



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

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# Programme Steering Group #52

## 14 January 2026

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Version 1.2

MHHS-DEL4360

Document Classification: Public

# Agenda

#	Item	Objective	Type	Lead(s)	Time	Page
1	Welcome		-	Chair	10:00-10:05 5 mins	1
2	Headline Report and Actions	Approve headline report of previous meeting and actions review	Decision	Chair & Secretariat	10:05-10:10 5 mins	3
3	Ofgem Update	Message from Programme Sponsor	Information	Ofgem (Jenny Boothe)	10:10-10:20 10 mins	5
4	Programme Status Update	<ul style="list-style-type: none"> <li>Critical Path</li> <li>Update on Programme Workstreams</li> <li>RAID</li> <li>Outstanding Work-Off Items</li> </ul>	Information	Programme (Keith Clark)	10:20-10:30 10 mins	6
5	Migration Update	Update on Migration Progress	Information	Programme (Warren Fulton)	10:30-10:40 10 mins	14
6	Qualification Update	Update on Qualification Progress	Information	Code Bodies (Ben Gilbert)	10:40-10:50 10 mins	21
7	Early Life Support Update	<ul style="list-style-type: none"> <li>Programme view of progress against ELS Exit Criteria</li> <li>Elexon View of ELS Phase 2</li> <li>IPA View of ELS Phase 2</li> </ul>	Information	Programme, Elexon & IPA (Matthew Breen & Jo Hill)	10:50-11:05 15 mins	23
8	Hypercare Update	Verbal update from Central Parties	Information	Central Parties (Elexon, DIP Manager, RECCo, LDSOs, DCC)	11:05-11:15 10 mins	44
9	Roadmap of Change Backlog	Update on the roadmap of change backlog	Information	Elexon & RECCo Samraj Gill	11.15-11.25 10 mins	45
10	Delivery Dashboards	Questions from PSG members on delivery dashboard content	Information	Chair	11:25-11:35 10 mins	50
11	Summary and Next Steps	Summarise actions, decisions, and look ahead to next meeting	Information	Chair & Secretariat	11:35-11:40 5 mins	68
	Appendix	Elexon 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 03 December 2025 Headline Report](#)
- 2. Review of actions:

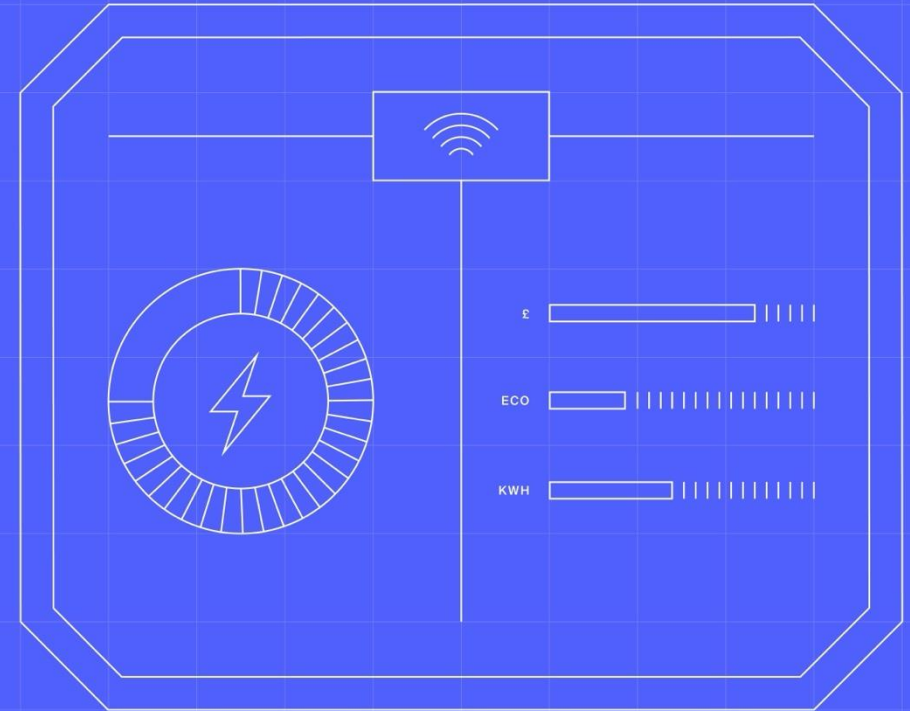
Ref	Action	Owner	Due	Latest Update
PSG51-01	Programme to establish and document a clear escalation route from TOG to PSG where TOG actions do not make sufficient progress, ensuring visibility and timely intervention.	Programme	14/01/26	RECOMMEND CLOSED: TOG escalations will be managed through the standard RAID process and escalated in line with established governance, via the relevant advisory groups, before being considered by PSG. Only urgent matters requiring immediate attention will be escalated directly to PSG. Operational matters are out of scope, and only risks or issues with a material impact on Programme milestones will be eligible for escalation.
PSG51-02	Elexon to set out onboarding choreography of new Suppliers and other participants starting migration and their inclusion into TOG prior to their migration, to ensure smooth transition.	Elexon	14/01/26	ONGOING: Elexon are approving a new ToR for TOG which will open up the meeting to all participants before ELS exit.
PSG51-03	Programme to add links with additional detail on code changes in the Horizon Scanning / Industry Change Update.	Programme	14/01/26	RECOMMEND CLOSED: A link has been added to the Code Forum Horizon Scanning log.
PSG50-01	Elexon 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	Elexon	07/11/25	ONGOING: The new ToR are in review and the meeting page on the website has been updated with recent slide packs. The ToR will be open for Participants feedback and comments from 9 <sup>th</sup> January.

# Ofgem Update

**Information:** Message from Programme Sponsor

*Ofgem (Jenny Boothe)*

*10 mins*



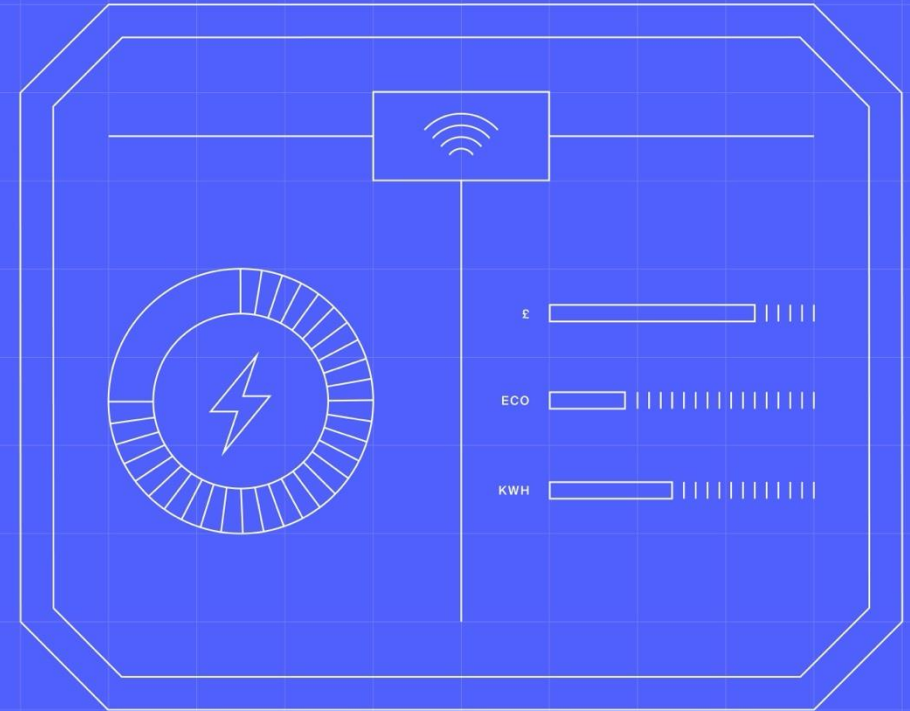
# Programme Status Update

## INFORMATION:

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

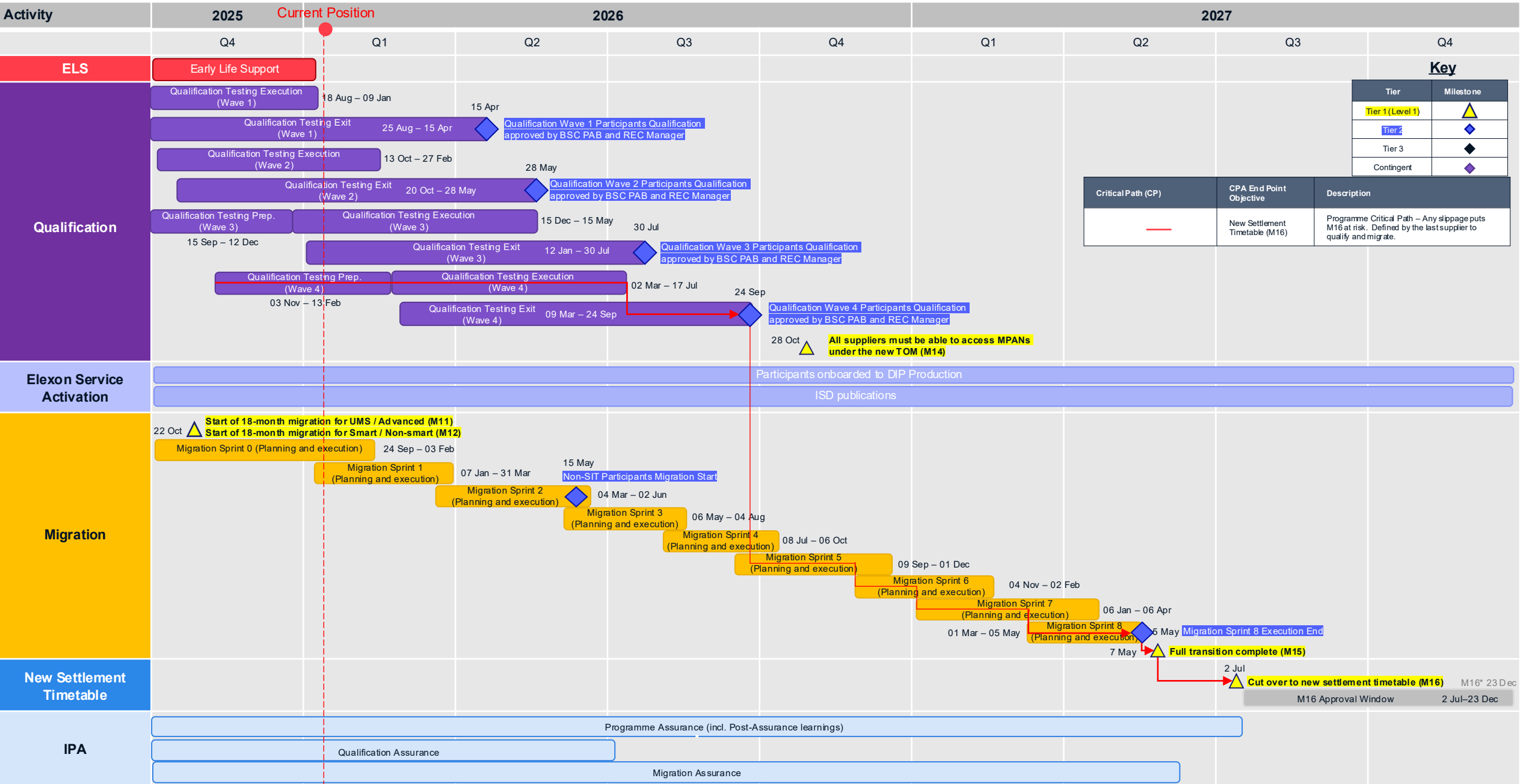
*Programme (Keith Clark)*

*10 mins*



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

Document Classification: Public



## Programme Status by Workstream

### Workstream RAG definitions

On Track

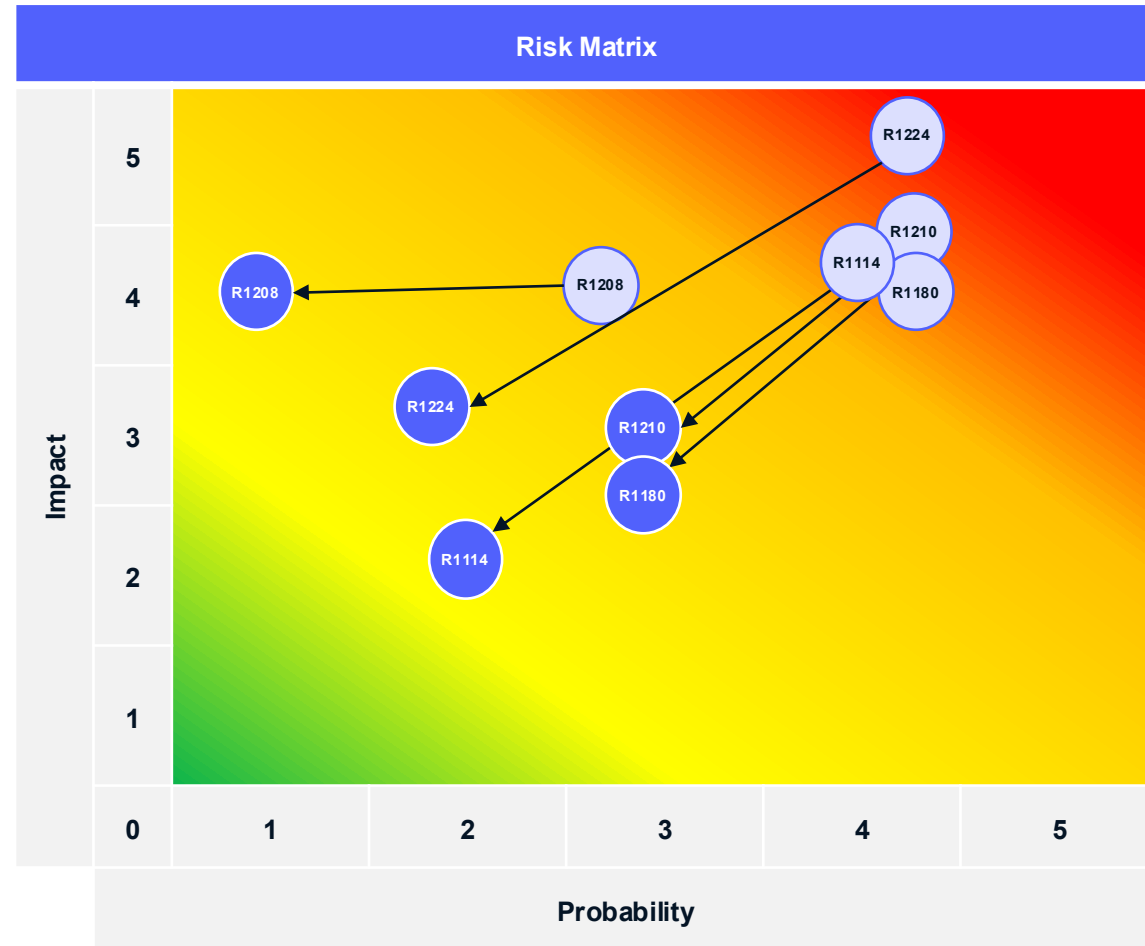
Path to Green is viable  
with measurable  
management plan in place

Path to Green is not viable  
without escalation and  
intervention

Workstream		Last month (Dec)	This month (Jan)	Next Month (Feb)	Commentary on status and path to green
Supplier & Agent Qualification	Qualification				<ul style="list-style-type: none"> <li>Over 80% of participants are on track in all Waves. Wave 3 Initial QAD Approvals are 25% complete against deadline of 19th December and comments are being addressed by Participants following the Year End Holidays. The risk to Final QAD approvals is low whilst this backlog clears. Final QAD approvals for Wave 1 and Wave 2 are on track. Wave 4 initial QADs are due 16/1/26.</li> </ul>
	Qualification Testing				<ul style="list-style-type: none"> <li>Wave 1 test execution complete and Wave 2 tracking 1 month ahead of plan, but with 1 PP behind plan. Wave 3 QT readiness activities nearing completion with 2 PPs at risk of missing QT Entry and in discussion with code bodies. Wave 4 QT readiness activities in-progress with PIT Completion and Checkpoint 2 artefacts due on 09/01/26.</li> <li>Workstream as a whole will remain Amber as we monitor and support the start of Wave 3 test execution from 12/01/16, Wave 4 test preparation engagement on checkpoint 2 documents, and support required for Sandbox test activities On-going action to monitor actual vs forecast demand.</li> </ul>
Early Life					<ul style="list-style-type: none"> <li>Following TORWG on 17th December, where industry confirmed that they had no concerns with moving into the next phase of ELS, the MCAG formally approved the decision to enter Phase 3 of ELS on 18th December. While there have been issues seen during this phase, these issues have not impacted delivery of the Migration plan, with the requisite number of 800,000 migrations completed ahead of the decision.</li> <li>The current RAG status is Red because a recommendation to pause migration was given by the Elexon Performance Assurance team on 6<sup>th</sup> January. This recommendation was based on an issue that has been raised which is causing migrated MPANs to be 'double-counted' in both Legacy and MHHS settlement. The MCC has taken the decision to temporarily pause migration while waiting for more information to come through on the root-cause of the issue and more detail about the impact.</li> <li>The RAG status for next month is expected to be 'Blue' as ELS is due to have finished by the end of this month, but this will be dependent on migration having re-started and the decision to exit ELS having been made by MCAG. PSG will get verbal update on the latest situation at the PSG meeting on 14-Jan-26.</li> </ul>
Migration	Readiness				<ul style="list-style-type: none"> <li>Sprint 0: three suppliers are scheduled to commence migration in Jan-26 and are currently on track</li> <li>Sprint 1: one supplier is scheduled to commence migration during Sprint 1 and is currently on track.</li> <li>Migration Plan: the Sprint 0 migration plan has been baselined and remains accurate.</li> <li>Sprint 1 Planning has commenced with Submission window opening to Suppliers on 21-Jan</li> </ul>
	Execution				<ul style="list-style-type: none"> <li><b>As of 07 Jan 2026, all Migration is paused due to 'Incident INC0131738 - Invalid D0209 Data'. The MCC is engaging with Elexon and will report on Migration Status to Ofgem and impacted Parties daily. The current status is Amber, with the potential to change to Red if the pause is prolonged.</b></li> <li>Migration initiations remain fully on track as of 02 Jan 2026, achieving 938,705 against a plan of 938,089 (100.1%)</li> <li>Migration completions are performing as expected as of 02 Jan 2026, achieving 937,274 (99.9%)</li> <li>Exceptions remain low</li> <li>On track to achieve ELS Phase 3 criteria for Migration volumes</li> </ul>



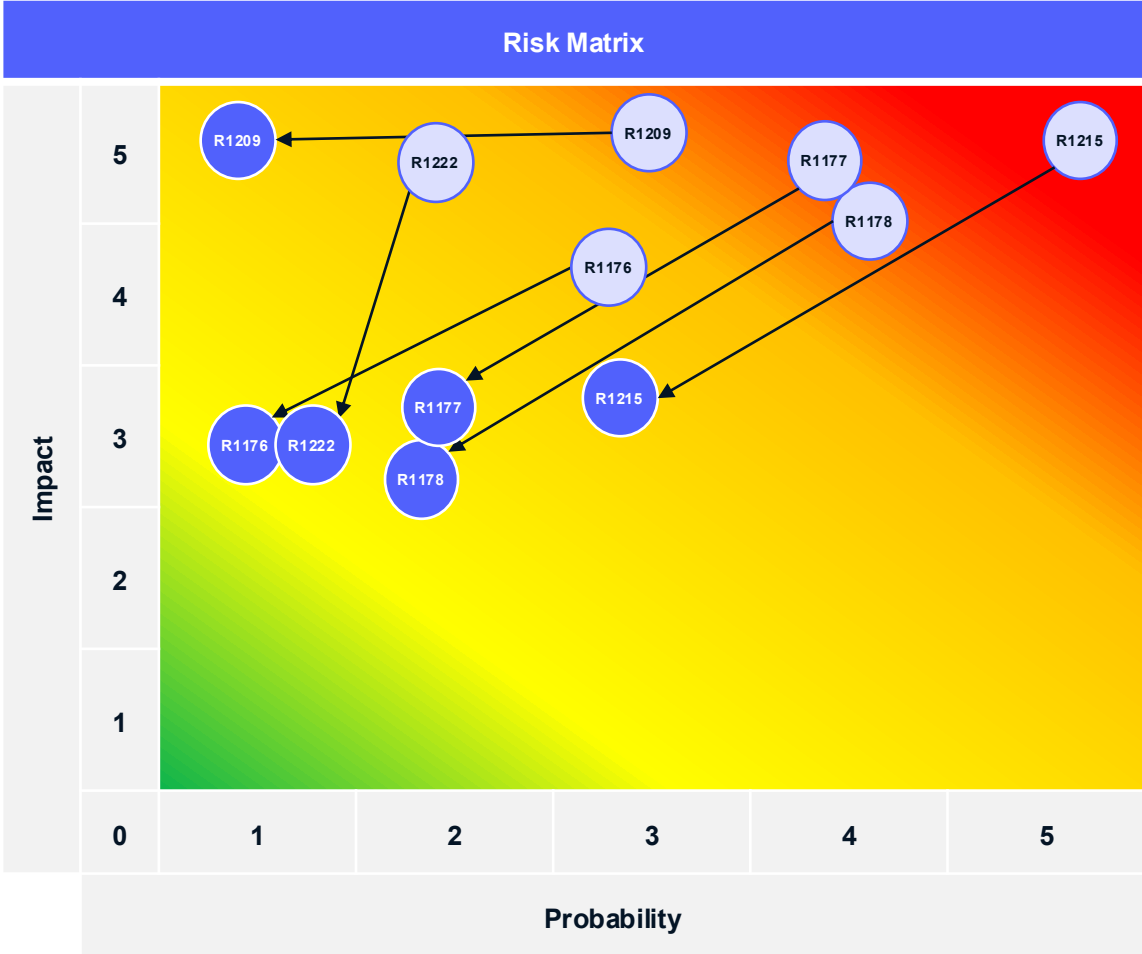
## Risk Assessment – Early Life Support



Key	
	Current Score
	Target Score

Risk ID	Risk Description	Mitigation	Contingency Plan	Current Score	Risk Description post ELS
R1224	There is a risk that an operational issue affects ELS exit and may impact Migration	<ul style="list-style-type: none"> <li>Service Management and the ELS Model are in place through ELS to manage operational issues</li> <li>A P2 issue with D0209 flows (I266) is currently under investigation and until this is fully resolved, the uncertainty of its impact on ELS exit results in the current score</li> </ul>		25	There is a risk that an operational issue affects the ability to meet M15 ( <b>R1225</b> )
R1180	There is a risk that performance during the ELS phase doesn't meet the requisite levels across one or more of the agreed exit criteria which prevents the Programme from moving through the phases of ELS	<ul style="list-style-type: none"> <li>Exit from ELS Phase 2 was endorsed by MCAG, risk will be closely monitored until the end of ELS</li> </ul>		21	There is a risk that migration is ramped up at the incorrect pace (either too quickly or too slowly), before performance has indicated the number of migrations can be ramped up ( <b>R745</b> )
R1114	Existing industry SLAs may not be sufficient to support BSCCo Service Management processes, risking ELS exit	<ul style="list-style-type: none"> <li>Programme continues to monitor this risk, Elxon have implemented service improvements. Programme expectation is that this will lead to an improvement in containment of service management targets before ELS closure.</li> <li>This risk is also linked to action TORWG42-01 (Elxon to ensure that cross-party SLAs across the entire MHHS landscape / ecosystem are considered and whether any changes are needed as a part of the Post Incident Review)</li> </ul>	<ul style="list-style-type: none"> <li>Rely on industry Parties to exceed current SLAs or obligations</li> <li>Industry to raise a BSC CP to introduce additional SLAs</li> </ul>	20	Existing industry SLAs may not be sufficient to support BSCCo Service Management processes, which may be a risk to M15 ( <b>R1221</b> )
R1210	There is a risk that Service Management function may struggle to cope when the number of participants starting to Migrate increase as we progress through ELS and post ELS. The two peaks currently expected is in May and September 2026	<ul style="list-style-type: none"> <li>Elxon to ensure resourcing in place to support additional participants as they begin migration and ensure knowledge base is kept up to date through migration whilst applying any lessons learnt</li> </ul>		19	There is a risk that the Service Management function, including incident triage capability, is unable to scale or operate at sufficient maturity to manage the increased volume and complexity of issues during peak migration periods impacting achievement of M15 ( <b>R1220</b> )
R1208	There is a risk that the DIP Manager is scheduling system changes and fixes during working hours, causing service outages with limited consultation with MCC and industry participants.	<ul style="list-style-type: none"> <li>DIP Manager team to work with Migration team for any future planned outages and plan better for releases</li> <li>Risk to be kept open until parties have reviewed release management documentation</li> </ul>		14	There is a risk that the DIP Manager is scheduling system changes and fixes during working hours, causing service outages with limited consultation with MCC and industry participants, which may impact M14/M15 ( <b>R1222</b> )

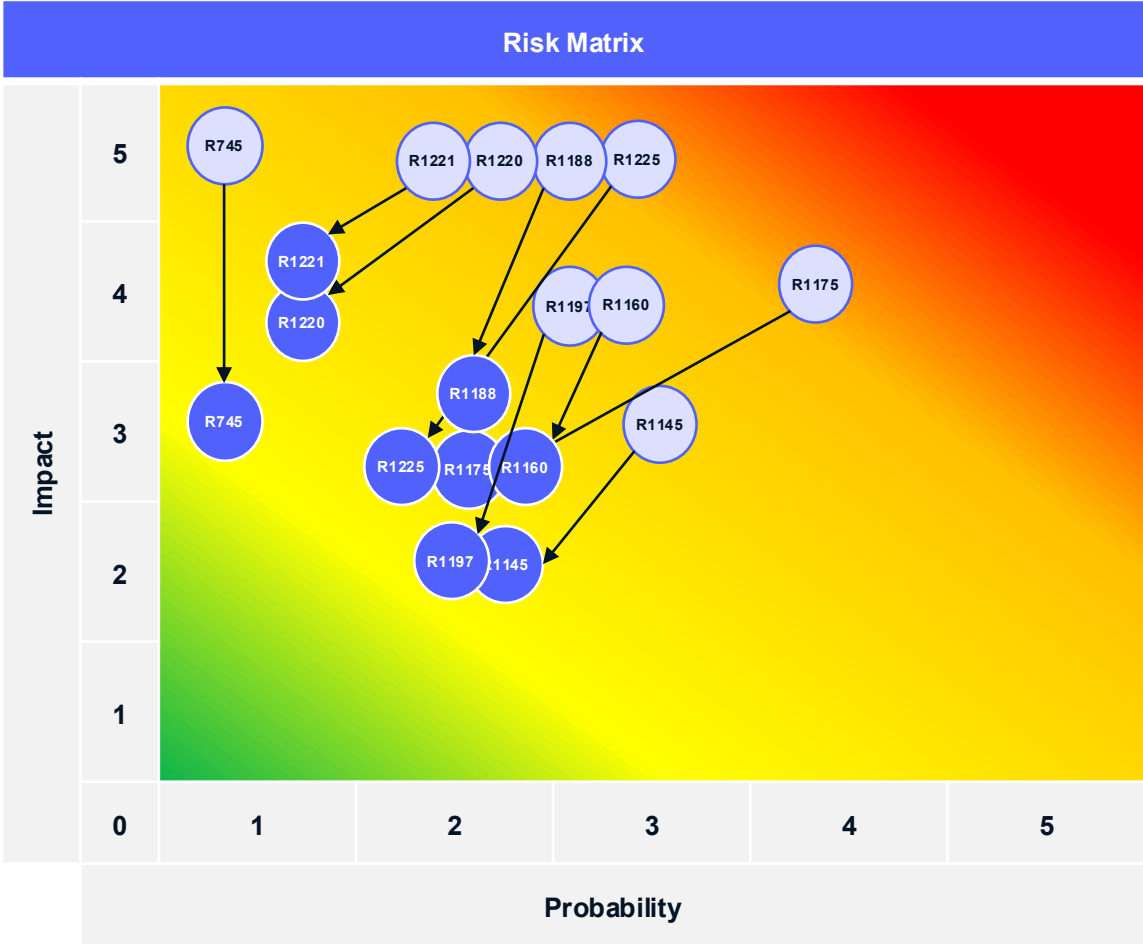
Risk Assessment – M14



Key	
	Current Score
	Target Score

Risk ID	Risk	Mitigation	Contingency Plan	Current Score
R1215	There is a risk that Qualification participants (particularly Wave 4) will not be able to complete QT in time to go through the E2E journey to Qualification for M14	<ul style="list-style-type: none"><li>Ongoing review has highlighted that a number of Wave 3 &amp; 4 PPs will need to bring forward their QT completion date to meet their currently suggested Migration start date</li><li>To be discussed in Jan QWG, QAG and QTEF</li><li>PPIR in development to understand proposed mitigating action for affected PPs</li></ul>		27
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	<ul style="list-style-type: none"><li>Revised resource model reviewed for QT and assurance with some suggested revisions. Elexon to revise and secure resources to make up the shortfall. Score remains as is until shortfall made up.</li></ul>	<ul style="list-style-type: none"><li>Delayed PPs would be in breach of license conditions</li></ul>	24
R1178	There is a risk that PPs moving back waves could impact the ability to finish QT before M14	<ul style="list-style-type: none"><li>Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker</li><li>There is now also an escalation process to hold parties to account for timelines</li></ul>	<ul style="list-style-type: none"><li>Reject proposals to move waves</li></ul>	20
R1209	There is a risk that there is insufficient resource for PIT and QT execution assurance given the volume of work to be executed.	<ul style="list-style-type: none"><li>Programme are awaiting resource model, to be provided by Elexon</li></ul>		19
R1176	There is a risk that the lack of QT progress could delay the completion of QT for PPs impacting M14	<ul style="list-style-type: none"><li>Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker</li><li>Further highlighting to PPs what date they will need to complete QT in order to hit Migration start dates, as per R1215</li></ul>	<ul style="list-style-type: none"><li>Delayed PPs would be in breach of license conditions</li></ul>	15
R1222	There is a risk that the DIP Manager is scheduling system changes and fixes during working hours, causing service outages with limited consultation with MCC and industry participants, which may impact M14/M15	<ul style="list-style-type: none"><li>DIP Manager team to work with Migration team for any future planned outages and plan better for releases</li></ul>		12

Risk Assessment – M15



Key	
	Current Score
	Target Score

Risk ID	Risk	Mitigation	Contingency Plan	Current Score
R1188	There is a risk that issues between the registration service and suppliers may not be responded to and/or resolved in a 'timely manner' during Migration, as set out in BSCP706.	<ul style="list-style-type: none"><li>Raised as a high risk by PPs, guidance has been provided to raise a BSC change to place obligations on participants regarding SLAs related to exceptions, handling and resolution.</li><li>This remains a risk that will require PPs to raise a code change in order to mitigate.</li></ul>		20
R1175	There is a risk that the lack of QT progress could delay the completion of QT for PPs impacting Migration timelines	<ul style="list-style-type: none"><li>Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker</li><li>Further highlighting to PPs what date they will need to complete QT in order to hit Migration start dates, as per R1215</li></ul>	<ul style="list-style-type: none"><li>Delayed PPs would be in breach of license conditions</li></ul>	18
R1225	There is a risk that an operational issue affects the ability to meet M15	<ul style="list-style-type: none"><li>A P2 issue with D0209 flows (1266) is currently under investigation and until this is fully resolved, there is an uncertainty of its impact on Migration</li></ul>		16
R1160	There is a risk that Supplier and Agents face issues with DIP production onboarding, delaying their ability to start Migration	<ul style="list-style-type: none"><li>DIP Team have capacity to support those onboarding to the DIP.</li><li>DIP Team continue to encourage PPs to adhere to timescales, continue to monitor</li><li>Migration team looking to add checklist item for DIP onboarding as part of suppliers Migration start</li></ul>		16
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.	<ul style="list-style-type: none"><li>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</li><li>As socialised at MCAG 19, data quality issues and problematic MPANs do not impact PPs responsibility to migrate by M15.</li><li>PPIR to be issued Q1 2026 to understand supplier volumes and timelines to rectify</li></ul>		14
R1145	There is a risk that achieving proven performance of overall MHHS Design TOM may take longer than anticipated, delaying the overall Migration timeline	<ul style="list-style-type: none"><li>While new issues may still arise, the immediate risk has been significantly reduced following the fixes implemented by Elexon.</li><li>Exit from ELS phase 2 was endorsed by MCAG, risk will be monitored until the end of ELS</li></ul>		14
R1220	There is a risk that the Service Management function, including incident triage capability, is unable to scale or operate at sufficient maturity to manage the increased volume and complexity of issues during peak migration periods impacting achievement of M15	<ul style="list-style-type: none"><li>Elexon to ensure resourcing in place to support additional participants as they begin migration and ensure knowledge base is kept up to date through early weeks of migration and applying any lessons learnt.</li><li>Programme continues to have concerns on how triage and incident management are working currently.</li></ul>		11
R1221	Existing industry SLAs may not be sufficient to support BS CCo Service Management processes, which may be a risk to M14	<ul style="list-style-type: none"><li>Programme continues to monitor this risk, Elexon have implemented service improvements. Programme expectation is that this will lead to an improvement in containment of service management targets.</li></ul>		10
R745	There is a risk that migration is ramped up at the incorrect pace (either too quickly or too slowly), before performance has indicated the number of migrations can be ramped up	<ul style="list-style-type: none"><li>Suppliers are tracking to meet ELS migration targets and are migrating to plan. Shortfalls are being addressed quickly.</li></ul>		9

## M11 Work-Off Plan

#	Work item	Due date	Owner
1	Delivery of deferred P Flows (P0275, P0276 and P0277)	30-Nov-25	Elxon
2	Decision provided on migration incentives (Mod P487)	Q1 2026*	Ofgem
3	Outstanding SAT testing for M16 transition	July 2026*	Elxon
4	Outstanding Helix SIT-Ops PIT work-off plan items	26-Nov-25**	Elxon
5	Elxon undertake a full post incident review of ISD v14 and v15 issues	03-Dec-25	Elxon
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	Elxon M11-ready PPs
8	All Elxon 'readiness and stability' resolution activities (per slide 70 in appendix) are completed as agreed	03-Dec-25	Elxon
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	Elxon

**\*Specific date to be confirmed**

**\*\* Date confirmed**

# M11 Work-Off Plan

There is one work-off item that has missed the due dates set out in the work off plan agreed at M11. The impact is contained but they need to continue to be optimally addressed in line with the agreement at PSG 21-Oct-25.

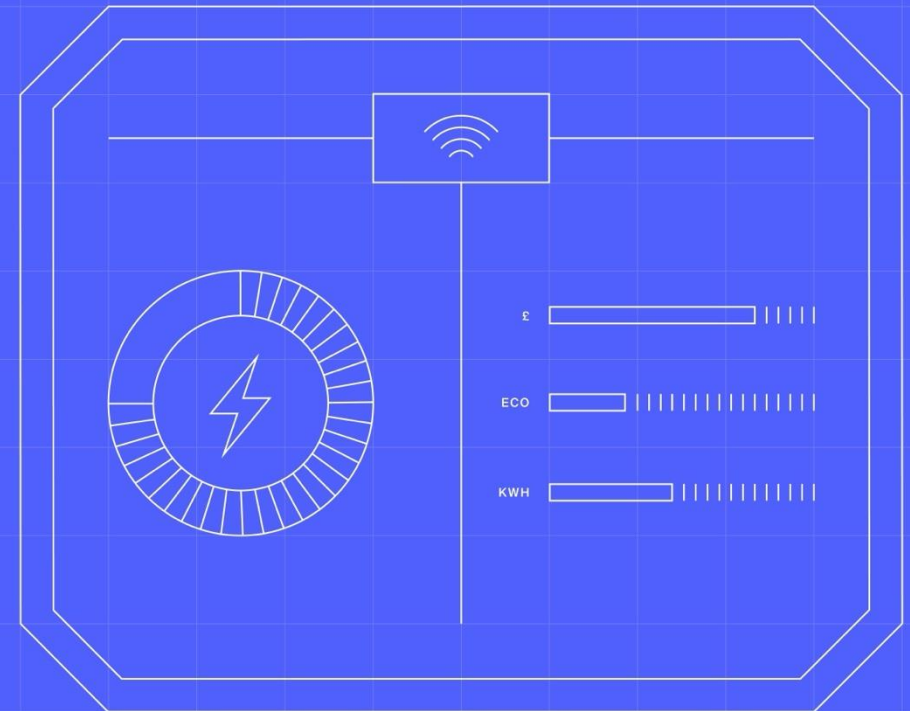
#	Work item	Due date	Owner	Latest status
1	Delivery of deferred P Flows (P0275, P0276 and P0277)	30-Nov-25	Elxon	<p>Output report for P0275 due for delivery 30-Jan-26. Reported last month as targeted for mid-Jan '26 but data prep activities have delayed delivery by 2 weeks.</p> <p>Elxon have stated that it is their understanding that the P0275 report is first required on 18-Feb-26 and delivery will still be ahead of that date.</p> <p>P0276 and P0277 reports successfully delivered on 08 December 2025.</p>

# Migration Update

**INFORMATION:** Migration Update

*Programme (Warren Fulton)*

*10 mins*



## Migration Summary

As of 07 Jan 2026, all Migration is paused due to 'Incident INC0131738 - Invalid D0209 Data'. The MCC is engaging with Elexon and will report on Migration Status to Ofgem and impacted Parties daily.

### Status to week ending 2 January 2026:

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 938,705 against a plan of 938,089 (100%)
3. Migration completions are performing as expected achieving 937,274 (99.9%)
4. ELS Phase 2:
  - The Phase 2 criteria was achieved on 18 Dec 2025 with 805,730 MPANS operating in the MHHS arrangements
  - The 'peak of peak' target of 200,000 migrations was successfully achieved on 16 Dec 2025
5. Total exceptions remain low. Exception trends and the preventative actions to mitigate future occurrences are discussed at the Migration Working Group.
6. There have been no LDSO, DCC or DIP threshold breaches
7. Migrating Suppliers are fully compliant with baseline plans
8. An approach was shared with MCAG on 27 Nov 2025 for how the Programme means to manage the risk to M15 associated with the data issues identified by DCWG, as well as any future M15 impacting data issues that may arise. A troublesome MPANs PPIR is to be issued in Q1 of 2026 to identify volumes of troublesome MPANs per Supplier, along with the supplier's plan / target date to resolve any present data quality issues. A findings report will be shared in April.

# Migration Look ahead

## 1. Migration

- January – Migration will surpass 1 million MPANs, and 3 additional suppliers will commence migration
- February – By the start of February, approximately 8.7% of industry MPANs will have migrated
- May – The first non-SIT participants will begin migration
- July – Approximately 50% of industry MPANs will have migrated
- August – The largest intake of suppliers into active migration (35 suppliers)
- October – Approximately 80% of industry MPANs will have migrated

## 2. Current migration sprint accuracy

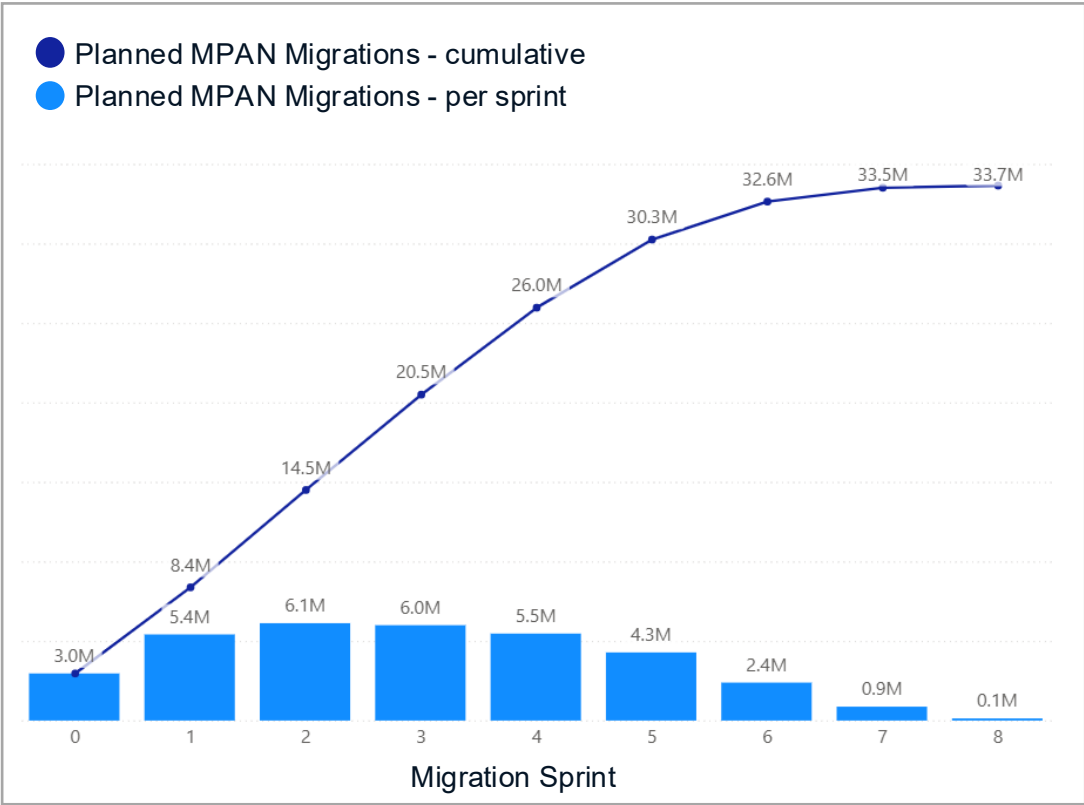
- Execution exception rates remain below the 1% detailed in the Migration Framework
- The sprint plan remains accurate and has not required any significant amendments

## 3. Future Sprint plan readiness

- The MCC is currently in preparation for Sprint 1
- The Supplier plan submission window for Sprint 1 is **14-21 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

## 4. Migration Exclusions and Remediation List

- PPIR due to be issued to Participants in February
- Active tracking of troublesome MPANs and materiality to a Suppliers Migration Plan

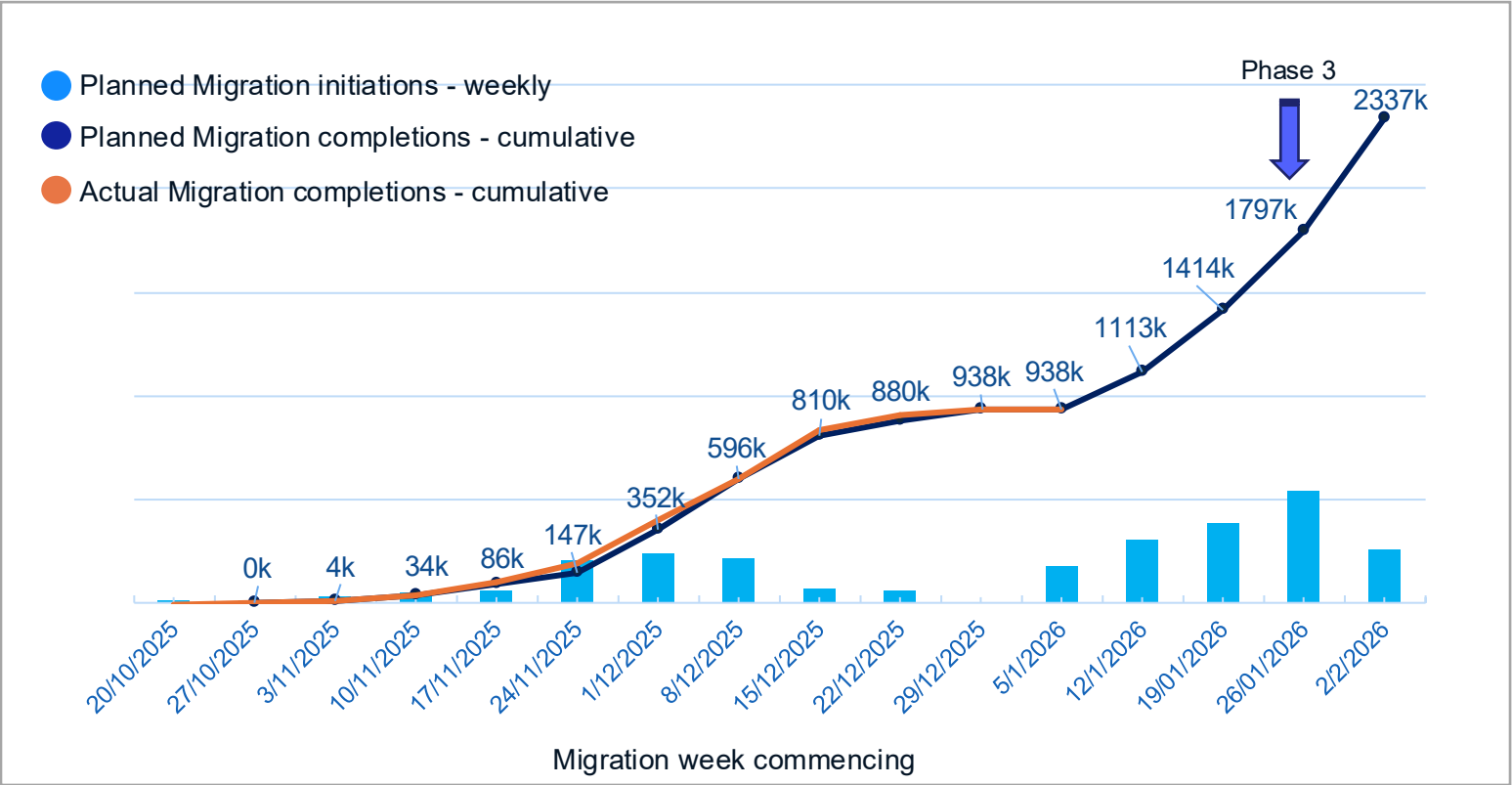


Migration Sprint	Start date	End date	Suppliers starting Migration	Migrations planned*
0	22/10/2025	03/02/2026	5	2,962,048
1	04/02/2026	31/03/2026	1	5,416,680
2	01/04/2026	02/06/2026	13	6,124,669
3	03/06/2026	04/08/2026	14	5,997,563
4	05/08/2026	06/10/2026	35	5,470,453
5	07/10/2026	01/12/2026	5	4,285,158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



Commentary:

- 1. Migration initiations remain on track with 100% compliance to plan
- 2. Migration completions remain on track with 99.9% completing as expected
- 3. Total exceptions remain low. Exception trends and the preventative actions to mitigate future occurrences are discussed at the Migration Working Group.

Migration initiation summary

Cumulative Migration initiations to 02 Jan 2026

Migration initiations planned	Migration initiations (IF31)	Migration initiations successful (IF35)	% IF31 v IF35
938,089	938,705	937,339	99.9%

Migration completion summary

Cumulative Migration completions to 02 Jan 2026

Migration completions planned	Migration completions expected (IF35)*	Migrations completed (IF36)**	% IF35 v IF36
938,089	937,339	937,274	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	A	Status is Amber due to the dependency on exiting ELS.
D359	Supplier Migration performance	There is a dependency on Suppliers adhering to the Migration Framework and Migration Plan	G	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	G	There are no known issues affecting Sprint 0 progress.
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	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	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	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	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	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	G	There are no known issues affecting Sprint 0 progress.
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	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	ELS	See Section 7 (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	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	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	G	All LDSO's processed migrations in accordance with the Migration Design and Migration Threshold obligations.

## Core Migration Dependencies (3)

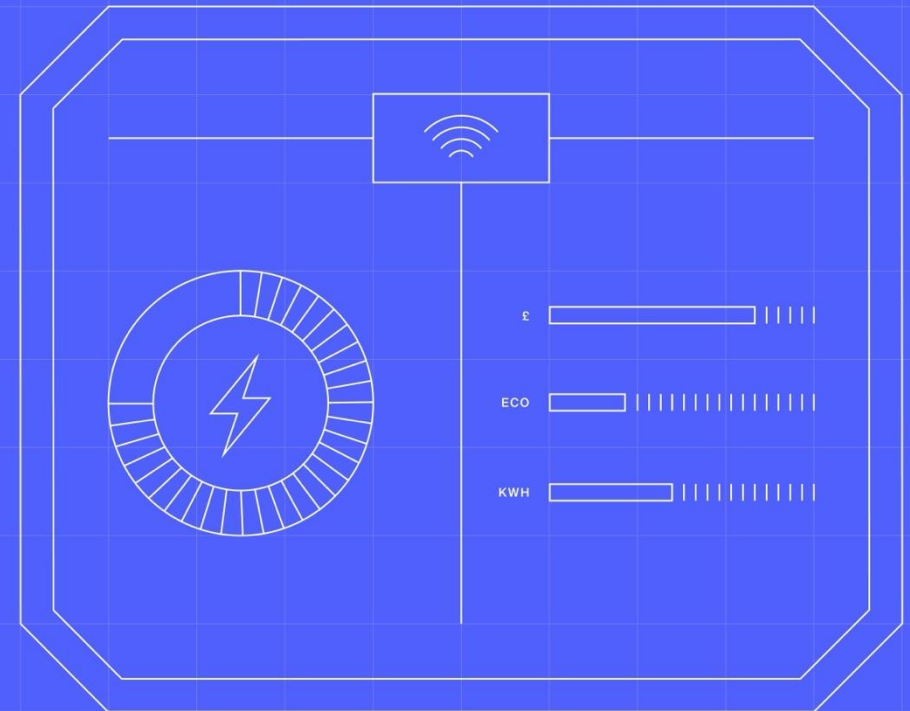
ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D369	DCC migration performance	There is a dependency on DCC performing as per the agreed Migration Thresholds for Participants to migration in line with their baselined Migration plans	G	G	G	DCC processed migrations in accordance with 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	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	G	There are no known issues affecting Sprint 0 progress.

# Qualification Update

**INFORMATION:** Qualification Update

*Code Bodies (Ben Gilbert)*

*10 mins*



PSG - Qualification Update

Overall Status / Progress			Key upcoming milestones		
<p><b>Overall Qualification:</b></p> <ul style="list-style-type: none"><li>Wave 1 &amp; Wave 2 reporting Green as testing &amp; Assurance activities are on track to complete on plan</li><li>Wave 3 reporting overall Green with QAG giving approval to begin Wave 3 testing 17/12/25</li><li>Wave 4 reporting Green with testing on track to begin 9/3/26</li><li>M14 is currently not at material risk</li><li>Detailed right-to-left sequencing on Qualification testing &amp; assurance activities is nearing completion with outcomes to be shared with participants via QTEF, QWG and QAG this month. This information will help participants verify and adjust their target migration and ISD publishing dates.</li><li>Code Bodies and Programme Qualification teams will work with participants to make any final adjustments to their preparations in line with the QA&amp;P.</li></ul> <p><b>Non-SIT Supplier &amp; Agent Qualification:</b></p> <ul style="list-style-type: none"><li>On 17/12/25, QAG Approved change of T3 milestone date 'All SIT Participants Qualified' from 18/12/25 to 30/7/26.</li><li>'Pathway 6 Qualification' milestone in table to right reflects this adjusted date</li><li>2 participants are qualifying on this timeline</li></ul> <p><b>Non-SIT Testing (a.k.a 'Waves')</b></p> <ul style="list-style-type: none"><li>Wave 1 testing has completed with 5/7 participants completed QT Exit criteria and remaining 2 nearing completion.</li><li>Wave 2 testing is 90% completed and 4 weeks ahead of plan.</li><li>Wave 3 testing preparation is nearing completion with test execution window due to commence on 12/01/26.</li><li>Wave 4 testing preparation is on track to complete with test execution window due to commence on 9/03/26.</li><li>Wave 1 Final QAD submissions on track to complete 16/1/26</li><li>Wave 2 Final QAD submissions on track to complete 6/3/26, 25% of Initial QADs Approved on time before Christmas, although not expected at this stage to risk Final QAD Approved. Milestone marked Amber as a pre-caution whilst Code Bodies feedback is addressed by participants.</li><li>Wave 3 Final QAD submissions on track to complete 22/5/26, 3 exceptions are under management</li><li>Wave 4 Initial QAD submissions on track to complete 16/1/26, with increased code body support to participants to ensure their initial QADs accurately reflect their placing reliance and solution implementation</li></ul>			Milestone name	Date	RAG
			Pathway 4/5 Qualification	25/09/25	C
			Wave 2 testing start	20/10/25	C
			Wave 1 testing end	9/1/26	C
			Wave 3 testing start	12/1/26	G
			Final QAD Received (Wave 1)	16/1/26	G
			Wave 2 testing end	27/2/26	G
			Final QAD Received (Wave 2)	6/3/26	G
			Wave 4 testing start	9/3/26	G
			Final QAD Received (Wave 3)	22/5/26	A
			Wave 3 testing end	22/5/26	A
			Wave 4 testing end	17/7/26	G
			Final QAD Received (Wave 4)	24/7/26	G
			Pathway 6 Qualification	30/7/26	G
Qualification Cohort	Key Concern or Risk	Mitigation or Resolution			RAG
Non-SIT Suppliers & Agents	Non-SIT participant does not meet wave requirements which delays its Qualification timelines	Within Wave 2, 2 remaining participants (PP9 and PP11) are being closely monitored and to test completion. Wave 3 testing due to commence on-track on 12/01/26. The risk remains Low as a result. Although some participants need additional support in their QAD submissions, more than 80% are on time (or within tolerance) and on-quality.			G
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. QAG on 17/12/26 formally closed transitional arrangements for MHHS Qualification, effectively 'capping' the total number of participants qualifying via Waves. Number Roles qualifying in Wave 4 remains stable at c.47 with no new movements of Participants into Wave 4.			G

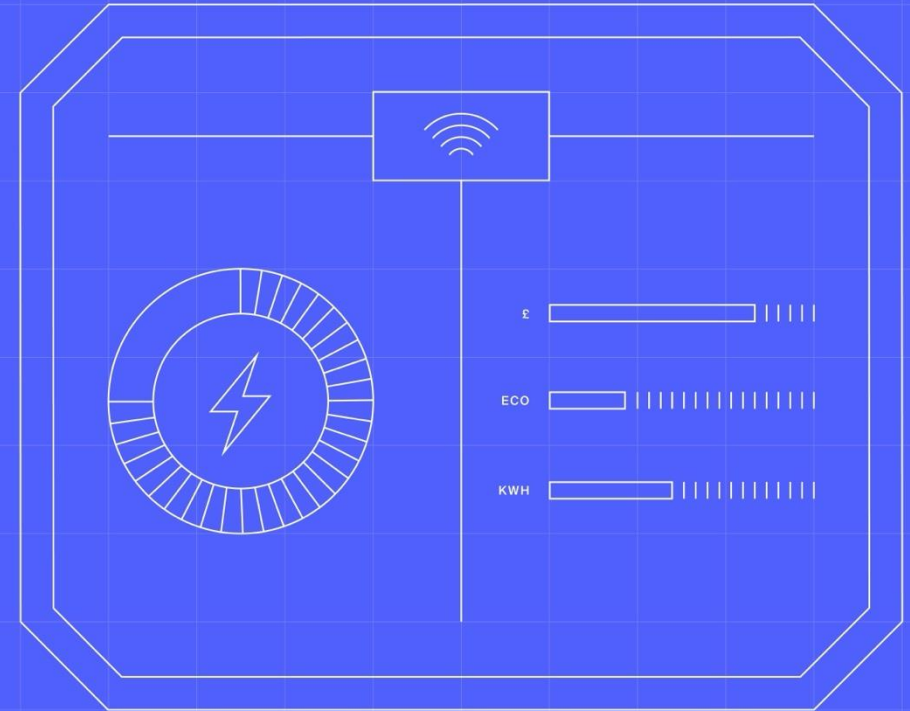
# Early Life Support Update

## INFORMATION:

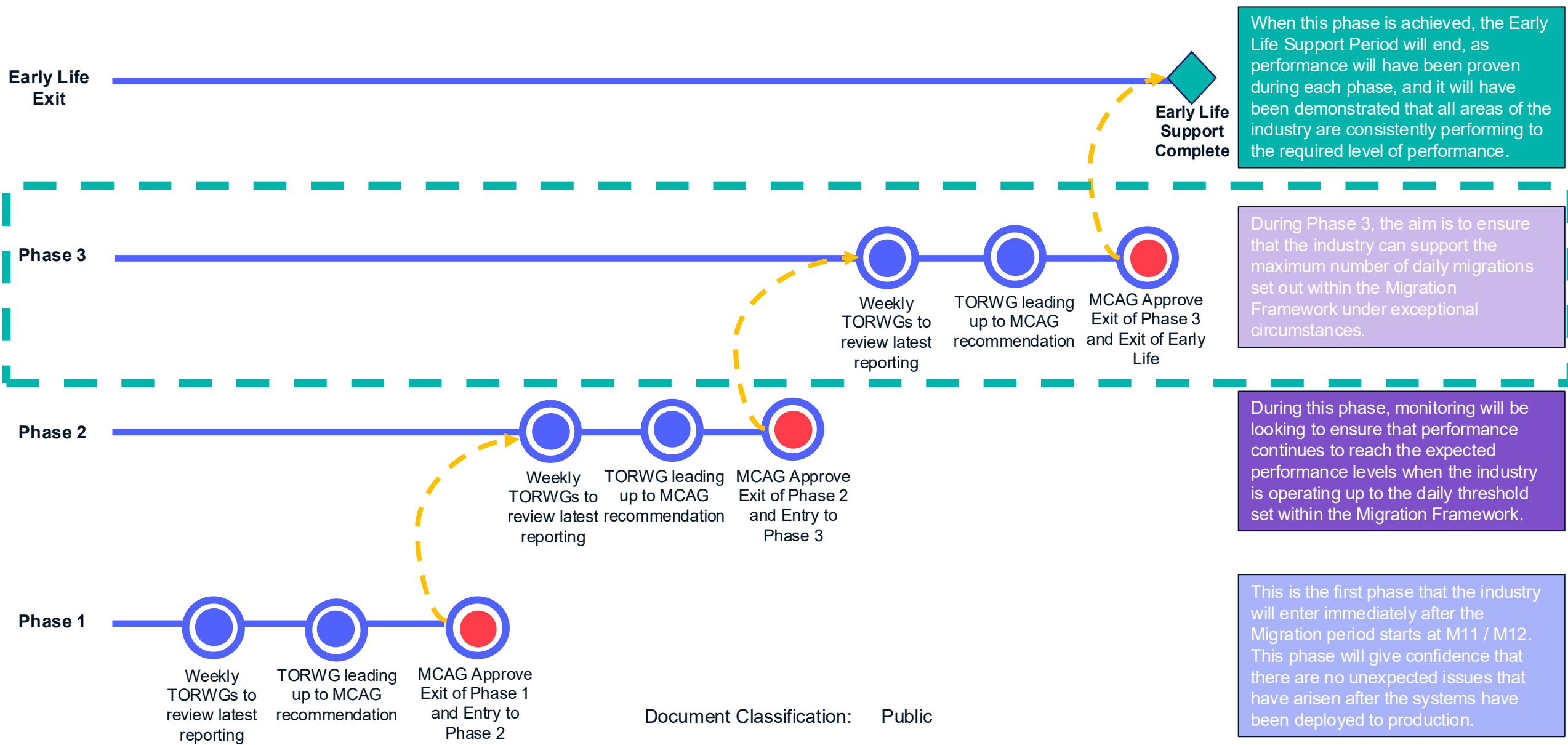
- Programme view of progress against ELS Exit Criteria
- Elexon View of ELS Phase 2
- IPA View of ELS Phase 2

*Programme (Matthew Breen), Elexon & IPA*

*15 mins*



Early Life Operating Phases – Governance Approach





## ELS Phase 2 Exit and Phase 3

- The proposed exit of Phase 2 of ELS was on Thursday 18 December.
  - The purpose of ELS Phase 2 was: “to ensure that performance continues to reach the expected performance levels when the industry is operating up to the daily threshold set through the Programme”
  - The key aim was: “to validate that the industry can operate up to 200,000 migrations per day with no impact on any of the performance measures”
  - And that the minimum number of 800,000 MPANs required to be operating under the MHHS arrangements has been met.
- Within ELS we have been monitoring performance via the metrics set out within the ELS model to determine whether the MHHS arrangements are in a stable enough state to increase the number of migrations taking place. During Phase 2, we continued to see issues arise covering DIP, DAH, Service Management Processes and the wider design / TOM however, none of these incidents impacted delivery of the migration plan, which successfully delivered over 800,000 MPAN migrations and completed a second successful peak-of-peak test.
- During TORWG on 17<sup>th</sup> December, the relevant service owners presented their weekly reporting, and shared their views on current issues, including potential impacts on the decision to enter Phase 3 of ELS. TORWG were then asked whether they had any concerns with entering Phase 3 of ELS.
- There were no concerns raised across industry with exiting Phase 2 of ELS during TORWG and so, the MCAG confirmed the decision to enter Phase 3 of ELS on 18<sup>th</sup> December, the final planned phase of ELS.

- The Final Phase of ELS is expected to run until 27<sup>th</sup> January.
  - The purpose of ELS Phase 3 is: “to ensure that performance continues to reach the expected performance levels when the industry is operating up to the daily threshold set within the Migration Framework”
  - The key aim is: “To validate that the industry is able to support the peak number of migrations [300,000] that could be planned throughout the Migration Period”
  - And that the minimum number of 1,733,334 MPANs required to be operating under the MHHS arrangements has been met.
- Completion of this Phase of ELS will indicate that performance is stable across the TOM and can support delivery of the maximum number of migrations that can take place on a single day during the Migration period as set out within the Migration Framework.
- As with the exit of other phases of ELS, the latest reporting will be considered through TORWG to confirm that we are seeing stability across the TOM before the decision to exit is made. We will also be looking for confirmation from Central Parties, LDSOs and the relevant Suppliers and their Agents that they believe we are in a position to make the decision to exit ELS when we make this decision at the end of the month.
- The final decision is due to be made at MCAG on 27<sup>th</sup> January. As always, industry will have the opportunity to feed into this decision-making process through TORWG and through their constituent reps.

## Early Life Support Happy Path – Targets

	Early Life Support Phase			
	Phase 1	Phase 2	Phase 3	Early Life Exit
Number of migrations that can be planned across the industry daily	Up to 50,000	Up to 200,000	Up to 300,000	Early Life Exit – Migrations to be planned in line with Migration Framework
Minimum number of MPANs that need to be operating within the MHHS arrangements	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	TBC	TBC

Planned migration initiations by 09/01/2026	1,113,362	Actual migration initiations by 09/01/2026	1,000,432
Planned migration completions by 09/01/26	999,319	Actual migration completions by 09/01/26	998,974

## Early Life Support Reporting Summary

Reporting	RAG	Summary	Impact on progress through ELS
<b>Elxon Service Management Reporting</b>		3 of the ELS Service Management performance targets were missed during the reporting period: the number of P2 incidents, the average time to respond to P2s and the incident re-open rate.	<ul style="list-style-type: none"> <li>The 'Amber' RAG status remains, based on continued breaches of SLAs although the number of SLAs being missed is lower than in previous weeks.</li> </ul>
<b>Settlement Reporting</b>		This is the 6 <sup>th</sup> week where data from SF has been included in the reporting. Similar to last week's reporting period, the variation in the MSID counts has significantly increased and is being reported as red.	<ul style="list-style-type: none"> <li>The 'Amber' RAG status is driven by the fact that the resolution approach has been agreed and is now underway, although the exact dates for completion are not yet confirmed.</li> <li>A risk remains as there will be a delay before the fix is observable within settlement reporting however, this will not impact Migration restarting and Performance Assurance have recommended to the MCC that MHHS migrations can be re-initiated.</li> </ul>
<b>Migration Process Reporting</b>		As of 9 Jan 2026, migration initiations are 113k behind schedule due to the pause in migration activities from 7 January 2026 following Incident INC0131738 (Invalid D0209 data). 1,000,432 migrations initiated against a plan of 1,113,362 (90%).	<ul style="list-style-type: none"> <li>Migration is expected to recommence from Wednesday 14th January (subject to Supplier agreement).</li> <li>A new plan will need to be developed with migrating suppliers which will confirm the proposed ELS exit date. This delay in ELS exit is not currently expected to impact any downstream milestones.</li> </ul>
<b>DIP Monitoring</b>		All targets were met in the reporting period.	No impact
<b>Industry Risks from participants and</b>		To be included on an ad-hoc basis based on issues highlighted by Central Parties and Industry	N/A

# Service Management Reporting

# Helix Hypercare Weekly Service Metrics to 08/01/26

Measure	Last 7 Days 23/12/25 to 31/12/25	Previous 30 Days Reported (to 18/12/25)	Comments	ELS Target	Last 30 days 01/12/25 to 31/12/25	Status
Overall Incident Volume	19	110	<i>Incident volumes decreased as expected during festive period break and Change Freeze.</i>	Information Only	97	✓
Classified MI Volume	1	2	<i>'information only' metric to differentiate formal Major Incidents.</i>	Information Only	1	✓
P1 Volume	0	1	<i>P1 was for DIP Messages Failing 03/12/25</i>	Monthly: 1 x P1	0	✓
P2 Volume	2	9	<i>New P2 incidents were for ISD delayed IF-47s, and for D0290/Duplicate MPAN major incident. A third P2 was escalated during the period, but the incident was created in the previous reporting period it is not in this data set.</i>	Monthly: 5 x P2	9	✗
Mean Time to Respond: Major Inc (P1, P2)	10m	11m	<i>MTTR has increased above target by two minutes The breach driver is one P2 which took 1h 3 minutes to record the response although the incident was being actively managed from the first minute.</i>	15 min	17m	✗
Mean Time to Resolve: P1	n/a	1h 11m	<i>MTTR is time between incident logged, and incident being resolved. The metric for full 'Issue Duration' is now logged and reported for all P2 and P1 but is not included in this ELS exit criteria metrics reported here.</i>	P1 6 hr	n/a	✓
Mean Time to Resolve: P2	3h 7m	10h 3m	<i>Of the nine P2 in reporting period, 7 resolved within 10 hours. The first of the P2s for MDS invalid data took 12 hours to fully investigate and resolve. The P2 for Firewall issues affecting DAH took 28 business hours to fully resolve including receipt from Participants, and re-ingestion of relevant IF-21s.</i>	P2 10 hr	6h 7m	✓
Mean Time to Resolve: P3	82h 22m	37h 29m		P3 50 hr	45h 56m	✓
Mean Time to Resolve: P4	61h 14m	59h 2m		P4 200 hr	52h 59m	✓
Incident Re-Open Rate	MI 0% Other 33%	MI 0% Other 4%	<i>No MI were re-opened in the 30-day period. Eight P3 or P4 Incidents were re-opened after initial resolution during the 30-day period.</i>	MI 0% Other <5%	MI 0% Other 8%	✗
Incident Re-Assignment	2.2			Information Only	2.1	✓

# Helix Hypercare Weekly Service Metrics to 08/01/26

Measure	Last 7 Days 23/12/25 to 31/12/25	Previous 30 Days Reported (to 18/12/25)	Comments	ELS Target	Last 30 days 01/12/25 to 31/12/25	Status
Volume Pending Cases	70	63	<i>Slight increase in pending Cases</i>	Information only	70 (current pending)	✓
Average Case Fulfilment Time (all Priorities)	29h 39m	34h 24m		Within 5 days	39h 52m	✓
Case Fulfilment P1	n/a	n/a	<i>Per Operations Manual: Within 6 hours</i>	Information only	n/a	✓
Case Fulfilment P2	n/a	94h 40m	<i>Per Operations Manual within 10 hours. Four P2 resolved in 30-day period, 3 in last 7 days which were all significantly 'long to resolve' related REP-002, taking 3 and 4 days to resolve.</i>	Information only	94h 40m	✗
Case Fulfilment P3	17h 49m	27h 10m	<i>Per Operations Manual: Within 50 hours</i>	Information only	26h 9m	✓
Case Fulfilment P4	45h 26m	46h 30m	<i>Per Operations Manual: within 20 days *adjusted to 33h 57 minutes for previous period</i>	Information only	58h 18m	✓
Average Case Response Time	39m	2h	<i>22 cases the 7-day period 84 cases in the 30-day period</i>	Information only	3h 7m	✓
Average Case Re-assignment count	1.2	0.8		Information only	0.7	✓

# Helix Hypercare Weekly Service Metrics to 08/01/26

Measure	Last 7 Days 23/12/25 to 31/12/25	Previous 30 Days Reported (to 18/12/25)	Comments	ELS Target	Last 30 days 01/12/25 to 31/12/25	Status
Volume of Changes Implemented	6	29		Information Only	36	✓
Volume of Changes Failed	0	1 only		1 per month only	0	✓
System Uptime All Helix Services	100%	100% (7 day)		Per MHHS NFRs	100% (7 day)	✓
DIP Transaction Throughput	99.72% < 3s 99.99% < 30s	99.91% < 3s 99.9% < 30s	<i>Improvement now showing as the &lt;3 s target now met and &lt;30s target significantly improved.</i>	90% < 3s 100% < 30s	See 7-day metric	



P2 INC0131738  
D0209 processing

# P2 INC0131738 - D0209 Update

There was an incident identified via the Elexon Market Consistency Report on 5<sup>th</sup> January. A rapid increase in MSID counts indicated there was an issue with duplication in migrated MPANS. Investigation by the Market Assurance team identified that D0209 flows were not being processed by NHH Data Aggregators due to a fault in the format of the flows.

Elexon has been working with impacted Service Providers, LDSOs and DAs to develop and test a solution to unblock the D0209s and allow the restarting of Migrations.

We are pleased to confirm that service providers and DAs have now developed and tested a script produces a minimal content D0209 which restores the files sequence.

Final testing with two volunteer LDSOs was undertaken on Monday, and it is expected that this will have been successful.

If this was the case, LDSOs will have been instructed to resend all files on Tuesday and a meeting taken place to decide if we can re-start migrations Wednesday. It will take several days for all files to process and restore sequencing, but migrations can safely restart once we are confident the errored files are correcting.

Thank you to all participants who have supported resolution of this issue. There has been a great deal of excellent participation and focus to find a workable solution and deploy it safely and effectively.

We will monitor via the Market Consistency Report and work with affected participants to ensure resolution.

A Post Incident Review will be conducted once fully resolved and will include Cross Party resolution capability.

# ELS Exit Phase 2

# ELS Exit Phase 2 – Elexon Performance Criteria

Validation that the new MHHS arrangements are operating to design and new systems and processes are proven to work at varying levels of scale (during phases 2 and 3)

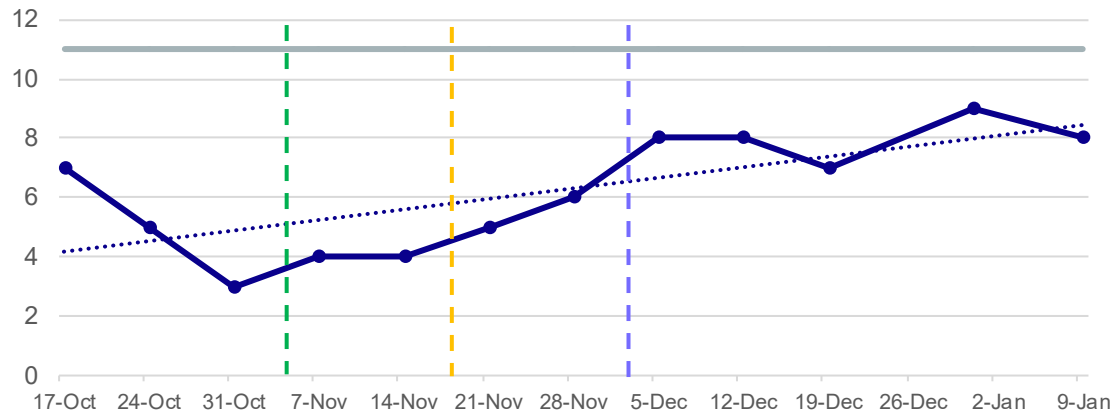
Domain	Criteria	Evidence	Accountable	Criteria Met (Y/N)	Status
Service Management	Volume of incidents (For information only)	Total number of incidents reported during ELS: <b>416 Incidents</b> (as at 12/01/26)	GL	N/A	N/A
Service Management	Volume of major incidents: No more than 5 P2's, no more than 1 P1 during rolling 30-day period	1 x P1 Major Incident and 1 x P2 Major Incidents in the last rolling 30 days which remains within the agreed tolerance. The SM major incident process is demonstrably maturing.	GL	Y	
Service Management	Major Incident Response Time: No more than 15 minutes response time for any Major Incident	All Major Incidents were responded to within 15 minutes for this period. However, one P2 was not recorded accurately, although the incident was being actively managed from the first minute.	GL	Y	
Service Management	Incident Resolution Time: Average resolution times meeting the below targets: P1 - 6 hours P2 - 10 hours (1 business day) P3 - 50 hours (5 business days) P4 - 200 hours (20 business days)	Average resolution times were all within target for this reporting period.  The Service Management MI process effectively managed these incidents through to resolution.	GL	Y	
Service Management	Incident Reopen Rate: Major incidents 0%. Other incidents less than 5%	Incident reopening rate has been achieved with 0% reopen rate for Major Incidents and 8% rate for all other incidents which exceeds the target for this period.	GL	N	
Service Management	Number of changes implemented (last rolling 30 days, for information only) Failed changes: No more than 1 failed change per month	36 Changes implemented successfully during this reporting period	GL	Y	
Service Management	Volume of service requests (For information only)	The number of pending service requests: <b>27</b> (as at 12/1/26)	GL	N/A	N/A
Service Management	Service request fulfilment time: All service requests fulfilled within 20 days	All services requests fulfilled within 20 days	GL	Y	
MHHS Systems	MHHS System uptime/downtime based on the availability measures in line with Programme E2E NFRs (MHHS E2E002 End to End Non-Functional Requirements)	System uptime is 100% for the last 30 days	Value Stream Leads	Y	
MHHS Systems	No outstanding MHHS related P1/P2 defects impacting MHHS or legacy services. MHHS related P3 defects are being resolved within the agreed SLA.	The fix to resolve MDS P2 (300655) was developed and deployed on 18 December 2025 as part of the scheduled Release 25.14.9. No further manual intervention is required for this issue; however, if invalid data is submitted, an incident will be raised with the relevant team to liaise with the participant.	Value Stream Leads	Y	
DIP	Transaction throughput (For information only)	Number of transactions processed per hour by the DIP (demonstrating capability to operate: see slide 7)	JS	N/A	N/A
DIP	Percentage availability of the DIP (99.95%)	Operational reports confirm meeting targets.	JS	Y	
DIP	The total number of successfully accepted messages: (90%) of successfully accepted messages delivered < 3 seconds of receipt (100%) of successfully accepted messages delivered < thirty (30) seconds	Latest dashboard evidences performance targets are being met and notable that when migration volumes are low we are hitting 100% KPIs. This evidences the data flows for migration which peaks around 6pm is the reason for KPI measures dipping associated primarily to participant response times.	JS	Y	
Settlement Reporting	Validation there is no overall detriment to settlement performance: Settlement Performance Reporting, MSID Count Variation Reporting Volume Variation Reporting	Market Consistency reporting has identified duplicate MSID counts appearing across both arrangements. This issue will impact the ELS Exit process until it is resolved, and the next Peak of Peak will not proceed unless the duplication is resolved.	HA	N	

# ELS Exit Phase 2 – Elexon Statements

Service Area	Owner	Statement of Confidence for ELS Phase 2 Exit
Settlements & Insights	Roger Harris	Elexon continues to deliver accurate and timely Settlement of BSC Trading Charges to a high standard. No major incidents have occurred in the last two weeks. An isolated issue caused by invalid DNO data submissions during the II Settlement Run impacted Helix Services (MDS and VAS), resulting in delays to industry reporting and downstream impacts on Settlement (SAA/FAA). This has consumed significant people resource to restore normal operations. Data integrity is key to the success of Settlement, therefore the performance of participants along with the controls throughout the MHHS design must be monitored closely as migrations continue. From Settlement and Insights perspective, this is considered a risk that needs to be mitigated and not a blocker to exiting ELS Phase 2.
Data Acquisition Hub (DAH)	James Stokes	DAH is operating within expected performance parameters and following correct processes and procedures for managing any incidents. There are no concerns over exit from ELS phase 2 or increased migrations.
Settlements Assurance	Holly Abbott	Overall Settlement Performance, MSID counts and volumes have remained consistent as Migration has progressed. MHHS Settlement Performance has also remained consistent at ~80% at II as the number of MHHS IDs has increased to ~400k. Instances of invalid and erroneous data submissions remain infrequent and have been resolved through the Settlement Runs.
Industry Standing Data (ISD)	Karen Lavelle	ISD has had several issues in recent publishes, these have been distinct and resolved with additional controls and process improvements to prevent a reoccurrence of those issues. Elexon have moved the December Publish to 5 January 2026 to support the Change Freeze. The 2026 ISD/MDD calendar has been published and has moved to monthly, in line with MDD. Working with the Programme/MCC to assess the period between May – October to ensure no negative impact on migrations. Moved from publishing on Friday's but still assessing the change the ISD batch time. These Service Improvements will allow for increased SME expert support and provide increased confidence in future ISD publications.
DIP Manager	James Stokes	DIP does not have concerns to progress to the next phase (noting timing of this report is prior to outcome of Peak of Peak Tuesday 16th performance). DIP msg failures & retries reduced (participants improving response times). Monitoring participants handling message failures and analysis will continue to educate and inform of learnings.
Service Management	Gary Leach	Service Management is stable and demonstrably maturing, with enhanced capability to support increased MHHS migration volumes. Core services continue to operate within expected parameters, and recent P1/P2 incidents have been effectively managed.  Over the last 30 days, performance shows sustained improvement, improved case routing and assignment quality within ServiceNow, and tighter governance of aged and priority cases.

# Service Management Continuous Improvement – Overall Exit Target Attainment

Overall Service Management ELS Target Attainment



- SM ELS Exit Targets Attained
- Total SM ELS Exit Targets
- SM ELS Exit Targets Attained trendline
- CI plan defined
- CI release to ServiceNow
- Ways of working training

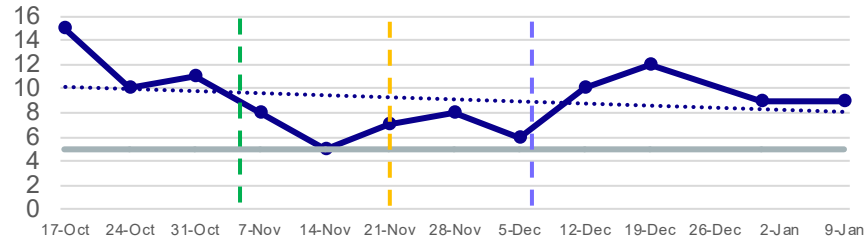
## Notes:

- Trend does not include DIP availability and DIP throughput metrics as these were not targeted by the SM CI plan
- Key CI plan impact points shown with vertical dashed lines as per the key.

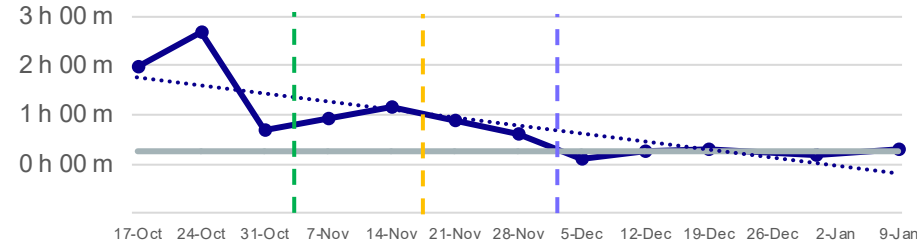
- The Service Management Continuous Improvement plan that was defined following the IRG is almost complete, reviewing the trends against ELS targets we are seeing improved target attainment. Overall ELS Exit Target attainment can be seen on this slide and trends against individual metrics are on the next slide
- To ensure we continue with these trends, we recognise the need to drive further continuous improvement activities and report on their progress and impact
- The actions completed identified a number of follow-on activities, and these, alongside the BAU continuous improvement work will form a longer-term Service Management Continuous Improvement Plan
- Work is underway to capture these activities and create a report to track them

# Service Management Continuous Improvement – Hypercare Exit Criteria Trends

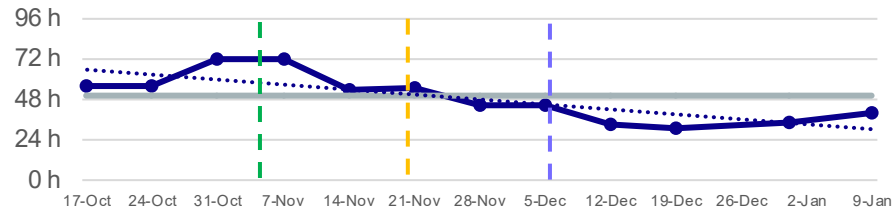
## Incident Volume (P2)



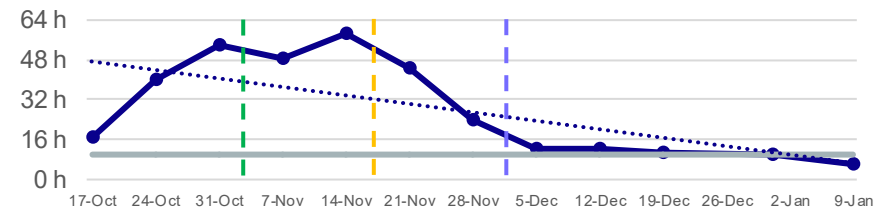
## Mean Time to Respond: Major Inc



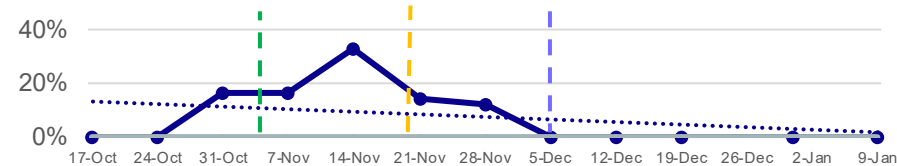
## Average Case Fulfilment time



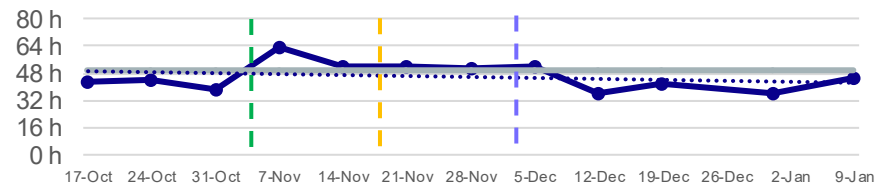
## Mean Time to Resolve: P2



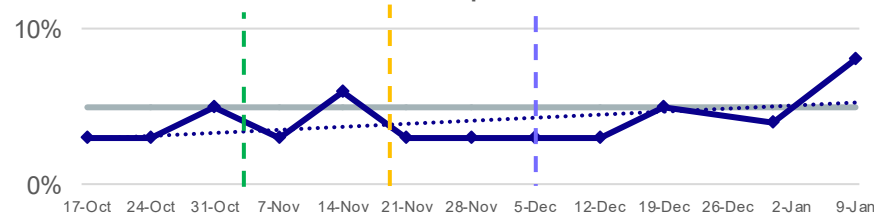
## P1 and P2 Incident Re-open Rate



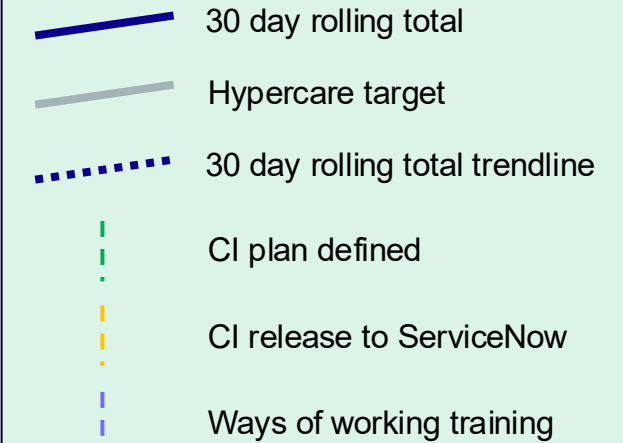
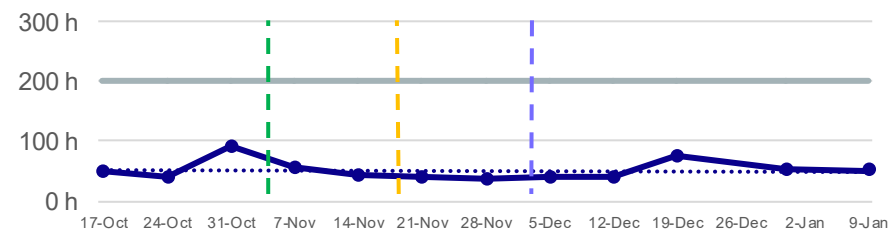
## Mean Time to Resolve: P3



## P3 and P4 Incident Re-open Rate



## Mean Time to Resolve: P4



### Notes:

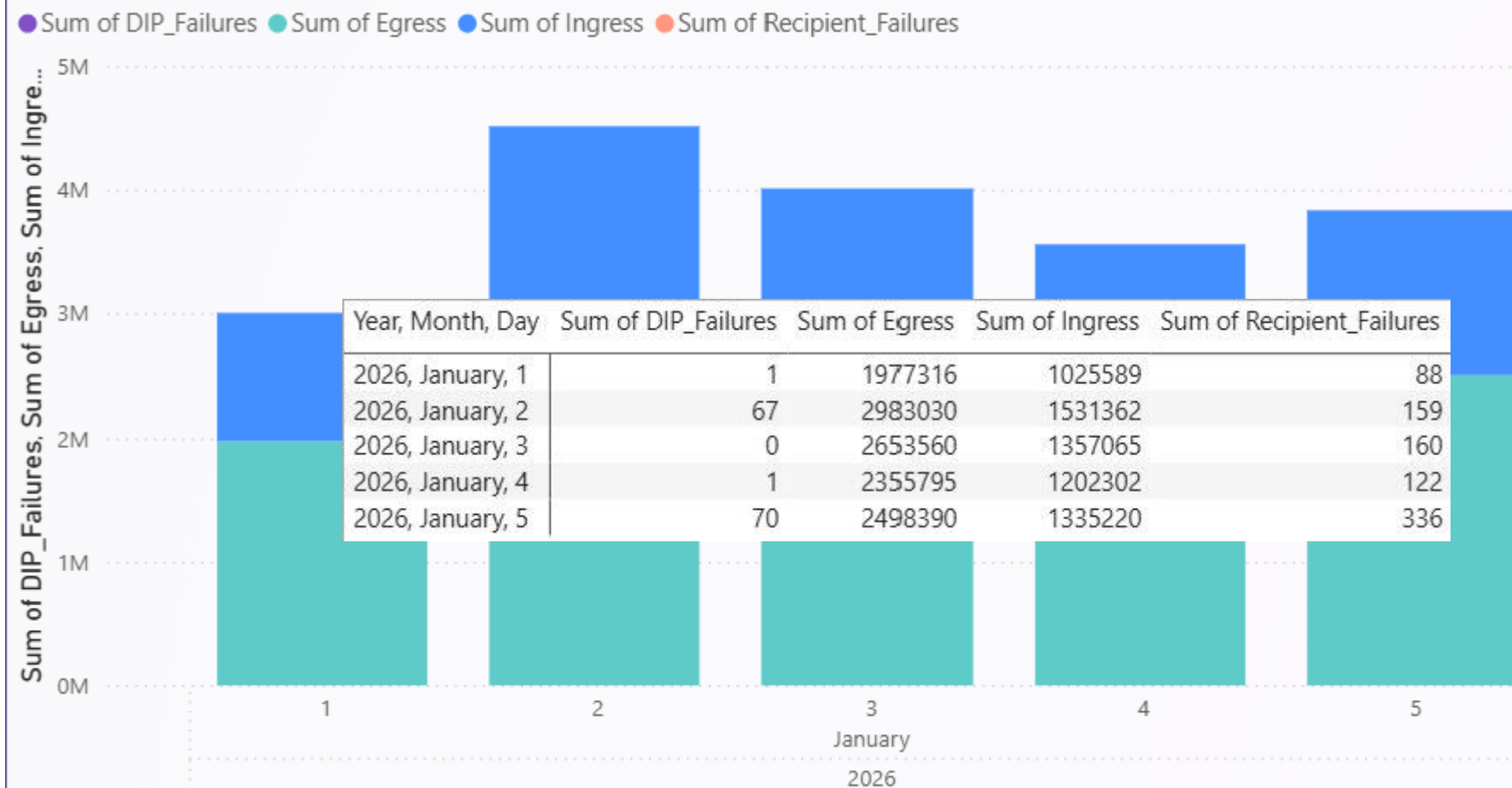
- Graphs show rolling 30 day totals for Exit Criteria metrics against Exit Targets, in line with current Hypercare Weekly Service Metric reporting.
- Key CI plan impact points shown with vertical dashed lines as per the key.
- Please note only metrics with targets and where trends show additional information are shown (e.g. P1 volumes only fluctuate between 1 and 0 and so trend graph would not provide any insight)

# DIP Transaction Throughput

## Notes:

- The performance and flow of successful messages is meeting expectations
- The festive break showed how migration traffic landing with a daily pattern can generate constraints with participant systems
- This reporting is in power bi and will be shared.

Sum of DIP\_Failures, Sum of Egress, Sum of Ingress and Sum of Recipient\_Failures by Year, Month and Day



6M

Sum of Ingress

865

Sum of Recipient\_Failures

12M

Sum of Egress

139

Sum of DIP\_Failures

5

Count of Day





# MHHS IPA ELS Phase 2 Exit

**December 2025**

This document has been prepared by PwC for Ofgem only, and solely for the purpose and on the terms agreed with Ofgem in PwC's Order Form (Con/Spec 2021-086), as part of PwC's call-offs under the Economic, Financial and Other Consultancy framework. PwC accept no liability (including for negligence) to anyone else in connection with our work or this document.

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 - ELS Phase 2 Decision

As of 9 December 2025, the **IPA supports the MHHS Programme exiting ELS Phase 2 on 18 December 2025 and entering Phase 3**, based on migration volumes remaining on track and no new issues arising that have directly impacted Migration targets.

Risks identified in ELS Phase 1 (Service Management and ISD) have actions underway to address them, and this work must continue into Phase 3 to enable overall ELS Exit on 27 January 2026.

Looking ahead to the overall ELS exit decision, key confidence factors that support successful exit will include continuing to meet Migration targets, consistently meeting ELS Service Management targets and delivering a successful ISD v18 publication on 5 January 2026.



### Migration is on-track to achieve the Phase 2 ELS Exit Target

- Migration remains on track and reporting indicates that the target of 800,000 MPANs operating within the MHHS arrangements will be exceeded, with the current forecast expected to be 810,177 by 18 December 2025.
- No new issues have emerged that have materially impacted achieving Migration targets. Provided this status is maintained, this further supports the decision to exit Phase 2 and proceed into Phase 3.



### Service Management performance remains a risk, however, the trend for adhering to SLAs is improving overall.

- Some ELS Service Management targets have been missed (four of 17), including 30-day volume of P2 incidents (eight). However, most time-based SLAs, such as mean time to respond and resolve P2 and P3 incidents, are trending positively and have been at, or near, weekly targets throughout ELS Phase 2.
- Elexon's Service Management improvement plan is progressing: three of seven action areas are complete, three are on track, and one (communications) is at risk. Good progress has been made, but remaining actions should be completed to plan to build confidence ahead of the ELS exit decision.
- Concerns have been raised on Elexon's approach to assessing the impact of incidents on industry and how decisions are made as a result. A clear decision-making framework has not been communicated to Industry, the current process relies on SME judgement and communication back to Industry has lacked transparency. IPA agreed actions with Elexon which should be tracked to completion before exiting ELS Phase 3.



### ISD remains a risk and successful publication needs to be proven in ELS Phase 3

- Previous ISD publications (v14–16) faced challenges, resulting in uncertainty and risk for ISD v18. V18 has been rescheduled to 5 January 2026, to reduce risks associated with industry resource availability and change freeze around the Christmas-period.
- Elexon's lessons learned from ISD v14–16 should inform risk-mitigation planning for the v18 release to avoid repeat issues. A clean release is critical to restoring industry confidence and safeguarding the migration schedule.

## IPA Phase 1 Recommendation - Update

1. Update ISD Improvement Plan based on v16 incidents and evaluate options for de-risking v18 publication **[Complete]**
2. Track and communicate completion of Elexon Improvement plans **[In-Progress]**

## IPA Phase 2 Recommendations

### 1. Obtain Industry Agreement for overall ELS Exit

The decision to exit ELS should be contingent on confirmation from Industry Participants that they understand the defined post-ELS arrangements and formally accept the transition. MHHSP Central Programme Team should co-ordinate this with Industry as a key input into the overall ELS Exit decision on 27 January 2026. Due date: 9 January 2026

### 2. Track and communicate progress against Elexon Hypercare exit criteria ahead of the decision point

Elexon should track and communicate progress against Hypercare exit criteria at TOG, providing RAG status and commentary to give industry clear visibility of readiness and build confidence ahead of the exit decision. Due date: 9 January 2026.

### 3. Improve transparency over incident impact assessment process, decision making and industry communications

Elexon should introduce a clear, transparent incident decision-making framework, that draws on the relevant knowledge bases and participants, to ensure industry impacts are thoroughly considered. This framework should enhance communication of the issue-resolution rationale to industry and strengthen feedback mechanisms to ensure impacts are fully understood. Due date: 19 December 2025

## Good Practices Observed

Reflecting on the observations from ELS Phase 1 and 2, whilst risks have been raised, we have also observed several good practices, which should continue in ELS Phase 3 to build confidence towards the overall ELS exit decision.

- ✓ Transparent migration reporting delivered consistently through MCAG, TORWG and MWG.
- ✓ Establishment of TOG, recognition of Industry feedback and a plan in place to address feedback from January 2026.
- ✓ Development and execution 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.
- ✓ 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 2 on 18 December 2025 and to identify any risks or issues that require action before overall ELS exit.

Our assessment is based on assurance activities undertaken between 28 November 2025 and 9 December 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.

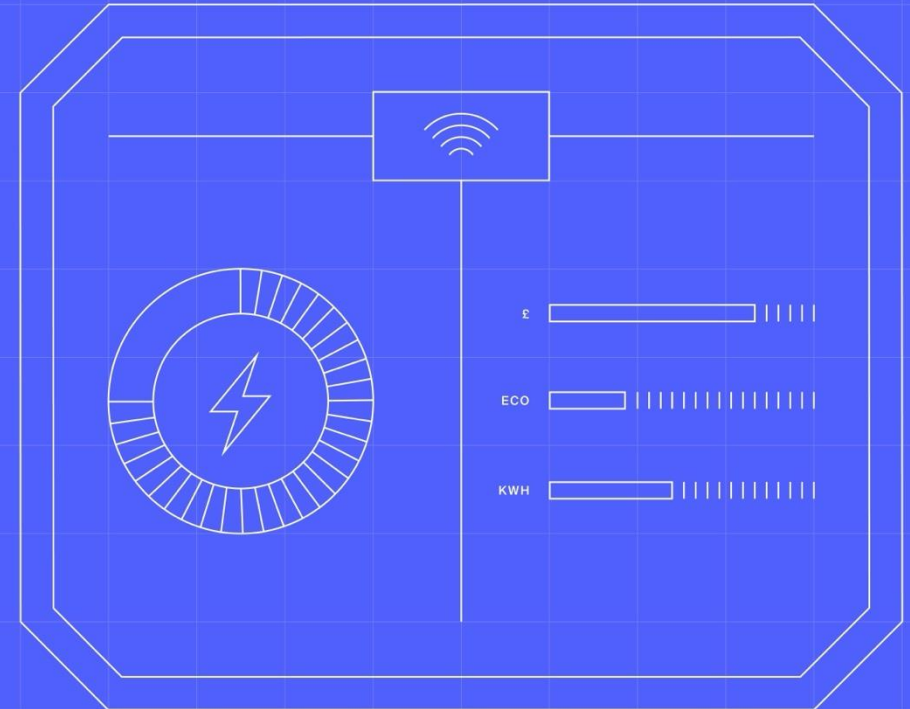
# Hypercare Update

## INFORMATION:

- Verbal Update from Central Parties

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

*10 mins*



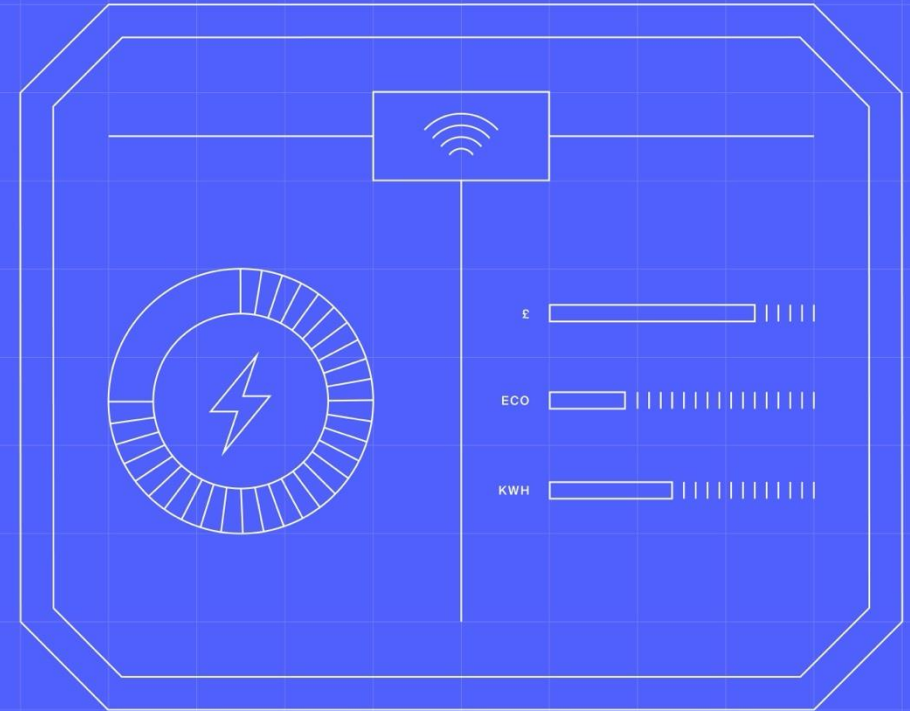
# MHHS Roadmap of Change

## INFORMATION:

- Update on MHHS Roadmap of Change

*Elexon (Samraj Gill)*

*10 mins*




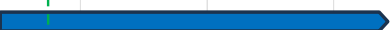
























Document Classification: Public

# Why a roadmap matters

- Creating alignment
- Turning complexity into clarity
- Improving decision-making
- Building trust and confidence
- Anticipating risks ahead of time
- Helps with planning of changes/cross code governance

# Roadmap View

HS Number	Change Name	Expert Group Date	Committee Date	Decision Date	Implementation Date	January	February	March	April	May	June	July
HS04	Inclusion of DI-086 Supplier Effective From data item in the IF/PUB-036	06/03/2025			07/05/2027							
HS17	Extend ESNA HH data provisions to ADS	18/06/2025			TBC							
HS25	Asset Metering impacts on Qualification Documents	16/10/2025	06/01/2026	03/03/2026	TBC							
HS27	Enabling Traditional Meters at CT Connections to be operated in the Advanced Market Segment	16/10/2025			25/06/2026							
HS28	Meter Reading Service (MRS) DTC Flows	16/10/2025			TBC							
HS29	Linked Import/Export MPANS with meters in the Advanced and Trad or Smart Meter Groups	16/10/2025			TBC							
HS32	Enduring Complex Sites and Shared SVA Metering System arrangements post MHHS	16/10/2025			TBC							
HS33	Documentation of P-flows in the EMDS	16/10/2025			TBC							
HS34	Adoption of the DIP Market Role as the basis for all SVA Market Roles	16/10/2025			TBC							
HS39	New Connections – Correct Market Segment Assignment	16/10/2025			TBC							
HS40	Meters with Installation Dates Prior to MPAN Creation Dates	16/10/2025			TBC							
HS41	Registration ID Required for MHHS Migration and BAU Agent Appointments.	16/10/2025			TBC							
HS42	Deferred implementation of ‘Data Refresh’ message IF/PUB-051 with enhanced solution detail	16/10/2025	06/01/2026	03/03/2026	TBC							
HS43	Defaulting Market Segment to Smart for MPANs without Meter or Connection type	16/10/2025			TBC							
HS44	Amending IF-031 validation rules to facilitate change of MPAN's Market Segment	16/10/2025			TBC							
HS45	Enabling amendment of Provisional Market Segment by LDSO prior to Supplier Registration	16/10/2025	06/01/2026	03/03/2026	26/03/2026							
HS46	Clarification to BSCP708 regarding treatment of Associated Export MSIDs during MHHS Migration	16/10/2025			TBC							
HS47	Aligning NHH deemed reads in BSCP708 with BSCP504	16/10/2025	03/02/2026	07/04/2026	TBC							

 MHHS Expert Group  
 SVG/ISG  
 Implementation  
 Target Start Date  
 CPC Consultation  
 Implementation Phase  
 Standard Release  
 Non-Standard Release

\*Please note that this is a draft copy and we intend to add further dates to this list

# Where will this be viewed?

- Via the MHHS Expert Group Webpage - <https://www.elexon.co.uk/bsc/groups/market-wide-half-hourly-settlement-mhhs-working-groups/mhhs-expert-group/>
- Will be updated every month
- Once a change is raised it will be removed from the roadmap
- We welcome any feedback to enhance the roadmap



# Thank you

If you have any further questions please email:

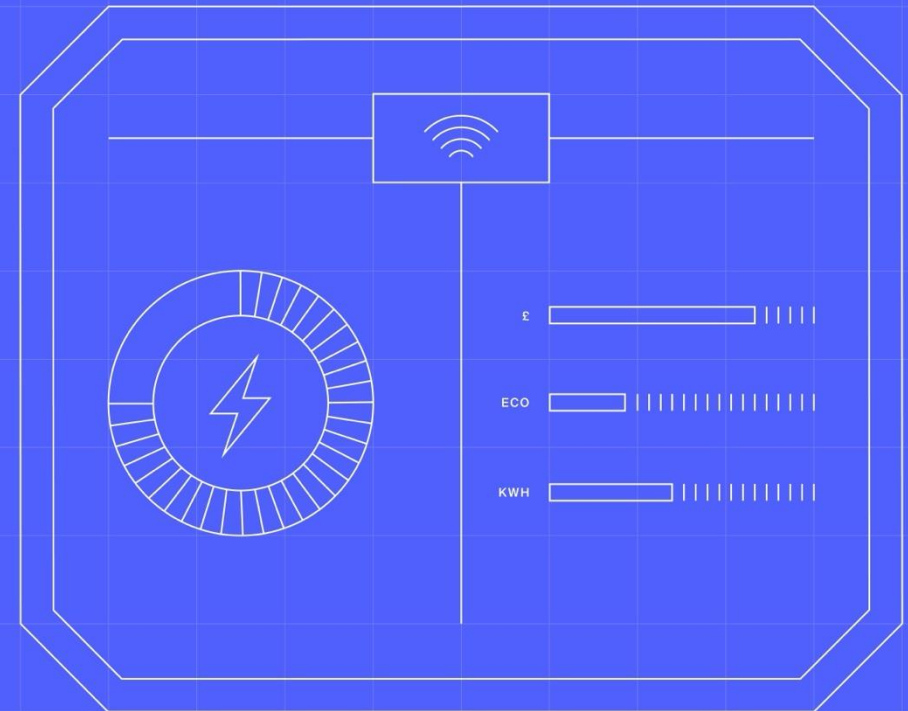
[Samraj.gill@elxon.co.uk](mailto:Samraj.gill@elxon.co.uk)  
[BSC.Change@elxon.co.uk](mailto:BSC.Change@elxon.co.uk)

# Delivery Dashboards

**INFORMATION:** Questions from PSG members on delivery dashboard content

*Chair*

*10 mins*



## Look Ahead – Key Milestones Status at 06 January 26 (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-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				15/12/25: 9 outstanding submissions, 3 with an agreed new submission date.
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				07/01/26 - Activity complete.
T2-MI-1500	Central systems ready for migrating MPANs (M10*) - Late Exit	PSG	24 December 2025	24 December 2025	CPT				06/01/26 - Not required as M10 was met
T2-MI-2500	Load Shaping Service switched on (M13*) - Late Exit	PSG	24 December 2025	24 December 2025	CPT				06/01/26 - Not required as M13 was met
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				07/01/26 - Activity on track.
T3-QU-0054	Qualification Wave 1 QT Projected Execution End	QAG	09 January 2026	09 January 2026	Participants				15/12/25: QTEF 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				07/01/26 - Activity on track.
T3-QU-0039	Qualification Wave 3 Execution Start	QAG	12 January 2026	12 January 2026	Participants				07/01/26 - Activity on track.
T3-QU-0097	80% of M14 Critical Qualification Wave 1 Participants have submitted their final QAD	QAG	16 January 2026	16 January 2026	Participants				07/01/26 - Activity on track.
T3-QU-0106	Qualification Wave 4 Participants have submitted their Initial QAD	QAG	16 January 2026	16 January 2026	Participants				07/01/26 - 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				06/01/26 - Not required as M11 was met

Look Ahead – Key Milestones Status at at 06 January 26 (2)

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

Milestone	Milestone Title	Forum	Baseline Date	Forecast Date	Responsible	Previous RAG	Current RAG	Forecast RAG	Commentary
T2-MI-4500	Start of 18-month migration for Smart / Non-smart (M12*) - Late Exit	PSG	21 January 2026	21 January 2026	CPT				06/01/26 - Not required as M12 was met
T3-QU-0131	Sandbox Testing End (UIT) - LDSO Participants	QAG	22 January 2026	22 January 2026	SI Test				07/01/26 - Activity on track.
T3-QU-0055	Qualfication Wave 2 QT Execution End	QAG	27 February 2026	27 February 2026	Participants				07/01/26 - Activity on track.
T3-QU-0043	Qualification Wave 4 Participant Test Readiness Confirmed	QAG	06 March 2026	06 March 2026	Non-SIT S&A QT Test Team				07/01/26 - 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				07/01/26 - Activity on track.
T3-QU-0044	Qualification Wave 4 QT Execution Start	QAG	09 March 2026	09 March 2026	Participants				07/01/26 - Activity on track.
T2-RA-0600	Readiness Assessment 7 - Migration Checkpoint - Completed (incl. Readiness Assessment Report approval)	PSG	19 March 2026	19 March 2026	CPT				07/01/26 - Activity on track.
T2-QU-0150	All M14 Critical Wave 1 Participants Qualification approved by BSC PAB and REC Manager	QAG	15 April 2026	15 April 2026	Code Bodies				07/01/26 - Activity on track.
T3-QU-0134	80% of M14 Critical Wave 1 Participants Qualification approved by BSC PAB and REC Manager	QAG	15 April 2026	15 April 2026	Code Bodies				07/01/26 - 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

- P0276/P0277 release completed in December.
- Wave 1 Non-SIT Qualification Testing completed in December, ahead of target date.

Programme Impacting Deliverables	Original Date	Fcast / RAG
Helix Release 25.14.8	27/11/25	Complete
Qual Pathway 6 complete	18/12/25	18/01/26
ISD v18 Publication	05/01/25	Complete
Wave 1 Non-SIT Qualification Testing Completed	09/01/26	Complete
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
Helix Hypercare Ph.1 Exit	30/01/26	30/01/26

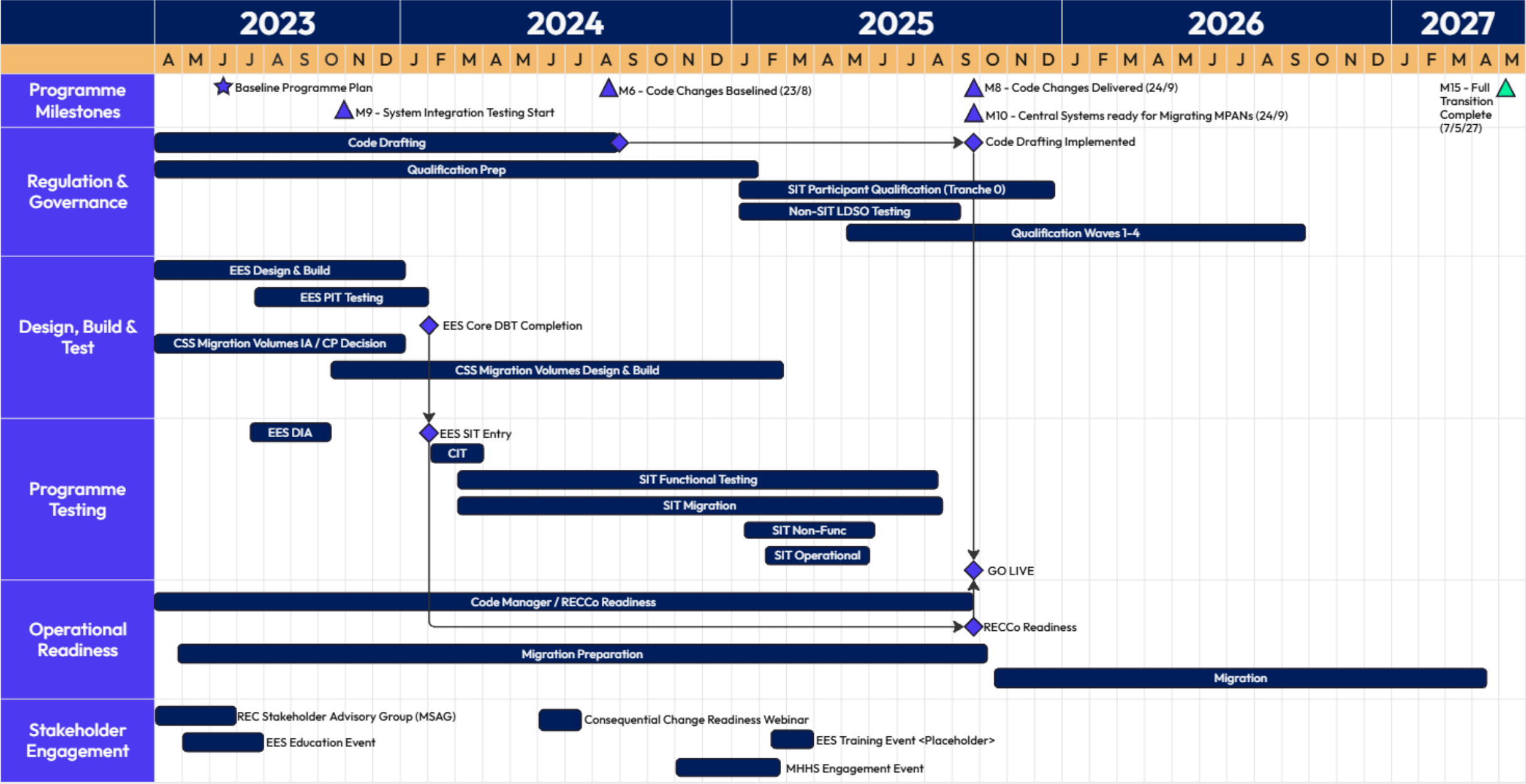
	Summary Activities		Summary Activities
This period	<p>Helix Solution</p> <ul style="list-style-type: none"><li>• Releases 25.14.8 and 25.14.9 successfully implemented.</li><li>• Delivered industry required P0276 &amp; P0277 flows within R 25.14.9</li><li>• Commenced volumetrics test planning and resource alignment for ISD/LLF publication in March 26.</li></ul> <p>Assurance and Qualification</p> <ul style="list-style-type: none"><li>• Wave 1 Non-SIT QT completed by 19/12, ahead of schedule. Wave 2 testing is 90% complete, tracking to complete ahead of target completion date. Wave 3 test readiness activities continued ahead of test execution commencing on 12/01.</li><li>• Resource models for Qual Assurance and Qual Testing developed, reviewed and approved.</li></ul> <p>Service Management</p> <ul style="list-style-type: none"><li>• Delivered Triage improvement Steps and published LWI for Incident Management communications.</li><li>• Completed the Service Management Continuous Improvement plan that was defined following the IRG. Performance trends against ELS targets are showing improved target attainment.</li><li>• Knowledge transfer and transition of Technical Triage capability into enduring Service Management Tech Triage team.</li></ul> <p>Business Transition</p> <ul style="list-style-type: none"><li>• Phase 2 ELS exit achieved, ready for phase 3 to commence on 05/01.</li><li>• Definition of Hypercare exit criteria and phasing completed and approved through stakeholder reviews.</li><li>• Capability and resource modelling re-baselined to ensure that Helix/Elexon has sufficient capability to deliver to MHHS milestones.</li></ul>	Next period	<p>Helix Solution</p> <ul style="list-style-type: none"><li>• Deliver industry required P0275 flow – DAH changes successfully delivered in R25.14.9 (Dec). Historical data load will be needed before report is released onto Elexon Portal. Delivery expected by 30<sup>th</sup> January, well ahead of required reporting deadline of 18<sup>th</sup> February.</li><li>• Readiness activities for ISD/LLF publication in March 26: i) Build the proposed 'ISD Datastore filtering' &amp; 'ISD download' improvements. ii) Complete Performance Test environment readiness, iii) Execute the Performance tests.</li></ul> <p>Assurance and Qualification</p> <ul style="list-style-type: none"><li>• Complete Wave 1 Test Assurance and final QAD.</li><li>• Continue Wave 2 test execution.</li><li>• Commence Wave 3 test execution.</li><li>• Wave 4 Qual readiness – PIT completion, CP2 submission and MTS/Test plan to be agreed by 09/01.</li></ul> <p>Service Management</p> <ul style="list-style-type: none"><li>• Onboarding of MHHS Triage/design resources to support embedding of Tech Triage into the enduring Service Management team and continuous improvement delivery.</li><li>• Monitor Service volumes/performance and continue to support ELS and Helix Hypercare.</li></ul> <p>Business Transition</p> <ul style="list-style-type: none"><li>• Implement integrated testing environment.</li><li>• Capability analysis for Hypercare exit to be completed.</li><li>• Achieve ELS Phase 3 exit.</li></ul>

RAID	RAG	Type	Elexon response and mitigating or resolving actions	Next Update
MHHS perceives that there is an issue (i246) that ELS reporting demonstrates that Service Management processes are not operating efficiently and a number of SLAs are being missed	Amber	Issue	<ul style="list-style-type: none"><li>• The Service Management Continuous Improvement plan that was defined following the IRG is complete. The trends against ELS targets are showing improved target attainment.</li><li>• To ensure we continue with these trends, we recognise the need to drive further continuous improvement activities and report on their progress and impact.</li><li>• The actions completed identified a number of follow-on activities, and these, alongside the BAU continuous improvement work will form a longer-term Service Management Continuous Improvement Plan. Work is underway to capture these activities and create a report to track them</li></ul>	PSG 14/01/26
MHHS perceives that there is a risk that if issues arise during the planned ISD release on Monday 22 December, limited resource availability across Elexon and the wider industry due to the Christmas holiday period could delay identification and resolution of defects. This may impact ISD stability and associated migration or settlement activities (R1205).	Amber	Risk	<ul style="list-style-type: none"><li>• ISD publication date moved to 5<sup>th</sup> January to de-risk and ensure that key support resources will be available if required.</li><li>• Publication completed on 5<sup>th</sup> January.</li></ul>	PSG 14/01/26

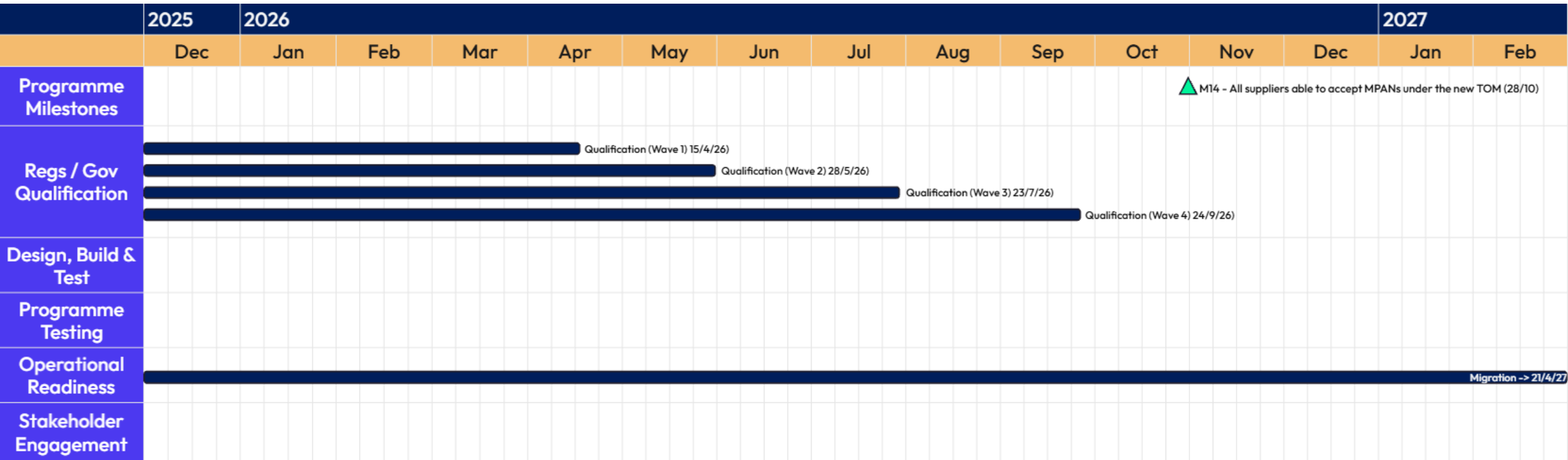
RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers	
Status & Outlook	<b>Progress last month:</b> <ul style="list-style-type: none"><li>EES and REC Code Manager ELS Support continues.</li><li>All SIT Pathway 6 REC Parties Qualified (other than those moved to 07/26). Other REC Qualification activities remain on track. Supported Wave 4 engagement webinar on 9 Dec. Escalated parties as required where Qualification milestones not met.</li><li>Ongoing operational readiness engagement with DIP Manager on testing/release management and approach for management of significant DIP incidents.</li></ul>			<b>Progress expected in the coming month:</b> <ul style="list-style-type: none"><li>Continued support for EES and REC Code Manager ELS processes.</li><li>Ongoing operational readiness engagement with DIP Manager on testing/release management and approach for management of significant DIP incidents.</li><li>Continue to progress Wave 1 to 4 Qualifications to plan.</li><li>Progress required Code Change / Guidance to resolve Migration issues and items on the exclusion list.</li></ul>			Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
							Qualify Wave 1 parties	15/04/26	15/04/26
							Qualify Wave 2 parties	28/05/26	28/05/26
							Qualify Wave 3 parties	30/07/26	30/07/26

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 meeting 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 Manager to hold industry workgroups to develop solution.	Jan 26	Andrew Wallace







RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers		
Status & Outlook	<b>Progress last month:</b> <ul style="list-style-type: none"><li>FOC Meter Re-configuration – Change implemented in Dec 2025. Complete run across all devices achieved. Moved onto retries.</li><li>DCC Hypercare period underway until Feb 2026.</li></ul>				<b>Progress expected in the coming month:</b> <ul style="list-style-type: none"><li>Continue DCC Hypercare.</li><li>Completion of FOC Meter Re-config retry queue AND communication of device swap-out detail to impacted Energy Suppliers.</li></ul>			<b>Party Milestones &amp; Deliverables</b>	<b>Original or Baseline Date</b>	<b>Forecast date &amp; RAG</b>
								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	Dec 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			

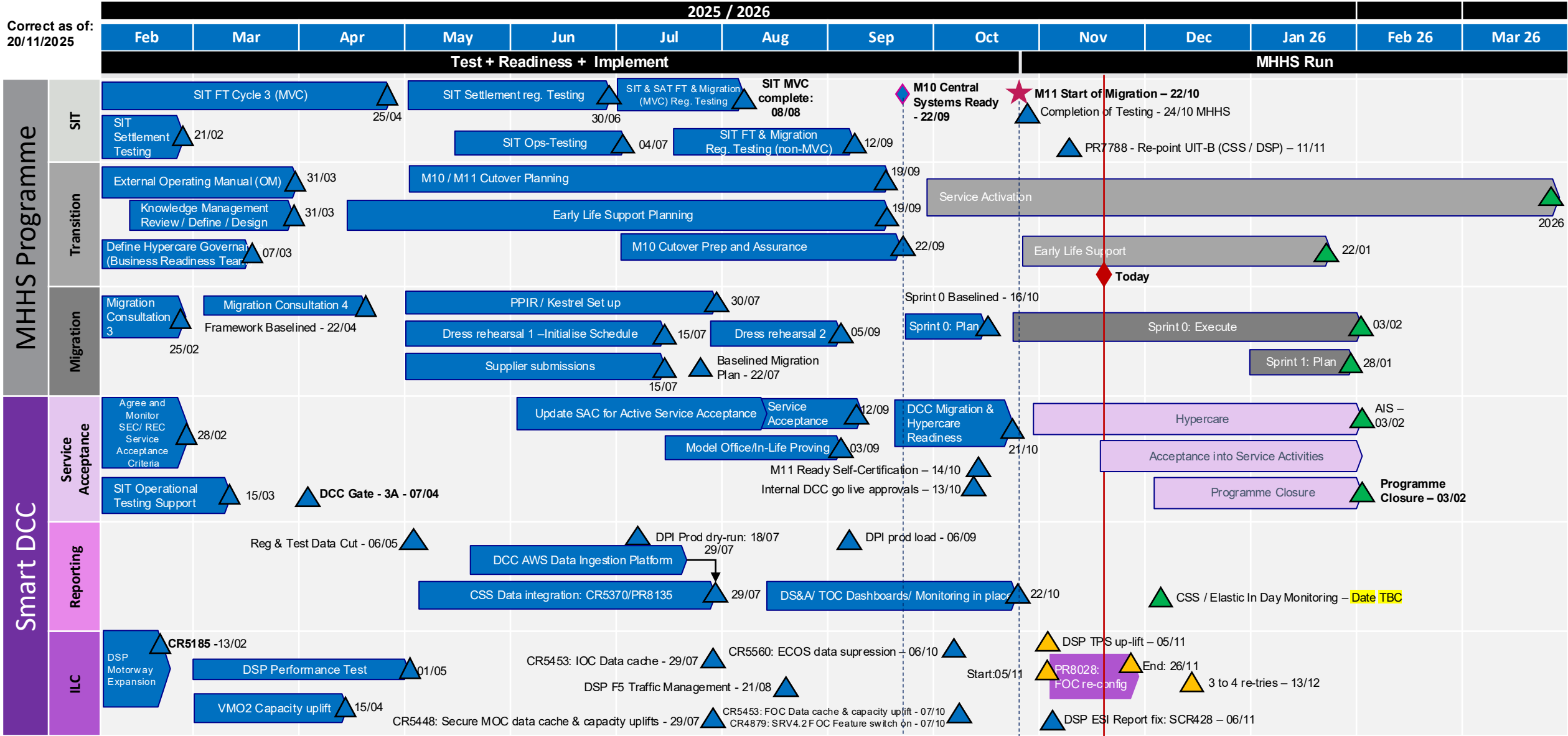
## RAID & RAG

Ref.	Risk	Calculated Risk	Mitigation (M) / Update	Owner	Area	Service risk RAG
R7387	<p><b>MHHS Overall Capacity Risk</b> 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 &amp; suppliers may submit incorrect migration request volumes.</p> <p>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.</p>	Medium	<p>(M1) DCC System capacity uplift pre-go-live – <b>COMPLETE</b></p> <p>(M2) CR5391: Increase DSP transaction throughput threshold – <b>COMPLETE</b></p> <p>(M3) MHHS programme to execute peak migration volume during hypercare phase – <b>IN PROGRESS</b></p> <p>(M4a) MCC Schedule Adherence (rate of Flow) – <b>IN PROGRESS</b></p> <p>M4b) Ofgem Incentive (M15 deadline) - <b>IN PROGRESS</b></p> <p>(M5) MHHS Programme provide migration demand for Q2 2026 for Demand/ Capacity team to by 04/07 to consider in forecasting - <b>COMPLETE</b></p> <p>(M6) BSC changes to prevent suppliers taking on new customers if migrations targets not met (Incentives to finish on time) – <b>COMPLETE</b> - (BSC Change not implemented).</p> <p>(M7) MHHS Migration team provide forecasts to DCC Capacity Planning for system scaling planning process – <b>COMPLETE</b></p>	DCC/MHHS Programme	Migrations / Capacity	Amber
R7668	<p><b>SMETS1 FOC Re-configuration Testing Progress</b> As a result of the issue found during testing, there is a risk that the November deployment date cannot be met.</p>	Low	<ol style="list-style-type: none"> <li>1. DCC to understand fix - <b>COMPLETE</b></li> <li>2. DCC to have bilaterals with affected parties, with the support of MHHS Programme / MCC, to communicate impact. – <b>IN PROGRESS</b></li> <li>3. DCC to confirm implementation date - <b>COMPLETE</b></li> </ol>	DCC	Migrations	Green

# MHHS POAP



Correct as of:  
20/11/2025



Key call outs requiring PSG Discussion

- Ongoing ISD issues 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. Greater data control by Elexon to ensure accuracy and enable a return to fully automated processing for future ISD files
- 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). What is current status?
- Program Issues & Lessons Learnt
- Supplier/Agent – Qualification Status & Wave Readiness for Migration
- Migration Incentives

RAG Status

Overall Operating Risk

This period	Summary Activities		
	<ul style="list-style-type: none"><li>• <b>ELS</b><ul style="list-style-type: none"><li>• Early Life Support Phase 3 &amp; Peak of Peaks</li><li>• Vendor plans in place to support</li><li>• People &amp; System Readiness Confirmed to program</li></ul></li><li>• <b>Migration</b><ul style="list-style-type: none"><li>• Phase 3 Volumes for MPIDs received via Kestrel</li><li>• Reactive plans in place to manage any system incidents</li><li>• Daily monitoring in place with out of hours support</li></ul></li><li>• <b>Change</b><ul style="list-style-type: none"><li>• Actively monitoring with DNO system provider post M10 change and timelines.</li></ul></li></ul>		
Next period	Summary Activities		
	<ul style="list-style-type: none"><li>• <b>ELS</b><ul style="list-style-type: none"><li>• Vendor plans in place to support</li><li>• People &amp; System Readiness Confirmed to program</li></ul></li><li>• <b>Migration</b><ul style="list-style-type: none"><li>• Phase 3 Volumes for MPIDs received via Kestrel</li><li>• Reactive plans in place to manage any system incidents</li><li>• Daily monitoring in place with out of hours support</li></ul></li><li>• <b>Change</b><ul style="list-style-type: none"><li>• Same as this period</li></ul></li></ul>		

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.	Jan 26
Known Work Off List items (esp if manual in nature) not timely resolved increasing risk of further issues/reduced resources available to focus on new issues/defects that may arise.		Medium	Risk	Timely close out of work Off List/known defects.	Jan 26
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.	Jan 26
Elexon continue to issue 'invalid' ISD which may get loaded into systems resulting in 'downtime' of systems to correct data.		Medium	Risk	Auto load is switched off to allow LDSOs to monitor the data and ensure accuracy before being deployed into systems	Jan 26
3 additional Suppliers due to onboard Jan 26 to support Migration Phase 3. Phase 3 may need to be extended if Suppliers are not onboarded to support volume to meet exit criteria.		Medium	Risk	Confirmation required from Programme on new Supplier onboarding status	Jan 26

Key call outs requiring PSG Discussion

- ISD production is still not issue-free

RAG Status

Overall Operating Risk

This period	Summary Activities	Next period	Summary Activities
	<p><b>ELS</b></p> <ul style="list-style-type: none"><li>• Monitoring of MPAN migrations and BAU activities through DIP and LM systems to ensure operating as expected.</li><li>• Concern around ISD publications as none have gone to plan yet.</li></ul> <p><b>Migration</b></p> <ul style="list-style-type: none"><li>• Monitoring of significant increase in MPAN migrations following exit of ELS Phase 1/2</li></ul> <p><b>Change</b></p> <ul style="list-style-type: none"><li>• Monitoring of the situation with Market Segment (MS) change requirements – guidance provided by Programme was helpful, but some real -life scenarios not covered eg ICPs / Developers requiring MPANs prior to having a supply contract in place, therefore unable to determine if MS is Advanced or Smart, eg after MPAN creation as Whole Current and Smart, supplier requires to fit AMR meters, but unable to update MS to Advanced.</li><li>• Engaging with DNOs and DIP Manager to review the DIP Manager Change Process</li></ul>		<p><b>ELS</b></p> <ul style="list-style-type: none"><li>• Continued monitoring of ISD Publications</li><li>• Maintain governance and communication plans</li><li>• Continued monitoring of systems to ensure processes are working as anticipated</li></ul> <p><b>Migration</b></p> <ul style="list-style-type: none"><li>• Continue to monitor MPAN migration as we move from Phase 2 to Phase 3, and with more suppliers starting to migrate in January monitor any issues arising from this</li></ul> <p><b>Change</b></p> <ul style="list-style-type: none"><li>• Continue engagement to improve DIP Manager Change Process</li></ul>

RAID	RAG	Type	Mitigating or resolving action required	Next Update
ISD Publications		Issue	Monitor next ISD publication as issues have arisen for previous publications. Hopeful that previous issues have been resolved	
More suppliers starting Migration in January 2026		Issue	Risk of further issues being encountered as more suppliers begin migrating MPANs with different systems and processes 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	2.37	2.12	1.93	1.88	1.85	1.82	1.85	1.51	1.38	1.33	1.27	4.25	23.56
MHHS Forecast	2.12	1.88	2.00	1.92	1.60	1.65	1.57	1.50	1.49	1.44	1.45	4.94	23.56
DCC Budget	3.04			1.48			0.31			0.28			5.11
DCC Act/Forecast***	0.81	0.31	0.17	0.62	1.15	0.15	0.48	0.10	0.02	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	2.70	2.20	1.80	1.80	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	6.75	6.49	6.37	5.72	5.38	5.54	4.74	4.21	3.86	2.77	2.61	5.75	60.25
Total Act/Forecast	5.4	5.05	5.4	5.79	5.29	5.33	5.04	4.4	3.79	3.31	3.31	6.86	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 03 December 2025

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

**Qualification Update:** A Qualification update was provided with Qualification Testing retaining an Amber RAG status.

**Early Life and Hypercare Update:** Programme provided its view on progress against ELS Exit Criteria, noting MCAG approved entry into Phase 2

Elxon provided an update on the ISD, Settlement and Service Management issues.

**IRG Update:** An update on the recent IRG's was presented.

**Future Readiness Assessments Update:** A revised approach to the Readiness Assessments is under review, with January's RA cancelled.

PSG papers available [here](#).

Migration & Cutover Advisory Group (MCAG)

MCAG 18 December 2025

**ELS Phase 3 Entry:** SRO approved Entry into ELS Phase 3, with no objections raised by MCAG members.

**Migration Execution:** Programme provided an update on Migration Execution, with Execution and Completion on track.

**Migration Exclusion List:** An update on Migration Exclusion and Remediation lists was presented and the Programme noted that a PPIR will be shared with all Suppliers in Q1 2026.

**MWG update:** Programme gave an overview of most recent MWG meeting.

MCAG papers available [here](#).

Qualification Advisory Group (QAG)

QAG 17 December 2025

**Pathway 6 Closure:** Due to two PPs being unable to qualify by 18 December 2025 the Pathway 6 end date was extended to 30 July 2026.

**Sandbox Guidance:** v2.4 Sandbox Guidance was uplifted, which contained minor updates communicated at QTEF.

**New Entrants:** Transitional arrangements closed on 09 Dec 2025; 11 new entrants already in progress may continue, while new PPs must qualify via enduring arrangements.

**Qualification Update:** Several T3 milestones were approved on the basis that minimum thresholds had been met and that the milestones are highly likely to be achieved by 12 January 2026.

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**
  - The deadline for **Qualification Testing (QT) Entry Checkpoint 2 artefacts** for **all Wave 4 participants** is **Friday 9 January 2026**
2. NEW! Migration Update - the deadline for **all Suppliers** to submit their **updated Migration plans** is **Wednesday 21 January 2026**
3. REMINDER: Updated MHHS Qualification guidance for New Market Entrants

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:

Here's what's coming up over the next week:

- **Wednesday 7 January 2026:** [Transition & Operational Readiness Working Group \(TORWG\)](#) at 14:00
- **Wednesday 14 January 2026:** [Programme Steering Group \(PSG\)](#) at 10:00
- **Wednesday 14 January 2026:** [TORWG](#) at 14:00
- **Thursday 15 January 2026:** [Migration Working Group \(MWG\)](#) at 14:00





### Qualification

- The PPC continue to support the Code Bodies to adequately prepare participants for their 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, MHHS Qualification guidance for New Market Entrants, QTF Test Data files, QTF Release Notes and QTCs.
- **Next steps:** Continued activity to support upcoming comms and engagement priorities.



### Migration/Early Life Support

- 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 have supported MCC to request participants to review and update Migration start dates and users in Kestrel before the start of Sprint 1.
- The PPC have received responses from 21 Suppliers for the Non-SIT Wave 3 PPIR into contracting agents and are actively chasing 3 non-respondents. Next steps: Publish the Non-SIT Wave 4 PPIR into contracting agents on Friday 9 January.

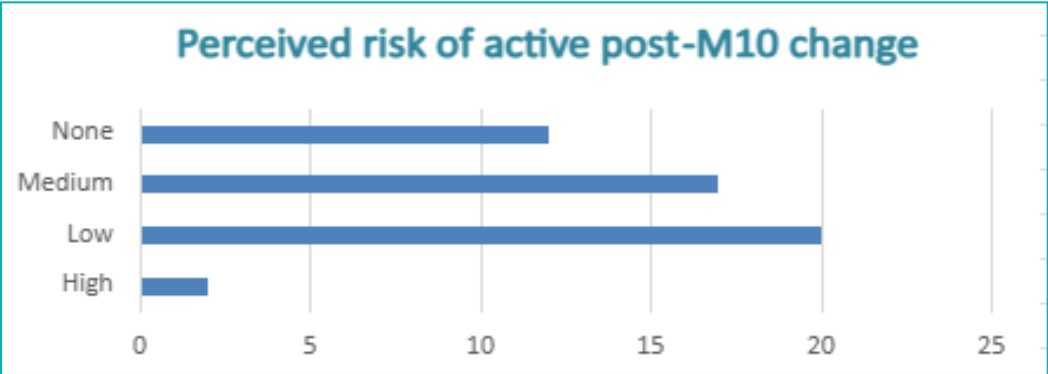


### Cross-cutting communications & engagement

- Published a series of videos to the Kestrel User Guides Repository on the Code Body library and the YouTube channel to support participants with FAQs.
- Published a new Qualification Testing Execution Forum page to house meeting materials and recordings, on Elexon's behalf, alongside a refresh of the Programme Delivery Assurance pages.
- Published uplifted versions of the QT Test Data files, QTF Release Notes, and PIT and QT FAQ guidance, alongside Qualification timelines and RT Traceability Matrix artefacts. This supports document accuracy, participant confidence, and ensures participants are consistently working from the latest published information.
- Reviewed and streamlined DIP pages to reflect the latest programme position. All guidance documentation has been moved to the Elexon website, with the DIP pages on the MHHS website and Code Body library updated to signpost accordingly.
- **Next steps:** Finalise the review of Elexon (Helix) Service Management, Service Activation, Design, and DIP pages across the Collaboration Base and MHHS website to ensure content is up to date and that relevant documents have been transferred to the Elexon communications channels. Prepare for the 2026 annual communications survey.

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

Code Forum Horizon Scanning log metrics for post-M10 active changes



Active post-M10 change by code: 51 – BSC: 23, REC: 17, DIP: 7, DCUSA: 2, SEC: 2

Perceived risk of active HS items: High: 2, Medium: 20, Low:17, No impact: 12

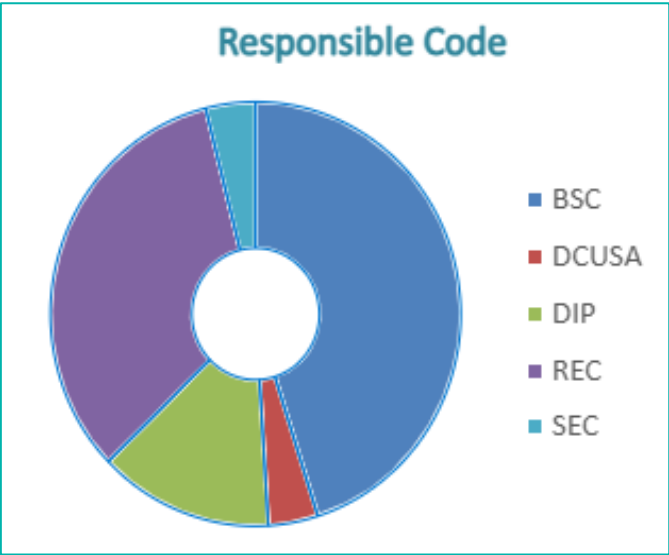
Relevant Milestone where risk exists: 36 - ELS/M11: 23, M14/M15: 13

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: January 2026

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 MHHS, review of the PPC bilateral reports, RAID log, working group and advisory group papers and tracking of IPA open actions.
- ELS Phase 2 Exit Report (WP1) – Complete** – Completion of ELS Phase 2 review and report to inform decision making at MCAG on 18 December 2025. This included an evidence-based review of progress against criteria set out within the Early Life Support Model, tracking completion of recommendations issued in ELS Phase 1 and monitoring of key risks.
- Separation Plan Review (WP5) - In Progress** – IPA provided feedback to SRO on the SRO’s post-M11 review of the Separation Plan. Follow-up discussion to take place in January 2026 to close out the post-M11 review.

Stage-Based Assurance

- Assurance Period 11 (P11, from 25 September to 19 December 2025) - In Progress** – Completed all eight assurance bilaterals with sampled Participants, with a particular focus on progress through/readiness for Qualification, readiness for Migration, internal Operational Readiness and Consequential Change. P11 report, covering a summary of key IPA findings and recommendations from the period, to be issued in draft w/c 26 January 2026.
- 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
- Migration Progress Tracking (WP13) – In Progress** – Review of the Central Programme Team and industry participants Migration activities, tracking executions as per forecasted Migration model. Monitoring of ongoing risks that may impact Migration.
- Transition Readiness Tracking (WP13) - In Progress** – Review and analysis of ELS reporting (industry risks, DIP, settlement, Elexon Service Management data). Review of Elexon post-incident reports (DIP-P1, DAH-p2). Walkthrough of DIP Manager response to IPA feedback against DIP release strategy. Raised and tracked actions with Elexon to support improvement of ISD and Service Management.
- Lessons Learned (WP15) – In Progress** – Completion of five lessons learnt workshops, engaging with participants across core capability, supplier and LDSOs constituency groups. Planning for Q1-26 workshops and ongoing analysis of key themes and findings.

Upcoming Assurance Activities

- Overall ELS Exit Report (WP1):** Completion of an independent assessment to support overall ELS exit decision making.
- Assurance Period 11 (WP12, 13,14):** Complete and issue P11 assurance report.
- Separation Plan Review (WP5):** Completion of IPA feedback on SRO’s post-M11 review of the Separation Plan.
- 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-M11 delivery.

Assurance Action Status

	Total	Post-M11
Total IPA Actions Raised	419	21
Actions Closed	403	13
Actions Open	16	8
Actions Overdue	5	0

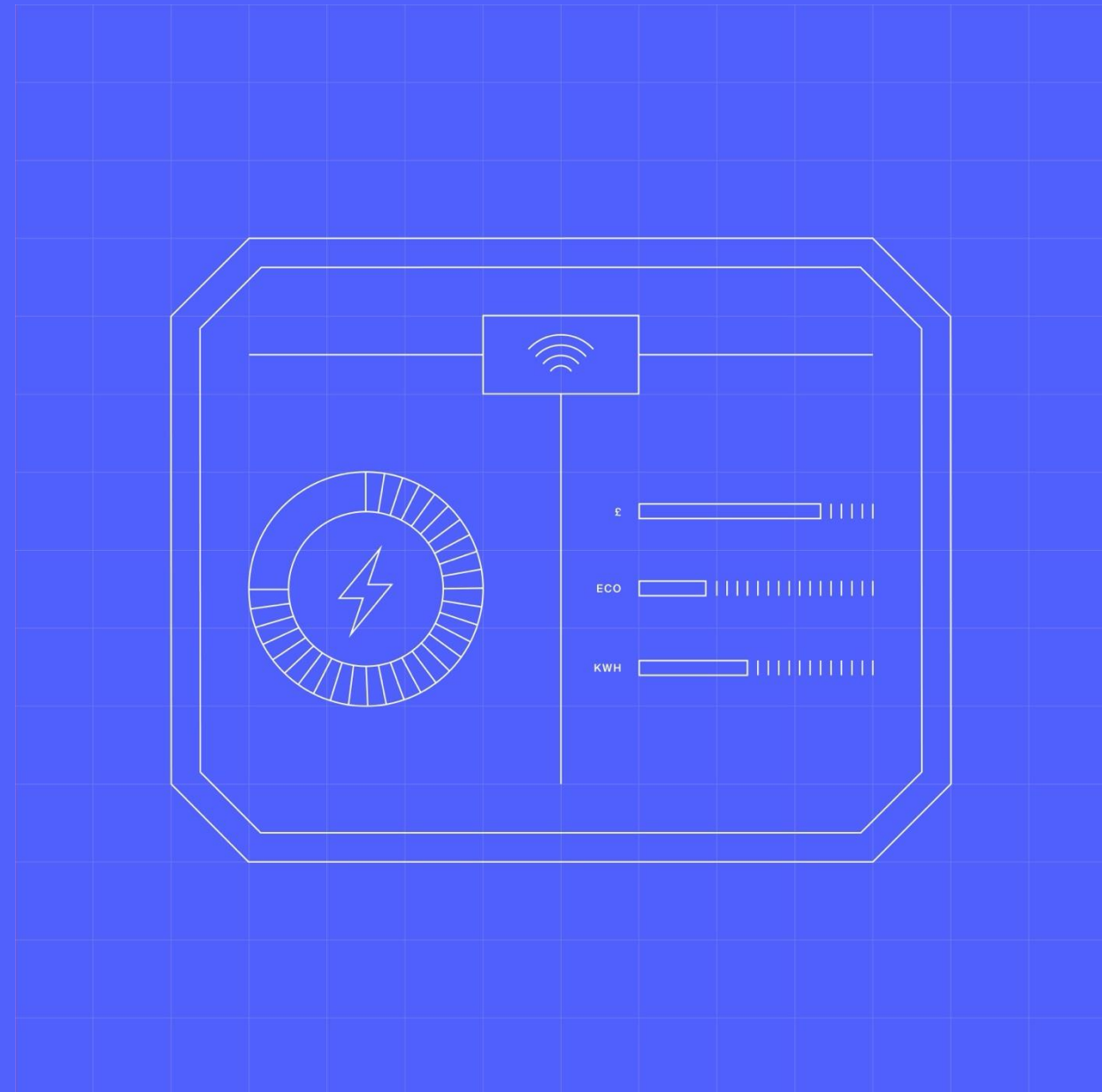
- 8 new IPA actions were agreed in December.
- 7 actions from previous months were completed during December.
- A total of 16 actions are currently in-progress with 5 past their due date. These relate to: Cyber Security (IPA is awaiting evidence from Elexon Security Lead to close the actions) and Service management codification (tracked through DCAB).

# 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. **04 February 2025 10:00 – 12:30 (virtual)**

Meeting dates	04 February 2025
Relevant milestones or activities	
Agenda items	<ul style="list-style-type: none"><li>• Ofgem Messaging</li><li>• Migration Update</li><li>• Qualification Progress</li><li>• ELS/Hypercare Update</li><li>• Ofgem Migration Incentives</li></ul>
Standing items	<ul style="list-style-type: none"><li>• Minutes and Actions</li><li>• Programme Reporting</li><li>• Delivery Dashboards</li><li>• Summary and Next Steps</li></ul>

# Thank you



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



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

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# Appendix 1 – Elexon M11 Work Off Plan

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

Ref	Issue	Workaround status	Perm fix target release (date)
290856	<b>Legacy interfaces:</b> Messages stuck in messagestore	n/a - Permanent fix deployed.	Completed: R25.14.2 (Sept 5th)
287099	<b>ISD:</b> Unable to send unpublished LLF data to EIS (& DAP)	n/a - Permanent fix deployed.	Completed: R25.14.4 (Oct 2nd)
293188	<b>DAH:</b> File validation failing on 'Losses MSID Count' field (re: D0081 and D0296)	n/a - Permanent fix deployed.	Completed: R25.14.5 (Oct 21st)
285371	<b>DAH:</b> Unable to default to previous DA files received.	Daily manual workaround in place.	Scheduled: R25.14.6 (Oct 30 <sup>th</sup> )
291098	<b>PARMS:</b> 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 <sup>th</sup> )
292055	<b>ISD:</b> 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	<b>DAH:</b> 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.	<ul style="list-style-type: none"> <li>All M11 Required Reports are signed off and ready.</li> <li>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.</li> </ul>