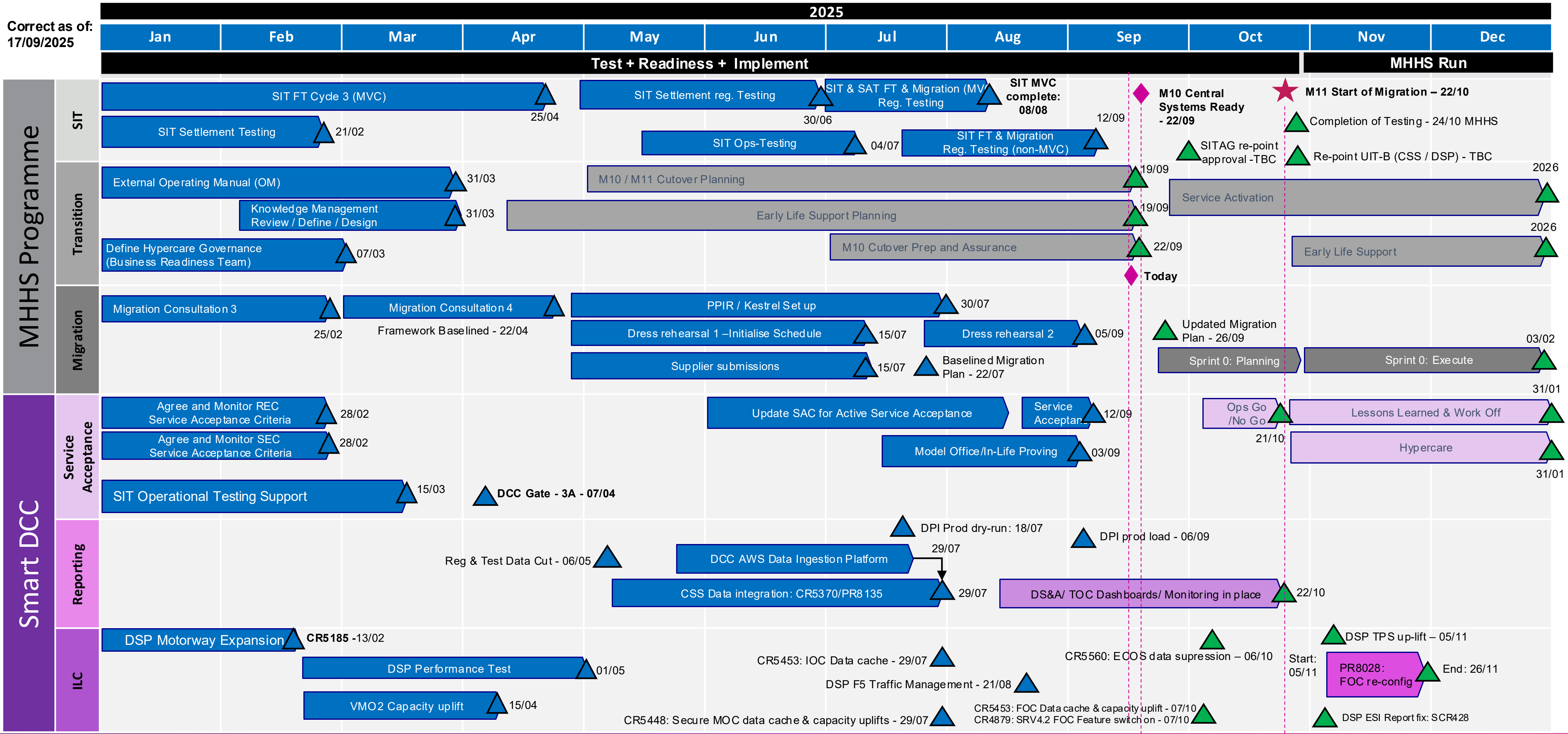
Assumption & RAG	Action required to remove assumption	Date for action to be resolved	Action Owner
No New Assumptions			

Dependency & RAG	Managing action required	Date for action to be resolved	Action Owner
No New Dependencies			

Ref.	Risk	Calculated Risk	Mitigation (M) / Update	Owner	Area	Service risk RAG
R7387	**MHHS Overall Capacity Risk** DCC systems may not have the capacity to manage increased MHHS transaction volume in both maximum daily thresholds and throughput capacity (rate of flow; RoF). Additionally, DCC do not have control of MHHS migrations plans, nor are MHHS Programme able to systemically control submissions of Change of Agent (CoA)/ migration requests & suppliers may submit incorrect migration request volumes. Therefore, there is a risk DCC system's capacity (DSP, CSP, S1SP and CSS) thresholds may be exceeded leading to SLA breaches and system failure.	Medium	(M1) DCC System capacity uplift pre-go-live – **ON-TRACK** (M2) CR5391: Increase DSP transaction throughput threshold – **ON-TRACK** (M3) MHHS programme to execute peak migration volume during hypercare phase - **NOT STARTED** (M4a) MCC Schedule Adherence (rate of Flow) – **IN PROGRESS** M4b) Ofgem Incentive (M15 deadline) - **IN PROGRESS** (M5) MHHS Programme provide migration demand for Q2 2026 for Demand/ Capacity team to by 04/07 to consider in forecasting - **COMPLETE** (M6) BSC changes to prevent suppliers taking on new customers if migrations targets not met (Incentives to finish on time) – **COMPLETE** - (BSC Change not implemented). (M7) MHHS Migration team provide forecasts to DCC Capacity Planning for system scaling planning process – **COMPLETE**	DCC/MHHS Programme	Migrations / Capacity	Amber

MHHS POAP

RAG



DCC Confidential - Commercially Sensitive

MHHS - Monthly Delivery Report (ElectraLink)

Report Date: 16-09-25

Core capability provider
ElectraLink

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status Update

ElectraLink updates for October PSG:

- Supporting MHHS participants through our helpdesk as required to use the DTS to support their SIT testing.
- Continued collaboration with MHHS Programme and teams engaged via participating in working groups such as SITWG, FITG, S&T, DAG, DWG and fortnightly sessions with the programme and Webinars.
- ElectraLink are supporting industry through updates to the Data Transfer Catalogue – in preparation for migration. A new version of the catalogue will be released on the 22nd October.
- ElectraLink has performed further analysis on DTS volumes to ensure it is prepared to handle a spike in volumes from MHHS Migration.

Milestones and Deliverables:

- None

Decisions required	From whom?	By when?

RAID	Mitigating or resolving action required	Date for action to be resolved	Action owner

Dependencies	Managing action required	Date for action to be resolved	Action Owner
Updated DTC Catalogue 4-6 weeks in advance of release date to ensure we can update it prior to MHHS requirement	Communication with MHHS & REC ongoing, CCN process to ensure release is managed effectively and on time	-	**MHHS/ElectraLink/REC**

MHHS - Monthly Delivery Report (DNOs) Number of Organisations who reported 6 of 6 Report Date: 19-09-25

LDSO
DNO

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

DNOs Status & Outlook

Progress since last month

SIT Participant
- Completed configuration of client applications to DIP adapter 18th-22nd August.
- C&C Production Swim-SOAK Adapter successfully online on 1st September.
- Completed market segment population in both MPIDs on 28th August.
- Completed Production run of PIR872 Domestic Premise Indicator into MPRSPRD on 7th September. All subsequent remediation actions applied.
- Reviewed & successfully loaded ISD 11 v2, following failures of initial v11 ISD.
- Completed end to end test on Helix generated D0030 & D0314 flows.
- Successfully loaded ISD v12 to Production environments.

Non-SIT
- Various working group attendance. Consultation and CR responses.
- Qualification - REC and BSC PAB approvals
- Production DIP Onboarding complete
- Production DIP adapter connectivity
- MPRS Production install complete
- Durabill Production install
- LDSO system Production Install
- UMSO system Production install
- Go-live configuration
- ISD Manual data load
- Data Cleanse activities complete

Expected key activities next month

SIT Participant
- Complete service activation.
- M10 Go Live on 22nd September
- Complete Day 1 single IF-050 submission.
- Impact assess & apply any changes resulting from DTC Release.

Non-SIT
- Early Life & Hypercare Support Monitoring
- Self Declaration MHHS Functionality deployed to production
- Production Service Activation
- Legacy Settlement Run stability
- Aggregated baseline schedule – Migration volumes
- IF047 receipt confirmed via DIP & DIP Adaptor
- PSG Confirm decision to proceed to M11/M12
- Fix Forward - Deploy any system patches received based on issue management
- Migration Sprint Execution Start

	Latest Status	Due Date & RAG	Relevant Programme Milestone(s)
DNO System Integration Testing (SIT) Participants			
Configured Production DIP Adapter settings & certificates for all connected SSEN applications	Completed	22/08/2025	M10
Cutover/deployment of all latest MHHS enabled client application releases to Productions	Completed	16/08/2025	M10
ISD Load v11 to non-Production, & v12 to Production	Completed	12/09/2025	M10
Non-SIT LDSOs testing start (Functional / Migration / NFT / Ops)	Pathway 2: PAB/BSC – 27/08/25 M10 Cut Over Plan Execution – in progress		M10
Readiness to support migration start, including Registration Services/Network Operators/UMSOs	DNOs aligned with Programme regarding the expected migration volumes, continue attending working groups to support		M11

Escalations / Priority Actions	To Whom	Required Resolution	Owner
- Ofgem - Lack of published requirements – This remains with Chris Price who is liaising and awaiting feedback from Ofgem. Aassumption DIP/EES may be the solution?.	Programme/Ofgem/Elexon/RECCo	ASAP	Ofgem

Risks, Issues & Dependencies

Key Risks & Issues	Mitigation, Impacts & Latest Actions	Owner	Relevant Milestone(s)
Program – Work Off Plan items – significant number of work off plan items could impact migration start if not rectified	Program working with key delegates to resolve and impact assess the work off plan items		M11
Program – Contingency plan for M10 has not been tried or tested	Code Bodies and DCUSA have been engaged by the program and provided statement to provide a level of assurance on the Contingency 1 solution		M10

Key Dependencies & Assumptions	Dependency On	Summary & Key Actions	Stakeholders	Relevant e Milestone(s)
Helix readiness (ISD & D Flows)	Elexon	Helix ISD format & new D Flows issues will be resolved before M11	Elexon	M11
New Systems Delivered working on time	Helix/Elexon	Delivering the technology within timelines	ELEXON	M11

RAGs	Overall	Approach	Plan	Resources	Budget	Risk

DNOs Status & Outlook

Progress since last month
- Received BSC and REC Code Body approval of MHHS Qualification
- Domestic Premise Indicator Population complete
- Domestic Premise Indicator Population Self-Declaration submitted
- DUBs Readiness - Review of MHHS relevant updates in live billing system, ensure familiarity with updates to the UI, including pre-billing run checks, billing run activation, post billing run outputs, complete
- ISD v12 received, uploaded, and reviewed for misalignments
- ISD v12 successfully uploaded Self-Declaration submitted
- Self-Declaration of readiness to move forward submitted, following successful upload of ISD v12
- Self-Declaration that our Early Life Support Plan is in place
- Self-Declaration that our Service Delivery Operating Model is in place
- Service Activation complete, following successful upload of ISD v12
- Will have activated full Cutover activity and Early Life Support plan.
- Continued to liaise with suppliers re Data Cleanse Activities, including REC Sprint 4
- Completed Service Now onboarding
- Submitted Self Declarations including:
  - Deployment of MPRS 9.0
  - Confirmation of completion of DIP onboarding
  - Confirmation of 95% deployment of Market Segment

Expected key activities next month
- Continue with the Early Life Support Activity, including enhanced monitoring of system/processing to identify any defects/issues.
- React to any Programme or internal issues or concerns.
- React to IRG requirements.
- Provide further self declarations on activities as required.
- Preparation for M11 and migration activities

DNO Key Deliverables & Activities	Latest Status	Due Date & RAG	Relevant Programme Milestone(s)
IDNO System Integration Testing (SIT) Participants			
Non-SIT LDSO Qualification Testing			

Escalations

Escalations / Priority Actions	To Whom	Required Resolution Date	Owner

Key Risks	Mitigation, Impacts & Latest Actions	Owner	Relevant Programme Milestone(s)
Risk that the ISD published on 22.09.25 has errors.	Programme managed risk	Programme	M10
Monitor Helix readiness and potential delay to their systems going live, in particular in relation to processing of Settlement data	Risk to DUoS Revenue if Helix settlement reporting is delayed – require confirmation that data to continue coming from SVAA in the short term will work.	Helix/Programme	M10

Key Dependencies & Assumptions	Dependency On	Summary & Key Actions	Stakeholders	Relevant Programme Milestone(s)
				M10

Central Party Finances – 25/26

Overarching Costs for MHHS Central Parties FY 25/26

Financial Measure	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Totals (£m)*
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	
MHHS Budget	2.45	2.01	2.22	1.77	1.82	2.37	1.81	1.48	2.01	1.39	1.34	2.91	**23.56**
MHHS Forecast	2.12	1.88	2.00	1.92	1.63	2.36	1.56	1.46	2.04	1.47	1.48	3.63	**23.56**
DCC Budget	3.04			1.48			0.31			0.28			**5.11**
DCC Act/Forecast* **	0.81	0.31	0.17	0.62	1.15	0.61	0.24	0.51	0.10	0.01	0.01	0.01	**4.55**
Helix Budget* **	3.20	3.20	3.20	3.20	2.90	2.90	2.60	2.50	2.30	1.30	1.20	1.30	**29.8**
Helix Act/Forecast* **	2.30	2.70	3.00	3.10	2.40	3.20	3.00	2.80	2.20	1.60	1.70	1.80	**29.8**
RECCo Budget	0.17	0.16	0.23	0.15	0.14	0.33	0.19	0.10	0.08	0.05	0.05	0.11	**1.78**
RECCo Forecast	0.17	0.16	0.23	0.15	0.14	0.33	0.19	0.10	0.08	0.05	0.05	0.11	**1.78**
Total Budget	**7.00**	**6.54**	**6.89**	**5.76**	**5.49**	**6.42**	**4.89**	**4.28**	**4.57**	**2.88**	**2.73**	**4.52**	62.03
Total Act/Forecast	**5.4**	**5.05**	**5.4**	**5.79**	**5.32**	**6.5**	**4.99**	**4.87**	**4.42**	**3.13**	**3.24**	**5.55**	**59.69**

Please note:
- **Totals – totals are as provided by central parties. Rounding of individual months may result in the sum of individual months differing from the total provided by central parties*
- ***MHHS – includes contingency*
- ****Note from DCC – figures amended from previous month to only reference costs incurred in this financial year*
- *****RECCo – includes only 3rd party costs (does not include internal resources)*

Central Party Finances – Colour Key

Actuals data

Go-Live Implementation Group (GLIG) Update

- The non-governance meetings, FTIG and GGLG, are aligned under the banner “Go Live Implementation Group” (GLIG) with alternating weekly agendas of ‘SIT’ and ‘M10’
- **The final GLIG-SIT was held on 08 August 2025. The final GLIG-M10 was held on 19 September 2025. The GLIG workstream is now closed.**

SIT Agenda

- Focus of the final sessions has been tracking progress on:
  - SIT Exit Reports
  - SIT Assurance
  - Elexon Internal testing updates
  - Cutover Reporting
  - GLIG-SIT Wrap Up
- GLIG-SIT has now closed down and GLIG-M10 is now a weekly meeting

M10 Agenda

- The focus of GLIG-M10 is on Go-Live Readiness, tracking progress, and ensuring all involved parties are aligned and committed to M10
- Central Parties, Code Bodies and LDSOs are being tracked against the M10 Acceptance Criteria. NESO inputs have been added to the M10 Acceptance Tracker
- GLIG provides a forum for open and transparent discussion on any obstacles or concerns industry or the Programme has for reaching M10
- Focus of recent sessions has been tracking progress on:
  - M10 Acceptance Criteria Progress
  - Cutover Planning and Reporting
  - Elexon Readiness for Go-Live
  - Qualification Update
  - Contingency Planning

Overall Status

- All code changes have been approved by Ofgem and Code Bodies have a plan to deliver M8 Code changes completing on 22/09

Monthly Summary

- The MHHS Programme workstream is closing down
- The MHHS Programme collaboration base and website have been updated to reflect the final code artefacts for BSC, REC, DCUSA and EMRS.
- All code queries will be directed to individual Code Bodies
- The final CCAG will be held 25/09/25

Next Month Deliverables

- No actions or activities planned – the workstream will have been finalised

Ref	Drafting Milestones	Baseline date	Forecast date	Status
T3-RE-1100	Ofgem Decision	Fri 05/09/25	Fri 05/09/25	Complete
T2-RE-0650	M8 Code Change Delivered	Mon 22/09/25	Mon 22/09/25	Green

Level 3 Advisory Groups Updates

Advisory Groups
Updated to 24/09/2025

Governance group updates

Programme Steering Group (PSG)

ePSG 24 September 2025

M10 Decision Making Choreography: Update provided on M10 Decision Making Choreography

Programme recap of M10 Accpetance Critieria: Programme provided a recap on the M10 Acceptance Critieria

Approval of M10/M13 Milestones:

- T1-MI-1000: Central Systems ready for migrating MPANs (M10)
- T1-MI-2000: Load Shaping Service switched on (M13)
- T3-MI-0047: M10 Acceptance Criteria Ratification
- T3-MI-0048: Review the M10 Acceptance Criteria and confirm M13 has completed

Decision to approve T1-CP-3000: PSG approved Control Point 3/4

PSG papers available here.

Design Advisory Group (DAG)

DAG has been formally closed, following recommendation from DAG and in line with CR064.

DAG papers available here.

Cross Code Advisory Group (CCAG)

CCAG 24 September 2025

This was the final CCAG meeting

In the meeting, the CCAG provided updates on:

Horizon Scanning Log: Updates from all Code Bodies on changes which may impact MHHS Programme.

M8 Code Updates: Code Bodies and DIP Manager update on the M8 Code Implementation.

Workstream Closure: The CCAG workstream was formally closed as the workstream criteria have been met,

CCAG papers available here.

System Integration Testing Advisory Group (SITAG)*

SITAG 20 August 2025

SIT Wrap-up: Recap on approval of SIT Completion and highlighted additional items to note

SIT Governance: SRO approved SITWG and SITAG to move to an ad-hoc schedule, which will be reviewed on a monthly basis

Scheduling MHHS SIT Lessons Learned sessions: Update on MHHS SIT lessons learned sessions, scheduled for 26 and 27 August 2025

IPA Updates: Concluding update on Test Assurance

Programme Milestones related to SITAG: SRO approved the removal of the milestones: T3-TE-0052, T3-TE-0055, T3-TE-0051, T3-TE-0056 and T3-TE-0059

Top Programme Risks related to SITAG: The Programme RAID Manager provided an update on the residual SIT related risks

SITAG papers available here.

Qualification Advisory Group (QAG)*

QAG 21 August 2025

Qualification Governance Update: SRO approved the monthly review of QAG for required decisions and cancelled if not deemed necessary

QT Test Cases Batch 3 v2.1: SRO approved the Non-SIT S&A QT Test Scenarios Batch 3 v2.1

Wave 1 QT Readiness: SRO approved:

- T2-QU-1100 (Qualification Testing Wave Readiness Confirmed)
- T3-QU-0028 (Qualification Wave 1 QT Execution Start)

Programme Milestones related to QAG: SRO approved T3-QU-0094 (Qualification Wave 1 Participants have submitted their initial QAD).

QAG papers available here

Migration & Cutover Advisory Group (MCAG)*

MCAG 19 September 2025

Cutover Declaration: The Programme provided an overview of the Cutover declarations and discussions that took place at TORWG.

Pre-Cutover Assessment of M10 Acceptance Criteria: The Programme provided an update on the Pre-Cutover Assessment of the relevant M10 Acceptance Criteria and their associated risks

M10 Cutover recommendation to PSG: The MCAG recommended to PSG that the Programme should proceed with the M10 Cutover

MCAG papers available here.

Wider Programme Updates

Participant Checklist:
This week's Participant Checklist includes the following items for Programme participant review, feedback and awareness:

1. NEW! Migration Sprint 0 is now open!
2. NEW! Approved Code Artefacts for Milestone 8 (M8)

You can view the **Participant Checklist** on the respective **Planning pages** of the Collaboration Base and the MHHS website. In the Participant Checklist you can view upcoming consultations and key deliverables, as well as the latest status of Change Requests in the **Master Change Request Dashboard** tab.

Transition Update:

1. REMINDER: Milestone 10 (M10)/M11 Cutover status reports – the deadline for submitting your next participant self-report is today, Wednesday 24 September 2025
2. REMINDER: Data Cleanse activities - the deadline for Licensed Distribution System Operators (LDSOs) final report submissions is today, Wednesday 24 September 2025
3. NEW! Early Life Support form

Qualification Update

1. NEW! Timelines for upcoming Qualification activities by Wave – please note the various deadlines for the Wave you're in
2. NEW! Key updates to Non-Systems Integration Testing (SIT) Supplier & Agent Qualification Testing (QT) Artefacts
3. NEW! Weekly Qualification Testing Execution Forum (QTEF)

Upcoming Governance Meetings:

- **Thursday 25 September 2025**: Data Cleanse Working Group (DCWG) at **10:00**
- **Wednesday 1 October 2025:** Programme Steering Group (PSG) at **10:00**
- **Wednesday 1 October 2025:** Transition & Operational Readiness Working Group (TORWG) at **14:00**

*SITAG, MCAG, QAG replaced the Testing and Migration Advisory Group (TMAG) in Q1 2024.

Key PPC activities

Testing

- The PPC has also supported the Testing team to publish the Industry Retrospective Summary of the topics raised and discussed in the 4 Lessons Learned Sessions held with SIT Principal Contacts and Testing workstream leads. The findings from this initiative will be documented and incorporated as a dedicated section within the MHHS planned 'Blueprint for Subsequent Industry Programmes' document.

Qualification

- The PPC continue to support the Code Bodies to adequately prepare participants for upcoming Qualification activities and deliverables
- The PPC have supported the Code Bodies to proactively chase Wave 1 & 2 participants for outstanding QT Entry Checkpoint 1 & 2 artefacts, QAD submissions and supporting information
- The PPC have also supported the Code Bodies to issue communications regarding key Qualification timelines / deadlines by Wave, Non-SIT Supplier & Agent PIT and QT Lessons Learned FAQ guidance and the process for notifying participants of updates to QTCs
- **Next steps:** Continued activity to support upcoming comms and engagement priorities

Migration

- The PPC have completed Kestrel DRH2 support with Kestrel functionality proven. The PPC are continuing to provide ongoing support ahead of Sprint 0 including webinars, drop-in sessions, and writing comms across various channels.
- The PPC have issued a PPIR to Non-SIT suppliers by wave to capture insights into contracting arrangements with Agents and the level of engagement they are having with their Agents around their Migration plans. Response deadline for Wave 1 participants was 17/09, and 25/09 for Wave 2 participants. The PPC are chasing non-respondents.

Cross-cutting communications & engagement

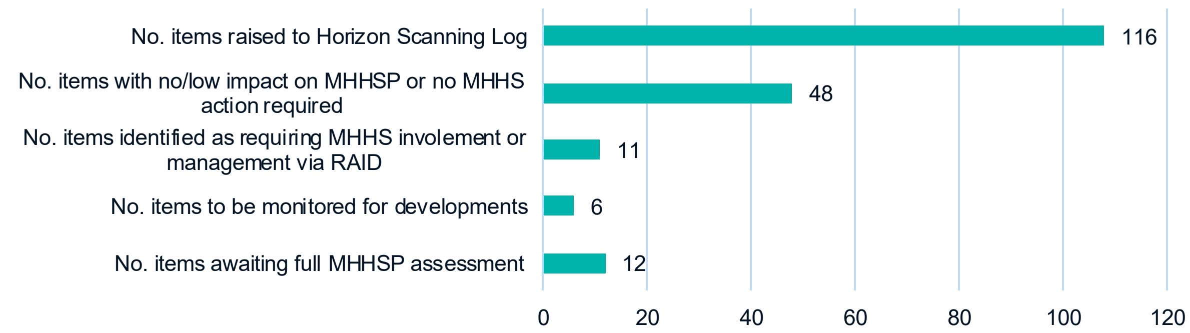
- The PPC has supported an overarching review of the Collaboration Base in line with M10 to ensure this reflects current Programme status, alongside final risk assessment contingency planning
- The PPC has supported 2 industry-wide webinars / drop-ins / workshops with over 203 participants
- The PPC has uploaded 32 artefacts to the comms channels, including uplifts to the Non-SIT Supplier & Agent Test Data Approach & Plan, IRG Process Maps and Primary Representatives, uplifted versions of the M10/M11 Cutover Plan and M10/M11 Consolidated Cutover Delivery Plan, M10 Contingency Scenarios and Plans Impact Assessment PPIR, ISD Version 12, Non-SIT Supplier & Agent Qualification Test Execution and Non-SIT Supplier & Agent Qualification Testing Test Scenarios & Test Cases
- **Next steps:** Finalise review of the LDSO Qualification, Elexon (Helix) Service Management, DIP and Code pages across the Collaboration Base and MHHS website to ensure they are up-to-date, in addition to

Industry Change

Industry horizon scanning: Summarise items monitored via the Cross-Code Advisory Group (CCAG) horizon scanning process

Horizon scanning metrics

The following graph summarises items being monitored via the Programme's horizon scanning process



More information can be found via the [CCAG meeting papers]

Direct link: [MHHS-DEL387 CCAG Code Change Horizon Scanning Log v1.0]

Industry code changes: 116 – REC: 67, BSC: 26, DCUSA: 14, SEC: 6, CUSC: 3

Wider industry changes: 5 – HH opt-out, DUoS SCR, code review, microbusiness definition, licence change

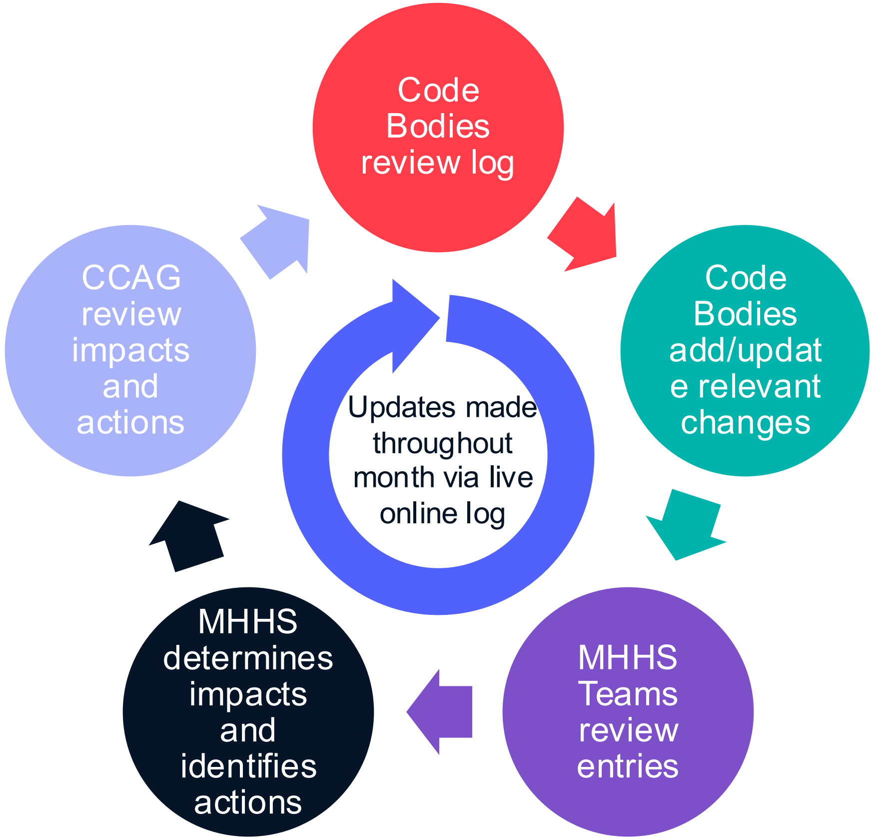
Criticality of horizon scanning items – High: **11**, Medium to High: **3**, Medium: **3**, Low/No impact: **48**

Top RAID linked items:

- **SEC MP162** (R0011, R0083, R0113, R0115, R0116, R051, R0182, R0191, D0076, D0077)
- **REC R0032** (D0068, D0069)
- **REC R0044** (D0055)

Horizon Scanning Process

The CCAG collaborate to populate the Horizon Scanning Log and the Programme undertakes impact assessment of each change. Where a change requires actions by the Programme beyond simple monitoring or initial definition, this is entered into the Programme RAID framework with an appropriate action plan and owner put in place.



IPA Monthly Assurance Dashboard

pwc

Reporting Period: October 2025

Dashboard Objective: To provide PSG with a progress update on in-flight and future planned assurance activities

Assurance Activities In Progress / Completed During Month

Theme-Based Assurance

- **Ongoing Embedded Assurance Activities (WP1) - In Progress -** Monthly cadence of regular interactions with MHHSP, review of the PPC bilateral reports, RAID log, working group and advisory group papers and monitoring of IPA open actions. Attendance at Central Programme Team / Elexon account meeting to monitor delivery of agreed Programme actions by Helix ahead of M10.
- **Control Point 3 / 4 Report (WP1)** – **Complete** – Review of Central Programme Team Control Point 3 / 4 report. IPA Executive Summary report included in 24 September 2025 PSG papers.
- **M10 Checkpoint (WP1) – Complete –** Completion of M10 readiness review and provided an IPA report to PSG on 3, 12, and 19 September 2025 to support M10 decision-making.
- **Separation Plan Review (WP5) - In Progress –** IPA are awaiting an update on the open actions raised from the review / report issued in May 2025 from the Central Programme Team.

Stage-Based Assurance

- **Assurance Period 10 (P10, from 19 May 2025 to 22 September 2025) - Complete –** Completion of MHHS Participant bilaterals and tracking of all actions raised by IPA to completion. Completion and issuance of IPA Assurance Period 10 Report covering key risk themes raised during P10.
- **Testing Assurance (WP9,10,11) – Complete** – Completion of IPA test assurance work-packages as a result of the successful closure of SIT.
- **Qualification Tracking (WP12) – In Progress –** Tracking of M11 Ready Participant qualification through PAB and on-going monitoring of Qualification for future waves. Monitoring of Qualification Testing execution. Engagement with MHHS and Code Bodies. Completed a review of the Central Programme Team Qualification reporting and supporting evidence and issued IPA Monthly Qualification Report as per Ofgem reporting directions.
- **Migration Readiness Tracking (WP13) – In Progress** – Completed a review of the Central Programme Team Migration reporting and supporting evidence and issued IPA Monthly Migration Report as per Ofgem reporting directions. On-going tracking of readiness for Migration, including attendance at webinars, working groups and review and feedback on Migration artefacts.
- **Transition Readiness Tracking (WP13) - In Progress –** Tracking of Supplier, Agent and LDSO readiness for cutover at Programme industry engagement sessions, and through monitoring of M10 Cutover reporting. Engagement with MHHSP on Issue Resolution Group principles and attendance at dress rehearsals.

Upcoming Assurance Activities

- **Assurance Period 11 :** Mobilisation of P11 assurance activities
- **M11 Assurance (WP1):** Tracking and reporting on readiness for M11
- **Ofgem Reporting Directions (WP12 / 13):** Completion of monthly IPA reporting for Qualification and Migration.
- **Lessons Learned (WP15):** Delivery of IPA lessons learned exercise

Assurance Action Status

399 Total Actions

382 are Complete

3* are Expired

14 are In Progress

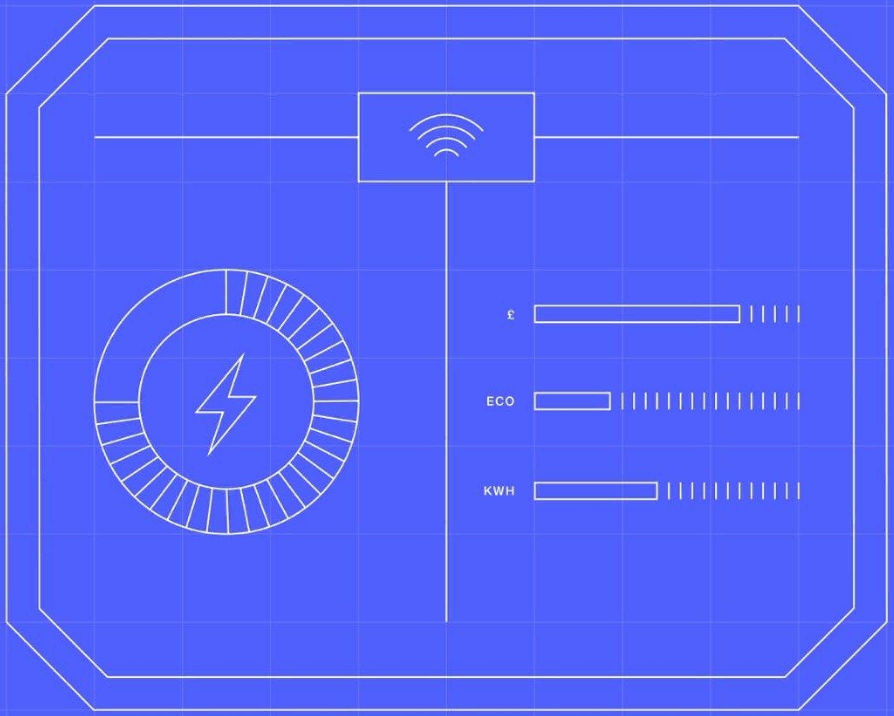
1 is within their due date	**8** are overdue by <1 month	**5** are overdue by 1-3 months

The 14 in-progress actions are being tracked by the IPA, for which we are awaiting responses. The actions relate to:

- IPA Cyber Review report which was issued in March 2025 (6)
- IPA Separation Plan Review issued in May 2025 (5)
- Actions relating to the codification of service management, agreement of migration incentives and IPA consequential change assurance (3)

The expired actions relate to the SIT test phase and Helix Pre-M10 planning phase, which have both now closed. IPA does not consider the incomplete actions to pose a risk to the remaining planned delivery.

Summary and Next Steps



INFORMATION: Summarise actions and decisions. Look ahead to next meeting

Chair and Secretariat

5 mins

Summary and Next Steps

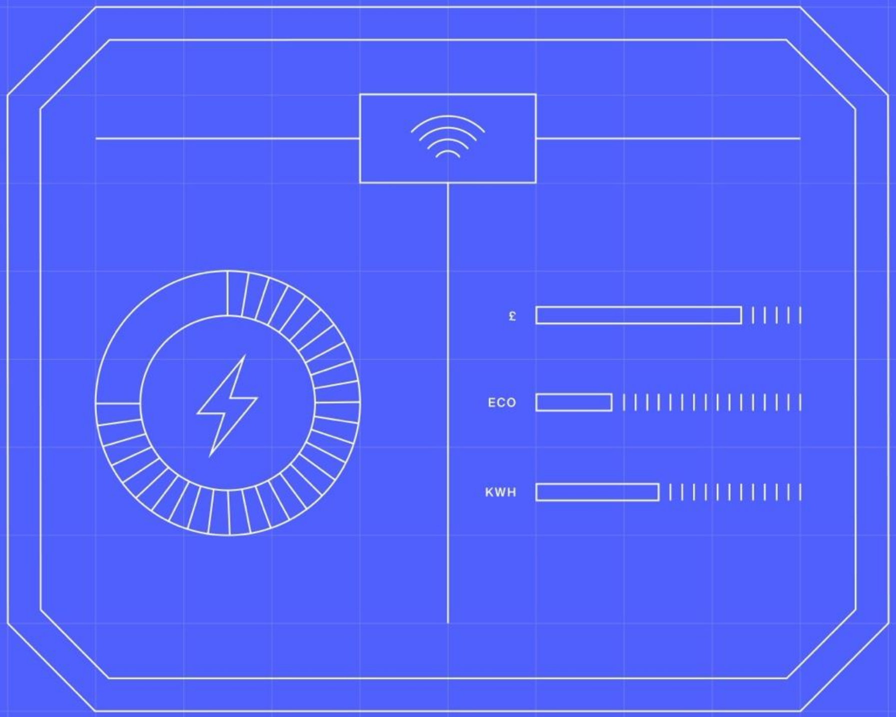
1. Confirm actions and decisions from meeting
2. Next PSG meeting:
    1. **05 November 2025 10:00 – 12:30 (virtual)**

Meeting dates	**05 November 2025**
Relevant milestones or activities	
Agenda items	• Ofgem Messaging • Migration Update • Qualification Progress • ELS/Hypercare Update • PSG Evolution post-M11
Standing items	• Minutes and Actions • Programme Reporting • Delivery Dashboards • Summary and Next Steps

If you would like to propose an agenda item for the PSG, please contact the PMO at PMO@mhhsprogramme.co.uk

Thank you

Appendix



MHHS PROGRAMME
Industry-led, Elexon facilitated

Service Management / Service Performance

Risk Area	Detail	Performance Target during each phase of Early Life Support Period
Volume of Incidents	The total number of Incidents reported during ELS	No specific target, for information only
Volume of Major Incidents	The total number of Major Incidents reported during ELS	No more than 5 P2's No more than 1 P1 during each month of ELS
Major Incident Response Time	The time from Major Incident reporting to initial response	No more than 15 minutes response time for any Major Incident
Incident Resolution Time	The average time taken to resolve Incidents	Average resolution times meeting the below targets: P1 - 6 hours P2 - 10 hours (1 business day) P3 - 50 hours (5 business days) P4 - 200 hours (20 business days) *Once the MHHS Service Design has been completed, the role of other Service Desks will be reviewed and this measure updated if necessary
Incident Reopen Rate	The percentage of incidents reopened after closure	Major Incidents = 0% Incidents less than 5%
Number of Changes Implemented	The number of changes made to the system	No specific target, for information only
Failed Changes	The overall volume of failed changes	No more than 1 failed change per month
System Uptime/Downtime	Measure the availability of the MHHS systems: ECS (LSS, VAS, MDS, ISD) and DIP	Performance of each system shall not drop below the availability levels set within the Programme E2E NFRs (MHHS E2E002 End to End Non-Functional Requirements)
Transaction Throughput	Number of transactions processed per hour by the DIP	No specific target, for information only
Volume of Service Requests	The number of pending service requests	No specific target, for information only
Service Request Fulfilment Time	Average time to fulfil service requests	All Service Requests fulfilled within 5 days

Settlement Reporting

Risk Area	Detail	Performance Target during each phase of Early Life Support Period
Settlement Performance Reporting	Measure the Actual vs Estimated Volumes reported into Settlement for each Supplier across both MHHS and legacy arrangements	A week-on-week decline of ~2.0% or more in Settlement Performance (expressed as the percentage of overall volume settled on either actual HH data or (where a meter is not HH capable) a meter advance on a given Settlement Date and run) across both MHHS and Legacy CCC IDs and/or Evidence that final reads from migrated MSIDs have not been processed into Legacy Settlement, including but not limited to the absence of an associated improvement in Legacy Settlement Performance for NHH CCC IDs may indicate that there is an issue that needs to be investigated.
Settlement MSID Count Variation Reporting	Measures the number of MSIDs reported into Settlement at each Settlement run across both MHHS and legacy arrangements	A variation between the day-by-day decrease in MSID count across both Legacy and MHHS arrangements of: – No Greater than 1% and/or 5 MSIDs for Advanced Meters; and/or – No Greater than 1% and/or 500 MSIDs for Smart and Traditional Meters may indicate that there is an issue that needs to be investigated.
Settlement Volume Variation Reporting	Measures the total volume reported into Settlement at each Settlement run across both MHHS and legacy arrangements	A variation of ~1.15% or greater in total reported week-on-week Settlement Volumes for MSIDs across both MHHS and Legacy CCC IDs may indicate that there is an issue that needs to be investigated.

Migration Process Reporting

Risk Area	Detail	Performance Target during each phase of Early Life Support Period
MSIDs Migrated (CoA Migration)	Reporting on the number of MSIDs migrated via a CoA migration	This will be based on the Phase of Early Life, with a minimum number of Migrations required to be carried out for a number of days based on the phase of Early Life.
MSIDs Migrated (CoS Migration)	Reporting on the number of MSIDs migrated via a CoS migration	For information
MSIDs Reverse-Migrated	Reporting on the number of MSIDs reverse migrated	For information

Risk Area	Detail	Performance Target during each phase of Early Life Support Period
Platform availability outside scheduled maintenance periods	Reporting on the availability of the DIP outside of scheduled maintenance periods	> Ninety-nine point nine five (99.95%)
Service Levels	Platform Message Channel Performance (90%) - Message delivery within three (3) seconds of receipt	Ninety percent (90%) of successfully accepted messages delivered < three (3) seconds of receipt
Service Levels	Platform Message Channel Performance (100%) - Message delivery within thirty (30) seconds of receipt	One hundred percent (100%) of successfully accepted messages delivered < thirty (30) seconds

Risk Area	Detail	Performance Target during each phase of Early Life Support Period
Meter Technical Details	As Meter Points are migrated to the MHHS arrangements or returned to legacy arrangements, there is a risk that Meter Technical Details (MTDs) will not to be transferred completely and accurately impacting data quality of MTDs across the market. During enduring operations, there is a risk that following meter works, MTDs are not updated completely and/or accurately.	Parties should escalate any issues that they are seeing with the transfer of MTDs across the TOM.
Switch Meter Reads	With the introduction of new settlement arrangements, there is a risk that switch meter read dispute processes are not transferred across correctly leading to issues impacting consumer switching	Parties should escalate any issues that they are seeing with The provision of switch meter
Supplier Meter Operations	During the migration period some Metering Points across the industry will operate in MHHS whilst others will remain in legacy arrangements. There is a risk that REC Parties do not apply the correct process (Energisation status and Address updates) and timelines for each Meter Point they serve, depending on the arrangements that the Meter Point is being settled in. During enduring operations, there is a risk that REC Parties do not follow the correct process (Energisation status, Address updates) for each Meter Point they serve.	Parties should escalate any issues with the correct updates of Energisation statuses and Address updates