



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Programme Steering Group #51

03 December 2025

Version 1.0

MHHS-DEL4318

Document Classification: Public

Agenda

#	Item	Objective	Type	Lead(s)	Time	Page
1	Welcome		-	Chair	15:00-15:05 5 mins	1
2	Headline Report and Actions	Approve headline report of previous meeting and actions review	Decision	Chair & Secretariat	15:05-15:10 5 mins	3
3	Ofgem Update	Message from Programme Sponsor	Information	Ofgem (Jenny Boothe)	15:10-15:20 10 mins	5
4	Programme Status Update	- Critical Path - RAID - Update on Programme Workstreams - Outstanding Work-Off Items	Information	Programme (Keith Clark)	15:20-15:30 10 mins	6
5	Migration Update	Update on Migration Progress	Information	Programme (Warren Fulton)	15:30-15:40 10 mins	16
6	Qualification Update	Update on Qualification Progress	Information	Code Bodies (Ben Gilbert)	15:40-15:50 10 mins	23
7	IRG Update	Programme Update on IRG	Information	Programme (Smitha Pichrikat)	15:50-16:00 10 mins	25
8	Early Life Support Update	- Programme view of progress against ELS Exit Criteria - IPA View of ELS Phase 1 Exit		Programme & IPA (Matthew Breen)	16:00-16:15 15 mins	28
9	Hypercare Update	- Elxon update on ISD, Settlement & Service Management issues - Verbal update from Central Parties	Information	Central Parties (Elxon, DIP Manager, RECCo, LDSOs, DCC)	16:15-16:30 15 mins	35
10	Realigning Future Readiness Assessments	Realignment of Future Readiness Assessments	Information	Programme (Francesca Drew)	16:30-16:40 10 mins	54
11	Delivery Dashboards	Questions from PSG members on delivery dashboard content	Information	Chair	16:40-16:50 10 mins	56
12	Summary and Next Steps	Summarise actions, decisions, and look ahead to next meeting	Information	Chair & Secretariat	16:50-16:55 5 mins	74
	Appendix	Elxon M11 Work Off Plan				

Headline Report and Actions

DECISION: Approve minutes and review actions

Chair & Secretariat

10 mins

Headline Report and Actions

- 1. Approval of [PSG 05 November 2025 Headline Report](#)
- 2. Review of actions:

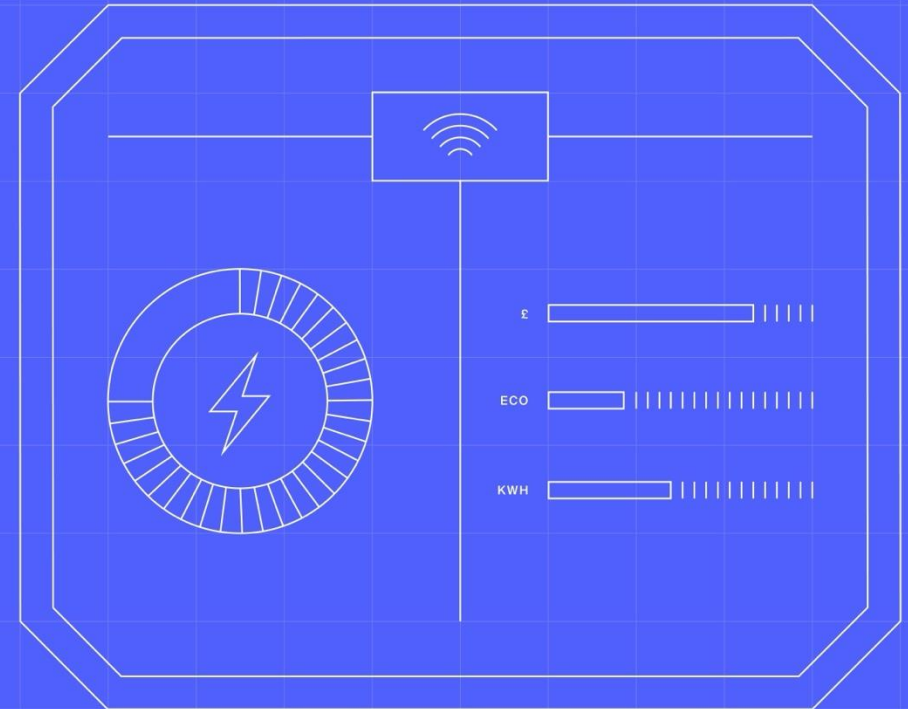
Ref	Action	Owner	Due	Latest Update
PSG50-01	Elxon to review the Terms of Reference of the TOG to ensure they reflect industry requirements, to increase visibility for those not attending TOG and to create an online space to share materials	Elxon	07/11/2025	RECOMMEND CLOSED: Meeting webpage is evolving to include TOG slides and appropriate additional information. On review, current feedback does not require and change to be made to the agreed TOG ToR.
PSG50-02	Elxon to provide an updated version of the Test Environment Slide, slide 35, to capture work-off items, key dates and updated commentary with some added clarity on the scale and cost implications of the proposed environment options	Elxon	12/11/2025	RECOMMEND CLOSED: Action Complete.
PSG50-03	Elxon to review the current daily settlement stand-up process to ensure it remains effective and transparent in identifying and communicating settlement issues, especially the materiality, Root Cause Analysis (RCA) and impact on the wider TOM and suppliers	Elxon	07/11/2025	RECOMMEND CLOSED: Settlements have now stabilised and we have added Suppliers and triage team to the stand up. It will remain in place for a few more weeks until we are confident that Settlements are in a BAU state. Then we will ensure process exists for S&I to seek feedback rapidly directly and through OSMs.
PSG50-04	Elxon to present to TOG following review of Service Management processes around Settlement incidents ensuring materiality, cross-party impacts and resolution steps and due dates are effectively assessed and understood, ensuring that industry participants have visibility of how incidents are prioritised, categorised, and resolved	Elxon	07/11/2025	RECOMMEND CLOSED: Considered closed as presented at IRG and PSG.

Ofgem Update

Information: Message from Programme Sponsor

Ofgem (Jenny Boothe)

10 mins



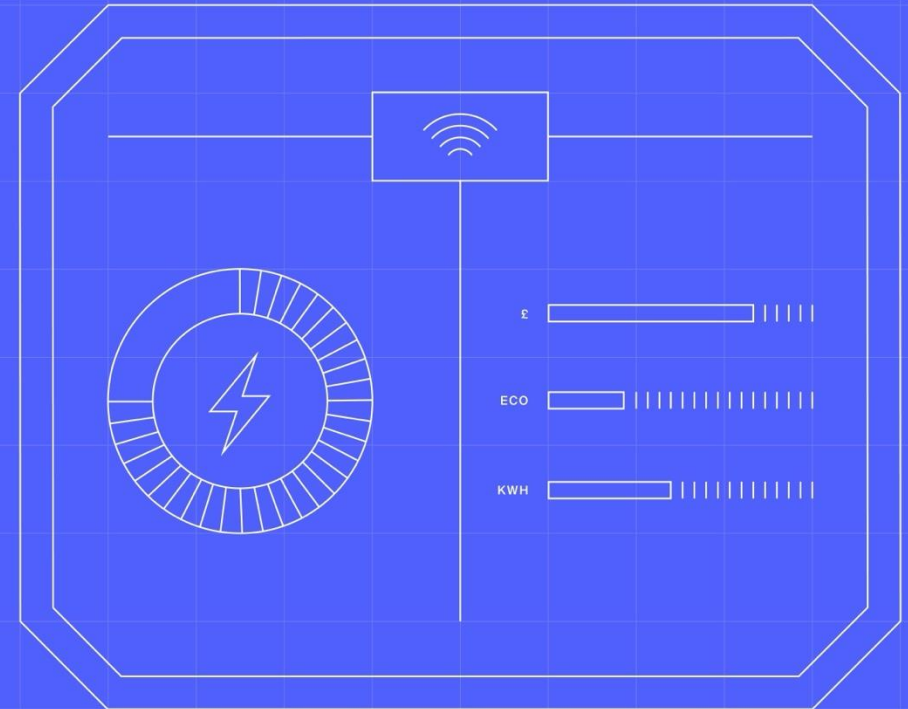
Programme Status Update

INFORMATION:

- Critical Path
- RAID
- Update on Programme Workstreams
- Outstanding (M11) Work-Off Items

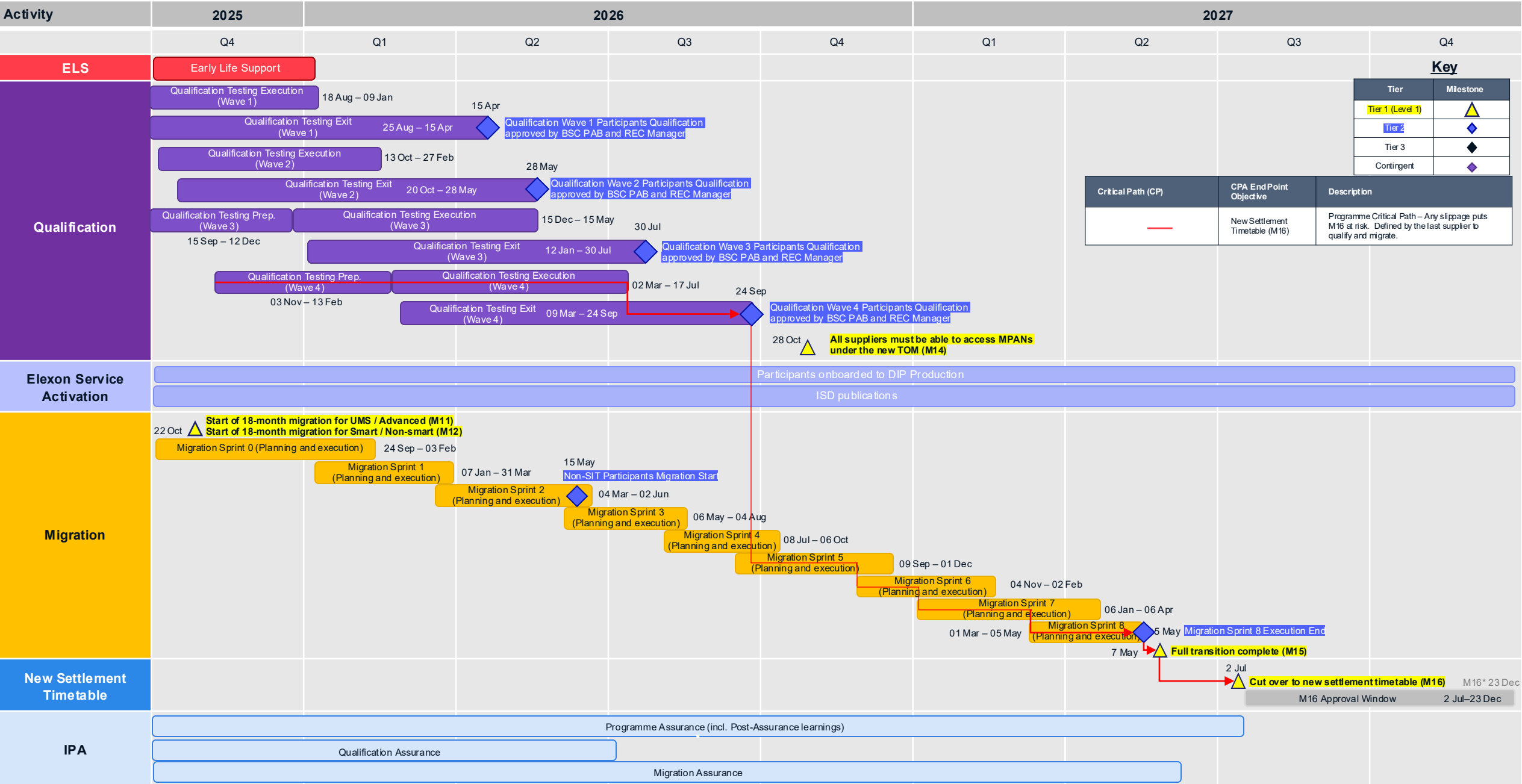
Programme (Keith Clark)

10 mins



Baselined MHHS Implementation Timeline – POAP (M11 - M16 Critical Path)

Document Classification: Restricted



6-month Risk Glidepath



Open Issues (ELS – M15)

Issue ID	Issue	Milestone impacted	Issue score					Resolution
			1	2	3	4	5	
I211	There is an issue that 250,000 SMETS2 meters have a number of registered digits which is not supported within the current legacy design or the MHHS design.	M15						BSc to draft CP form for implementation. This is now planned for the June Release, which gives time for migration to complete before M15.
I246	There is an issue that ELS reporting demonstrates that Service Management processes are not operating efficiently and a number of SLAs are being missed							Several issues have arisen since M11, but Elexon have now published their service improvement and continuous improvement plan for ELS and M15, which will be monitored through TORWG

Risk Matrix

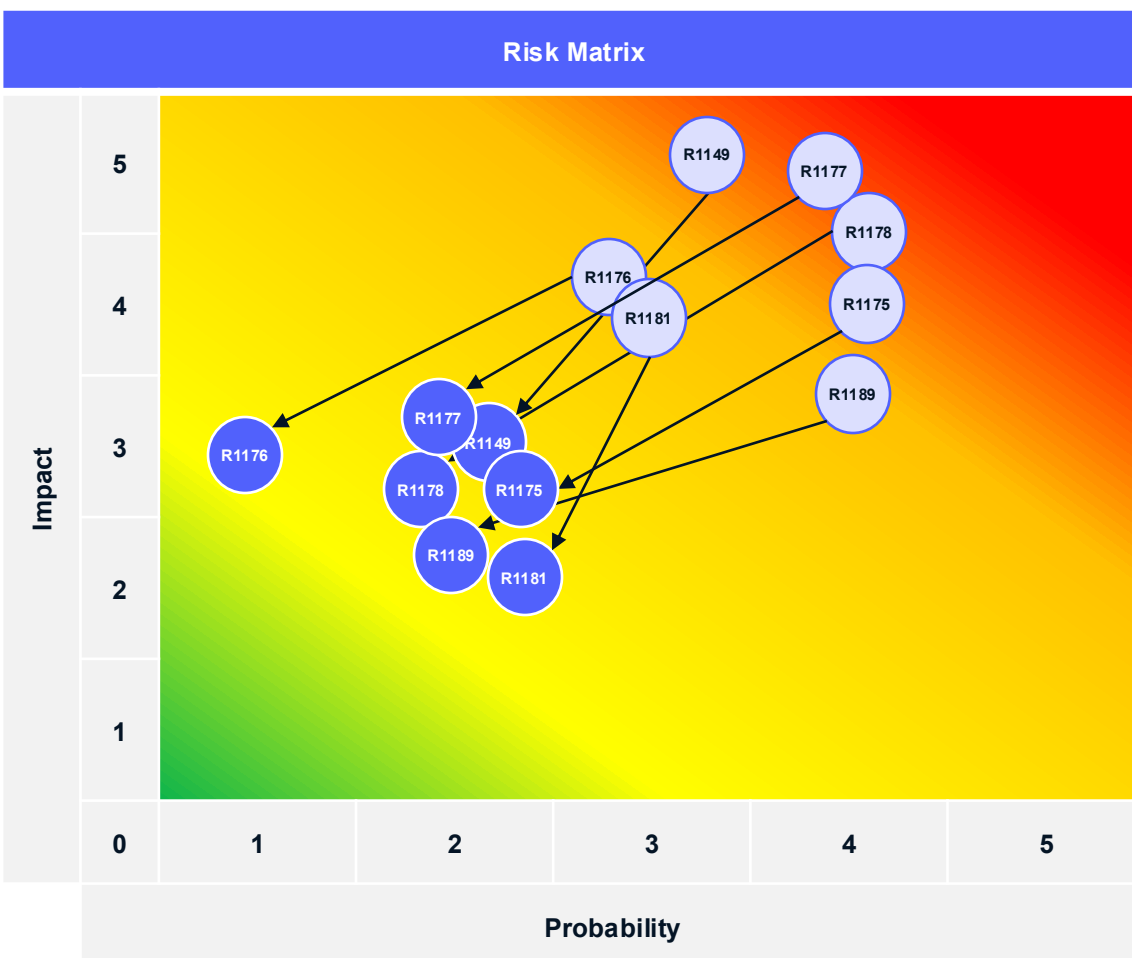
The Risk Matrix is a 5x5 grid with Impact on the Y-axis (0 to 5) and Probability on the X-axis (0 to 5). The background color transitions from green (low risk) to red (high risk). Nodes are represented by blue circles with white text, and arrows indicate relationships between them.

Nodes and Relationships:

- Node R1168:** Located at (1, 4). It has an incoming arrow from R1208 at (3, 5).
- Node R1170:** Located at (1, 3). It has an incoming arrow from R1150 at (2, 2).
- Node R1150:** Located at (2, 2). It has incoming arrows from R1114 at (2, 3) and R1157 at (2, 3).
- Node R1205:** Located at (2, 2). It has an incoming arrow from R1157 at (2, 3).
- Node R1157:** Located at (2, 3). It has incoming arrows from R1114 at (2, 3) and R1155 at (3, 4).
- Node R1180:** Located at (3, 3). It has incoming arrows from R1115 at (4, 4) and R1114 at (4, 4).
- Node R1114:** Located at (4, 4). It has incoming arrows from R1115 at (4, 4) and R11180 at (5, 4).
- Node R1115:** Located at (4, 4). It has incoming arrows from R1115 at (4, 4) and R11180 at (5, 4).
- Node R11180:** Located at (5, 4). It has an incoming arrow from R1114 at (4, 4).
- Node R1208:** Located at (3, 5). It has an incoming arrow from R1168 at (1, 4).
- Node R1168:** Located at (3, 5). It has an incoming arrow from R1150 at (2, 2).
- Node R1155:** Located at (4, 5). It has an incoming arrow from R1115 at (4, 4).
- Node R1115:** Located at (4, 5). It has an incoming arrow from R1115 at (4, 4).
- Node R11180:** Located at (5, 4). It has an incoming arrow from R1114 at (4, 4).

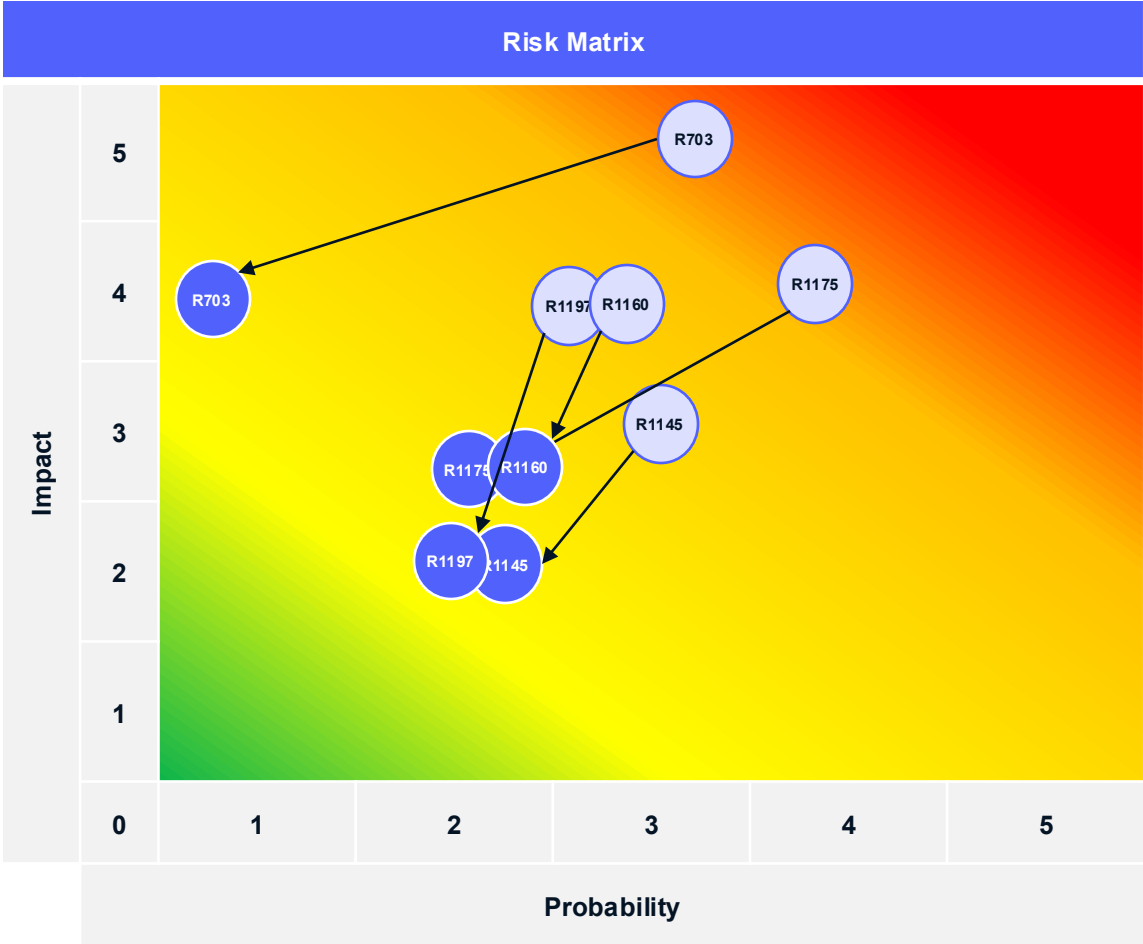
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Risk Assessment – M14



Risk ID	Risk	Mitigation	Contingency Plan
R1178	There is a risk that PPs moving back waves could impact the ability to finish QT before M14	- Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker - There is now also an escalation process to hold parties to account for timelines	Reject proposals to move waves
R1149	There is a risk to Code Bodies capacity to support the qualification of all PPs by M14, if PPs move from earlier waves into wave 4 along with new entrants that may enter the market ahead of M14, that may request to join Wave 4	- Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker - There is now also an escalation process to hold parties to account for timelines	Additional resource to address capacity issues
R1189	There is a risk that there is a significant volume of requests for Qualification Testing sandbox activity from Qualification participants and that this will cause resourcing issues within the QT team.	PPIR responses back from industry which will have to feed into the resourcing model which is subject to Programme review 21-Nov	Additional resource to address capacity issues
R1176	There is a risk that the lack of QT progress could delay the completion of QT for PPs impacting M14	- Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker - There is now also an escalation process to hold parties to account for timelines	Delayed PPs would be in breach of license conditions
R1175	There is a risk that the lack of QT progress could delay the completion of QT for PPs impacting Migration timelines	- Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker - There is now also an escalation process to hold parties to account for timelines	Delayed PPs would be in breach of license conditions
R1181	There is a risk that issues / defects directly associated with the Qualification Test Framework (QTF) impacts Qualification Test participant progress as each new market role and theme tests are exercised, and this undermines PPs forecast test execution schedules.	- No significant outstanding defects from an Elexon perspective. - Non-MTS coverage has no impact on testing window - Programme are also monitoring this risk closely.	Delayed PPs would be in breach of license conditions
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	- Elexon Helix provided test and resource plan 07-Nov and walked through with the Programme 11-Nov. - Further development required to demonstrate how resource shortfalls will be filled and Sandbox included. Elexon to share updated resource model by 21-Nov	Delayed PPs would be in breach of license conditions

Risk Assessment – M15



Risk ID	Risk	Mitigation	Contingency Plan
R1175	There is a risk that the lack of QT progress could delay the completion of QT for PPs impacting Migration timelines	• Elexon Helix provided test and resource plan 07-Nov and walked through with the Programme 11-Nov. • Further development required to demonstrate how resource shortfalls will be filled and Sandbox included. Elexon to share updated resource model by 21-Nov	• Delayed PPs would be in breach of license conditions
R703	There is a risk that there are a large number of poor quality and problematic MPANs that will not be migrated until the end of the migration period, and if significant issues arise in migrating this population, this could place M15 at risk.	• A dedicated team is being mobilised to identify and manage problematic MPANs, ensuring visibility of those posing a risk to M15, clear ownership and mitigation actions, and effective prioritisation based on participant impact and migration plans.	• Develop capacity within the MCC to handle the tail of the migration phase.
R1160	There is a risk that Supplier and Agents face issues with DIP production onboarding, delaying their ability to start Migration	• DIP Team have capacity to support those onboarding to the DIP. • The 5 working day requirement between receiving an invite and effective from date will be monitored. • DIP Team continue to encourage PPs to adhere to timescales, continue to monitor	
R1197	There is a risk that Suppliers may have data quality issues or other initial business reasons why MPANs are not deemed to be in a fit state for migration and therefore migration to the new MHHS settlement arrangement is not initiated.	• Mitigations focus on improved MI reporting, supplier readiness planning, and defined trigger points to manage residual MPANs, supported by alignment with BSC Mod P487 and regular supplier reviews to maintain progress toward M15	
R1145	There is a risk that achieving proven performance may take longer than anticipated, delaying the overall Migration timeline	• All previously raised Settlement issues have been resolved ahead of the SF run, and no outstanding issues remain. • While new issues may still arise, the immediate risk has been significantly reduced following the fixes implemented by Elexon.	

Programme Status by Workstream

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

Workstream		Last month (Nov)	This month (Dec)	Next Month (Jan)	Commentary on status and path to green
Supplier & Agent Qualification	Qualification				- Pathway 6 approvals have been replanned with 1 SIT PP moved onto Wave 3 timelines and 1 SIT PP due to Qualify in Q1 2026. This will not impact M14. - Initial QAD submissions are 96% on track against plan. There are a small number of exceptions which are expected and have work off plans in progress. - Wave 1 Final QAD submissions are on track for submission 16/1 following completion of Wave 1 testing.
	Qualification Testing				- Wave 1 & Wave 2 test performance has recovered and tracking on plan, but at risk from 2 PPs in each Wave running behind plan. Wave 3/4 QT readiness activities have commenced and without significant risks at this point. Significant LDP input to shape MI from Qualification Testing. - Workstream as a whole remains Amber as we monitor velocity continuation and until the recognised shortfalls in resourcing are demonstrated to be filled. QT Resource Model review identified resource uplift in Q1 & Q2 to support Wave 3, Wave 4 and Sandbox test activities. Initial model shared with programme on 21/11. On-going action to monitor actual vs forecast demand.
Early Life					- ELS TORWG sessions have been running throughout the first phase of ELS, providing industry with opportunity to raise any concerns they might have and to review performance in each of the areas set out within the ELS model. - At the latest TORWG – Industry provided the recommendation to MCAG that we move into the next phase of ELS. As part of this recommendation, the Programme requested that Elexon provide a weekly update on the issues being seen in settlement to better inform decision making around the migration of MPANs. The decision about whether we move into Phase 2 of ELS will be made at MCAG on 27/11. - We continue to track the Elexon service management improvement steps and their continuous improvement plan through TORWG, and this will be a key theme throughout the remainder of ELS. - The current RAG status is Amber based on concerns about operation of the TOM during the ELS period. The path to green is based on the ELS monitoring showing that the new MHHS TOM is operating well, meeting the targets set out within the ELS model and therefore ensuring that there are no delays to movement through the next phases of the ELS period.
Migration	Readiness				- Sprint 0: three suppliers are scheduled to commence migration in Jan-26 and are currently on track - Sprint 1: one supplier is scheduled to commence migration during Sprint 1 and is currently on track. - Migration Plan: the Sprint 0 migration plan has been baselined and remains accurate.
	Execution				- Current Amber status given dependency on Early Life progress. - Migration initiations remain fully on track as of 21 Nov 2025, achieving 148,457 against a plan of 147,012 (100%) - Migration completions are performing expected as of 21 Nov 2025, achieving 87,696 against a plan of 86,166 (100%) - Exceptions remain low - On track to achieve ELS Phase 1 criteria for Migration volumes

M11 Work-Off Plan

#	Work item	Due date	Owner
1	Delivery of deferred P Flows (P0275, P0276 and P0277)	30-Nov-25	Elexon
2	Decision provided on migration incentives (Mod P487)	Q1 2026*	Ofgem
3	Outstanding SAT testing for M16 transition	July 2026*	Elexon
4	Outstanding Helix SIT-Ops PIT work-off plan items	26-Nov-25**	Elexon
5	Elexon undertake a full post incident review of ISD v14 and v15 issues	03-Dec-25	Elexon
6	Programme to convene IRG to consider all of the issues associated with the publication of ISD v14 & v15	03-Dec-25	Programme
7	ISD v15 (emergency release) is published, validated and successfully loaded by relevant industry participants	21-Oct-25	Elexon M11-ready PPs
8	All Elexon 'readiness and stability' resolution activities (per slide 77 in appendix) are completed as agreed	03-Dec-25	Elexon
9	Obtain final M11 readiness declarations from outstanding parties	22-Oct-25	Programme M11-ready PPs
10	Major incident related to ISD has been closed	22-Oct-25	Elexon

***Specific date to be confirmed**

**** Date confirmed**

M11 Work-Off Plan

There are two work-off items that have missed, or will miss, the due dates set out in the work off plan agreed at M11. In both cases the impact is contained but they need to continue to be optimally addressed in line with the agreement at PSG 21-Oct-25.

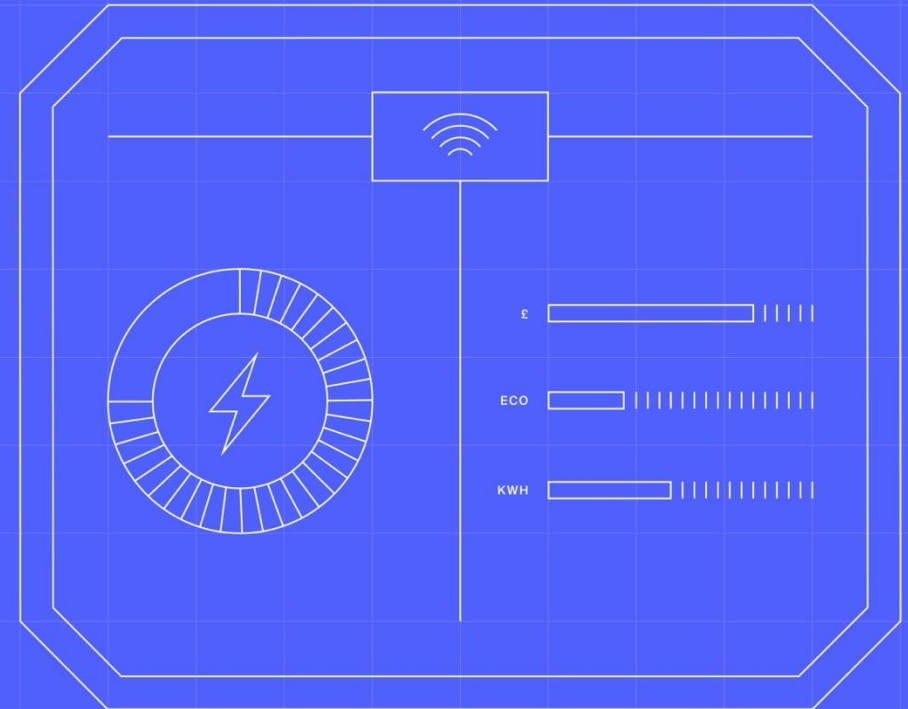
#	Work item	Due date	Owner	Latest status
1	Delivery of deferred P Flows (P0275, P0276 and P0277)	30-Nov-25	Elexon	Output report for P0275 now due for delivery mid-Jan 2026. Elexon have stated that it is their understanding that this is first required on 01-Feb-26 and delivery will be ahead of that date. P0276 and P0277 reports to be delivered w/c 08 December 2025. Elexon have stated that it is their understanding this is first required on 31-Mar-26 and delivery will be ahead of that date.
8	All Elexon 'readiness and stability' resolution activities (per slide 78 in appendix) are completed as agreed	03-Dec-25	Elexon	Awaiting confirmation of 27/11 Helix Release 25.14.8. Duplicate DUoS Tariff ID issue resolved. Service Management Improvement Plan agreed at IRG from ISD issues review and to be monitored through TORWG to conclusion.

Migration Update

INFORMATION: Migration Update

Programme (Warren Fulton)

10 mins



Status to week ending 21 November 2025:

1. Two Suppliers are actively migrating, with three additional Suppliers expected to commence migration in January 2026
2. Migration initiations remain fully on track, achieving 148,457 against a plan of 147,012 (100%)
3. Migration completions are performing as expected achieving 87,696 against a plan of 86,166 (100%)
4. ELS Phase 1:
 - The migration forecast is on track to have 133,000 MPANs operating within the MHHS arrangements by 27 Nov 2025
 - The 'peak of peak' target of 50,000 migrations was successfully achieved on 18 Nov 2025
5. Total exceptions remain low. MWG reporting will be enhanced to provide greater visibility of exception trends and to highlight actions that can reduce future failures
6. There have been no LDSO, DCC or DIP threshold breaches
7. Migrating Suppliers are fully compliant with baseline plans
8. An approach is being shared with MCAG on 27 Nov 2025 for managing the risk to M15 associated with the data issues identified by DCWG, as well as any future M15 impacting data issues that may arise.

Migration Planning

1. Migration profile accuracy

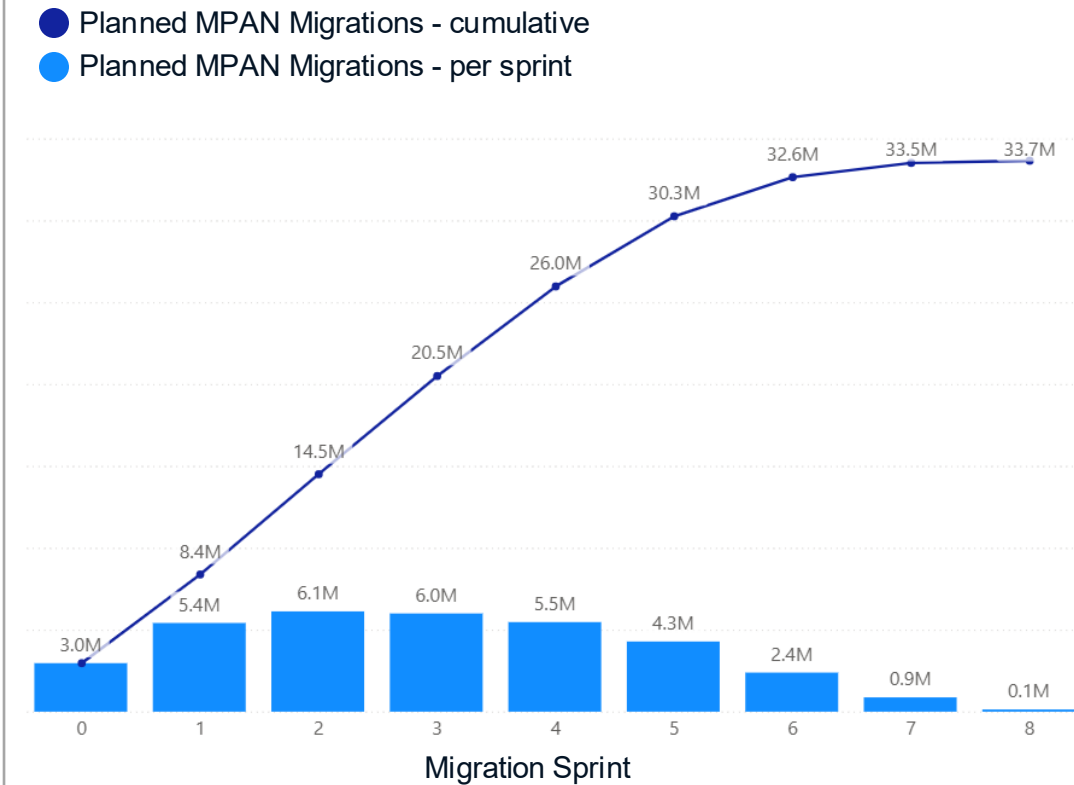
- The migration plan baselined in Oct 2025 remains accurate and forecasts that all MPANs will be migrated by M15

2. Current migration sprint accuracy

- Sprint 0 is the active migration sprint
- The sprint plan remains accurate and has not required any significant amendments

3. Future Sprint plan readiness

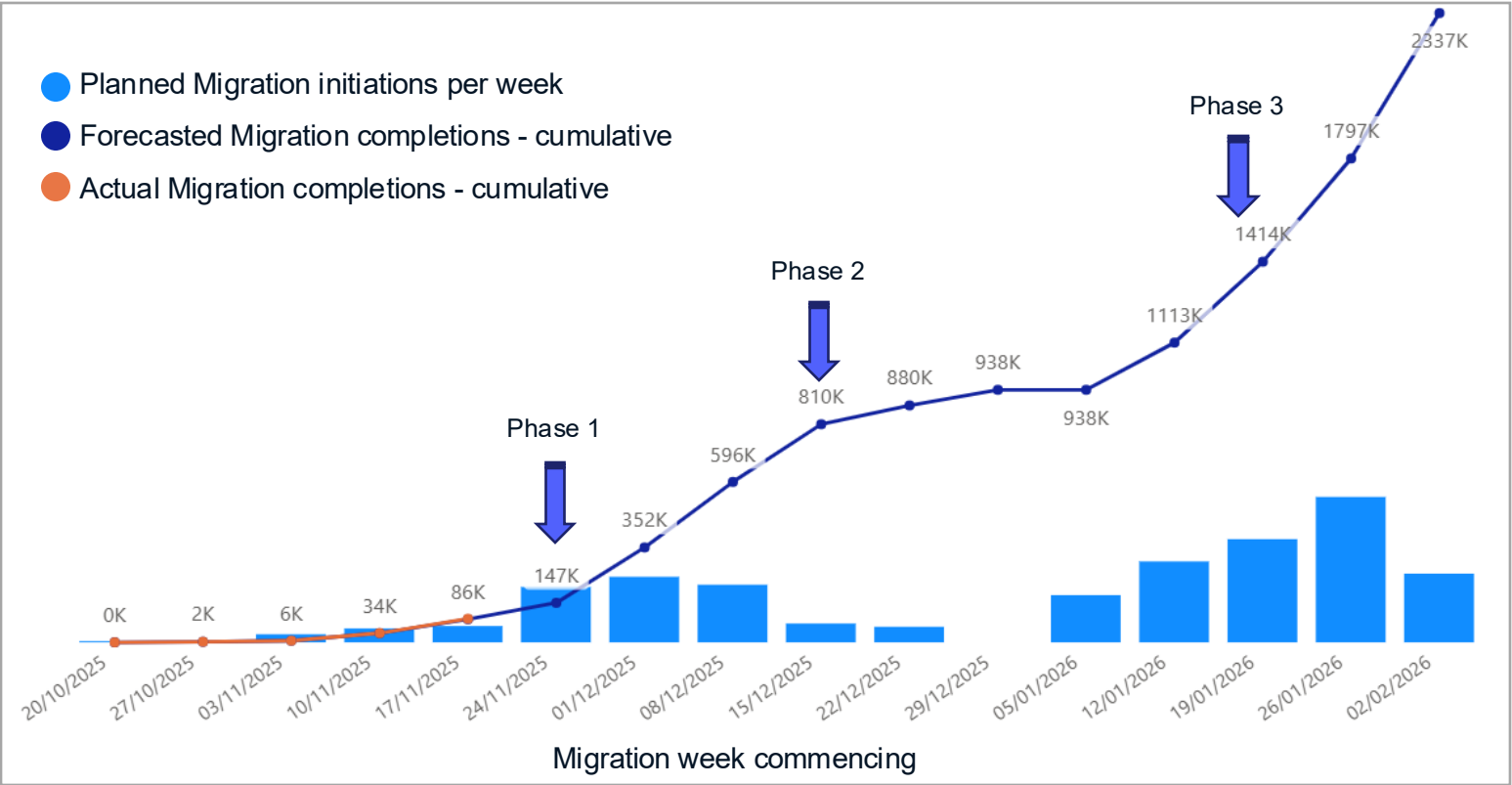
- The MCC will commence planning preparation for Sprint 1 in Dec 2025
- The Supplier plan submission window for Sprint 1 is 21-28 Jan 2026
- No risks or material changes are currently anticipated in relation to the Sprint 1 plan
- One Supplier is expected to begin migration activities in Sprint 1



Migration Sprint	Start date	End date	Suppliers starting Migration	Migrations planned*
0	22/10/2025	03/02/2026	5	2,962,048
1	04/02/2026	31/03/2026	1	5,416,680
2	01/04/2026	02/06/2026	13	6,124,669
3	03/06/2026	04/08/2026	14	5,997,563
4	05/08/2026	06/10/2026	35	5,470,453
5	07/10/2026	01/12/2026	5	4,285,158
6	02/12/2026	02/02/2027	0	2,387,254
7	03/02/2027	06/04/2027	0	873,391
8	07/04/2027	06/05/2027	0	134,788

*Volumes have been adjusted slightly to account for sprints starting or ending mid-week.

Migration status: Sprint 0



Migration initiation summary

Cumulative Migration initiations to 21 Nov 2025

Migration initiations planned	Migration initiations (IF31)	Migration initiations successful (IF35)	% IF31 v IF35
147,012	148,887	148,457	99.7%

Migration completion summary

Cumulative Migration completions to 21 Nov 2025

Migration completions planned	Migration completions expected (IF35)*	Migrations completed (IF36)**	% IF35 v IF36
86,166	87,731	87, 696	99.9%

* A lag of 5 working days is required between migration initiation (IF31) and migration completion (IF36)

** Some variances may occur due to related MPANs and Changes of Supplier events taking place between migration initiation and completion

Core Migration Dependencies (1)

ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D351	Early Life Support	There is a dependency on Early Life Support completing within the assumed 3-month period and the ramp-up not being delayed		A	A	Status is Amber due to the dependency on exiting ELS. If the ELS timeline is delayed, the planned migrations will need to be reduced accordingly. [R1180]
D359	Supplier Migration performance	There is a dependency on Suppliers adhering to the Migration Framework and Migration Plan		G	G	Migrating Suppliers are compliant with the Migration Framework and Plan
D419	Suppliers resolving problematic MPANs	There is a dependency on Suppliers to proactively identify, assess and resolve potential problem MPANs before M15 (noting D418 on Code Bodies)		G	G	There are no known issues affecting Sprint 0 progress. See section 6 (Migration Exclusion list) for the approach to manage this risk.
D220	Supplier and Agent qualification	There is a dependency on Suppliers and Agents to complete Qualification in alignment with their planned migration start dates.		G	G	There are no known Supplier or Agent Qualification issues affecting planned migration start dates.
D340	Qualification Testing performance	There is a dependency on Elexon's Qualification Testing capability for Participants to qualify in line with their planned Migration Start date		G	G	There are no known Qualification Testing performance issues affecting planned migration start dates.
D361	Agent dependencies	There is a dependency on Suppliers managing their agent dependencies to meet the agreed Migration Schedule		G	G	There are no known Agent Qualification issues affecting Supplier planned migration start dates.
D341	BSC Qualification Governance performance	There is a dependency on the BSC PAB governance process for Participants to qualify in line with their planned Migration Start date		G	G	There are no known BSC Qualification Governance performance issues affecting planned migration start dates.
D415	REC Qualification Governance performance	There is a dependency on the REC Code Manager governance process for Participants to qualify in line with their planned Migration Start date		G	G	There are no known REC Qualification Testing performance issues affecting planned migration start dates.

Core Migration Dependencies (2)

ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D221	Service Activation performance	There is a dependency on Elexon's Service Activation capability for Participants to start migration in line with their planned Migration Start		A	G	Suppliers scheduled to commence migration in Jan 2026 will be dependent on their Service Activation in the Dec 2025 and Jan 2026 ISD publications. [R1157]
D342	DIP Onboarding performance	There is a dependency on Elexon's DIP onboarding capability for Participants to start migration in line with their planned Migration Start		G	G	There are no DIP onboarding issues affecting planned migration start dates. Several areas for improvement have been identified for later Sprints.
D417	Service Management performance	There is a dependency on Elexon Service Management adhering to SLAs for Participants to migration in line with their baselined Migration plans		ELS	ELS	See Section 5 (ELS) for status
D416	DIP migration performance	There is a dependency on Elexon DIP performance adhering to requirements and SLAs for Participants to migration in line with their baselined Migration plans		ELS	ELS	See Section 7 (ELS) for status
D343	Settlement performance	There is a dependency on the new MHHS settlement processes working as expected and not causing any reason for Migrations to be stopped		ELS	ELS	See Section 7 (ELS) for status
D373	LDSO migration performance	There is a dependency on LDSO's performing as per the agreed Migration Thresholds for Participants to migration in line with their baselined Migration plans		G	G	All LDSO's processed migrations in accordance with the Migration Design and Migration Threshold obligations.

Core Migration Dependencies (3)

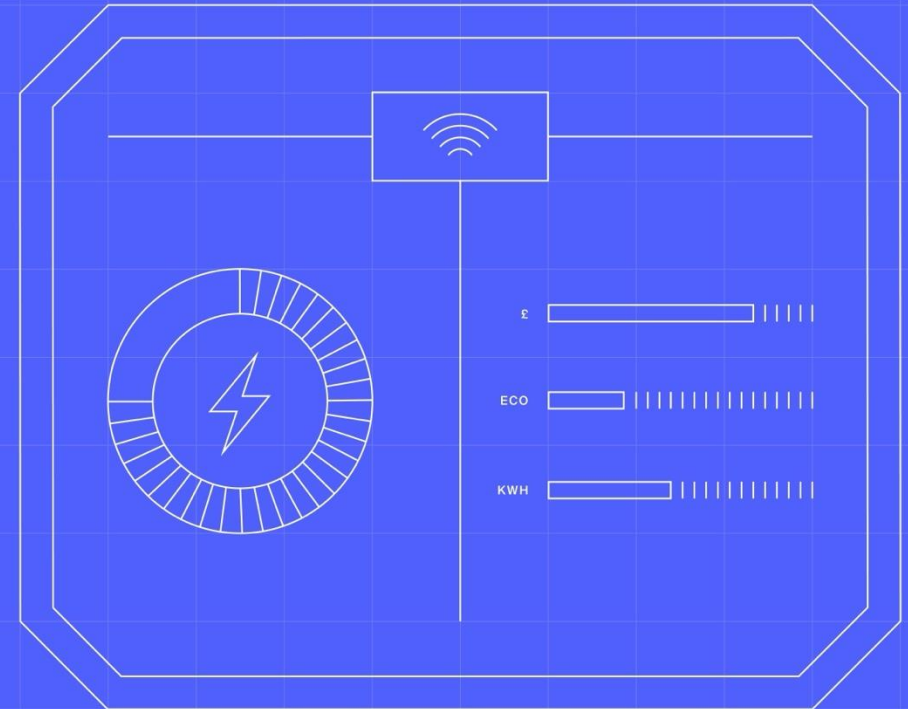
ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D369	DCC migration performance	There is a dependency on DCC performing as per the agreed Migration Thresholds for Participants to migration in line with their baselined Migration plans		G	G	DCC processed migrations in accordance with the Migration Design and Migration Threshold obligations
D352	Industry change – Preventing Migration	There is a dependency on Code Bodies to ensure that industry change does not impede Participants from fulfilling their MHHS obligations and/or delay migration		G	G	There are no known Industry Changes affecting Participant Migration plans or performance.
D418	Industry change – Enabling Migration	There is a dependency on Code Bodies to implement changes to allow Suppliers to migrate MPANs on the Migration Exclusion list. (Noting the volume of affected MPANs is relatively low)		G	G	There are no known issues affecting Sprint 0 progress. See section 6 (Migration Exclusion list) for the approach to manage this risk.

Qualification Update

INFORMATION: Qualification Update

Code Bodies (Ben Gilbert)

10 mins



PSG - Qualification Update

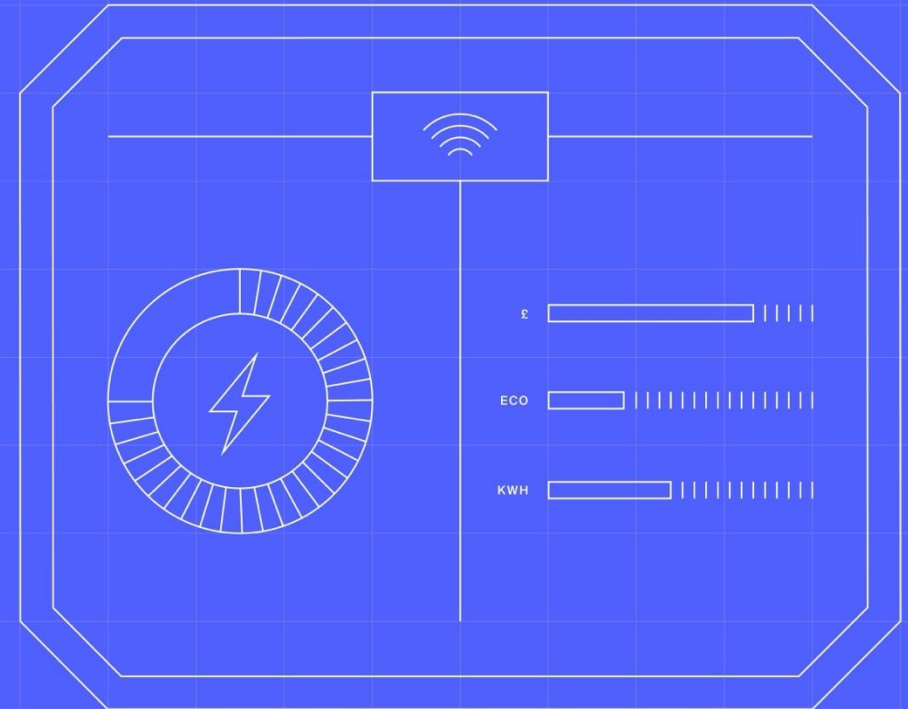
Overall Status / Progress			Key upcoming milestones		
Overall Qualification: - Pathway 6 is tracking Green, 2x participants will qualify in 2026 and the Pathway 6 end date is being adjusted accordingly via established governance This adjustment is being made with Programme support and is not expected to risk M14 - Wave QT testing is progressing to plan with some risk for a small number of participants in Wave 1 hence Amber status. The return to Green requires this participant testing execution plan to return to plan and Code Bodies are supporting the impacted participant in unblocking defects to allow them to do this Supplier & Agent Qualification: - Pathway 6 is Green against December 18th date and is expected to remain Green for adjusted 2026 date (subject to established governance). Pathway 6 milestone will remain 'Open' until the adjusted end date as a result Non-SIT Testing (a.k.a 'Waves') - Code Bodies are planning to directing new market entrants to enduring qualifications. This will have the effect of capping the scope of the transitional arrangements through to M14. - QAD completions are progressing to plan with Final QAD submissions now being seen as expected, as Wave 1 participants conclude their testing - Wave 1 testing is Amber because of a small number of participants in Wave 1 who are 1 week behind schedule. More than 80% of the cohort are on track to complete within the testing window - Wave 2 testing is Green because all participants are on track to complete testing within the allocated window - Wave 3 testing preparation is currently Amber whilst Code Bodies complete review and approvals of Participant QT Test Entry documentation. This is currently 85% complete with a target completion date of 19/12/25 (QT Test Entry Criteria Met) - Wave 4 preparation activities are underway with Initial QAD window open until Deadline on 16/1. Code Bodies are giving a Wave 4 participant briefing on 9th December to help support participants in their preparatory activities.			Milestone name	Date	RAG
			Qualification Wave 2 Participants have submitted their initial QAD - T3-QU-0098	18/1/25	C
			Wave 2 testing start [T3-QU-0034]	9/1/26	C
			Pathway 6 Qualification [T3-QU-0086]	12/1/26	G
			Wave 1 testing end [T3-QU-0054]	16/1/26	A
			Wave 3 testing start [T3-QU-0039]	27/2/26	A
			Final QAD Received (Wave 1) [T3-QU-097]	6/3/26	G
			Wave 2 testing end [T3-QU-055]	9/3/26	G
			Final QAD received (Wave 2) [T3-QU-0101]	22/5/26	G
			Wave 4 testing start [T3-QU-044]	22/5/26	G
			Final QAD received (Wave 3) [T3-QU-0105]	17/7/26	G
			Wave 3 testing end [T3-QU056]	24/7/26	G
Qualification Cohort	Key Concern or Risk	Mitigation or Resolution			RAG
Non-SIT Suppliers & Agent	Non-SIT participant does not meet wave requirements which delays its Qualification timelines	Established management and escalation process in place to identify early where participant support might be required. Over 80 % of Wave 1 and 2 cohorts are currently on track to deliver in allocated execution window. Amber status reflects that Wave 1 qualification process is not fully proven (and won't be until Wave 1 participants are qualified) and that day to day risk management remains in place with high-touch participant support.			A
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

IRG Update

INFORMATION: Programme update on the IRG

Programme (Smitha Pichrikat)

10 mins



- IRG's focus is to resolve issues (as the 'Resolver of Last Resort')
- However, IRG was invoked as part of the M11 work off plan following the Elexon ISD and Service Management issues that preceded M11
- The aim was to review the lessons learnt exercise by Elexon, to ensure none of the issues that were encountered in the lead up to M11 would recur
- The IRG met twice (28/10 and 12/11/25). At the first meeting, the IRG agreed the scope of the review, including:
 - ISD specific issues
 - Service Management issues that were either noted during or related to ISD
- Elexon undertook a wide investigation covering 'De-risking ISD, Settlement issues as well as Service Management improvements.
- Elexon presented back findings and resolution actions at the IRG 12/11/25 meeting, in advance of ISD v16 publish on 14/11/25 to provide Industry with:
 - the confidence that all possible actions had been undertaken
 - further actions that would be undertaken (further improvement measures to provide additional confidence).
- **The IRG:**
 - **confirmed that they were satisfied with the Elexon actions undertaken (or planned in), with one additional scope and action item**
 - **unanimously agreed that the residual actions will be progressed at TORWG to allow both efficiency and wider visibility to all Industry stakeholders**

Progress following IRG meeting 12/11/25:

- A further ISD issue occurred on 14/11/25 for the V16 publish which has undermined confidence required by PPs and the Programme for ELS and Migration
- This was a new issue, and it is key that a similar investigation is undertaken to ensure further corrective actions are undertaken in a timely, safe and efficient manner
- The Programme does not intend to stand up another IRG for this purpose
- However, 1 additional action has been agreed with Elexon to progress with immediate priority
 - To undertake a further deep-dive on ISD processes to assess the potential of any such failures. This will be expected to be reported at TORWG until agreed complete
- The Programme also asked Elexon to consider the possibility of changing the date of the next ISD release (22nd December) due to the proximity to the Christmas break. Elexon have assessed this, however have highlighted their inability to move it due to constraints around the need to support urgent modification P503. Further discussions are underway after the TORWG meeting on 19/11/25
- All other actions are being tracked via TORWG on a weekly basis

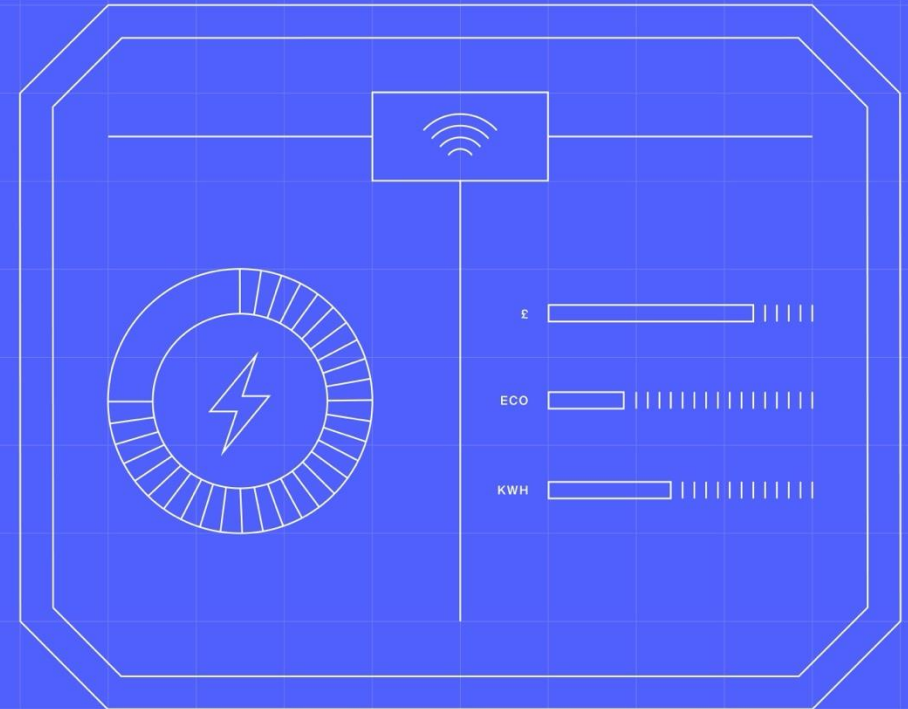
Early Life Support Update

INFORMATION:

- Programme view of progress against ELS Phase 1 and Exit Criteria
- IPA ELS Phase 1 Exit

Programme (Matthew Breen) & IPA

15 mins



Slide to be updated following MCAG 27/11



	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	133,334	800,000	1,733,334	N/A
Planned phase length	4 weeks	4 weeks	2 weeks	N/A
Planned End Dates	20/11/2025	18/12/2025	22/01/2026	22/01/2026
Forecast End Dates	27/11/2025	18/12/2025	22/01/2026	27/01/2026

Planned migration initiations by end of w/c 17/11	147,012	Actual migration initiations by end of w/c 17/11	148,457
Planned migration completions by end of w/c 17/11	86,166	Actual migration completions by end of w/c 17/11	87,696

Early Life Support Reporting Summary			Slide to be updated ahead of PSG
Reporting	RAG	Summary	Impact on progress through ELS
Elxon Service Management Reporting		6 of the Service Management performance targets were missed last week including: the number of major incidents, the mean time to respond to major incidents, the mean time to resolve P2s and P3s and the incident re-open rate	- Elxon have provided an improvement plan which calls out the actions that they will take to improve service delivery and meet these SLAs. This is being tracked through TORWG on a weekly basis. - As of 25th November, the missed SLAs and the two P2s that remain open relating to settlement reports are the driver for the Red RAG status. Elxon do not believe this should impact Phase 1 decision making.
Settlement Reporting		This is the second week where data from SF has been included in the reporting. The reported variances have been investigated by Elxon and are not related to migration.	- The Performance Assurance team have not raised any concerns based on reporting provided this week. - There is a requirement for higher volume to be settling in the MHHS arrangements before this reporting will provide a clear view that the MHHS settlement arrangements are stable.
Migration Process Reporting		The phase 1 'peak of peak' target of 50,000 migrations was successfully achieved on 18 Nov 2025. Cumulative migrations are slightly ahead of plan and on track to achieve the Phase 1 criteria by 27 Nov 2025	No impact
DIP Monitoring		2 targets were missed during this reporting period however there is an issue with the reporting which is skewing the metrics. Only one of the targets would have been missed without this reporting issue. The target missed was 100% of messages being delivered within 30 seconds.	This should not impact progress through ELS, although a Microsoft issue impacting 0.5% of messages is included within the reporting this week.
Industry Risks from participants and Central Parties		To be included on an ad-hoc basis based on issues highlighted by Central Parties and Industry participants.	No impact



MHHS IPA ELS Phase 1 Exit

November 2025

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This is a draft prepared for discussion purposes only and should not be relied upon; the contents are subject to amendment or withdrawal and our final conclusions and findings will be set out in our final deliverable.

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Overall IPA Assessment

As of 18 November 2025, the IPA supports the MHHS Programme exiting ELS Phase 1 and entering Phase 2, based on migration volumes remaining on track and subject to the outstanding ISD issue being resolved with no new issues arising.

However, **risks and areas for improvement have arisen during Phase 1 that must be addressed as Phase 2 is entered** to allow migration to remain on track as volumes increase. These include lessons learned in relation ISD publication; and improvements required to Elexon Service Management performance and industry communications.



Migration is on-track to achieve the Phase 1 ELS Exit Target

- As of 18 November 2025, migration remains on track to meet the Phase 1 target of 133,334 MPANs operating under the new MHHS arrangements. While migration volumes continue to increase in Phase 2, the current performance provides early confidence that the ELS migration model is achievable.
- Settlement-related incidents in Phase 1 were resolved or mitigated without impacting migration, and recent supplier-side issues identified in mid-November were quickly addressed, allowing volumes to return to plan without impact on Phase 1 migration targets.



Issues continue to be experienced in relation to ISD publication; key lessons must be learned to avoid impacts in future ELS phases

- Several high-priority issues were experienced with ISD publications in ELS phase 1. This caused industry disruption, impacted Participant processes and resulted in minor impacts to a supplier migration schedule. However, it has not impacted the overall migration targets for Phase 1. Further ISD updates are planned, therefore actions established through lesson's learned on v14-v16 issues need to be implemented to avoid reoccurrence of the issues noted to date.
- The planned ISD v18 date of 22 December 2025 risks limited programme and Industry resources over Christmas to address issues, which has a high likelihood based on previous ISD releases.



Improvements are required in Elexon Service Management performance and an improvement plan is underway

- Elexon has consistently missed several Service Management SLAs, such as resolution targets for major, P1, P2, and P3 incidents, though recent performance shows improvement. An improvement plan, informed by lessons learned, aims to address root causes including communication, triage, and process control issues.
- Industry raised concern that Elexon's incident-impact assessments lack completeness and transparency. Improvement-plan actions target this, but progress should be monitored.

IPA Recommendations

1. Update ISD Improvement Plan based on v16 incidents and evaluate options for de-risking v18 publication:

- Elexon should update the ISD Lessons Learned activity (which was developed in reference to issues experienced with v14 and v15) with issues experienced with v16. Any changes to controls / process as a result should be communicated to build confidence. Due date: 5 December 2025
- Elexon, working with the Code Bodies, the Programme, and Industry stakeholders, should explore options to revise the planned publication date for ISD v18 (currently scheduled for 22 December 2025). Adjusting this date would help mitigate risks associated with reduced resource availability over the Christmas period. Due date: 5 December 2025

2. Track and communicate completion of Elexon Improvement plans:

- The Elexon ISD and Service Management improvement plans, as presented at IRG on 12 November 2025, should be tracked to completion and communicated at TORWG. Due date for completion: 19 December 2025
- Service Management performance should continue to be monitored through the SLA reporting provided to TORWG/TOG, and the action plan should be reconsidered if performance improvement is not realised. Due date: On-going.

Good Practices Observed

Reflecting on the observations from ELS Phase 1, whilst incidents have been raised, we have also observed several good practices, which should continue in ELS Phase 2.

- ✓ Transparent migration reporting delivered consistently through TORWG and MWG.
- ✓ Establishment of TOG and clear and consistent tracking of ELS targets via TORWG throughout Phase 1.
- ✓ Development of the Elexon Service Management Improvement Plan, incorporating lessons learned with clear, trackable actions.
- ✓ Effective collaboration between MHHSP SMEs and Elexon to resolve high-priority incidents.
- ✓ Positive engagement from the Elexon team in response to feedback provided through TOG and TORWG.
- ✓ Examples of strong industry collaboration through working groups, enabling discussion of high-priority issues and the agreement of actionable next steps.

Background to our assessment

We conducted independent assurance activities to assess whether the evidence supports exit of ELS Phase 1 on 27 November 2025 and to identify any risks or issues that require action before Phase 1 exit or in later phases.

Our assessment is based on assurance activities undertaken between 22 October and 27 November 2025, including review of relevant documentation and reporting, migration and service management performance trends, industry communications, attendance at industry meetings and bilateral sessions with key parties.

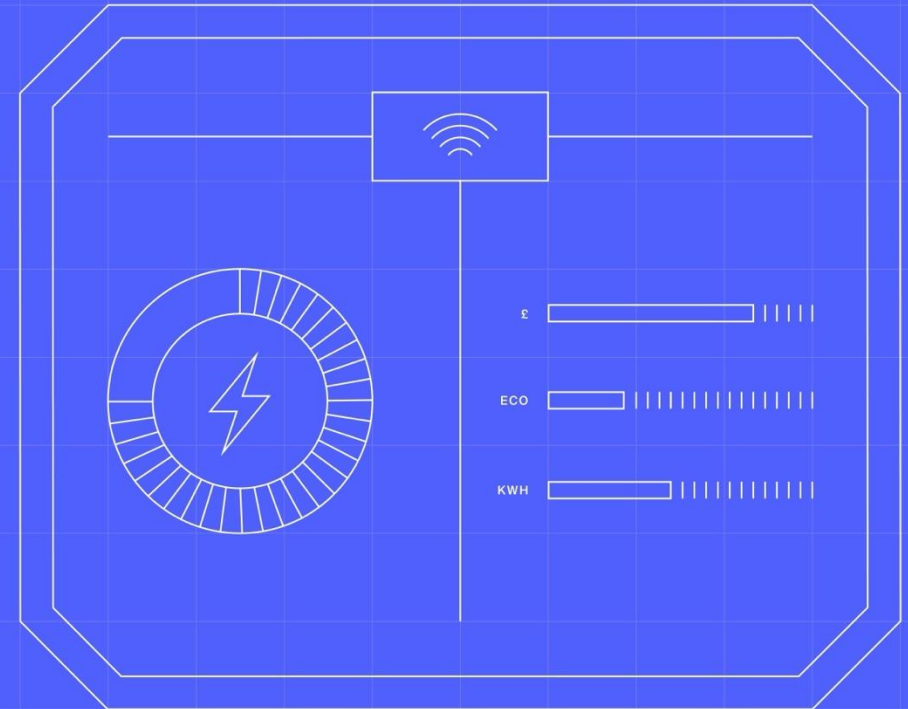
Hypercare Update

INFORMATION:

- Elexon Update on ISD, Settlement and Service Management issues
- Verbal Update from Central Parties

Central Parties (Elexon, DIP Manager, RECCo, DCC, LDSOs)

15 mins



Service Management Reporting

Helix Hypercare Weekly Service Metrics to 20/11/25

Measure	This Week	Last 30 days	Comments	ELS Target	Actual	Status
Overall Incident Volume	23	86	High incident volumes still but trend to be lower priority now	Information Only	86	
Major Incident Volume (all P1 or P2)	2	0 x P1 7 x P2	The P1 metric is now met. Two P2 incidents mean overall target per 30 day period is breached. There are further P2 raised since this reporting period we expect to continue to breach.	Monthly: 1 x P1 5 x P2	0 x P1 7 x P2	Missed Target
Mean Time to Respond: Major Inc	18 min	53 min	Still not within target, but improvement showing in 7 day metric	15 min	53 min	Missed Target
Mean Time to Resolve: P1	n/a	n/a	No P1 raised during the reporting period	P1 6 hr	n/a	
Mean Time to Resolve: P2	11h	45h	Still not within target, but improvement showing in 7 day metric	P2 10 hr	45h	Missed Target
Mean Time to Resolve: P3	1d 12h	53h	The average time to resolve P3 is breached but has reduced for the 30 day period and is now within expected for the 7 day period, indicating a positive trend.	P3 50 hr	53h	
Mean Time to Resolve: P4	1d 17 h	1d 16h		P4 200 hr	1d 16h	
Incident Re-Open Rate	MI 0% Other 11%	MI 0% Other 14%	Overall, 6 P4 or P3 incidents were re-opened during the 30 day period. The most frequent reason for this was that a specific issue had been fixed and the incident resolved, but then the incident re-opened to track longer term fixes or design change requests work.	MI 0% Other <3%	MI 0% Other 14%	Missed Target P3/4
Incident Re-Assignment	1.4	2.0		Information Only	2.0	

Helix Hypercare Weekly Service Metrics to 20/11/25

Measure	This Week	Last 30 days	Comments	ELS Monthly Target	Actual	Status
Volume of Changes Implemented	13	49		Information Only	49	✓
Volume of Changes Failed	0	0		1 per month only	0	✓
System Uptime All Helix Services	100%	100%	We did require emergency downtime for the fix to enable ISD v17 to go ahead. However this was scheduled as part of a Change.	Per MHHS NFRs	100%	✓
DIP Transaction Throughput	89% < 3s 93.5% < 30s		Fix deployed 20-11-25 to enable queue management which will resolve the issue affecting this metric. Note that the reporting period for these metrics not perfectly aligned to DIP weekly reporting for TORWG.	90% < 3s 100% < 30s	89% < 3s 93.5% < 30s	Missed Target
Volume Pending Cases	40		Reduction in pending cases	Information only	40	✓
Average Case Fulfilment Time	46h	54 h	The Case fulfilment time has breached over the 30 day average as older cases are resolved. If we have Aged cases these will impact the 30 day rather than the 7 day metric, but we are working to resolve all Aged cases.	Within 5 days	54h	Missed Target
Average Case Response Time*	35m	1h 14m	30-day response times average skewed by two anomalous cases. One mis-routed outside MHHS initially and took 4 days to reach Tech Triage. The other was closed after 2 minutes by the Customer, and got missed in completing 'Response' admin.	Information only	1h 14m	✓
Average Case Re-assignment count	0.5	1.1		Information only	1.1	✓

v14/v15/v16/v17 ISD Catalogue Publication Issues

ISD Solution & Publication Issues (1)

ID:	Issue:	Cause:	Mitigation:	Status / Target Date	Owner
1	Solution Defects - On 7 th October, nine ISD defects were identified that had to be fixed before releasing version 14 of the ISD catalogue.	➤ ISD defects not identified through SIT or Operational Testing ➤ These nine defects related to: Catalogue display & publication, effective from dates & end dates, validation rule, a missing folder in Azure storage explorer, a scroll limit hit, incorrect M8 and M16 data and some missing CSAD submissions.	✓ ISD defect fixes were proven and applied into Helix pre-production and production environment prior to V14 publication	Completed	Elxon and Supplier
2	Hot-Fix Process - During an emergency fix deployment on 16 th October, the ISD V14 catalogue was accidentally released at 5:45pm, whilst Elxon PMP team was still preparing data changes ahead of planned release at 00:15am on 17 th October.	➤ Batch job was reset to run; it automatically started due to CRs being set to publish status. This fell over and communications were sent to inform that the publication would not run. However, the publish tried again at 00:15	✓ Batch job publish runs at 00:15 every night there needs to be an ISD setup with the CRs set to the correct status for it to generate the publish ✓ Release Governance LWI review and enhancement ✓ Elxon and Supplier to update LWIs	Lessons Learned 15/12/25	Elxon and Supplier
3	Publish Process - The ISD V14 catalogue failed to publish as scheduled at 12:15am on 17 th October.	➤ Failed due to the Technology Platform running multiple processes at the same time with a large volume of data. This in turn caused a capacity issue with ISD being unable to complete the processing required to publish	✓ A workaround completed to publish v14 ISD (email and flag switched off). We have reviewed the number of CR's and the lines of data for v16 (Shared the info at TOG on 07/11) and don't believe this will impact capacity to manage publish of v16 ✓ Additional volumetric testing and modelling is required prior to the annual LLF submissions in March 2026	Completed ~01/03/26	Elxon and Supplier
4	V14 Data - Two incorrect DIP IDs were published (the DIP IDs were the wrong way round for SWEB T and S) and needed to be realigned.	➤ The source data provided by the DIP team had 2 transposition errors ➤ After v15 a further transposition error was identified but was handled/fixed by the DIP team	✓ DIP IDs corrected in ISD V15 catalogue ✓ PM team now have access to the DIP prod environment and validate any DIP IDs required	Completed Completed	Elxon

ISD Solution & Publication Issues (2)

ID:	Issue:	Cause:	Mitigation:	Status / Target Date	Owner
5	V14 Data - 60 DUoS Tariff IDs issue for St Clements on the MPRS solution used for LDSOs.	➤ ISD specification and BSCP 128 and BSCP 707 mis-match for description updates	✓ St Clements agreed a short-term manual workaround (a script that puts the DUoS data in the correct chronological order)	Completed	St Clements
			✓ We have now tested and deployed to prod the sequencing fix to ISD, and test evidence has been reviewed. Release: 25.14.6	Completed	Elexon and Supplier
			✓ Will be applied to v16	Completed	
6	Re-publication Process – The ISD catalogue did not republish at 00:15am on 21 st October as scheduled.	➤ ISD's emergency re-publish functionality had not been tested in operational testing and the LWI was found to be incomplete	✓ Publication was manually triggered at 9:20am on 21 st October	Completed	Elexon and Supplier
			✓ LWIs now updated to reflect the emergency publish	Completed	
7	ISD Filters – The ISD filters did not work as expected and was a re-occurring issue.	➤ ISD filter fix was deployed as a hot fix (INC0095878/ADO294024) to R25.14.3. However, wasn't back merged into the main code branch of Release 25.14.4 onwards	✓ Back merge process reviewed, and additional process cross checks applied	Completed	Elexon
			✓ Confirmation that the fix still works and is merged within the production code base ahead of v16	Completed	
8	ISD Datastore Performance – Slow data retrieval performance.	➤ High number of simultaneous requests	✓ ISD Datastore Performance item added to solution backlog - <i>PRB0040150</i>	Awaiting Prioritisation with other priority items	Elexon and Supplier
9	V.16 Data – M8 and M16 for MORR MPID were end dated incorrectly	➤ Followed the same process as what would happen in MDD, which is the incorrect process for ISD	✓ Updated the relevant LWI's to ensure that M8 and M16 dates do not get updated unless exiting the market. V.17 corrected this error.	Completed	Elexon

Settlement Issues

Settlement Issues

ID:	Issue:	Cause:	Mitigation:
1	[P3] P0239: Drop in MPAN count for Settlement runs from 9-13 October C.500k MPANs (x11 INCs) INC0111548 INC0111698 INC0111398 INC0111303 INC0111194 >INC0111199 INC0111248	➤ A P0239 file containing faulty data for one MPID was ingested by VAS resulting in a drop in MPAN count. This was compounded by an error in the way DAH was processing the files affecting Settlement config and LFF outputs ➤ Unable to re-run affected settlement days despite known impact on Suppliers and IDNOs due to SAA and FAA also having run. Re-running all Settlement files for affected period 9th-13th October would itself have an industry impact	✓ P0239 data was cleansed from VAS. ✓ Further checks showed the data was still held in DAH, so this was also cleansed. ✓ The affected MPID continues to submit suspicious data in P0239s. Manual fix put in place to remove corrupt data before load into VAS ✓ Permanent fix in development and prioritisation ✓ Examining if we can implement checks for any missing LLF mappings
2	[P3] REP-002B: Connection Type L MPANs included in REP002 and variant files (INC0112200)	➤ The logic used failed to use Connection type correctly in the aggregation	✓ Fix 25.14.6 patch deployed 7 Nov to resolve issue
3	[P3] REP003: Data inconsistency (INC0111112 & INC0113344)	➤ Incorrect daily Period BMUnit Total Allocated Volume shows higher than expected volume ➤ Caused by calculation error in DAH including NHH as well as HH data	✓ Fix 25.14.6 patch deployed 7 Nov to resolve issue
4	[P3] D0399: Suppliers not able to perform validation on GSP GCF, and the GSP group level total consumption and losses for all MPANs (INC0112660)	➤ Logic error causing the D0399 to only be sent to Suppliers with active Supplier role and DIP ID when it should be sent to all	✓ Fix to be deployed to resolve issue by 12 Nov
5	[P3] No responses to P0282 or P0328 submissions, Legacy issue (INC0110639)	➤ Checks showed our systems are producing and sending the files to the participant as expected ➤ Reverted back to participant	✓ No action required

Settlement Issues

ID:	Issue:	Cause:	Mitigation:
6	[P4] (Legacy) Missing D0400 – (INC0111397)	➤ It failed when SVAA put it on the DTN due to translation error	✓ Resolved and sent
7	[P4] D0030 potential issues with LLF 456 and 506 (INC0111813)	➤ Linked to P0239 LENG issue 1 INC0111548	✓ Resolved as per Issue 1 but under observation
8	[P2] Duplication of MHHS MPANs and LLFs in MDS and VAS II Reports for Settlement Dates 22, 23, 24, 25 and 26 October 2025 (INC0111229)	➤ Date / time calculation error in MDS ➤ Design implementation error	✓ Fixed via R25.14.5 patch deployed into production
9	[P2] Data in REP002, 002a, 002b showing in kWh instead of MWh (INC0112294)	➤ Calculation error in VAS ➤ Design implementation error	✓ Fixed via R25.14.6 patch deployed into production 7 November
10	[P3] VAS SF run for S/D 08 Oct 2025 failed due to threshold breaches in ingestion relating to NHH MSID Count and NHH Consumption limits. (INC0110609)	➤ This is NOT an issue. A control threshold exists on VAS runs which needs adjusting regularly as data fluctuates between Settlement days.	✓ Threshold breach was reviewed, Threshold adjusted and VAS run as per process within the same day.
11	[P4] LLF data mapping duplication (INC0111413)	➤ Date / time calculation error in MDS, which required a change in the date format in the data request.	✓ Fixed via R25.14.6 deployed into production 4 November
12	[P4] P354 related business query (INC0111749)	➤ Affects only one party ➤ Still under investigation as customer struggling to access P0287 reports	✓ Service provider and Market Design investigating and supporting participant
13	[P4] LENG MPAN Discrepancy: 3000+ Entries Across LLFs (INC0112282)	➤ Date / time calculation error in MDS	✓ This was part of INC0111229 resolution and fixed via R25.14.5 patch deployed into production
14	[P3] REP-002 has missing data for some DUoS Tariff IDs (INC0112669)	➤ Date / time calculation error in MDS	✓ This was part of INC0111229 resolution and fixed via R25.14.5 patch deployed into production

Settlement Issues

ID:	Issue:	Cause:	Mitigation:
15	[P3] IF-014 received from MDS that included multiple entries for R0 block when participants only expected one 200-character entry (INC0110886)	➤ Not an issue. R0 block working as per Swagger. ➤ 200 characters per entry but in array ➤ Design question over repeat of same entry multiple times	✓ Possible CR under consideration
16	[P4] P354 related business query (CS0015384)	➤ Confirmed P0287 data can only contain MSIDs for which the customer has given its consent.	✓ No action required
17	[P3] DTC – Query on flows associated with MHHS Settlement II Runs (CS0015386)	➤ Participant received TR04 flagged files ➤ This was due to residual test configuration	✓ Confirmed participant should only process files with OPER flag in DTN ✓ Removed test configuration
18	[P3] LDSOs receiving IF-21 for Type W MPANs (CS0015452)	➤ LDSO's will receive reactive power data on IF-021's for connection type W MPANs as there is no connection type restriction in design.	✓ CR to be considered by Participant
19	[P4] P0288 (Run II) missing data (INC0110863)	➤ System working as expected, no data received from HHDA	✓ No action required
20	[P3] Defaulting values in REP002b and REP003 (INC0113213)	➤ Caused by a calculation error in MDS/VAS, which then required a change in DAH to pull through the correct data.	✓ Fix R25.14.6 deployed 7 November to resolve issue.
21	[P4] PUB-022s are all showing as 1.0 unit of electric per HH and file size bigger than expected. (CS0015603)	➤ This is functioning as per design. Default values due to low number of migrated MPANs and lack of data for LSS to calculate. issue will resolve as more MPANs migrate over next three weeks.	✓ No action required

Service Management Improvement Plan

C : Complete
 A : At risk
G : On Track
 R : Delayed

Service Management Improvement Plan (1)

ID:	Category	Issues/Gaps	Actions	Target Outcome	Target Date/Owner	Status	Commentary
1	Triage	Multiple triage meetings leading to duplication and inefficiency	✓ Discontinue multiple ad-hoc triage meetings ✓ Reset to a single daily triage meeting attended by a group of designated SMEs, including MHHS Design SMEs & Service Owners to improve efficiency and decision quality	✓ Efficient ways of working with correct decision makers ✓ Improved SLA performance	14/11/2025 Ian Giles	C	• New triage meetings in place with wider MHHS SME and Service owner attendance
		Resolver Group SMEs not sufficiently involved in upfront Triage	✓ Designate key SMEs with relevant expertise ✓ Mandate SME attendance at daily triage session to ensure consistent expert input.		14/11/2025 James Stokes Roger Harris Karen Lavelle	C	
		Alignment of Customer case and incident prioritisation	✓ Utilise additional SME presence at Triage meeting to ensure accurate incident prioritisation at the first instance		14/11/2025 Ian Giles	C	
2	Communication Channels	Multiple update channels causing confusion across the programme	✓ Elexon to add MHHS comms recipients to circulars distribution list ✓ Focus on using only Elexon Service Management & Elexon circulars channels	✓ Clear and aligned communications ✓ Informed stakeholders	19/11/2025 Royston Black	C	• Known MHHS contacts added to distribution list. • LWI updated to clearly define channels Additional actions being taken: • New contact form created and under review with MHHS • Website content under review
3	Communications	Inconsistent timing and content of key communications	✓ Engage expert SMEs to review and support comms content generation ✓ Update LWI and communication ruleset to standardise approach	✓ Clear and aligned communications ✓ Informed stakeholders	Initial target: 21/11/2025 Current target: 25/11/2025 Jacks Nunn	A	• Workshops with SME's and product owners complete • LWI and communication ruleset updated and distributed internally on 21/11/2025 • Changes required due to Participant Feedback. Updated LWI to be distributed widely on 25/11/2025

C : Complete
 A : At risk
G : On Track
 R : Delayed

Service Management Improvement Plan (2)

ID:	Category	Issues/Gaps	Actions	Target Outcome	Target Date/Owner	Status	Commentary
4	Major Incident Management	Misalignment of expectations on classification for incidents	✓ Review Governance to ensure alignment on the correct classification and management of incidents (specifically when the Major Incident process is enacted)	✓ Industry, MHHS and Elexon alignment	21/11/2025 Ian Giles	C	• Review complete and updated ways of working built • Further training being scheduled to ensure alignment across all involved parties
5	Post Incident Reviews	Opportunity to improve PIR process and timeliness	✓ Streamline PIR process to accelerate reviews and internal lesson sharing ✓ Utilise PIRs as Elexon internal only; where appropriate, present findings on TORWG/TOG	✓ Improved quality of service ✓ Support effective continuous improvement	28/11/2025 Gary Leach	G	• Service Management PIR process lessons learnt completed on 17/11 • Actions to refine process defined and being tracked
6	Case & Incident Lifecycle Management	E2E incident control requires strengthening of the team	✓ Recruit additional resources to support Product Owners and provide full lifecycle coverage for effective incident management.	✓ Improved quality of service ✓ SLA attainment	19/12/2025 Gary Leach	G	• Request for approval to hire roles with CTO and CFO
7	ISD 24/7 Support	Within Business Hours ISD support model delaying publication in the event of an incident	✓ ISD Service support has been reviewed, considering the business criticality of the Standing Data and the associated costs of 24/7 support. ✓ First step: gain alignment and consensus of the impact of moving the core business processes during business hours to negate the need for 24/7 support	✓ Cost Optimisation ✓ Improved quality of service	19/12/2025 Karen Lavelle	G	• Options to adjust publication schedule and timing being considered to mitigate impact of ISD not having 24/7 support

Service Continuous Improvement Activities

Service Management Continuous Improvement Activities (1)

C : Complete
 A : At risk
G : On Track
 R : Delayed

ID:	Category	Action	Description	Target Outcome	Owner	Target Date	Status	Commentary
1	Incident Response Improvement	Status Accuracy	Reinforce correct use of On Hold status, introduce new "On Hold Reason" codes to reflect valid waiting states (e.g. Third-Party, Awaiting Info).	✓ Improved SLA performance	Ian Giles – Service Management	12/11/25	C	Correct use clarified and reinforced with teams
2	Incident Response Improvement	Breach Visibility	Include Breach and Near Breach reports as part of daily Hypercare calls and weekly dashboards.	✓ Continuous Improvement ✓ SLA performance ✓ Transparency to support Industry confidence	Sam Young – HyperCare, Service Management Scott Fraser – Service Management	14/11/25	C	Process updates in place and Breach and Near Breach reports being used proactively
3	Process Control	Root Cause Tracking	All closed P1s and P2s and above must include an RCA summary or be linked to a Problem Record. All P3s will be reviewed for potential Problem Record	✓ Continuous Improvement ✓ Transparency to support Industry confidence	Andrew Shelley – Problem Management Eleni Layley – Service Management	28/11/25	C	- Refined process defined and in place to ensure all P1s and P2s have RCA and Problem Record. - P3 incident trend analysis and regular reviews in place to capture potential Problem Records
4	Process Control	ELS KPI Tracking	Maintain daily monitoring of P2/P3 backlog and performance during Hypercare with focus on SLA restoration.	✓ Improved customer experience ✓ SLA performance	Sam Young – Hypercare, Service Management	14/11/25	C	Monitoring in place with tight focus on SLA restoration

Service Management Continuous Improvement Activities (2)

C : Complete
 A : At risk
G : On Track
 R : Delayed

ID:	Category	Action	Description	Target Outcome	Owner	Target Date	Status	Commentary
5	SLA Alignment	Add "Continual Improvement" Assignment Category	Create a new assignment group/category in ServiceNow for Continual Improvement items - not subject to SLA timers.	✓ Support continuous improvement ✓ SLA performance	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25	C	• Change released to production
6	SLA Alignment	Restrict Internal P1/P2 Creation	Prevent internal users from directly creating P1 or P2 incidents. Only Technical Triage or Service Manager can classify and activate a P1/P2.	✓ Improved incident and MI process ✓ SLA performance	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25	C	• Change released to production
7	SLA Alignment	Distinguish Response vs Assignment Metrics	Reconfigure ServiceNow reporting to clearly separate Response to Customer from Assignment Reaction Time.	✓ Improved reporting to enable more targeted identification of factors contributing to SLA breaches	Ian Giles – Service Management Nick Haigh - ServiceNow	Initial target: 19/11/25 New Target: 28/11/25	A	• Additional development identified as required to support delivery of requirement without impacting current SLA functionality. Targeted release 28/11.
8	Process Control	Exceptions Reporting Dashboard	Track mis match between Case and Corresponding Incident 'state', 'priority'. Track when Incident updated in last 30 mins where there is a corresponding Case (to ensure regular Case/Participant updates).	✓ Improved customer experience ✓ SLA performance	Scott Fraser – Service Management	19/11/25	C	• New reporting in place to monitor. Process in place to take action based on insight
9	Process Control	Continual Improvement Workstream	Launch internal Continual Improvement queue for non-incident service enhancements or cross-team process changes, not subject to SLA.	✓ Improved governance and visibility of Service CI ✓ SLA performance	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25	C	• Change released to production

Service Management Continuous Improvement Activities (3)

C : Complete	A : At risk
G : On Track	R : Delayed

ID:	Category	Action	Description	Target Outcome	Owner	Target Date	Status	Commentary
10	Major Incident Governance	MI Escalation Logic	If MI confirmed, either start the P1 clock on the same ticket or create and link a new P1 incident for accurate SLA measurement.	✓ Improved MI governance ✓ SLA performance	Ian Giles – Service Management Nick Haigh - ServiceNow	28/11/25	G	Requirement under development with targeted release by 28/11
11	Major Incident Governance	Update MI Policy / Process	Include new determination and escalation logic, communication flow, and ServiceNow linkage process.	✓ Improved MI governance ✓ SLA performance	Eleni Layley – Service Management	28/11/25	G	Work in progress to update policy and process
12	Incident Response Improvement	Education & Policy	Publish updated Incident Policy Document clarifying when to raise a new incident, SLA start/stop rules, and response/resolution expectations.	✓ Improved incident management ✓ SLA performance	Eleni Layley – Service Management	28/11/25	G	Work in progress to update policy and process
13	Incident Response Improvement	Training	Conduct refresh sessions across Elexon and Supplier response teams on Response vs Resolution metrics and correct SLA management behaviour.	✓ Improved incident management ✓ SLA performance	Mark Scott – Service Management	28/11/25	G	Ways of working content prepared and sessions being scheduled



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Verbal update from Central Parties

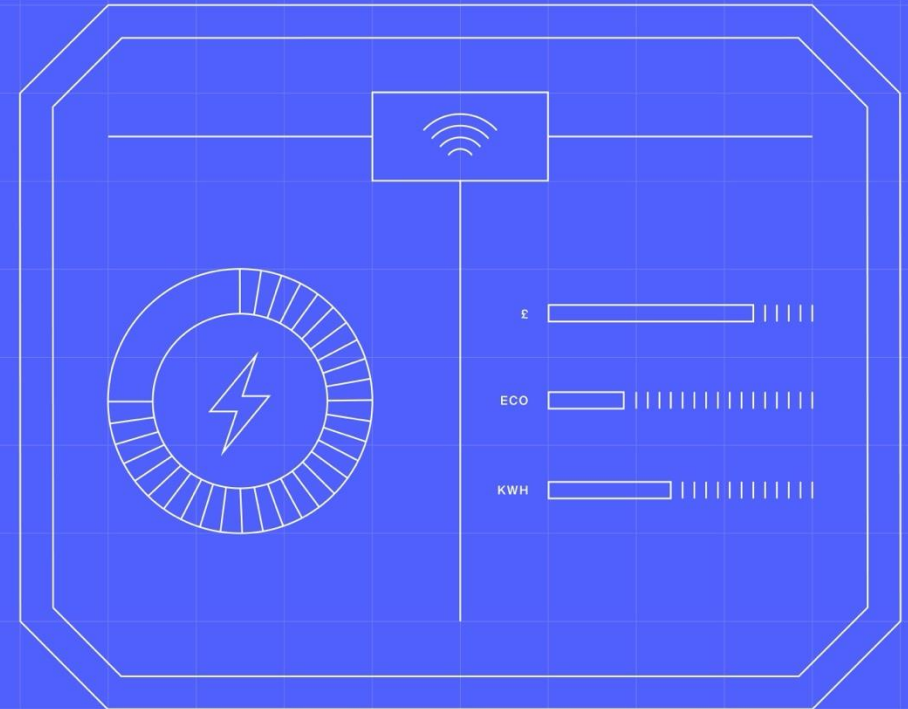
Future Readiness Assessments Update

INFORMATION:

- Future readiness assessments planning

Programme (Francesca Drew)

10 mins



Future Readiness Assessments Update

Current phasing of future Readiness Assessments in the Programme Plan

Activity	Scope	Timing	2025	2026					2027			
			Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Readiness Assessment 7	Migration Checkpoint	Jan 2026										
Readiness Assessment 8	Readiness to accept new MPANs	Aug 2026										
Readiness Assessment 9	Readiness for new settlements & Control Point 5	Apr 2027										

The current phasing and scope of future **Readiness Assessments 7, 8 and 9** in the Programme Plan is set out above.

The Programme is in the process of **reviewing the phasing and scope of future Readiness Assessments** to ensure any future readiness assessment activity is additive and drives value and benefit for the Programme, participants and industry.

We will be re-aligning any future readiness assessment activity to **critical Programme milestones M14, M15 and M16**, ensuring that these activities complement existing assurance activities, including the robust quantitative tracking and monitoring already in place for key Programme workstreams including Qualification, Service Activation, ELS and Migration.

This means that the Programme **will not be issuing a Readiness Assessment for participant response in January 2026**, as currently set out in the Programme Plan.

The Programme is planning and designing future readiness assessment activities to the following principles:

Tailored and targeted

Targeted and tailored to specific participant groups to better understand risks and issues in meeting the Programme's obligations as early as possible, maximising time to mitigate

Outcomes-focused

Aligned with key Programme milestones on the critical path – M14, M15 and M16, complimenting existing assurance activities to drive Programme and participant outcome delivery

Proportional and considered

Avoiding duplication and identifying opportunities to streamline participant information requests across workstreams to ensure resources are not diverted from critical delivery activities

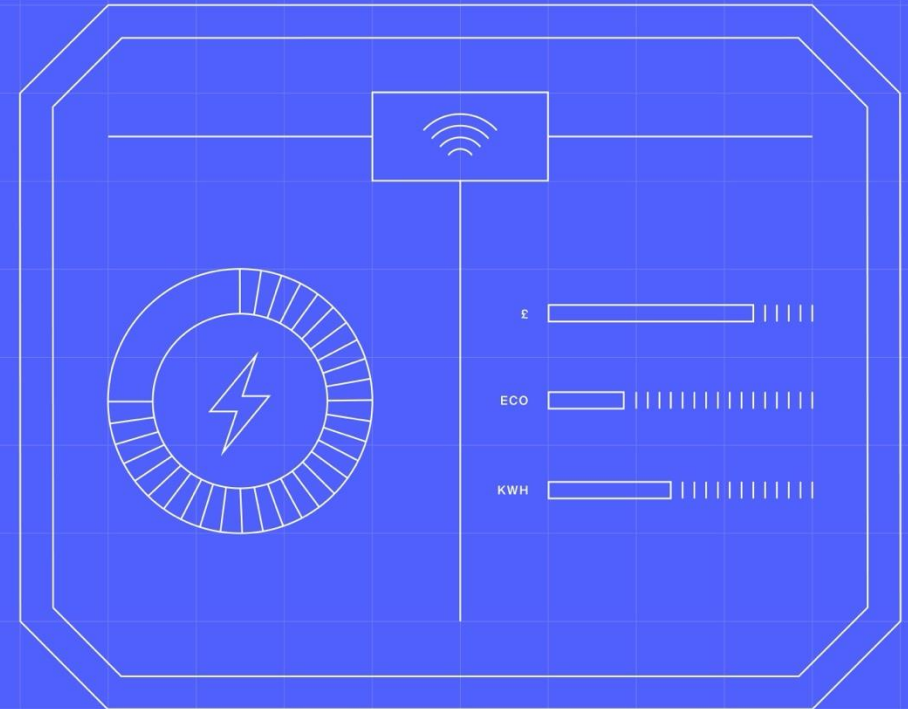
The Programme will come back to PSG in the New Year to provide a view of the future phasing and scope of readiness assessment activity for comment and feedback.

Delivery Dashboards

INFORMATION: Questions from PSG members on delivery dashboard content

Chair

10 mins



Look Ahead – Key Milestones Status at 25 November 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				19/11/25 - 33/34 complete – awaiting completion of a work off plan.
T3-QU-0094	Minimum threshold of Qualification Wave 1 Participants required for QT start have submitted their initial QAD	QAG	14 July 2025	14 July 2025	Participants				25/11/25 - Activity complete.
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				25/11/25 - Activity on track.
T3-QU-0086	SIT Participants are Qualified	QAG	17 December 2025	17 December 2025	Code Bodies				25/11/25 - Activity on track.
T3-QU-0038	Minimum threshold of Qualification Wave 3 Participant required for QT start Test Readiness confirmed	QAG	19 December 2025	19 December 2025	Non-SIT S&A QT Test Team				25/11/25 - Activity on track.
T2-MI-1500	Central systems ready for migrating MPANs (M10*) - Late Exit	PSG	24 December 2025	24 December 2025	CPT				25/11/25 - Activity on track.
T2-MI-2500	Load Shaping Service switched on (M13*) - Late Exit	PSG	24 December 2025	24 December 2025	CPT				25/11/25 - Activity on track.
T3-QU-0030	Qualification Test Plans for Qualification Wave 4 Participants approved	QAG	09 January 2026	09 January 2026	Non-SIT S&A QT Test Team				25/11/25 - Activity on track.
T3-QU-0054	Qualification Wave 1 QT Projected Execution End	QAG	09 January 2026	09 January 2026	Participants				18/11/25 - QTF on 19/11 reporting amber
T3-QU-0108	Qualification Wave 4 Participants have submitted PIT Test Completion Report and evidence for QT entry	QAG	09 January 2026	09 January 2026	Participants				25/11/25 - Activity on track.
T3-QU-0039	Qualification Wave 3 Execution Start	QAG	12 January 2026	12 January 2026	Participants				25/11/25 - 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 25 November 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
T3-QU-0097	80% of M14 Critical Qualification Wave 1 Participants have submitted their final QAD	QAG	16 January 2026	16 January 2026	Participants				25/11/25 - Activity on track.
T3-QU-0106	Qualification Wave 4 Participants have submitted their Initial QAD	QAG	16 January 2026	16 January 2026	Participants				25/11/25 - Activity on track.
T2-MI-3500	Start of 18-month migration for UMS / Advanced (M11*) - Late Exit	PSG	21 January 2026	21 January 2026	CPT				25/11/25 - Activity on track.
T2-MI-4500	Start of 18-month migration for Smart / Non-smart (M12*) - Late Exit	PSG	21 January 2026	21 January 2026	CPT				25/11/25 - Activity on track.
T3-QU-0131	Sandbox Testing End (UIT) - LDSO Participants	QAG	22 January 2026	22 January 2026	SI Test				25/11/25 - Activity on track.
T3-QU-0055	Qualfication Wave 2 QT Execution End	QAG	27 February 2026	27 February 2026	Participants				18/11/25 - QTF on 19/11 reporting amber
T3-QU-0043	Qualification Wave 4 Participant Test Readiness Confirmed	QAG	06 March 2026	06 March 2026	Non-SIT S&A QT Test Team				25/11/25 - Activity on track.
T3-QU-0101	80% of M14 Critical Qualification Wave 2 Participants have submitted their final QAD	QAG	06 March 2026	06 March 2026	Participants				25/11/25 - Activity on track.
T3-QU-0044	Qualification Wave 4 QT Execution Start	QAG	09 March 2026	09 March 2026	Participants				25/11/25 - 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
Industry Delivery Status	Core Capability Provider Delivery Reports	Provide an overview of Helix, RECCo and DCC and 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
Programme Workstream Updates	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

Key Call outs requiring PSG Discussion

RAG Status

Overall Operating Risk

- ISD v17 Catalogue republish completed on 19th November. December publish is currently scheduled to take place on 22nd December. Alternative dates are being impact assessed to de-risk.
- IRG meeting reviewed and accepted improvement plans for ISD, Settlements and Service Management. Progress is to be monitored in TORWG.
- P0276/P0277 targeted for release in December, P0275 now targeted for release in January.

Programme Impacting Deliverables	Original Date	Fcast / RAG
Helix Release 25.14.8	27/11/25	27/11/25
Qual Pathway 6 complete	18/12/25	18/01/26
ISD v18 Publication	22/12/25	TBC
Wave 1 Non-SIT Qualification Testing Completed	09/01/26	09/01/25
Wave 3 Non-SIT Qualification Testing Start	12/01/26	12/01/26
Final QAD (Wave 1)	16/01/26	16/01/26
Wave 2 Non-SIT Qualification Testing Complete	27/02/26	27/02/26
Hypercare Exit	30/01/26	30/01/26

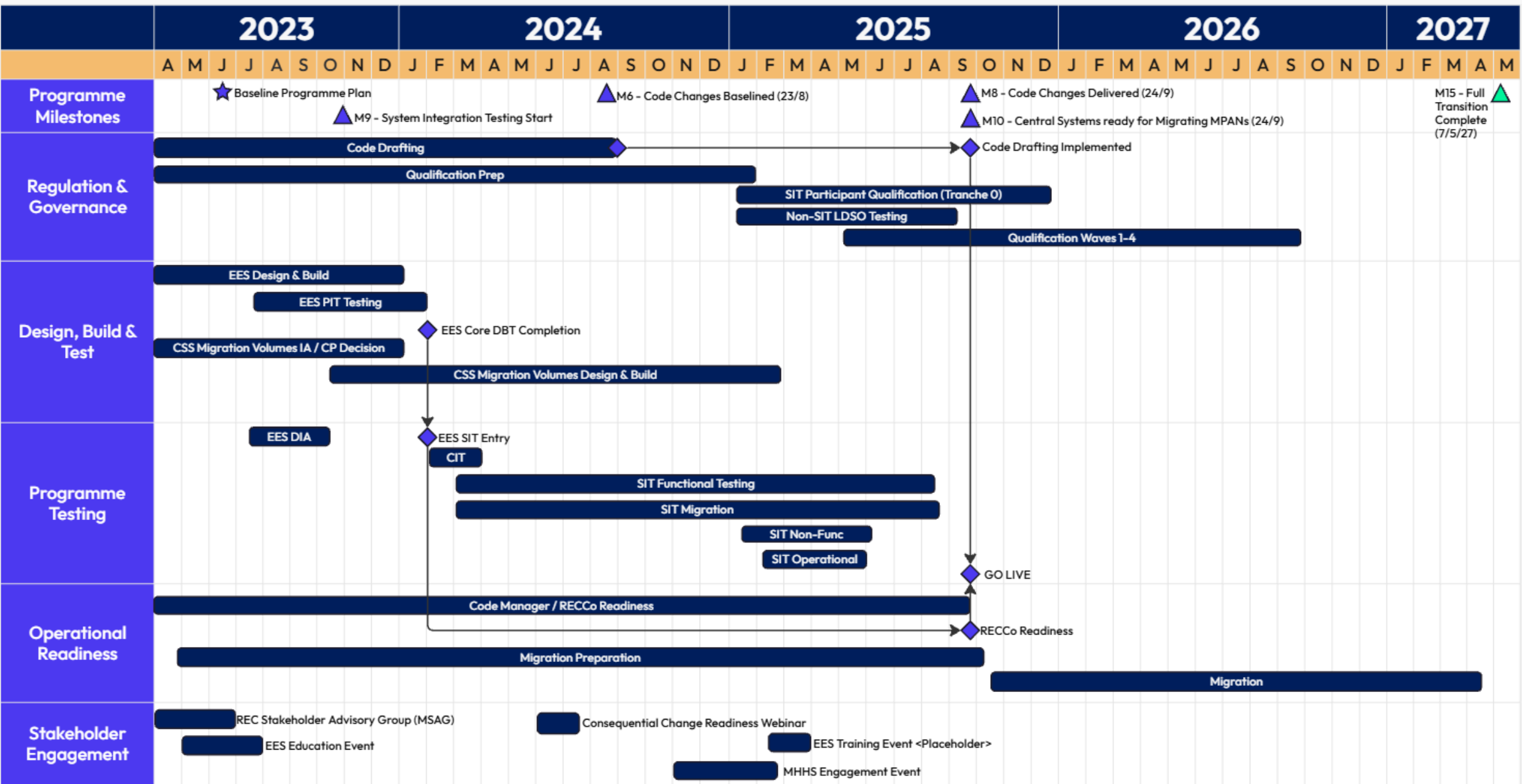
This period	Summary Activities
	Helix Solution • Releases (25.14.6, 7) completed. Release 25.14.8 delivery on track. • P0275, P0276 & P0277 report development continued. Release has slipped to December/January. • Elexon recommendation to exit ELS phase 1 attained. • DIP test environments strategy working group established, requirements definition in progress.
	Assurance and Qualification • Ongoing focus on Qual Pathway 6 completion. • Continuation of Wave 1 and 2 Non-SIT QT execution. Readiness activities for Wave 3 execution commenced. • Sandbox testing PPIR issued to gather participant requirements. Sandbox testing guidance shared at Qual governance meetings. • Development of resource model for Non-SIT Qualification Testing continued.
	Service Management • Service Management improvement plan approved at IRG. • Service levels currently trending towards SLA – MI and reporting improvements implemented.
	Business Transition • ISD publication issues still being observed. Improvements plan in place. • Definition of hypercare exit criteria completed in draft and progressing through stakeholder reviews. • Capability analysis and detailed planning for Hypercare exit continued.

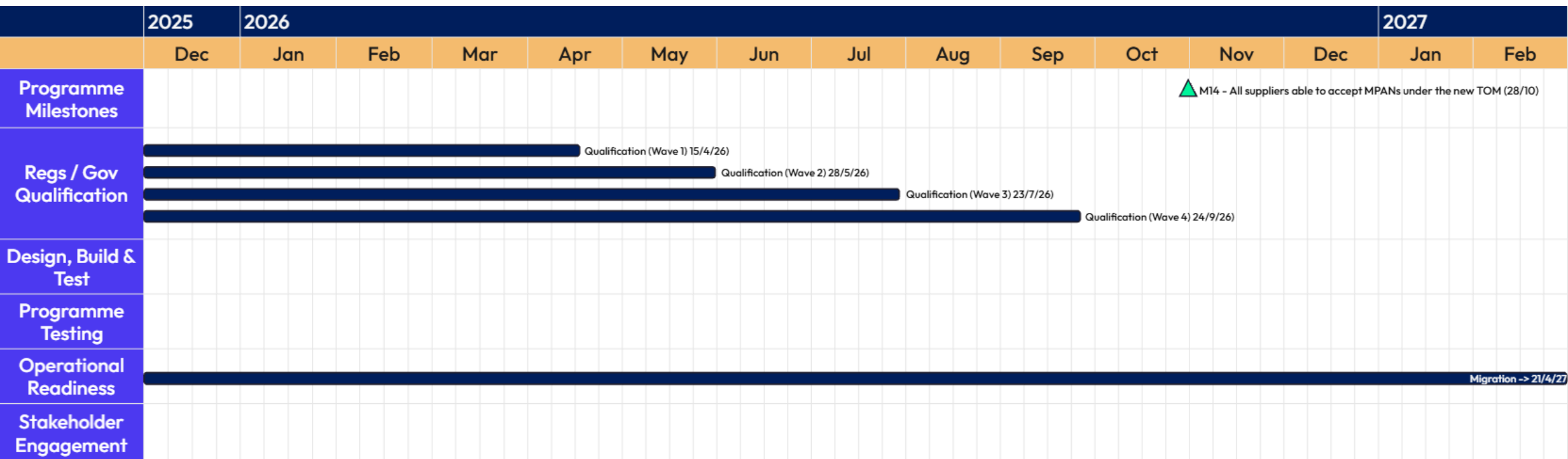
Next period	Summary Activities
	Helix Solution • Continue with fortnightly releases (25.14.8) • Deliver industry required P0276 & P0277 (P0275 – currently trending towards January).. • Commence volumetrics testing plan for ISD/LLF publication in March 26.
	Assurance and Qualification • Complete Qual Pathway 6. • Secure approval for the Sandbox testing approach and guidance publications. • Finalise and baseline the Non-SIT Qual Test resource model - Sandbox testing resource requirements to be integrated. Wave 3 and 4 support model to be baselined.
	Service Management • Complete Triage improvement steps. • Complete and publish LWI for Incident Management Communications. • Monitor Service volumes and continue to support Hypercare.
	Business Transition • Internal Elexon publication and approval of Hypercare exit criteria and approach. • High level design and costing for integrated testing environment • Capability analysis and detailed planning for Hypercare exit

RAID	RAG	Type	Mitigating or resolving action required	Next Update
Further ISD publication issues have occurred. Ongoing improvement plan required to increase confidence in future publications.	Amber	Issue	• Issues have been resolved and re-publish activities completed with no impact to Phase 1 migration exit. • Improvement action plan to be delivered.	PSG 03/12/25
Settlement issue occurred with commercial impact requiring resolution at the point of the R1 settlement run.	Amber	Issue	• Root cause analysis completed. • Manual workaround in place. • Permanent fix is in development.	PSG 03/12/25

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers	
Status & Outlook	Progress last month: - EES and REC Code Manager M10 Hyper Care completed. - Five SIT Pathway 6 REC Parties Qualified and others to be Qualified by 18 Dec. Other REC Qualification activities remain on track. - Ongoing operational readiness engagement with DIP Manager, testing/release management and approach for management of significant DIP incidents.			Progress expected in the coming month: - Continued support for EES and REC Code Manager ELS processes. - Ongoing operational readiness engagement with DIP Manager on testing/release management and approach for management of significant DIP incidents. - Qualify Pathway 6 parties by 18 Dec. Continue to progress non-SIT Parties to plan. Support Wave 4 participant engagement webinar on 9 Dec. - Support BSC change to add missing enumeration to Data Item: Measurement Quantity (J0103 / DI-052) and make associated changes to EMDS/DTC.			Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
							Qualify Pathway 4 parties	24/09/25	10/09/25
							Qualify Pathway 6 parties	18/12/25	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
RECCo not able to meet its obligations to Qualify all REC Parties by M14, leading to delay in parties starting Migration and delay in programme closure.		Risk	RECCo resources in place to meet Qualification requirements. Resource requirements reviewed and updated following experience in managing SIT Parties. Qualification activities continue to track to plan. Reporting and escalation arrangements in place to support parties in meetings Qualification milestones.	Oct 26	Andrew Wallace
DIP release management arrangements not fully established to support testing of changes to DIP Interfaces which could lead to issues when deployed to live operations.		Issue	Code Body engagement with DIP Manager on release management and test environments. DIP Manage to hold industry workgroups to develop solution.	Jan 26	Andrew Wallace





RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers	
Status & Outlook	Progress last month: - FOC Meter Re-configuration – Amber (see Risk R7668) – Revised date to be confirmed and communicated. - DCC Hypercare period underway until Feb 2026. - ISD data (MORR ownership/company name change) in CSS which resulted in errors from CSS for LDSOs. ELEXON sent incorrect report to REC which then made the CSS info incorrect, hence the message rejection. No further action required from DCC. ELEXON to re-provide correct report to REC.			Progress expected in the coming month: SMETS1 FOC Re-configuration implementation date to be confirmed.			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			

RAID & RAG

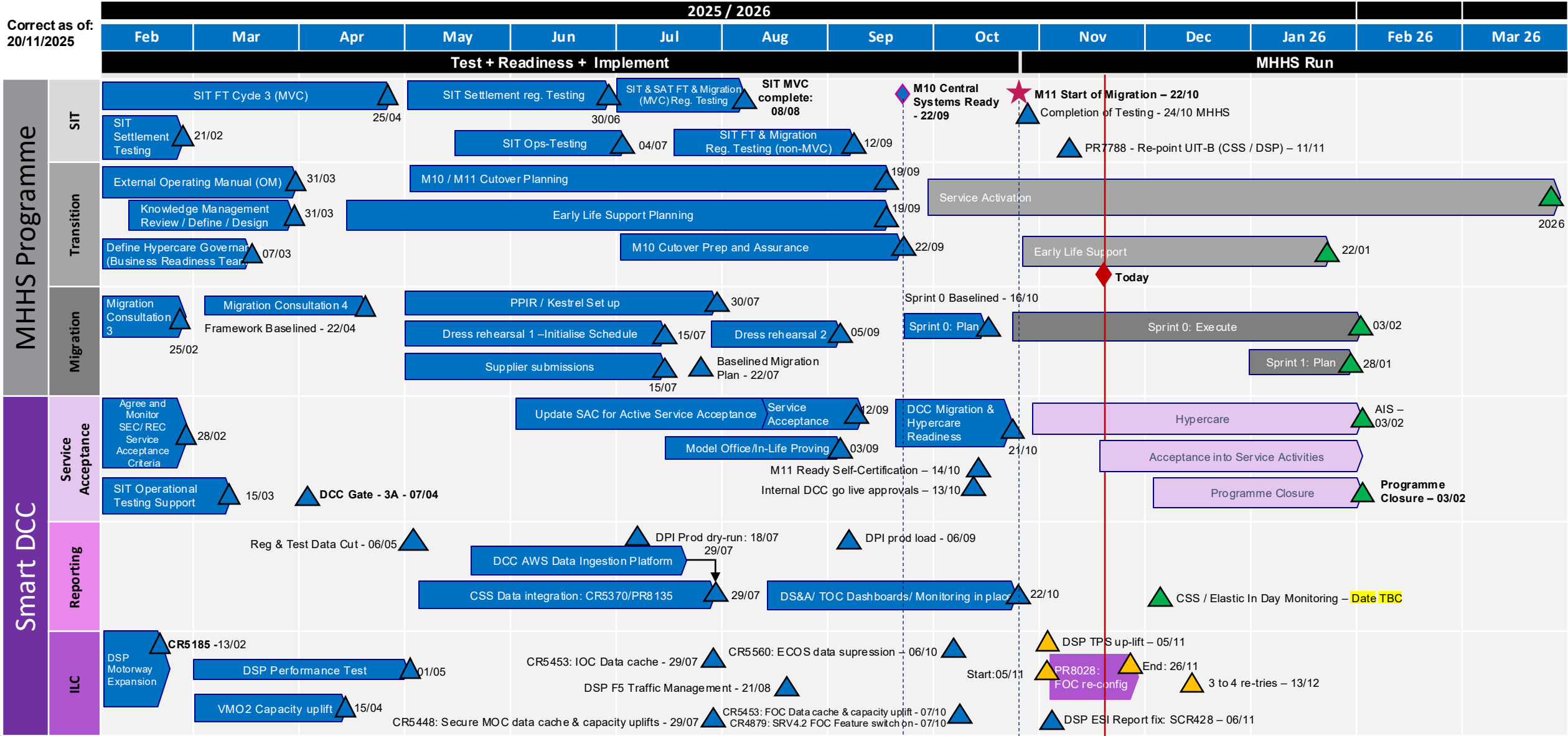
Ref.	Risk	Calculated Risk	Mitigation (M) / Update	Owner	Area	Service risk RAG
R7387	MHHS Overall Capacity Risk DCC systems may not have the capacity to manage increased MHHS transaction volume in both maximum daily thresholds and throughput capacity (rate of flow; RoF). Additionally, DCC do not have 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 – COMPLETE (M2) CR5391: Increase DSP transaction throughput threshold – ON-TRACK (M3) MHHS programme to execute peak migration volume during hypercare phase – IN PROGRESS (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
R7668	SMETS1 FOC Re-configuration Testing Progress As a result of the issue found during testing, there is a risk that the November deployment date cannot be met.	Low	1. DCC to understand fix 2. DCC to have bilaterals with affected parties, with the support of MHHS Programme / MCC, to communicate impact. 3. DCC to confirm implementation date.	DCC	Migrations	Green

MHHS POAP

DCC Confidential - Commercially Sensitive



Correct as of:
20/11/2025



Key call outs requiring PSG Discussion

- Ongoing ISD issues are a significant concern, causing unexpected operational challenges within DNOs including across support functions and the inability to use automated systems (increasing risk and utilising resources which are then unavailable to react to any new incidents). Could impact Migration volumes.
- Settlements data requires ongoing monitoring for accuracy and completion
- BAU Change Processes need to be clear
- Work Off List Items (eg that Baselined at M11) are resolved in a timely manner - new issues that arise should be added to a single work-off list (whether resolution will be via Code Bodies or Programme, IRG etc)

RAG Status



This period	Summary Activities
	• ELS • No significant issues outstanding – however, D0030/D0314 data issues have materially affected DNO revenues/wider industry impacts • Vendor plans in place to support • People & System Readiness Confirmed to programme • Migration • Ready to Support • Reactive plans in place to manage any system incidents • Lack of clarity on expected supplier migration volumes • Daily monitoring in place with out of hours support - note that volumes are not aligned with projected volumes on Kestrel, raised to MCC. Whilst not matching expected profiles, the low current migration volumes not causing significant issues, but uncertainty remains. • Change • Actively monitoring with DNO system provider post M10 change and timelines. DUoS ID issue discussed and Elexon initiating resolution

Next period	Summary Activities
	• ELS • Same as this period • Migration • Same as this period – ambition to see Migration volumes settle into agreed cadence of Kestrel Reporting • Reactive plans in place to manage any system incidents • Change • Same as this period – progress on DUoS ID issue • Potential patches of MPRS to fix some of the post M10/M11 issues identified like the deadlock failure on entry to Gate closure Sub batch processing, etc. • Potential LOCUS patch v 5.x

RAID	Rating	Type	Mitigating or resolving action required	Next Update
New Systems don't perform as expected post M10/M11/M12.	Medium	Risk	Monitor by Programme, Code Parties and Programme Participants.	
Known Work Off List items (especially if manual in nature) are not resolved in a timely manner which either increases the risk of further issues or reduces resources available to focus on any new issues/defects that may arise.	Medium	Risk	Timely close out of work Off List/known defects.	
Migration volumes behind schedule and therefore migration period is extended or increased risk of reaching/breaching Migration thresholds. Difficult for DNOs to reconcile progress.	Low	Risk	Manage Migration volumes.	
Elexon continue to issue 'invalid' ISD which may get loaded into systems resulting in 'downtime' of systems to correct data.	Low	Risk	Potential to look at removing automated loading by introducing manual checkpoints/ processes. However, this will come with its own risks.	

Key call outs requiring PSG Discussion

Issues with ISD and incorrect data items.
Issues with transparency, recording of key issues and communication of daily Settlements Stand Up meetings. Currently a lack of confidence in the resolutions being discussed and the impacts of the perceived defects.

RAG Status

Overall Operating Risk

This period	Summary Activities				Next period	Summary Activities			
	ELS					ELS			
	- Issues with latest versions of ISD required fast action and manual scripts to be run in live environment of SMRS. - Continued communication with service providers, raising tickets where required - Continued internal training on new systems and processes.					- Continued monitoring of ISD publications. - Maintain governance and communication plans. - Continued monitoring of systems to ensure processes are working as anticipated.			
	Migration					Migration			
	Slightly lower numbers and deviation from expectations, but overall, it appears to be a successful start to migration.					- Continuous monitoring of actual migrations vs expected as migration is expected to move from phase 1 to phase 2 with numbers increasing. - Ensure any issues raised and promptly investigated and resolved. - Prepare for first MHHS billing run.			
	Change					Change			
	Engaging with DNOs and DIP Manager to review the DIP Manager Change Process.					Continued engagement to improve the DIP Manager Change Process.			

RAID	RAG	Type	Mitigating or resolving action required	Next Update
Settlement integrity LDSOs		Issue	Formal forum for issues to be tracked and monitored so effective internal communication and risk mitigation can occur. Recording of key issues, with impacts to DUoS billing & settlements process, need communicating clearly and managing resolution effectively.	
ISD publication		Issue	Resolution of all data issues that will impact migration, settlements etc.	

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	Total
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	1.60	1.65	1.57	1.49	2.14	1.45	1.46	4.28	23.56
DCC Budget	3.04			1.48			0.31			0.28			5.11
DCC Act/Forecast***		0.31	0.17	0.62	1.15	0.15	0.48	0.71	0.03	0.02	0.01	0.01	4.41
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	2.80	2.90	2.20	1.70	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	6.83	6.38	6.66	5.61	5.35	6.09	4.70	4.18	4.49	2.83	2.68	4.41	60.25
Total Act/Forecast	4.59	5.05	5.4	5.79	5.29	5.33	5.04	5.2	4.45	3.22	3.22	6.2	59.55

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

Governance group updates

Programme Steering Group (PSG)

PSG 05 November 2025

Migration Update: A Migration update outlined the beginning of Migration and progress.

Qualification Update: A Qualification update was provided against Wave 1 and 2, which has moved from Red to Amber RAG status.

Early Life and Hypercare Update: Elxon provided an update on the responses to the ISD issues with a PIR and lessons learned to be initiated.

Elxon also provided updates on Testing Environments and Hypercare Exit

Programme provided its view on progress against ELS Exit Criteria, noting Elxon Service Management Reporting is Red

PSG papers available [here](#).

Migration & Cutover Advisory Group (MCAG)

MCAG 21 October 2025

M11/M12 recommendation to PSG: The MHHS Senior Responsible Owner (SRO), formally approved the milestone T3-MI-0036 (Recommendation from MCAG that the Programme can approve M11 / M12)

MCAG papers available [here](#).

Qualification Advisory Group (QAG)

QAG 20 November 2025

BSC Assessment Criteria and Test Scenarios: SRO approved the updates made to the BSC Assessment Criteria v5.1

Qualification Programme Plan Update: SRO approved the redefinition and creation of T3 and T2 milestones in the Programme Plan to more accurately reflect the reporting that is tracking the progress of PPs through the Qualification Waves. Please refer to the headline report for further detail on the milestones.

QAG 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! Timelines for upcoming Qualification activities by Wave – **please note the various deadlines for the Wave you're in**
- 2. NEW! Facilitating Engagement between Suppliers & Agents Central Register updated

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.

Upcoming Governance Meetings:

- **Wednesday 26 November 2025:** [Transition & Operational Readiness Working Group \(TORWG\)](#) at 14:00
- **Thursday 27 November 2025:** [Migration & Cutover Advisory Group \(MCAG\)](#) at 14:00
- **Wednesday 3 December 2025:** [Programme Steering Group \(PSG\)](#) at 10:00
- **Wednesday 3 December 2025:** [TORWG](#) at 14:00

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 3 & 4 participants for outstanding Qualification readiness artefacts.
- The PPC have also supported the Code Bodies to issue communications regarding key Qualification timelines / deadlines by Wave and updates to PIT/QT Lessons Learned guidance, QAD guidance, QTF Test Data files, QTF Release Notes and the QTC.
- **Next steps:** Continued activity to support upcoming comms and engagement priorities, including the live BSC Assessment Criteria consultation.

Migration/Early Life Support

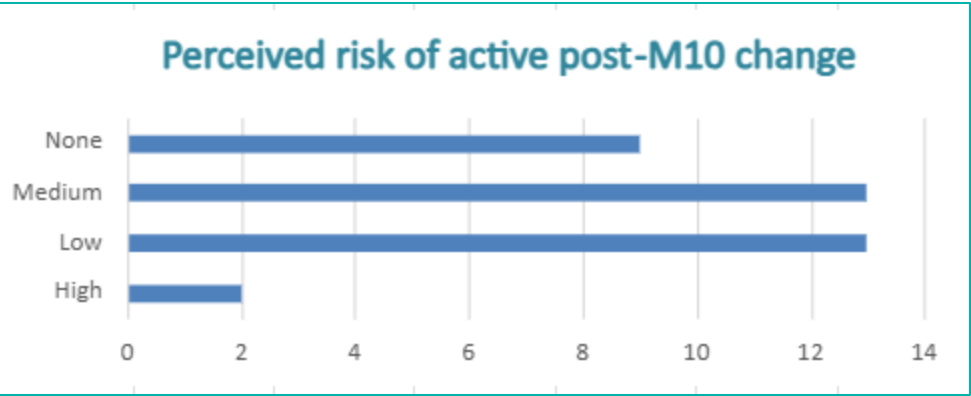
- The PPC have issued Non-SIT Wave 3 PPIRs to participants on 10 November, with responses due 17th November. PPC have received 14/21 responses and will continue to chase the outstanding 7 suppliers.
- The PPC continue to review the Migration & ELS strategic comms plan with Migration & ELS team weekly. Forward planning key comms touchpoints for participants over the upcoming ELS/Migration phases.
- The PPC issued an opt in supplier consent form for publishing Migration contact details to allow suppliers and LDSOs to engage and resolve issues more easily, this has been updated on the Central Register on the MHHS website and the Collaboration Base.
- The PPC have supported in facilitating a Kestrel reporting working session for LDSO's on 13th November and will work with MCC to support any next steps where required.

Cross-cutting communications & engagement

- Published PPIRs regarding a Request for Consent: Publication of Migration Contact Details, a Request for Wave 3 Non-SIT Suppliers to provide information regarding contractual arrangements with Agents, and a PPIR on Non-SIT Supplier and Agent Post-QT Sandbox Testing.
- Published uplifted versions of the QT Test Data files, QTF Release Notes and PIT/QT FAQ guidance, alongside Qualification timelines and RT Traceability Matrix artefacts, supporting document accuracy and participant confidence and ensuring participants are consistently working with the latest published information.
- Reviewed and streamlined Testing pages to reflect the latest Programme position. Archived 18 pages that are no longer relevant.
- Refreshed the Qualification pages on the Collaboration Base to include images in line with the MHHS website to improve the accessibility of information.
- **Next steps:** Finalise review of the Elexon (Helix) Service Management and DIP pages across the Collaboration Base and MHHS website to ensure they are up to date and prepare for the upcoming annual communications survey in January 2026.

Industry horizon scanning: Summarise items monitored via the horizon scanning process

Horizon scanning metrics for changes that are active post-M10



Active post-M10 change by code: 37 – BSC: 15, REC:12, DIP: 6, DCUSA: 2, SEC: 2

Perceived risk of active HS items: High: 2, Medium: 13, Low:13, No impact: 9

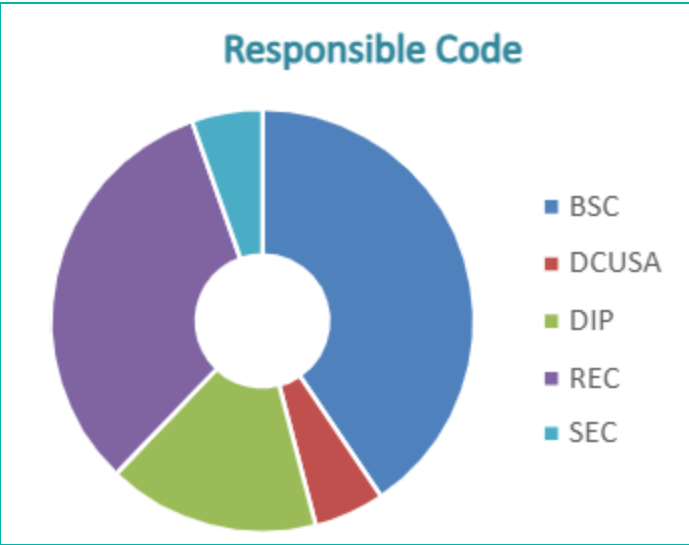
Relevant Milestone where risk exists: ELS/M11: 17, M14/M15: 9

Horizon Scanning Process

The horizon scanning process was established to monitor and manage external change to ensure Programme deliverables were not negatively impacted.

The Programme is still accountable for protecting programme deliverables until M15 which includes ELS, Qualification and Migration. The Code Forum, attended by Code Bodies, MHHSP and Ofgem, collaborate to populate the Horizon Scanning Log and review changes.

Where a change requires action, e.g. amendment to the solution or its implementation date, this will be fed back under Code Body governance and considered there.



MHHS IPA Monthly Assurance Dashboard



Reporting Period: December 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 MHSP, review of the PPC bilateral reports, RAID log, working group and advisory group papers and monitoring of IPA open actions. Attendance at Issue Resolution Group (IRG).
- ELS Phase 1 Exit Report (WP1) – Complete** – Completion of ELS Phase 1 review and report to inform programme exit decision at MCAG on 27 November 2025. This included an evidence-based review of progress against criteria set out within the Early Life Support Model, and assessment of key risks and issues through ELS Phase 1.
- Separation Plan Review (WP5) - In Progress** – IPA engaged with the SRO Separation Plan owner to discuss timelines for the upcoming IPA Separation Plan 6-monthly review in November.

Stage-Based Assurance

- Assurance Period 11 (P11, from 25 September to 19 December 2025) - In Progress** – Mobilised assurance bilaterals with sampled Participants (one bilateral completed, five bilaterals scheduled), with a particular focus on progress through/readiness for Qualification, readiness for Migration, internal Operational Readiness activities being on-track and a review of Participants Consequential Change implementation progress.
- Qualification Testing Progress Tracking (WP12) – In Progress** – Monitoring of Qualification Testing execution and progress of mitigating actions to address previous risks in Supplier and Agent Qualification Testing. Review of the Central Programme Team monthly Qualification reporting and supporting evidence. Drafting of IPA assurance approach for Qualification decisions. Review of Elexon resource model for Qualification Waves 3 & 4.
- Migration Progress Tracking (WP13) – In Progress** – Review of the Central Programme Team weekly Migration reporting and supporting evidence. Monitoring of ongoing risks that may impact Migration.
- Transition Readiness Tracking (WP13) - In Progress** – Review of Service Management metrics presented at TORWG and TOG and trend analysis of performance across a 30-day period. Review of Elexon ISDv14/15 post-incident report. Feedback and recommendations provided to Elexon to address risks.
- Lessons Learned (WP15) – In Progress** – Completion of initial lessons learnt workshops, with further workshops planned to take place. Analysis of key findings ongoing

Upcoming Assurance Activities

- Assurance Period 11:** Delivery of P11 assurance activities, including bilaterals with a sample of Programme Participants.
- Separation Plan Review (WP5):** Mobilising a 6-monthly review of Separation Plan updates.
- Ofgem Reporting Directions (WP12 / 13):** Completion of monthly IPA reporting for Qualification and fortnightly IPA reporting for Migration.
- Lessons Learned (WP15):** Scheduling and delivering further lessons learned workshops to reflect on pre-M10 delivery.

Assurance Action Status

	Total	Post-M11
Total IPA Actions Raised	402	3
Actions Closed	392	3
Actions Open	10	0
Actions Overdue	10	0

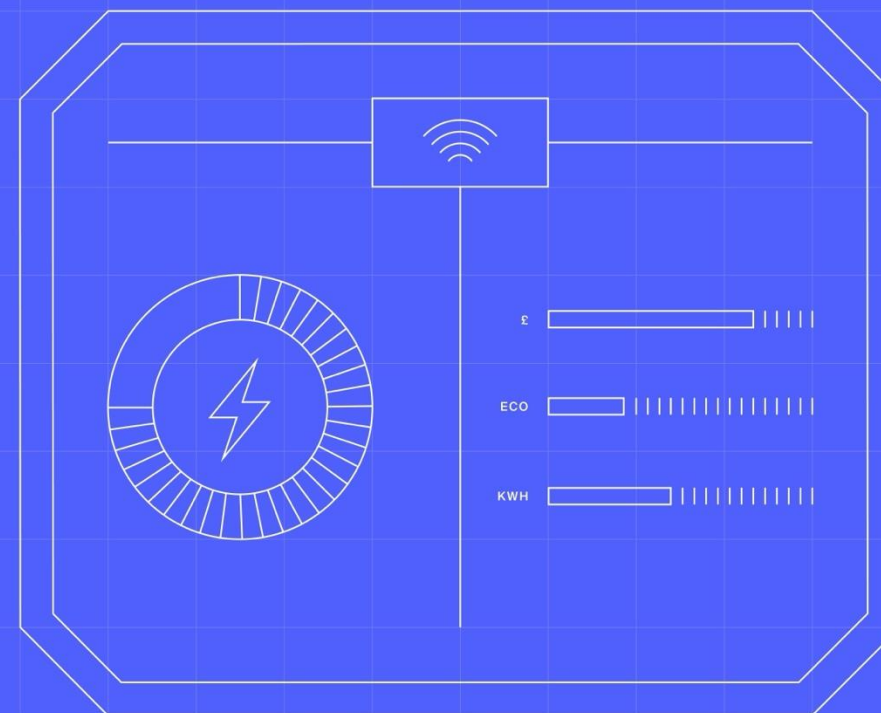
- 3 new actions were agreed in November and all completed.
- 4 actions from previous months were completed during November.
- A total of 10 actions are currently in-progress and all past their due date.
 - These actions relate to pre-M10 actions on cyber security, Separation Plan, migration incentives and service management codification. IPA has engaged action owners and is tracking the actions to completion.

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. **15 January 2025 10:00 – 12:30 (virtual)**

Meeting dates	15 January 2025
Relevant milestones or activities	
Agenda items	• Ofgem Messaging • Migration Update • Qualification Progress • ELS/Hypercare Update
Standing items	• Minutes and Actions • Programme Reporting • Delivery Dashboards • Summary and Next Steps

Thank you



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Appendix 1 – Elexon M11 Work Off Plan

Ellexon – M11 Work-Off Items (as of 21-Oct-25)

Ref	Issue	Workaround status	Perm fix target release (date)
290856	Legacy interfaces: Messages stuck in messagestore	n/a - Permanent fix deployed.	Completed: R25.14.2 (Sept 5th)
287099	ISD: Unable to send unpublished LLF data to EIS (& DAP)	n/a - Permanent fix deployed.	Completed: R25.14.4 (Oct 2nd)
293188	DAH: File validation failing on 'Losses MSID Count' field (re: D0081 and D0296)	n/a - Permanent fix deployed.	Completed: R25.14.5 (Oct 21st)
285371	DAH: Unable to default to previous DA files received.	Daily manual workaround in place.	Scheduled: R25.14.6 (Oct 30 th)
291098	PARMS: P0136 rejected with error message: Attribute MarketParticipantName is 45 characters long. Max length defined = 40	Weekly manual workaround in place.	Scheduled: R25.14.6 (Oct 30 th)
292055	ISD: On catalogue publish there is not an automatic update to DR side impacting back-up.	Per publish manual workaround in place.	Target 25.14.8 (27/11)
288972	DAH: For file type C0221, DAH does not have functionality to increment the header number. This is a new requirement rather than a defect.	End of month manual workaround in place.	Target 25.14.8 (27/11)

Additional Post M11 Work Off Items	Status
Permanent fix for DUOS data issue encountered within ISD catalogue publication	P3 incident retained to support permanent close out of the issue
Lessons Learned and implementation of required improvement steps from Review of ISD incidents	To be scheduled Post M11

SIT Operational Testing PIT Work off Item	Status
MHHSP-47 VAS: Update on the % of Report Approvals expected to be completed by 24/09/2025 to show that Helix is on track.	- All M11 Required Reports are signed off and ready. - The following 4 (non-M11 required) reports have been developed and are expected to be signed off on 24/10: 1. Annual Demand Volume, 2. Rejected Settlement volume (Data already covered in existing default Volume Report), 3. Retrospective registration data report. 4. Qualification Exception Report.