



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

Programme Steering Group #54

04 March 2026

Version 1.0

MHHS-DEL4431

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 and Migration Incentives Update	Information	Ofgem (Jenny Boothe)	10:10-10:20 10 mins	5
4	Programme Status Update	<ul style="list-style-type: none"> Update on Programme Workstreams Critical Path RAID Outstanding Work-Off Items 	Information	Programme (Lewis Hall)	10:20-10:30 10 mins	6
5	Migration Update	Update on Migration Progress	Information	Programme (Warren Fulton)	10:30-10:40 10 mins	15
6	Qualification Update	Update on Qualification Progress	Information	Code Bodies (Laura Kennedy)	10:40-10:50 10 mins	22
7	RA7 Update	Readiness Assessment 7 publication and update	Information	Programme (Francesca Drew)	10:50-11:00 10 mins	24
8	DCC Programme Closure	Closure of DCC's MHHS programme and handover to BAU	Information	DCC (Geoff Hunt)	11:00-11:10 10 mins	26
9	Delivery Dashboards	Questions from PSG members on delivery dashboard content	Information	Chair	11:10-11:20 10 mins	28
10	Summary and Next Steps	Summarise actions, decisions, and look ahead to next meeting	Information	Chair & Secretariat	11:20-11:25 5 mins	47
	Appendix	<ul style="list-style-type: none"> Elexon M11 Work Off Plan ELS Lessons Learned and Recommendations 				

Headline Report and Actions

DECISION: Approve minutes and review actions

Chair & Secretariat

10 mins

Headline Report and Actions

1. Approval of [PSG 04 February 2026 Headline Report](#)
2. Review of actions:

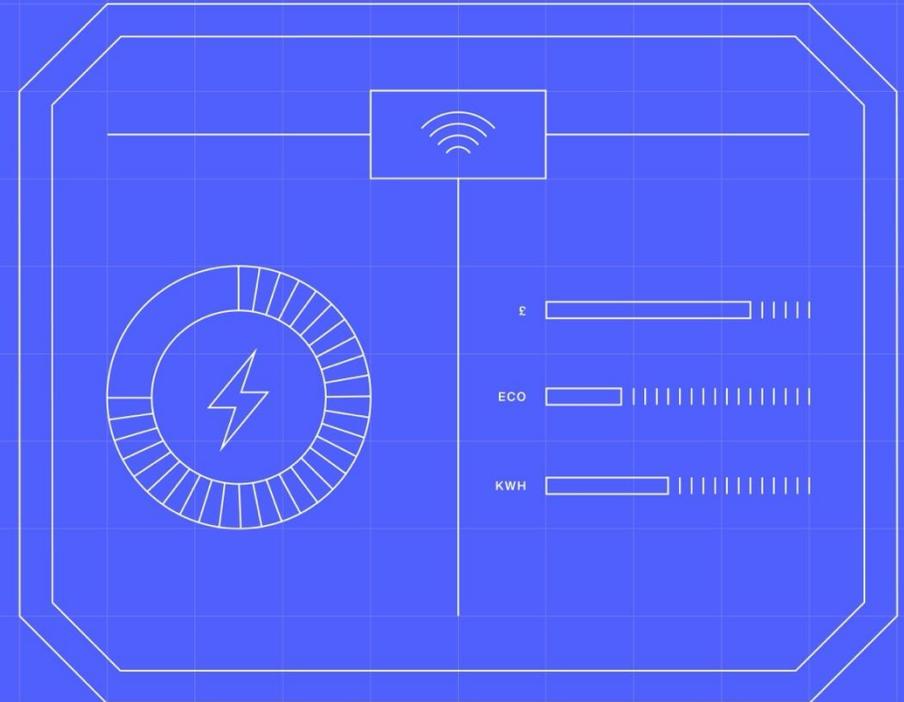
Ref	Action	Owner	Due	Latest Update
PSG53-01	Elexon to liaise with the iDNO representative to ensure the appropriate improvements are made to the Service Management Incidents Log, with a view to providing a consolidated view of all incidents raised, open and resolved.	Elexon	18/02/26	ONGOING: Service Management has gathered requirements for the Incident Log through bilateral engagement with key industry parties and via the Service Management Forum in February, and is now assessing the feasibility of delivery against those requirements. The scope of improvements will be shared at the Service Management Forum and TOG, in line with the ELS Exit Recommendations. Initial improvements are targeted for delivery by 20 March.
PSG53-02	Elexon to provide the link to the Service Management portal.	Elexon	04/02/26	RECOMMEND CLOSED: Elexon provided a link immediately following the meeting: Elexon Support Homepage – Elexon Support .
PSG53-03	Elexon to ensure appropriate office space is provided for PSG from April onwards given the Elexon office refurbishments planned.	Elexon	04/03/26	ONGOING: Elexon has gathered requirements for in-person meeting space during the refurbishment period, and this has now been added to the official refurbishment actions list. This action appears to sit with the MHHS Programme / Helen Adey, as Elexon/Helix does not facilitate the PSG. Ownership is being reviewed and reassignment may be required.
PSG52-02	Elexon to provide an update on the timeline for publication of the Elexon Incident Log.	Elexon	04/02/26	ONGOING: Service Management has gathered requirements for the Incident Log through bilateral engagement with key industry parties and via the Service Management Forum in February, and is now assessing the feasibility of delivery against those requirements. The scope of improvements will be shared at the Service Management Forum and TOG, in line with the ELS Exit Recommendations. Initial improvements are targeted for delivery by 20 March.
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	RECOMMEND CLOSED: The TOG Terms of Reference has been updated and implemented. TOG meeting papers are now shared weekly on the TOG Meeting page. Elexon Central Communications is supporting delivery of an External SharePoint site to store the Actions and Issues log, meeting transcripts and recordings. In the interim, meeting outputs are distributed via the TOG email distribution list, and meeting transcripts are shared directly with Participants on request.

Ofgem Update

Information: Message from Programme Sponsor

Ofgem (Jenny Boothe)

10 mins



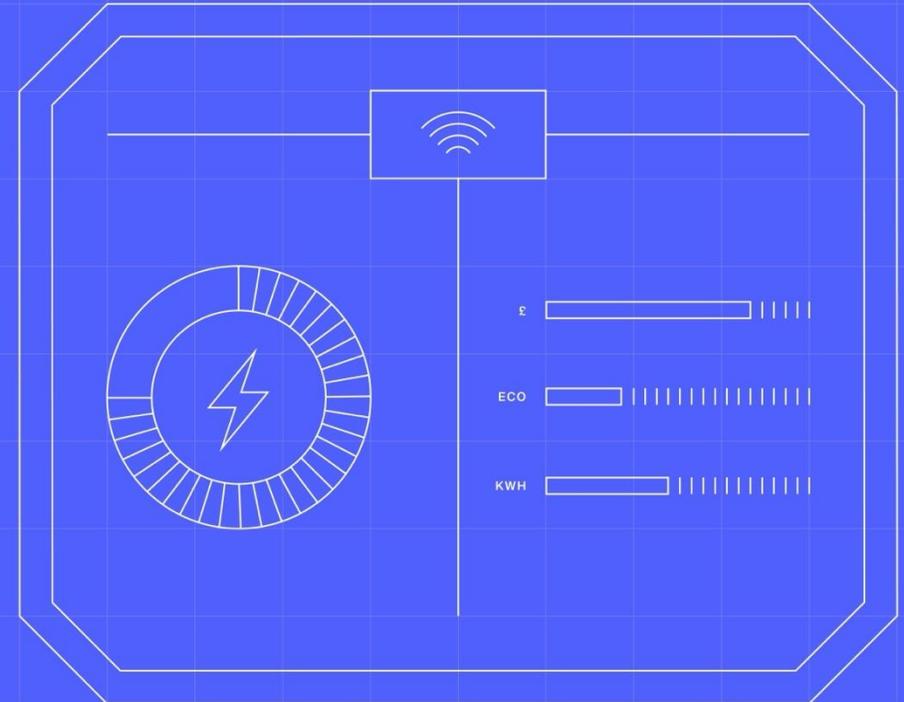
Programme Status Update

INFORMATION:

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

Programme (Lewis Hall)

10 mins



Programme Status by Workstream

Workstream RAG definitions

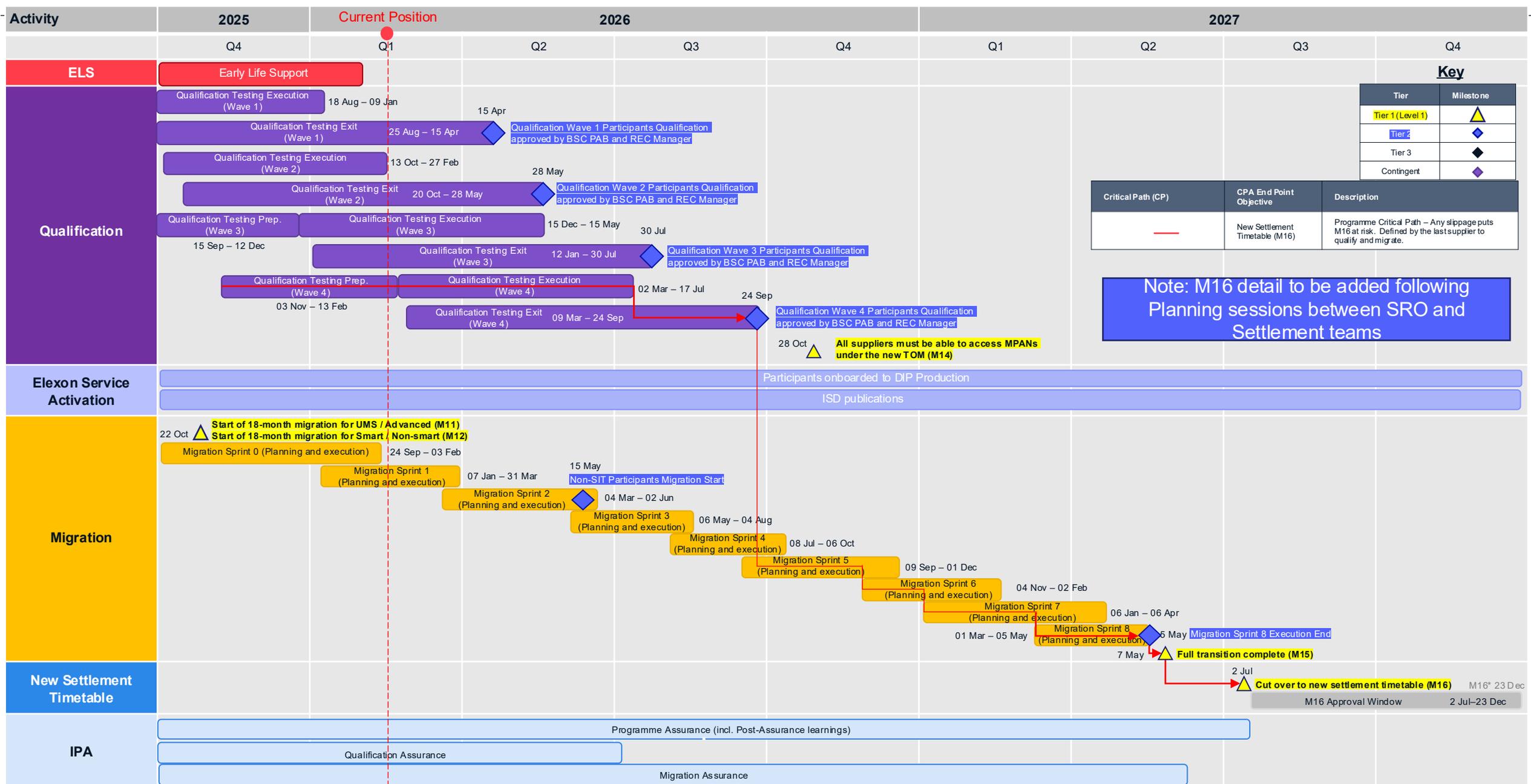
On Track

Path to Green is viable with measurable management plan in place

Path to Green is not viable without escalation and intervention

Workstream		Last month (Feb)	This month (Mar)	Next Month (Apr)	Commentary on status and path to green
Supplier & Agent Qualification	Qualification	On Track	On Track	On Track	<ul style="list-style-type: none"> 12 of 15 Wave 1 Final QADs approved with first Wave participants expected to Qualify at BSC PAB on 26/02. All Wave 4 Initial QADs now received and reviews ongoing across all waves.
	Qualification Testing	Path to Green is viable	Path to Green is viable	Path to Green is viable	<ul style="list-style-type: none"> Waves 1 & 2 Test execution complete; pending PIT completion evidence from 2 participants in wave 2. Wave 3 test execution commenced per plan on 12/01 and tracking 4 weeks ahead of plan. Wave 4 QT readiness activities in-progress with test execution on-track to start on 09/03. On-going resourcing action to monitor actuals vs forecast.
Early Life		Path to Green is viable	On Track	Not Started	<ul style="list-style-type: none"> At TORWG on Wednesday 11th February, the Programme recommended the exit of Early Life Support, following confirmation from the Performance Assurance Team that they were satisfied with the results for the II settlement run on Thursday 5th February, following the Peak of Peaks test on 30th January. Key to this view from the Programme, was the acceptance of the recommendations we made through TORWG by Elexon Service Management and the DIP Manager. These recommendations will now be brought forward via the forums and owners detailed by Elexon in their response to the recommendations, and delivery will be monitored by the Programme via our RAID Management process. During TORWG on 11th February, industry was asked whether they felt there was any reason why we should not exit Early Life Support and there was no feedback given. Therefore, the TORWG recommended that MCAG makes the decision to exit ELS. At MCAG on Thursday 12th February, the final decision was made to exit Early Life Support.
Migration	Readiness	On Track	On Track	On Track	<ul style="list-style-type: none"> All Suppliers scheduled to commence migration have done so as planned, and there are no known issues affecting those expected to begin migration in Sprint 2.
	Execution	Path to Green is viable	On Track	On Track	<ul style="list-style-type: none"> As of 22 February 2026, a total of 3.4 million migrations have been completed against a planned 3.5 million. The 350,000 migrations deferred as a result of the January 2026 pause in migration activity (INC0131738) remain on track to be recovered by 1 March 2026. Exceptions remain low. All Suppliers are compliant with baselined Migration plans.
M16		Not Started	On Track	On Track	<ul style="list-style-type: none"> STEG has been Mobilised. Activity underway to define thresholds for Settlement Performance to allow Settlement Calendar change decisions to be taken.

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

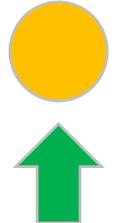


High Scoring Open Issues

Key	
P	Previous
C	Current

Issue ID	Issue	Milestone impacted	Issue score					Resolution
			1	2	3	4	5	
I269	There is an issue between the registration service and suppliers/agents not responding to and/or not being resolved in a 'timely manner' during Migration, as set out in BSCP706. In addition, Suppliers also have obligations to respond to exceptions raised from the registration service to them within timescales set out in the BSC and REC.	M15				C		<ul style="list-style-type: none"> New issue opened in-line with R1188. This is related to ELS recommendation 4 on cross party service desks and progress is being monitored to mitigate against any future impacts on Migration Execution MCC is in engagement with LDSOs and the LDSO constituency rep to ensure MCC has transparent communication and visibility of LDSO activities, There have been cases where LDSO issues have only surfaced following MCC investigation and not via proactive communication from the LDSOs. This has been fed back to the DLDO constituencies with the migration sprint 0 retro and via the constituency rep. Mitigation needs to include how exceptions and performance is monitored by code bodies performance assurance functions
I254	There is an issue where the DIP portal does not allow participants to easily identify specific messages meaning it will be unusable when volumes are higher	M15			C ← P			<ul style="list-style-type: none"> DIP Manager team are working on continuous improvements to the DIP portal, this is on track to be part of the Feb 26 release
I263	There is an issue with utilising the DIP Portal for message related activities that the DIP Manager is required to perform, such as managing the DLQ execute.	M15			C ← P			<ul style="list-style-type: none"> As part of the Feb 2026 release, tactical improvements will be made. Further changes will be made for the mid year 2026 release This issue is linked to Recommendation 3 from the ELS exit recommendations that were shared at TORWG on 04-Feb
I261	There is an issue that annual consumption will not be of good quality until actual data is received into settlements	ELS/M15					P	<ul style="list-style-type: none"> Issue closed – Elexon presented at both the TOG 14 on 16/01 and the BSC MHHS Expert Group on 22/01 on this topic and presented their views on the issues experienced by participants and their guidance on how to move this forward. On this basis there was no significant push back on the findings, guidance presented and next steps proposed so on this basis recommend closing down this issue as the remaining issues are for participants to note and use this guidance provided.
I256	There is an issue where an attempt to appoint the metering service, for a Linked MHHS Export MPAN, receives a rejection stating the appointment can only be handled on the import MPAN	ELS/M15					P	<ul style="list-style-type: none"> Issue closed – LDSOs have deployed a patch fix into production. Parties have been advised to send agent appointment flows for these MPANs and report any issues to Elexon via their OSM

Strategic Risk Themes affecting the Programme

Theme	Risk statements	Programme actions	RAID references	RAG / Trend
Central Party Capabilities to Support PP Volumes	<ul style="list-style-type: none"> There is risk that Central Parties may not have the capabilities to support peaks in the volume of PPs going through the journey through Qualification to Migration Start, particularly at the end of Migration Pathway 8 and 12 or migration volumes. There is a risk that Service Management operation (not just ITSM, but assurance, market design, settlement etc.) cross-industry cannot support new PPs entering MHHS and this is a key dependency for successful Migration. 	<ul style="list-style-type: none"> Readiness Assessment 7 to gather evidence and written confirmation from each responsible team within Central Parties that they can support the Participant journeys (including live operations) at the volumes identified in the PPIR, including Service Management. Central Party monitoring via PP tracker Ongoing Service Management reporting at TOG post-ELS Escalation routes in place 	<p>Milestone impacted: M14/M15</p> <p>Linked Risk/Issue IDs: R1215, R1210, R1175-78, R1251, R1220, R1221, R1160, i246</p>	
PPs' ability to hit Programme Timescales	<ul style="list-style-type: none"> There is a risk that Programme Participants may not have the ability to hit their timescales to Qualify and/or start migrations 	<ul style="list-style-type: none"> PPIR issued to PPs and all Non-SIT PPs have responded. Insights from PPIR to be reflected in the Non-SIT Tracker. Monitoring PPs via PP tracker to their Migration Pathways with Qualification, DIP Manager, ISD and MCC teams. Discussed in several governance forums including QWG, QTEF and QAG 	<p>Milestone impacted: M14/M15</p> <p>Linked Risk/Issue IDs: R1215, R1224, R1160, R1175</p>	
PPs' ability to complete Migration	<ul style="list-style-type: none"> There is a risk that Programme Participants may not have the ability to execute and complete their Migrations before M15 	<ul style="list-style-type: none"> Proactive monitoring and escalation through MCC Proactive dependency management including mapping post-ELS risks Identify & manage problematic MPANs Exclusions List shared at every MWG; owners and target dates assigned; PPIR in progress for problematic MPANs. MCC analysing options to monitor problematic MPANs 	<p>Milestone impacted: M15</p> <p>Linked Risk/Issue IDs: R828, R1202, R703, R1225, i266</p>	
M16 Strategic risks	<ul style="list-style-type: none"> Going forward, the Programme will look to include strategic risks relating to M16, once the M16 approach and plan have been developed further. 			

Risk Assessment – M14

Risk ID	Risk	Mitigation	Previous Score	Current Score	Risk Status
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 qualify by M14	<ul style="list-style-type: none"> Code Bodies have brought Wave 1 – 4 QT end dates forward by one week. Analysis of the PPIR results has proven that a majority of PPs will be able to complete QT in time to support going to PAB before M14. As a result of these mitigations, probability of risk reduced to a '3', with further reduction in probability targeted as PPIR insights are incorporated into the Non-SIT Tracker. 	27	18	The probability of risk reduced to '3', resulting in overall score reducing to '18'.
R1251 (New)	There is a risk to Code Bodies capacity to support the qualification of all PPs by M14, because there will be peaks of PPs qualifying at the end of Wave 3 (Migration Pathway 8) and the end of Wave 4 (Migration Pathway 12).	<ul style="list-style-type: none"> The output from Readiness Assessment 7 will provide clarity on whether the Code Bodies have the capacity to support PPs through the peaks at the end of Wave 3 and 4. 	-	18	New risk – R1149 redefined to focus on risk of PPs moving Waves, R1251 created to have specific risk which monitors risk Code Bodies can't support peaks in qualification activity
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"> Risk scoring reduced following discussion on resourcing between Code Bodies and MHHS REC & BSC will be holding monthly reviews on resourcing with Programme 	14	14	No change
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"> Proactive monitoring and assurance of QT testing progress and Non-SIT PP tracker Wave 1 complete and wave 2&3 tracking to plan, meaning the likelihood of PPs moving back Waves is low and the probability has been reduced to '2'. 	16	12	Probability reduced to '2', resulting in overall score reducing to '12'.
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"> Proactive monitoring and assurance of QT testing progress and non-SIT PP tracker Further highlighting to PPs what date they will need to complete QT to hit Migration start dates, as per R1215 Wave 1 QT complete and Wave 2&3 QT tracking to plan, resulting in probability of risk being reduced to '2' 	15	11	Probability reduced to '2', resulting in overall score reducing to '11'.
R1149	There is a risk PPs move from earlier Waves into Wave 4 and several new entrants request to join Wave 4, which puts strain on Code Bodies' ability to qualify Wave 4 PPs before M14.	<ul style="list-style-type: none"> Risk redefined so it now only refers to the risk that PPs move from earlier Waves to Wave 4 / new entrants go into Wave 4. R1251 has been created to ensure we keep tracking the risk that Code Bodies don't have the capacity to support peaks of PPs qualifying at the same time. Given that Wave 1, 2 and 3 QT has commenced, the likelihood of PPs moving back into Wave 4 is low and the probability has been reduced to '1'. 	18	8	Probability reduced to '1', resulting in overall score reducing to '8'.

Change of Migration Risk Categorisation: M15 – Risk Assessment

- Given the complexity and interdependencies required to successfully achieve the M15 milestone, all identified M15 risks will be structured under three Migration “Umbrellas” to provide clearer line of sight across the programme. These umbrellas distinguish between risks impacting Migration Readiness, Execution and Confidence, enabling more transparent oversight of where risk areas exist.
- Risks or Issues previously tagged as impacting ELS, that can’t be closed on ELS exist and remain valid beyond ELS, will be re-aligned to an M15 Umbrella.

Migration Readiness	Migration Execution	MHHS TOM Performance
Managing Risks that would prevent PPs from starting <i>Migration Execution</i>	Managing Risks would prevent PPs from initiating and completing MPAN Migrations into MHHS arrangements and making progress against Migration Plans	Managing Risks that are not directly covered by the actual Migration process carried out as part of Migration Execution, but if not addressed will reduce PPs’ confidence in delivering against their Migration Plans and therefore may have negative impacts on a PP’s Migration Completion rates.

Risk Assessment – M15

M15 Umbrella	Risk ID	Risk	Mitigation	Previous Score	Current Score	Risk Status
Migration Execution	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"> • 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. • This risk is linked to ELS Exit Considerations & Recommendation #4, on cross party service desks and progress being monitored to mitigate against any future impacts on Migration Execution • MCC is in engagement with LDSOs and the LDSO constituency rep to ensure MCC has transparent communication and visibility of LDSO activities, There have been cases where LDSO issues have only surfaced following MCC investigation and not via proactive communication from the LDSOs. This has been fed back to the DLSO constituencies with the migration sprint 0 retro and via the constituency rep. 	20	20	Risk has now been raised as an issue (i269) - leveraging commentary from R1188. High risk score has now triggered the raising of a formal issue (i269)
MHHS TOM Performance	R1220	There is a risk that the Service Delivery function, including Service Management, Performance Assurance, Market Design, OSMs, 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"> • 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. • Programme continues to have concerns on how triage and incident management are working currently. • This risk is linked to ELS Exit Considerations & Recommendation #5, #1 / #4 / #5 / #6 / #7 / #9 and progress being monitored to mitigate against any future impacts on Migration Execution 	11	19	Risk description updated to align with ELS exit considerations and recommendations. Hence scoring updated / increased to reflect
MHHS TOM Performance	R1212	There is a risk on DIP manager performance assurance, that the absence of robust operational monitoring tools for both end users and administration users will lead to undetected issues in system performance, data integrity, and process compliance. Without effective monitoring, anomalies such as failed transactions, incorrect data flows, or system outages may not be identified or addressed in a timely manner.	<ul style="list-style-type: none"> • DIP Manager team are making tactical changes to the existing toolset to make them more usable. There are also other plans to improve the process 	17	17	
Migration Readiness	R1160	There is a risk that the DIP Manager team do not have the capacity to deal with the volume of PPs going through onboarding, delaying their ability to start Migration	<ul style="list-style-type: none"> • PPIR responses will provide visibility of expected PP onboarding volumes and timelines, enabling early identification and mitigation of any peak onboarding demand within a 5WD period • PPIR shows that there will be peaks of PP's qualifying at the end of Wave 3 (Migration Pathway 8) and end of Wave 4 (Migration Pathway 12). DIP Manager will consider whether they have the capacity to support the onboarding PPs during this peak, measures include whether they can potentially support some PPs in these Migration Pathways beginning some DIP Onboarding activities earlier. 	16	16	
MHHS TOM Performance <i>* Note: previously tagged as an ELS risk</i>	R1102	There is a risk that LDSOs do not have obligations in code to support resolution of incidents post Go-live	<ul style="list-style-type: none"> • This risk did materialise when the D0209 issue occurred (i266). As there was no framework or obligations in code directing PPs to raise these issues with Elexon, the issue took slightly longer than usual to resolve. This risk will be kept open post ELS until adequate mitigations are put in place • IPA doing a deep dive to look into this further – this risk is linked to Recommendation 4 from the ELS exit recommendations and progress is being monitored to mitigate against any future impacts 	16	16	Upon transfer from ELS to Migration, risk score has been reviewed, and decision is to hold current score
Migration Readiness <i>* Note: previously tagged as an ELS risk</i>	R1121	There is a risk that there is insufficient resource available to DIP Manager team to support onboarding and activities through 2026	<ul style="list-style-type: none"> • DIP Manager has demonstrated their ability to manage onboarding effectively. • This is a low probability risk during ELS because there are only two Participants coming through. • This is likely to continue to be a risk post ELS, particularly from May to October, hence probability has increased this month. This will be part of readiness assessment 7, with revised assumptions from PPIR 	11	15	Probability has increased this month to reflect increased probability post-ELS as more suppliers onboard from May onwards
MHHS TOM Performance <i>* Note: previously tagged as an ELS risk</i>	R1154	There is a risk that Elexon may not have a robust enough Triage team in both capacity and capability when wave 1-4 PPs start migrating.	<ul style="list-style-type: none"> • Programme continues to have concerns on how triage and incident management are working currently. There have been additional incident managers brought in, but these are process people and not SMEs. 4 triage SMEs are being rolled off, leaving only 3 SMEs in Elexon available to handle triage 18/12: This risk will continue to be monitored closely in phase 3 of ELS • Elexon have increased the number of SMEs by procuring additional resources, however, the risk remains that Elexon will still need to ensure knowledge share is in place to upskill Elexon resources • This risk is linked to Recommendation 7 from the ELS exit recommendations 	21	15	As a result of transfer from an ELS risk to Migration, this risk has been re-scored, decreasing proximity from 5 to 3. Not directly impacting migration now, but is likely to have a risk when wave 1 onwards occurs with an increased number of suppliers migrating

M11 Work-Off Plan

#	Work item	Due date	Owner
1	Delivery of deferred P Flows (P0275, P0276 and P0277)	30-Nov-25 [Completed 19-Feb-26]	Elexon
2	Decision provided on migration incentives (Mod P487)	Q1 2026*	Ofgem
3	Outstanding SAT testing for M16 transition	July 2026*	Elexon
4	Outstanding Helix SIT-Ops PIT work-off plan items	26-Nov-25	Elexon
5	Elexon undertake a full post incident review of ISD v14 and v15 issues	03-Dec-25	Elexon
6	Programme to convene IRG to consider all of the issues associated with the publication of ISD v14 & v15	03-Dec-25	Programme
7	ISD v15 (emergency release) is published, validated and successfully loaded by relevant industry participants	21-Oct-25	Elexon M11-ready PPs
8	All Elexon 'readiness and stability' resolution activities (per slide 70 in appendix) are completed as agreed	03-Dec-25	Elexon
9	Obtain final M11 readiness declarations from outstanding parties	22-Oct-25	Programme M11-ready PPs
10	Major incident related to ISD has been closed	22-Oct-25	Elexon

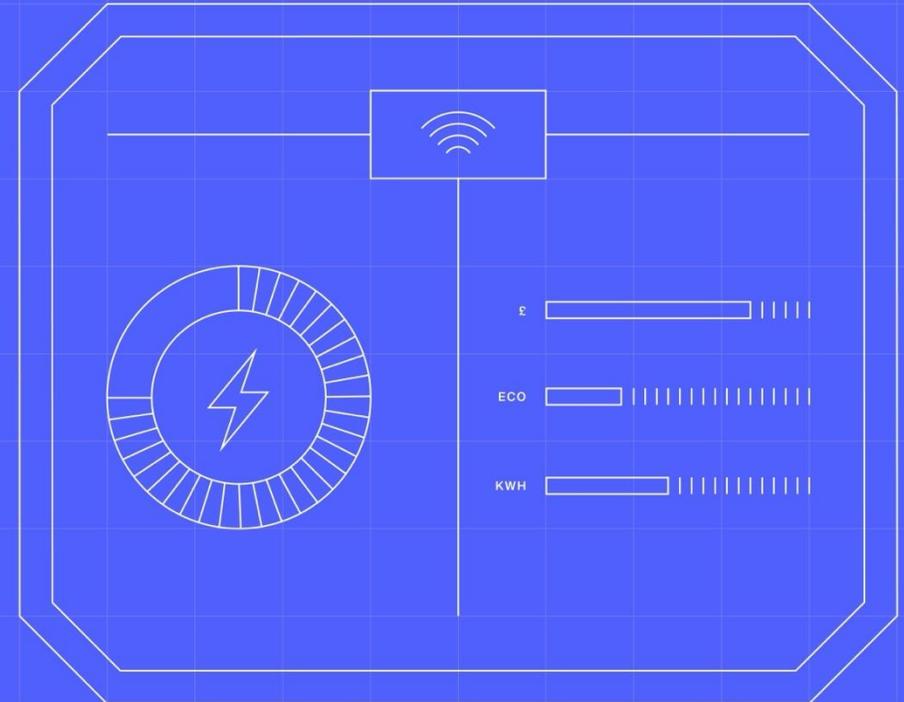
****Specific date to be confirmed***

Migration Update

INFORMATION: Migration Update

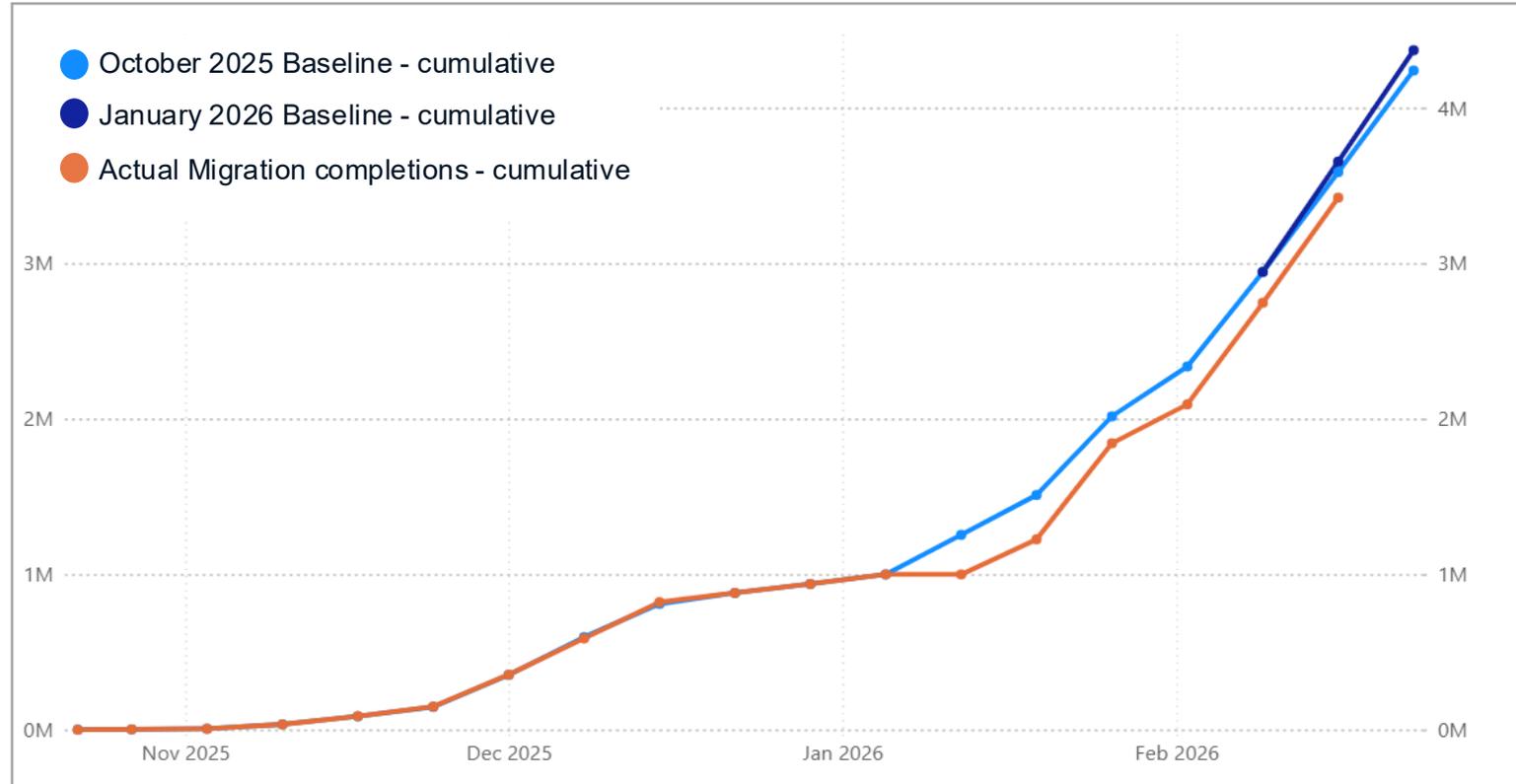
Programme (Warren Fulton)

10 mins



Migration Execution

1. Six suppliers are actively migrating.
2. As of 22 February 2026, a total of 3.4 million migrations have been completed against a planned 3.5 million. The 350,000 migrations deferred as a result of the January 2026 pause in migration activity (INC0131738) remain on track to be recovered by 1 March 2026.
3. Total exceptions remain low. Exception trends and preventative actions are reviewed at MWG.
4. There have been no LDSO, DCC, or DIP threshold breaches.
5. Migrating suppliers are fully compliant with their baseline plans.

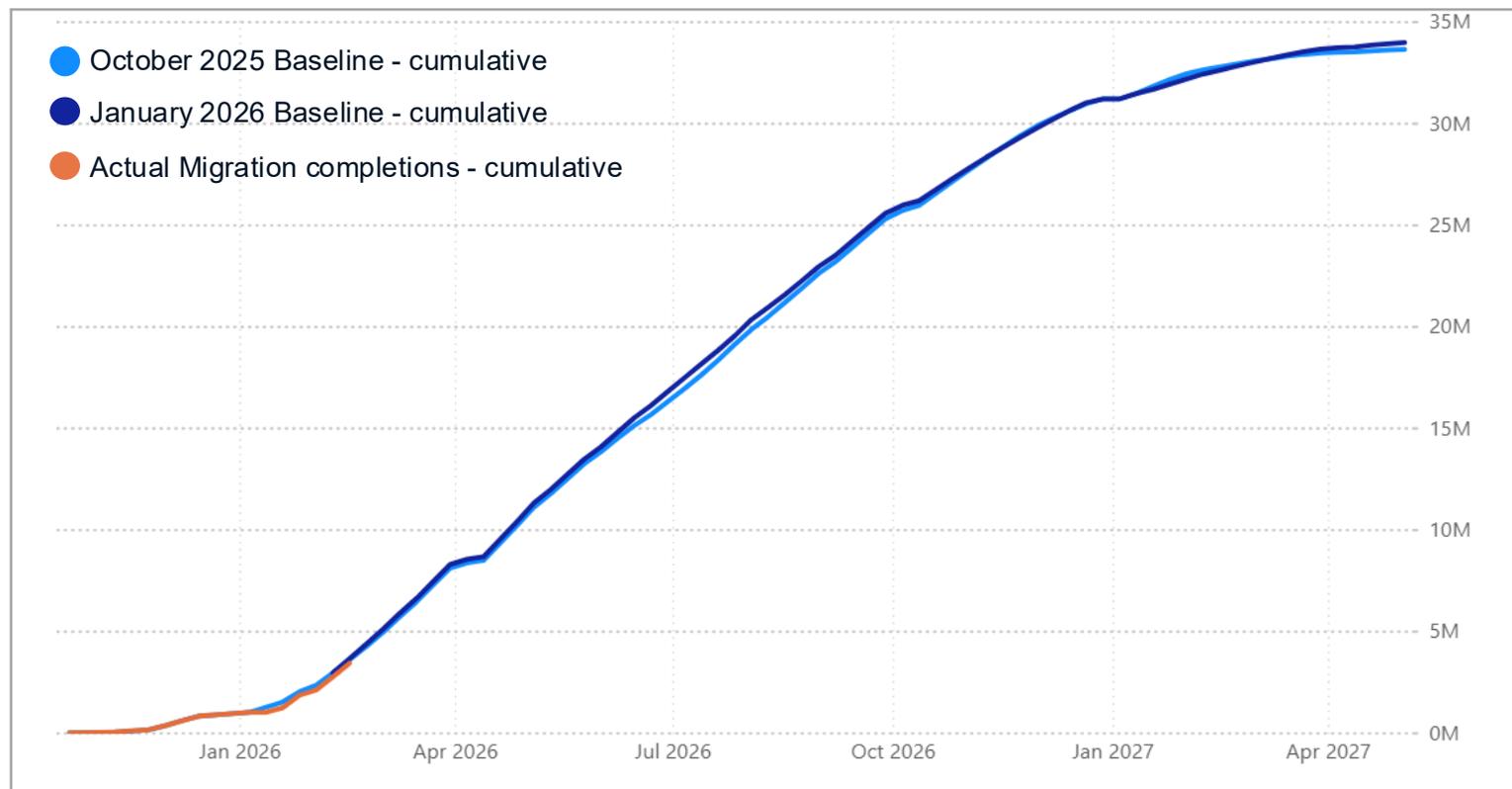


Sprint 1 Planning Outcomes (1)

Sprint 1 planning was undertaken between 14 and 21 Jan 2026.

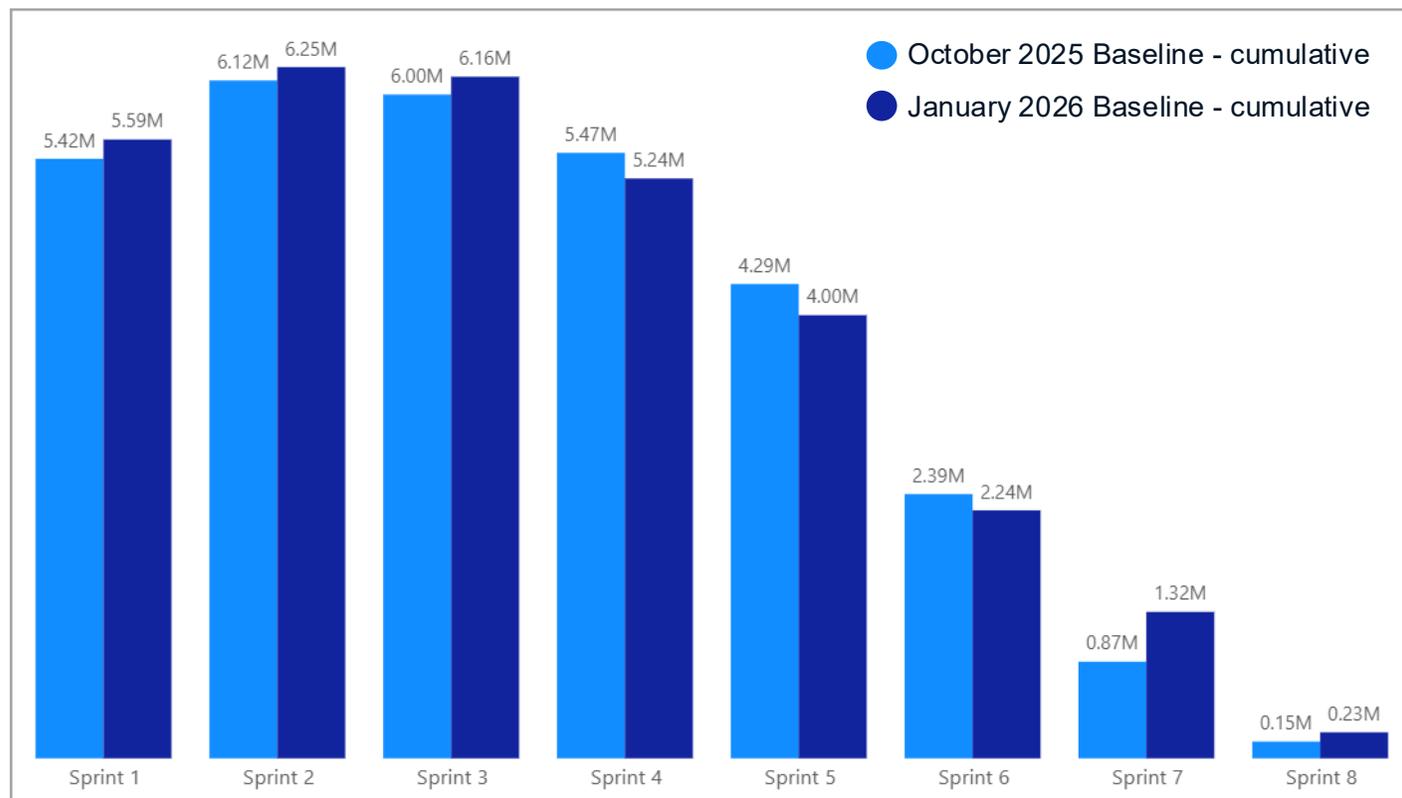
A summary is provided below:

- Migration plans were received for 99.99% of all MPANs
- Migration plans were received from all suppliers except:
 - 2 suppliers, representing approximately 400 MPANs (suppliers are being escalated to the relevant regulatory bodies); and
 - a small number of suppliers that may be exiting the market
- There is no material deviation between the migration plan baselined in January 2026 and the baseline agreed in October 2025.
- The January 2026 baseline indicates that 80.3% of all MPANs are expected to be migrated by M14 (October 2026), compared with 80.7% in the October 2025 baseline, representing a difference of approximately 140,000 MPANs.



Sprint 1 Planning Outcomes (2)

- Deviations between the October 2025 baseline and the January 2026 baseline are not significant and do not present any major risks.
- The most recent baseline indicates a general leftward shift in migration volumes, which is positive, although the change in volume is minimal.
- However, there is a rightward shift of approximately 500,000 migrations in the final two sprints.
- The parties contributing to this rightward shift will be assessed and, where necessary, will be subject to additional planning and control measures.



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	C	C	ELS exit was approved by MCAG on 12 Feb 2026
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 1 progress. The Exclusion List PPIR has been issued and the findings will be published in April 2026
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 materially affecting the 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	G	G	G	Discussions are in progress to increase the ISD publication frequency during peak Qualification periods.
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. Proposed Readiness Assessment 7 from PPIR results will provide confidence on future capability and capacity.
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	G	G	G	There are no known issues affecting Sprint 1 progress.
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	G	G	G	There are no known issues affecting Sprint 1 progress.
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	G	G	G	There are no known issues affecting Sprint 1 progress.
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	A	A	There have been several instances where LDSOs have experienced system issues, resulting in delays in processing IF-31s and issuing subsequent messages. In some cases, IF-32 responses were issued after the 5:00 pm SLA defined in the Migration Framework. However, due to the migration offset, these delays have not impacted migration completions, as messages were ultimately processed and sent prior to the effective-from date. LDSOs have not consistently raised these issues with the MCC, meaning Suppliers and the MCC were not always informed. This has led to uncertainty regarding the progress of migrations. LDSOs are reminded of their obligations under the Migration Framework and are expected to notify the MCC should any unplanned issues occur. The MCC will continue to monitor the associated risk.

Core Migration Dependencies (3)

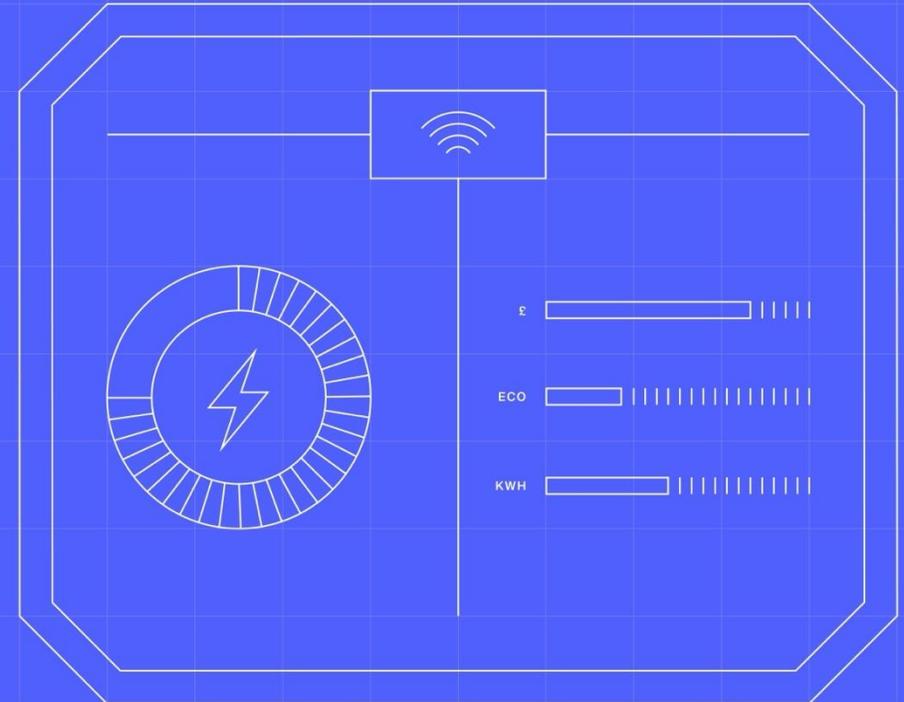
ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D369	DCC migration performance	There is a dependency on DCC performing as per the agreed Migration Thresholds for Participants to migration in line with their baselined Migration plans	G	G	G	DCC processed migrations in accordance with 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 1 progress.

Qualification Update

INFORMATION: Qualification Update

Code Bodies (Laura Kennedy)

10 mins



Qualification Update

Overall Status / Progress
<p>Overall Qualification:</p> <ul style="list-style-type: none"> Qualification Approach and Plan updated with minor amendments to QT Execution End Dates in Appendix C, approved at QAG (18/02) and on track to be presented to BSC PAB (26/02). Review of PPIR outputs completed across Code Bodies, Programme and MCC, with Migration Pathways confirmed out to Participants. Escalation process in place and being utilised to identify at risk participants and support a return to green. Code Bodies working with existing participants without a route to Qualification to manage them through Market Exit ahead of M14. <p>SIT Qualification:</p> <ul style="list-style-type: none"> Two participants remain in Pathway 6, currently on track for 30/07. <p>Non-SIT Supplier & Agent Qualification:</p> <ul style="list-style-type: none"> Wave 2 QT execution is complete with 6/8 meeting the full exit criteria. Wave 3 QT execution commenced on 12/01 and is currently progressing ahead of plan. Wave 4 QT preparation is under way with test execution window approved at QAG (18/02) to open on 09/03. All Wave 1 Final QADs submitted as planned on 16/01. 12 of 15 currently approved with first Qualifications going through BSC PAB (26/02). 14 of 20 Final QADs for Wave 2 already received ahead of the 06/03 deadline and Code Body review in progress. 100% of Wave 4 Initial QADs received and currently under review with Code Bodies.

Key upcoming milestones		
Milestone name	Date	RAG
Wave 3 Qualification Testing Start	12/01/26	C
Final QAD Received (Wave 1)	16/01/26	C
Initial QAD Received (Wave 4)	16/01/26	C
Wave 2 Qualification Testing End	27/02/26	G
Final QAD Received (Wave 2)	06/03/26	G
Wave 4 Qualification Testing Start	09/03/26	G
QAD Director Sign Off (Wave 1)	20/03/26	G
BSC PAB and REC Code Manager Approval (Wave 1)	15/04/26	G
QAD Director Sign Off (Wave 2)	20/04/26	G
Final QAD Received (Wave 3)	22/05/26	G
Wave 3 Qualification Testing End	22/05/26	G
BSC PAB and REC Code Manager Approval (Wave 2)	28/05/26	G

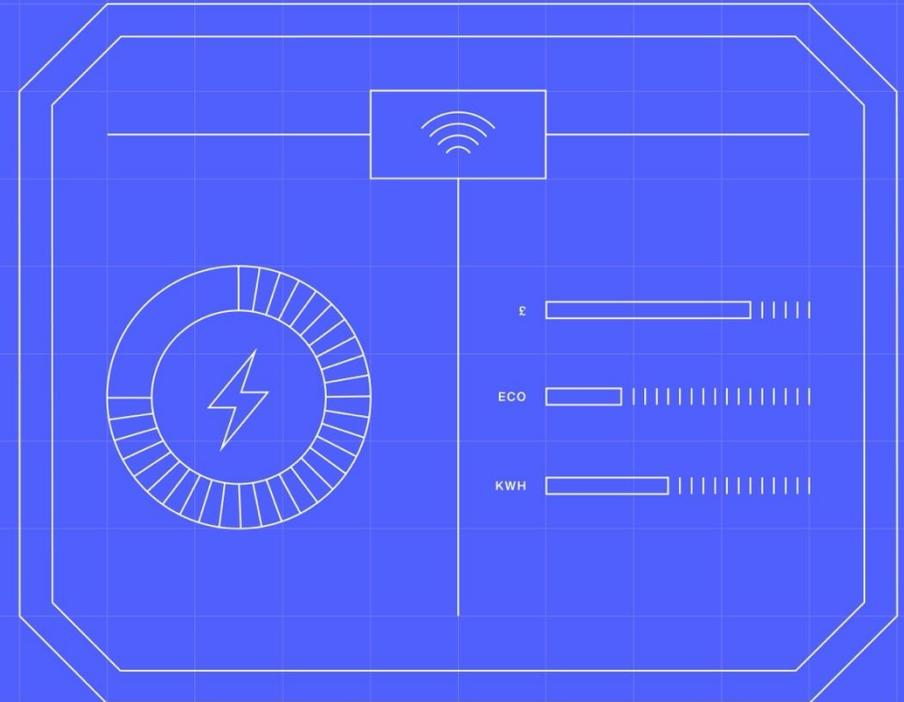
Qualification Cohort	Key Concern or Risk	Mitigation or Resolution	RAG
Non-SIT Suppliers & Agents	Non-SIT participant does not meet wave requirements which delays its Qualification timelines	Wave 2 test execution complete, with 2 remaining participants progressing through final PIT and QT Assurance to meet QT Exit. Wave 3 testing commenced on 12/01 and Wave 4 on-track to start on 09/03. The risk stays 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.43 with no new movements of Participants into Wave 4.	G

RA7 Update

INFORMATION: Readiness Assessment 7 publication and update

Programme (Francesca Drew)

10 mins



Progress update:

- The **Readiness Assessment 7 (RA7) Approach, Scope & Timeline** artefact was presented and approved at the February PSG meeting.
- Reminder that the focus of RA7 is on **gaining confidence and supporting evidence from Central Parties around their readiness, specifically their capacity and capability aligned to the updated Migration Pathways volumes and profiling, to continue to support key Programme activities required to deliver M14 and M15, and ongoing Live Operation activities.**
- The PPC have **drafted the RA7 question set and signposting/launch comms**, which have been approved by the SRO.
- The PPC are now in the process of **scheduling review point bilaterals with all Central Parties** between Friday 6 and Tuesday 10 March 2026.
- Given we have agreed the question set with the SRO earlier than planned, we were able to issue the questions out to Central Parties in Excel format on **Friday 20 February 2026** to give participants additional time to start thinking about and formulating their responses.
- The plan is still to launch the formal Microsoft Forms survey on **Monday 2 March 2026**.

RA7 Timeline

-
- The diagram is a vertical timeline with a central blue line and horizontal tick marks. To the left of the line are the event descriptions, and to the right are the dates. The events are: RA7 survey issued (Monday 2 March 2026), Draft response review point and Evidence assessment begins (Friday 6 – Tuesday 10 March 2026), RA7 survey closes and Evidence assessment continues (Monday 16 March 2026), and Report on RA7 findings at PSG (Wednesday 1 April 2026).
- RA7 survey issued **Monday 2 March 2026**
 - Draft response review point
• Evidence assessment begins **Friday 6 – Tuesday 10 March 2026**
 - RA7 survey closes
• Evidence assessment continues **Monday 16 March 2026**
 - Report on RA7 findings at PSG **Wednesday 1 April 2026**

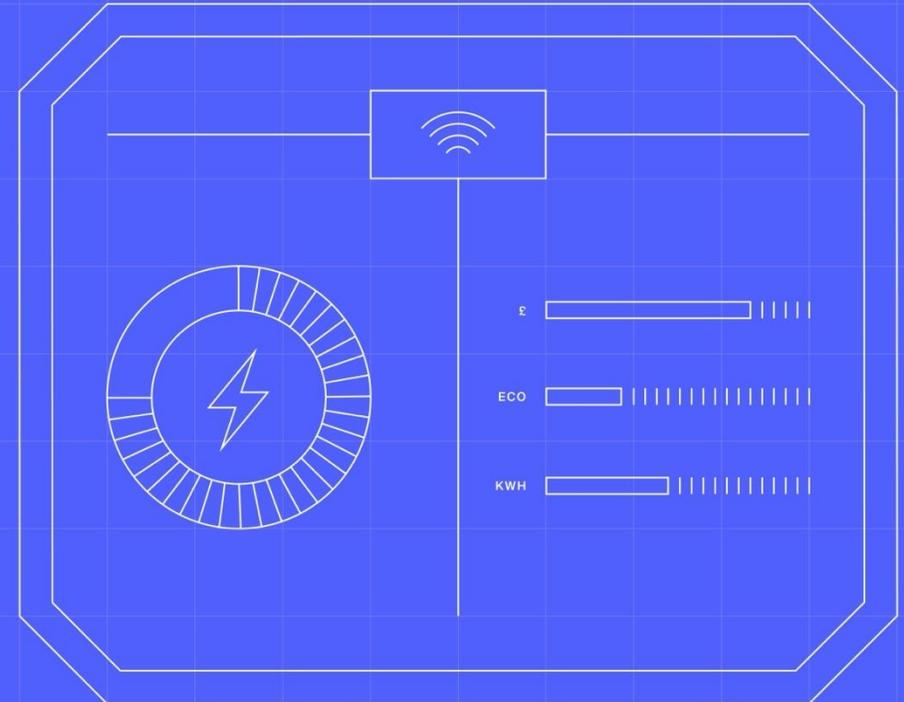
There will be a **review point 1 week** into the RA7 response window (Friday 6 – Tuesday 10 March 2026), where the Programme will review Central Party draft responses and engage with participants bilaterally around their response ahead of the submission deadline on Monday 16 March 2026. This will help to improve the quality and confidence in final responses received.

DCC Programme Closure

INFORMATION: Closure of DCC's MHHS programme and handover to BAU

DCC (Geoff Hunt)

10 mins



Closure of DCC's MHHS programme and handover to BAU

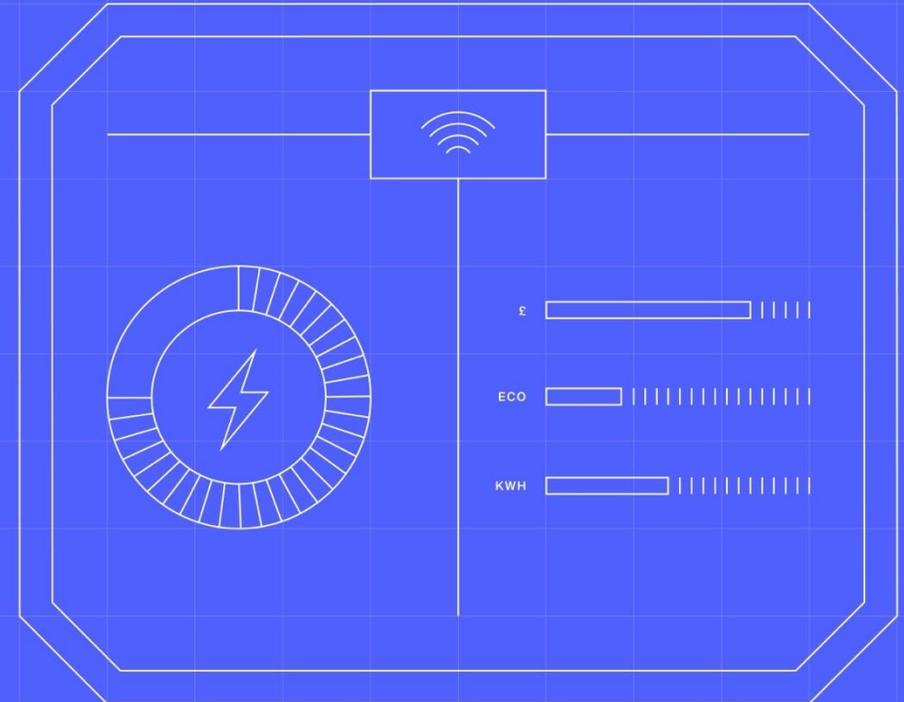
- DCC Hypercare concluded in Feb 2026.
- Acceptance into Service complete Feb 2026.
- Geoff Hunt will handover attendance to PSG sessions to a member of DCC Ops.
- Attendance to other MHHS forums are attended by DCC BAU.
- DCC will formally close the MHHS Programme within DCC.

Delivery Dashboards

INFORMATION: Questions from PSG members on delivery dashboard content

Chair

10 mins



Look Ahead – Key Milestones Status at 25 February 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-0108	Qualification Wave 4 Participants have submitted PIT Test Completion Report and evidence for QT entry	QAG	09 January 2026	09 January 2026	Participants	Red	Red	Red	24/02/26 - 13/16 of PPs have submitted PIT test completion reports
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	Red	Red	Red	24/02/26 - 13/16 test plans agreed
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	Red	Red	Red	24/02/26 - 16/16 QT Test Plans provided by PPs. Code Bodies still waiting on PIT completion status from 3 PPs.
T2-MI-8500	Non-SIT Participants Migration Start	MCAG (Migration)	15 May 2026	15 May 2026	SI Migration	Green	Green	Green	25/02/26 - 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	Green	Green	Green	25/02/26 - Activity On-Track
T2-QU-0200	All M14 Critical Wave 2 Participants Qualification approved by BSC PAB and REC Manager	QAG	28 May 2026	28 May 2026	Code Bodies	Green	Green	Green	25/02/26 - Activity On-Track
T2-RA-0600	Readiness Assessment 7 - Migration Checkpoint - Completed (incl. Readiness Assessment Report approval)	PSG	19 March 2026	31 October 2022	CPT	Green	Green	Green	25/02/26 - Activity On-Track
T2-RA-0600	Readiness Assessment 7 - Migration Checkpoint - Completed (incl. Readiness Assessment Report approval)	PSG	01 April 2026	01 April 2026	CPT	Green	Green	Green	25/02/26 - 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	Green	Green	Green	25/02/26 - Activity On-Track
T3-QU-0044	Qualification Wave 4 QT Execution Start	QAG	09 March 2026	09 March 2026	Participants	Green	Green	Green	25/02/26 - Activity On-Track

Look Ahead – Key Milestones Status at 25 February 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
T3-QU-0101	80% of M14 Critical Qualification Wave 2 Participants have submitted their final QAD	QAG	06 March 2026	06 March 2026	Participants				25/02/26 - Activity On-Track
T3-QU-0105	80% of M14 Critical Qualification Wave 3 Participants have submitted their Final QAD	QAG	22 May 2026	22 May 2026	Participants				25/02/26 - 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				25/02/26 - Activity On-Track
T3-QU-0135	80% of M14 Critical Wave 2 Participants Qualification approved by BSC PAB and REC Manager	QAG	28 May 2026	28 May 2026	Code Bodies				25/02/26 - Activity On-Track
T3-QU-0055	Qualification Wave 2 QT Execution End	QAG	27 February 2026	20 February 2026	Participants				25/02/26: Proposed dates until PAB
T3-QU-0056	Qualification Wave 3 Projected Execution End	QAG	15 May 2026	08 May 2026	Participants				25/02/26: Proposed dates until PAB

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

- ELS Phase 3 exit achieved.
- Helix Hypercare phase 1 exit achieved.
- P0275 report has been delivered and published.

Programme Impacting Deliverables	Original Date	Fcast / RAG
Wave 2 Non-SIT Qualification Testing Complete	27/02/26	Complete
Helix Hypercare Ph.1 Exit	30/01/26	Complete
Wave 4 Non-SIT QT started	09/03/26	09/03/26
Helix Hypercare Ph. 2 Exit	31/03/26	31/03/26
Wave 3 Non-SIT Testing Completed	22/05/26	22/05/26
Qual Pathway 6 complete	18/12/25	30/07/26

This period	Summary Activities
	<p>Helix Solution</p> <ul style="list-style-type: none"> • P0275 report published. • Completion of 'Supplier Charging New Rules' test phase and deployment to production. • Readiness activities for ISD/LLF publication in March 26 continued: Improvement builds finalised, Performance Test environment readiness completed. Performance testing commenced. • ISD v19 and v20 catalogue publications completed. <p>Assurance and Qualification</p> <ul style="list-style-type: none"> • Wave 3 Test Execution continued and tracking 4 weeks ahead of plan. • Wave 4 PPIR completed and outcomes reviewed/ratified. QWG approval to commence Wave 4 achieved. • Enduring Qualification process delivery and readiness continued. <p>Service Management</p> <ul style="list-style-type: none"> • Delivery of Service performance improvements and processes continued. • Requirements gathering for development of improved Incident Reporting took place and feasibility assessment has commenced. <p>Business Transition</p> <ul style="list-style-type: none"> • ELS Phase 3 exit achieved. • ELS Exit Recommendations reviewed, accepted and assigned to Elexon owners/governance forums for ongoing progress reporting. • Helix Hypercare Phase 1 exit achieved. • Knowledge transfer and capability transfer from Helix Programme resources to Elexon Operational teams commenced.

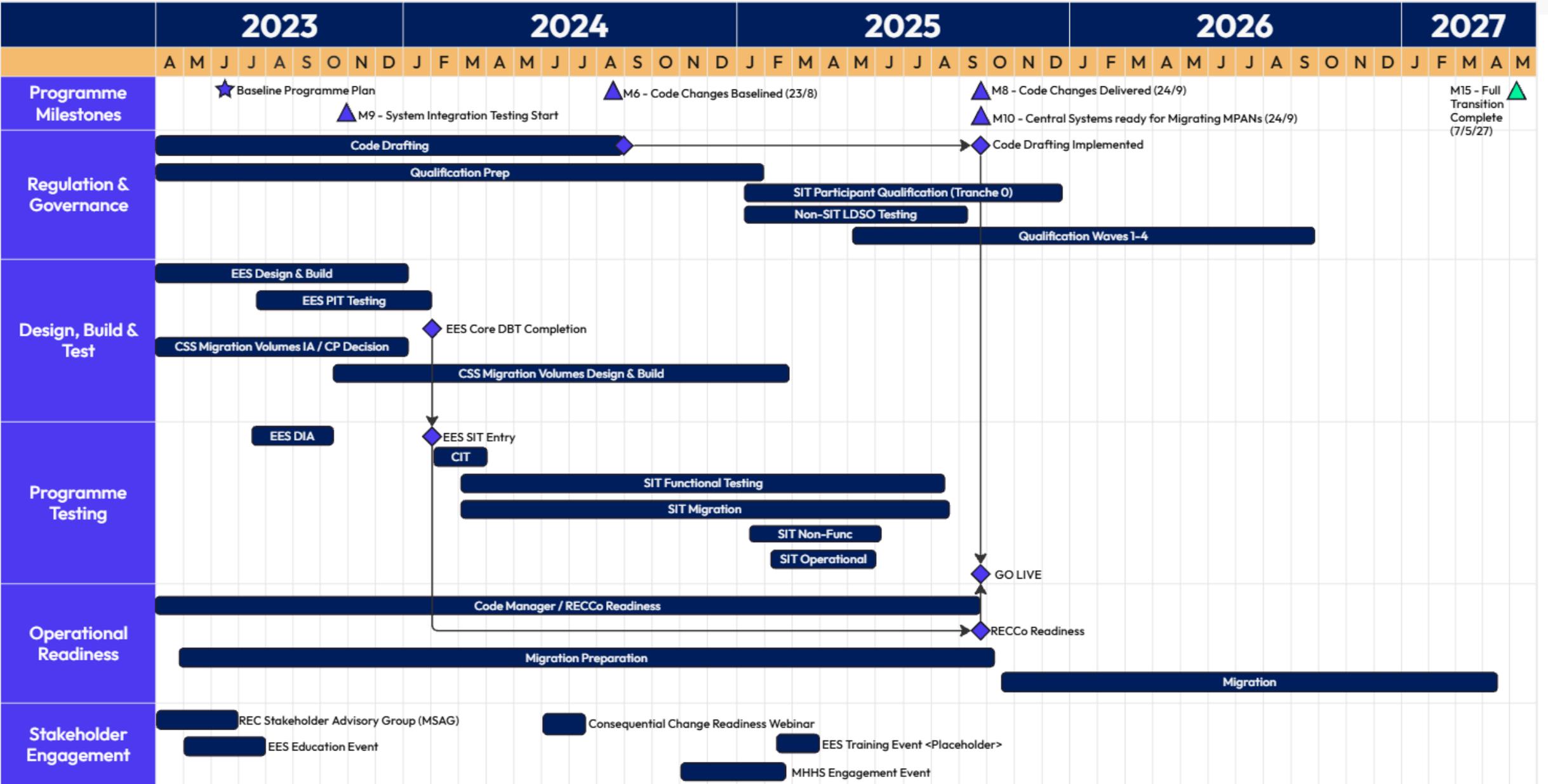
Next period	Summary Activities
	<p>Helix Solution</p> <ul style="list-style-type: none"> • Continue Helix's fortnightly releases to production. • ISD/LLF publication in March 26 - Performance Improvements to be deployed to Production. <p>Assurance and Qualification</p> <ul style="list-style-type: none"> • Continue Wave 3 test execution • Commence Wave 4 test execution • Enduring Qualification process delivery and readiness for 1st April go live <p>Service Management</p> <ul style="list-style-type: none"> • Deliver against ELS Exit Recommendations by end of March. • Deliver improved Incident Reporting. <p>Business Transition</p> <ul style="list-style-type: none"> • Helix Hypercare Phase 2 exit • Helix Knowledge Transfer to continue. • Support for Enduring Qualification process launch. • Support for DIP Operations delivery against ELS Exit Recommendations.

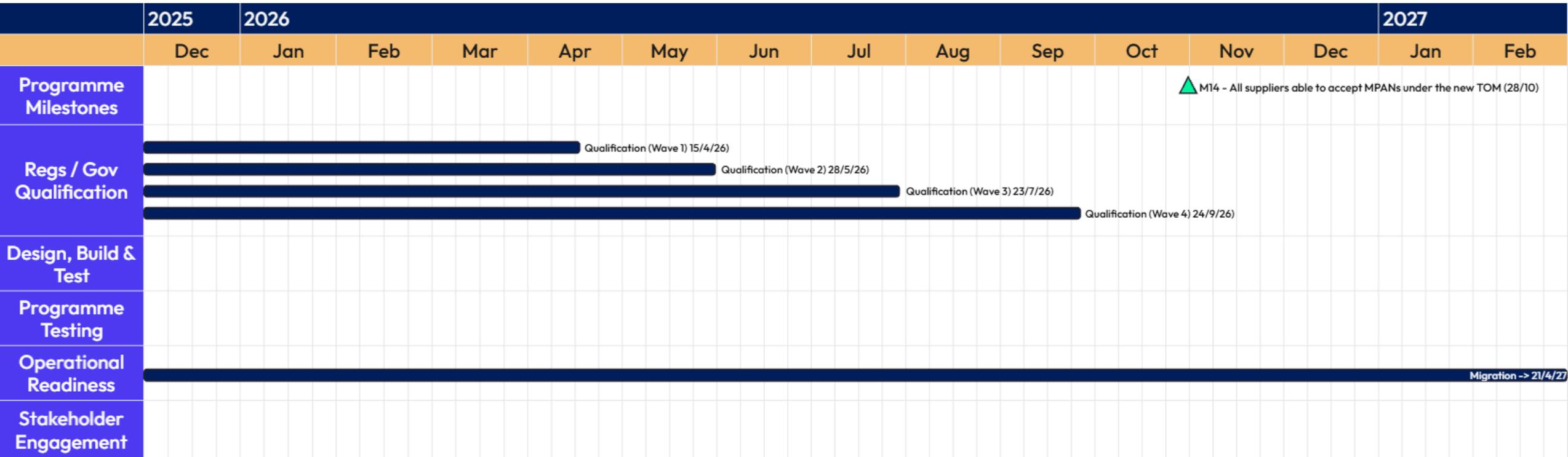
RAID	RAG	Type	Elexon response and mitigating or resolving actions	Next Update
R1220: There is a risk that the Elexon Service Delivery functions (e.g. including Service Management, Performance Assurance, Market Design, OSMS, DIP Operations) are unable to scale or operate at sufficient maturity or capacity to manage the increased volume and complexity of issues during peak migration periods impacting achievement of M15.	AMBER	Risk	<ul style="list-style-type: none"> • Helix completed a Capability Assessment and resource modelling across key service and operational areas in January 26 and has shared relevant outputs and assumptions with the MHHS assurance team. • Elexon business plans include increased headcount to manage the expected peak in workload, cases and incidents between April – October 26. • Further information will be provided in response to MHHS Readiness Assessment 7 (March 26). 	PSG 04/03/26

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers	
Status & Outlook	Progress last month: <ul style="list-style-type: none"> EES and REC Code Manager ELS Support continues. REC Qualification activities remain on track. Analysing PPIR responses on Migration Pathways. Escalating parties as required where Qualification milestones not met. Ongoing operational readiness engagement with DIP Manager on testing/release management, change management, performance assurance, and approach for management of significant DIP incidents. End of REC Code Manager and EES ELS Support in line with the MHHS Programme’s formal exit from ELS. Successful Cross Code workshop on the solution for the Number of Displayed Register Digits Migration Risk. 			Progress expected in the coming month: <ul style="list-style-type: none"> Ongoing operational readiness engagement with DIP Manager. Continue to progress Wave 1 to 4 Qualifications to plan. Progress required Code Change / Guidance to resolve Migration issues and items on the exclusion list. 			Party Milestones & Deliverables	Original or Base line 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	Jonny Moore
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 held industry workgroups in Jan 2026 with full solution expected mid 2026.	Jun 26	Jonny Moore





MHHS - Monthly Delivery Report (DCC)

Report Date: 20-02-2026

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers
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Status & Outlook	<p>Progress last month:</p> <ul style="list-style-type: none"> FOC Meter Re-configuration – Change implemented in Dec 2025. Complete run across all devices achieved. Retries complete and ALL impacted Energy Suppliers have been informed via secure comms. (with MPAN data included). DCC Hypercare period underway until Feb 2026. Prepare for DCC MHHS Programme closure and handover to BAU. 	<p>Progress expected in the coming month:</p> <ul style="list-style-type: none"> Conclude Hypercare DCC Hypercare. Close DCC MHHS Programme and handover to BAU.
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Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
SMETS1 Data Cache IOC	N/A	Jul 25
SMETS1 Data Cache MOC	N/A	Jul 25
SIT MVC Completion	Aug 25	Aug 25
Data cleansing complete	Sept 25	Sep 25
DCC M10 readiness	22/09/25	Sep 25
DCC MHHS Monitoring in place	Oct 25	Oct 25
Capacity Uplift FOC	Apr 25	Oct 25
SMETS1 Data Cache FOC & Feature switch	N/A	Oct 25
SMETS1 FOC Re-config	N/A	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

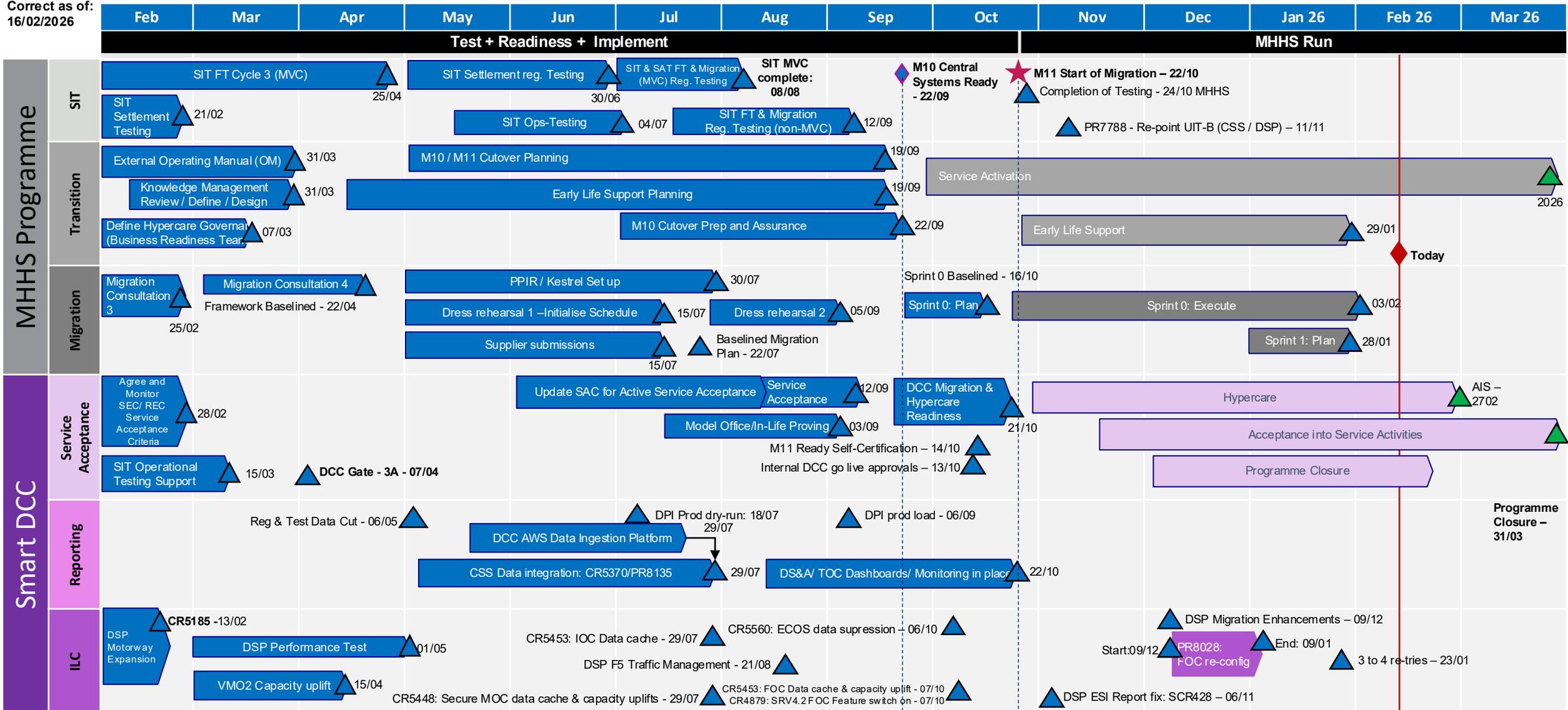
Ref.	Risk	Calculated Risk	Mitigation (M) / Update	Owner	Area	Service risk RAG
R7387	<p>MHHS Overall Capacity Risk DCC systems may not have the capacity to manage increased MHHS transaction volume in both maximum daily thresholds and throughput capacity (rate of flow; RoF). Additionally, DCC do not have control of MHHS migrations plans, nor are MHHS Programme able to systemically control submissions of Change of Agent (CoA)/ migration requests & suppliers may submit incorrect migration request volumes.</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 - COMPLETE</p> <p>(M2) CR5391: Increase DSP transaction throughput threshold - COMPLETE</p> <p>(M3) MHHS programme to execute peak migration volume during hypercare phase - COMPLETE</p> <p>(M4a) MCC Schedule Adherence (rate of Flow) - IN PROGRESS</p> <p>M4b) Ofgem Incentive (M15 deadline) - IN PROGRESS</p> <p>(M5) MHHS Programme provide migration demand for Q2 2026 for Demand/ Capacity team to by 04/07 to consider in forecasting - COMPLETE</p> <p>(M6) BSC changes to prevent suppliers taking on new customers if migrations targets not met (Incentives to finish on time) - COMPLETE - (BSC Change not implemented).</p> <p>(M7) MHHS Migration team provide forecasts to DCC Capacity Planning for system scaling planning process - COMPLETE</p>	DCC/MHHS Programme	Migrations / Capacity	Amber
R7668	<p>SMETS1 FOC Re-configuration Testing Progress As a result of the issue found during testing, there is a risk that the November deployment date cannot be met.</p>	Low	<ol style="list-style-type: none"> 1. DCC to understand fix - COMPLETE 2. DCC to have bilaterals with affected parties, with the support of MHHS Programme / MCC, to communicate impact. - IN PROGRESS 3. DCC to confirm implementation date - COMPLETE 	DCC	Migrations	Green

MHHS POAP



Correct as of:
16/02/2026

2025 / 2026



Key call outs requiring PSG Discussion

- ISD issues remain a concern, inability to use automated processes in systems. Noted v20 issued but no IF-047 to advise
- Agreed Service Management improvements and recommendations to be followed through and progress tracked
- Settlements data requires ongoing monitoring for accuracy and completion – waiting on confirmed fix for IF-021 issue
- D0209 backlog is cleared and no further LDSO action
- Error Status Messages (L3/L4 validation) – true impacts and issues unknown as investigations continue across parties and programme

RAG Status



This period	Summary Activities
	<ul style="list-style-type: none"> • ELS <ul style="list-style-type: none"> • No material issues reported, some migration processing performance issues identified (r9.0.3.1 patch) • Vendor plans in place to support impacted systems • People & System Readiness, confirmed to programme • Migration <ul style="list-style-type: none"> • Support arrangements in place • Reactive and proactive plans in place to manage any system incidents • Lack of clarity on expected supplier migration volumes • Daily monitoring in place • Formal ELS exit achieved (including final Peak of Peaks migration) • Change <ul style="list-style-type: none"> • Actively monitoring with DNO system provider post M10 change and timelines • Deploying patches to MPRS and other impacted MHHS facing systems as necessary • All LDSO on at least R9.0.2.3

Next period	Summary Activities
	<ul style="list-style-type: none"> • ELS <ul style="list-style-type: none"> • Exited ELS • Error Status messages / L3/4 validation clarity, and action plan remains outstanding • Open issues to be tracked at TOG & Expert Groups • Migration <ul style="list-style-type: none"> • Same as this period – ambition to see Migration volumes settle into agreed cadence of Kestrel Reporting • Reactive and proactive plans in place to manage any system incidents via BAU support & project resources • Change <ul style="list-style-type: none"> • Same as this period • Expecting further MPRS patches / releases including R1 to be installed by end March

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

Key call outs requiring PSG Discussion

- No key call-outs for discussion

RAG Status

Overall Operating Risk

This period	<p>Summary Activities</p> <p>ELS</p> <ul style="list-style-type: none"> Productive discussions with Elexon regarding a live issues log. Supported the Programme ELS Exit. Continued communication with service providers, raising tickets where required Continued internal training on new systems and processes <p>Migration</p> <ul style="list-style-type: none"> Observed increase in successful migrations. One IDNO, investigated an MPAN mis-alignment issue between billing and MPRS systems. <p>Change</p> <ul style="list-style-type: none"> As MHHS transitions into business-as-usual operations, a series of additional training sessions has been arranged. These sessions are intended to ensure that the operational team maintains a consistent and comprehensive level of knowledge as processes and responsibilities evolve. Engaging with DNOs and DIP Manager to review the DIP Manager Change Process. 	Next period	<p>Summary Activities</p> <p>Migration</p> <ul style="list-style-type: none"> Continue to monitor MPAN migrations as volumes ramp up. Settlement – monitor increase in volumes of data through larger number of MPANs migrated, along with more suppliers migrating. Seeking clarification on status rejection messages. <p>Change</p> <ul style="list-style-type: none"> Continue engagement to improve DIP Manager Change Process
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RAID	RAG	Type	Mitigating or resolving action required	Next Update
Migration ramp-up. Risk of further issues being encountered as more suppliers begin migrating MPANs with different systems and processes etc.		Issue	Raise concerns as soon as they occur and engage with resolution action.	

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	Total								
MHHS Budget	2.37	2.12	1.93	1.88	1.85	1.82	1.85	1.51	1.38.37	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	1.35	1.32	1.45	2.07	21.06
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	0.00	0.01	0.01	3.82
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	2.10	1.60	1.90	2.00	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	4.85	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	4.32	2.97	3.41	4.19	56.46

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 04 February 2026

Migration Update: A Migration update outlined Migration progress to date. Migration has restarted since a pause and is recovering progress.

Qualification Update: A Qualification update was provided with wave 1 complete and waves 2 - 4 on track.

Early Life and Hypercare Update: Programme and Elexon provided an overview of ELS Progress and current view on ELS Exit which is planned for 12 February, with both parties supportive of an Exit.

Hypercare systems are progressing well across the Central Parties.

IPA Current Status Update: The IPA provided an update on progress and activities, and are supportive of the planned ELS exit.

Readiness Assessment 7 Update: SRO approved an updated timeline proposed to the next Readiness Assessment 7.

PSG papers available [here](#).

Migration & Cutover Advisory Group (MCAG)

MCAG 24 February 2026

Migration Execution: Programme provided an update on Migration Execution, with Execution almost fully recovered and back on track after the January pause.

Migration Exclusion and Remediation List: An update on Migration Exclusion and Remediation lists was presented and the Programme noted that the PPIR on troublesome MPANs was shared on 16 February 2026.

MWG Update: Programme gave an overview of most recent MWG meeting.

STEG Update: Programme gave an overview of the first STEG meeting.

MCAG papers available [here](#).

Qualification Advisory Group (QAG)

QAG 18 February 2026

L3/L4 Validation: All PPs, including those that have already Qualified, were asked to engage with the DIP team if they are facing issues with addressing L3/L4 Validation.

Sandbox Testing: Closure of the LDSO Sandbox environment, using the UIT environment and Non-SIT LDSO Test Harness, was approved.

Programme Milestones Related to QAG: T3 milestones related to Wave 4 Initial QAD, DIP Onboarding and QT Execution Start were approved while four milestones related to QT were conditionally approved.

QA&P Update: QA&P v5.2 and updated Programme Plan were approved.

PPIR Update: ISD outcomes are expected in upcoming weeks and Code Bodies are working closely with PPs on updated Pathways.

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**
 - o The deadline for all **Wave 4 participants** to complete **Smoke Testing** is **tomorrow, Thursday 26 February 2026**
2. REMINDER: Programme Participant Information Request (PPIR): Migration Troublesome Meter Point Administration Numbers (MPANs) - the deadline is **Friday 13 March 2026**
3. NEW! Migration Update
4. NEW! End-to end (E2E) Participant Journey, Migration Pathways and Industry Standing Data (ISD) Publish PPIR Next Steps
5. NEW! Participant Lessons Learned Central Repository updated

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

Upcoming Governance Meetings:

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

- **Thursday 26 February 2026:** [Settlement Timetable Expert Group \(STEG\)](#) at **10:00**
- **Wednesday 4 March 2026:** [Programme Steering Group \(PSG\)](#) at **10:00**

Qualification

- The PPC continues to support the Code Bodies to adequately prepare participants for their Qualification activities and deliverables, issuing communications regarding key Qualification timelines / deadlines by Wave and proactively chasing participants for outstanding Qualification artefacts.
- The PPC continues to support comms & engagement activities for the QA&P Annex C industry consultation and the E2E Participant Journey, Migration Pathways and ISD Publish PPIR.
- **Next steps:** Continued activity to support upcoming Qualification comms & engagement priorities, including closing out the QA&P Annex C and the E2E Participant Journey, Migration Pathways and ISD Publish PPIR.

Migration

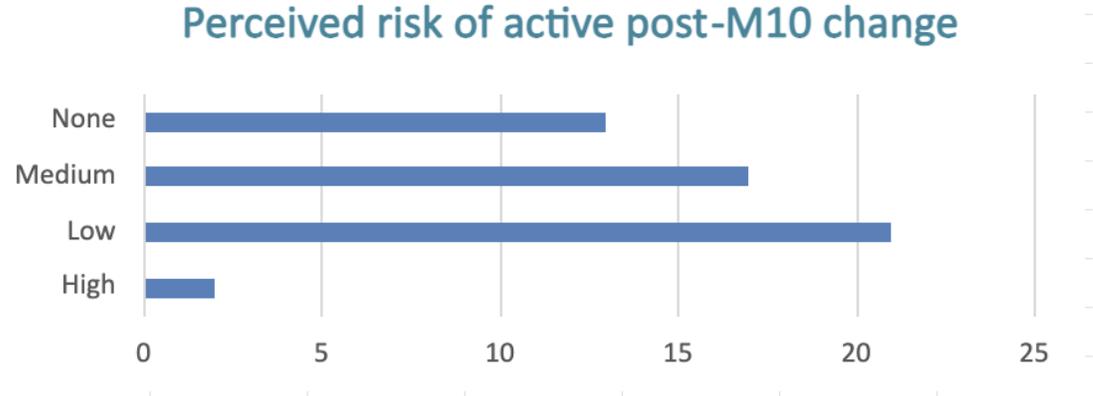
- Supporting MCC on **Migration exclusions and remediation PPIR**, have begun tracking and transposing responses into agreed analysis format, and continued comms support across drop-in sessions and comms updates.
- Updated **Guidance Document** and created **full PPIR Question List**, both saved on Website & CB.
- Continue to chase outstanding I&Cs and Agents who have not submitted **Non-SIT Supplier and Agent Contracting Arrangements PPIR for Wave 4** (4 remaining).

Cross-cutting communications & engagement

- 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.
- Published the participant Lessons Learned information, repository & blank template under the Help Centre to support participants navigating the comms channels, supporting the progress of those in waves 3 and 4.
- Updated the Migration Sprints, PPIRs, ELS and STEG pages to reflect the latest Programme position and provide detail on upcoming events and calls to action.
- Continued updates to the Participant Checklist, ensuring all relevant information is presented to Programme participants, and supported on the publish of Programme PPIRs and webinars.
- **Next steps:** Comms channel audit, focusing on the Qualification pages, and the creation of participant landing pages acting as a one-stop-shop of what needs to be completed and when for participants.

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

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



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

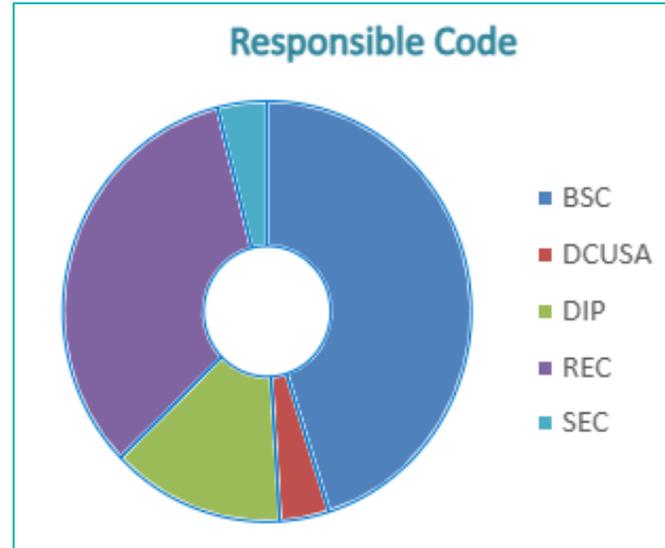
 The Programme is still accountable for protecting programme deliverables until M15 which includes ELS, Qualification and Migration. The Code Forum, attended by Code Bodies, MHHSP and Ofgem, collaborate to populate the Horizon Scanning Log and review changes.

 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.

Active post-M10 change by code: 53 – BSC: 23, REC: 19, DIP: 7, DCUSA: 2, SEC: 2

Perceived risk of active HS items: High: 2, Medium: 17, Low: 21, No impact: 13

Relevant Milestone where risk exists: 38 - ELS/M11: 23, M14/M15: 14



MHHS IPA Monthly Assurance Dashboard



Reporting Period: March 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 3 Exit Report (WP1) – Complete** – Completion of ELS Phase 3 review and report. Presentation of the report at MCAG on 12 February 2026 to support decision making. The report 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 2 and monitoring of key risks.
- **Separation Plan Review (WP5) - In Progress** – IPA agreed with SRO for remaining actions to be completed by end of February 2026, due to ELS Exit / Migration taking priority.

Stage-Based Assurance

- **Assurance Period 12 (P12) – In Progress** – Planning for P12 is underway. As with P11, the scope of P12 will focus on an independent, sample-based reviews of Participant readiness through Qualification, Migration, internal Operational Readiness and Consequential Change.
- **Qualification Testing Progress Tracking (WP12) – In Progress** – Monitoring of Qualification Testing execution and progress of mitigating actions to address risks. Review of the Central Programme Team monthly Qualification reporting and supporting evidence. Drafting of IPA assurance approach for Qualification decisions. Presentation of IPA qualification assurance activities at QWG.
- **Migration/Transition Readiness 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. Attendance at DCAB, review and analysis of post-ELS recommendations and progress of action plans.
- **Ad-Hoc Assurance (WP14) – In Progress** – Finalised the scope for the MHHS TOM Service Arrangements and Operations review and commenced a 4-week review (see following slide for an overview of scope, approach and timelines).
- **Lessons Learnt (WP15) – In Progress** – Preparation for and completion of Lessons Learnt workshops and preparation of the interim IPA Post-Assurance Lessons report are in progress.

Upcoming Assurance Activities

- **Assurance Period 12 (WP12, 13,14):** Presentation of the P12 approach in Programme working groups.
- **Ad-Hoc Assurance (WP14):** Service Arrangements and Operations Review.
- **Separation Plan Review (WP5):** Agree closure of IPA actions with SRO by the end of February.
- **Ofgem Reporting Directions (WP12 / 13):** Completion of monthly IPA reporting for Qualification and fortnightly IPA reporting for Migration.
- **Lessons Learned (WP15):** Delivering final lessons learned workshops to reflect on pre-M11 delivery (SRO).

Assurance Action Status

	Post-M11	Total
Total IPA Actions Raised	28	426
Actions Closed	23	414
Actions Open	5	12
Actions Overdue	2	9

- 5 actions raised post M11 are open with 2 overdue relating to requests for consequential change and hypercare evidence from two participants. IPA follow-ups have been issued and responses remain outstanding.
- 7 actions raised pre-M11 are open, all overdue. These relate to: service management codification (1); migration incentives (1); cyber security (3) – IPA has received and reviewed evidence which closed 1 and partially-met 3 open actions; IPA is currently agreeing a timeline for addressing remaining gaps all relating to documentation); Separation Plan (2, expected to complete end of February 2026).

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IPA Review of MHHS Target Operating Model Service Arrangements and Operations

This review will assess the service arrangements and operations across the MHHS TOM, including governance, processes, roles and responsibilities, service culture and scalability. It will focus on identifying areas of good practice and improvement actions required to mitigate risks as participant onboarding and migration activity increases from April 2026, and to assess whether the service arrangements are fit for ongoing industry needs.

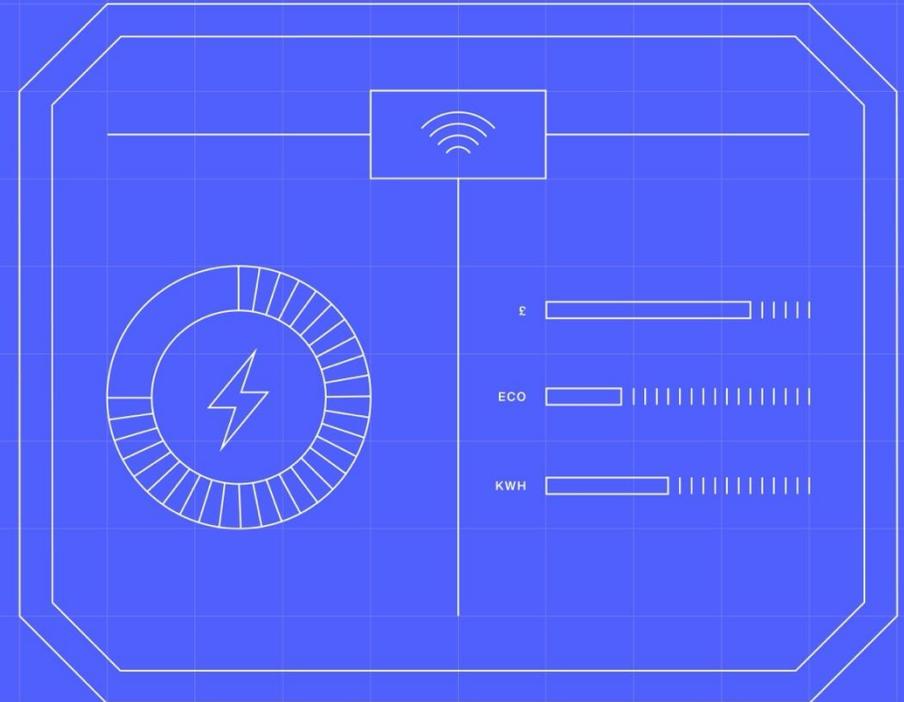
Review Objectives	Key Exam Questions	Approach	Timeline	
<ul style="list-style-type: none"> ✓ Consolidate key learnings in relation to service operations and service performance during the Early Life Support (ELS) period. ✓ Identify tactical improvements required to the service arrangements and operational delivery to support effective operations as qualified participant numbers increase and migration activity ramps up and recommend and agree a prioritised action plan. ✓ Provide longer-term strategic recommendations, as required, to strengthen enduring service arrangements and enable stable, sustainable service operations over the medium to long term. 	<p>1. Tactical improvements:</p> <p>Based on the experience of service operations during ELS, what further tactical actions are required in the short-term to improve service operations prior to peak Participant onboarding and migration activity from April 2026 onwards?</p> <p>2. Strategic improvements:</p> <p>Are service arrangements and operations across the MHHS TOM fit for purpose and sustainable for Industry over the medium to long term?</p>	<p>1. Interviews:</p> <p>We will engage with a broad range of stakeholders to gather perspectives on issues experienced to date, areas of good practice and areas for improvement.</p> <p>2. Documentation Review:</p> <p>We will review documentation to assess the overall design of the Service Management arrangements and reporting from throughout the ELS period to assess current performance levels.</p> <p>3. Sample Testing:</p> <p>We will select a random sample of cases / incidents to review and understand whether processes have been operated effectively.</p>	<p>Review start 16 February 2026</p>	<p>Review completed 13 March 2026 (20 working day fieldwork period)</p>
			<p>Draft report issued to Ofgem, SRO & Elexon 20 March 2026</p>	<p>Response from the noted stakeholders 27 March 2026 (10 working day review period)</p>
			<p>Final report / Key Themes shared with the industry through MCAG and PSG 3 April 2026</p>	

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. **01 April 2026 10:00 – 12:30 (virtual)**

Meeting dates	01 April 2026
Relevant milestones or activities	
Agenda items	<ul style="list-style-type: none">• Ofgem Messaging• Migration Update• Qualification Progress• Readiness Assessment 7 Findings
Standing items	<ul style="list-style-type: none">• Minutes and Actions• Programme Reporting• Delivery Dashboards• Summary and Next Steps

Thank you



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Appendix 1 – Elexon M11 Work Off Plan

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

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

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

SIT Operational Testing PIT Work off Item	Status
MHHSP-47 VAS: Update on the % of Report Approvals expected to be completed by 24/09/2025 to show that Helix is on track.	<ul style="list-style-type: none"> All M11 Required Reports are signed off and ready. The following 4 (non-M11 required) reports have been developed and are expected to be signed off on 24/10: 1. Annual Demand Volume, 2. Rejected Settlement volume (Data already covered in existing default Volume Report), 3. Retrospective registration data report. 4. Qualification Exception Report.



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Appendix 2 – ELS Lessons Learned and Recommendations

#1 A regular meeting open to all of industry has provided a useful forum for issues to be raised at and for participants to raise thoughts and queries

During 2026 all Suppliers and their Agents must become qualified, start operating in the MHHS arrangements and migrate in accordance with the baselined migration plan. A forum that replaces TORWG is therefore needed to provide the means for participants to come together, discuss issues and raise queries. This will ensure that issues and lessons learned are addressed in an open manner, mitigating risk to Programme delivery.

What does the Programme propose?

Recommendation

As TORWG will be ending, we suggest that TOG continues to run weekly for the remainder of the Migration period (until M15)* and that the Service Management Forum continues to run monthly until the end of the Migration period.

**This is on the assumption that TOG will cover the entire MHHS TOM, as per the revised ToR, and participants continue to raise issues and queries as cases via Elexon SM.*

#2 ELS reporting and analysis has provided useful insight into performance of the entire TOM throughout the ELS phase

Reporting and analysis carried out against the ELS targets and shared by Elexon Service Management, DIP Manager, Settlement Assurance and Migration have provided useful insight to the Programme and wider industry and have identified where remedial action is required.

What does the Programme propose?

Recommendation

While TORWG will stop running, we recommend that the same reporting as is currently provided to TORWG is shared with the Programme and the wider industry on a weekly basis, and that the same analysis is undertaken by the reporting party to identify where remedial actions should be taken when performance dips. This will help ensure that issues and knowledge are shared in a transparent and timely manner. The weekly TOG meeting is open to all of industry and any queries about this reporting can be raised there. We expect this reporting may adapt based on participant needs highlighted through TOG.

#3 Monitoring of adherence to DIP rules is required

To ensure that all participants are operating in a consistent manner and to ensure that error handling and associated quality issues are addressed, adherence to the DIP rules needs to be monitored. In addition, when DIP monitoring identifies that greater clarity is required to support participants correct use of the DIP, communications and guidance should be issued in a timely manner e.g., L3 and L4 status message usage.

What does the Programme propose?

Recommendation

DIP Manager to review arrangements for DIP Rules monitoring and the process for providing supporting guidance. Once this review has been completed, the process for escalation of performance issues to individuals and to the MCC should be defined for cases where participants failure to adhere to DIP rules could impact the delivery of their migration plan.

Improvements as a result of this review will need to be embedded ahead of the onboarding of additional parties to the DIP in Wave 1.

#4 Controls for cross-party incidents need to be re-considered

Cross party issues have highlighted the importance of timely issue resolution by all parties across the TOM, particularly those issues which require interactions between multiple parties to resolve. As more Suppliers begin migration, the volume and complexity of those interactions will increase, placing even more strain on the processes that have already struggled to support operations with only two Suppliers migrating. This risk will increase significantly when additional parties qualify from Wave 1 onwards with approximately 70 additional parties migrating between May and October.

What does the Programme propose?

Recommendation

The controls in place to ensure incident resolution and exception handling take place in a timely and consistent manner need to be reconsidered, addressed and communicated as part of the Cross-Party Service Design ahead of Wave 1 qualification in April. This will ensure that participants have clarity on responsibilities across the industry including who is responsible for progression of incidents once they are raised. This should include guidance on what parties are expected to raise, when they are expected to raise it and who they should raise it to in the case that they identify issues. The improvements should be led by Elexon but will need to be supported and approved by other Code Bodies and Central Service Providers.

#5 Service Management process enhancements could improve user outcomes

The timeliness of issue resolution is the main concern that has been raised by industry. Issues include:

- When raising a case into Elexon, it is automatically raised as a P4, which can slow the reaction time for potential major incidents.
- There is no clear distinction between service requests and incidents,
- Placing incidents 'on hold' prior to Elexon responding to participants with resolution,
- Missed SLAs for resolution
- Re-opening of cases which have not been resolved to user satisfaction

What does the Programme propose?

Recommendation

Elexon should ensure that they have the controls in place to prioritise incidents correctly and to support this, participants should be able to recommend a priority when raising an incident which can be considered by the Service Desk triaging the case. Elexon should continue to have responsibility for setting priorities.

In addition, the process should clearly delineate service requests from incidents. Elexon need to ensure that they have the resources and appropriate subject matter expertise in place to ensure timely resolution. These enhancements would help mitigate delays in resolution and therefore, should be in place ahead of parties qualifying in Wave 1.

Elexon should make clear the formal escalation route that participants should follow if they feel that an issue has not been dealt with appropriately or in a timely manner.

Proposed changes to the service management arrangements should be agreed with industry and clearly documented in the relevant service management documentation.

#6 Issues with wider BSC and DIP related processes should be raised into Elexon SM to be tracked even if not issues with Elexon systems

A single organisation is required to ensure that E2E processes are working across the MHHS ecosystem, and Elexon have a unique position within the market to perform this function. Failure of E2E processes could potentially have significant impact on both settlement and consumers, therefore it is key that they are monitored centrally, as systemic process failures can impact multiple market participants / areas of the MHHS ecosystem.

What does the Programme propose?

Recommendation

Issues with the MHHS TOM should continue to be raised into, and tracked via, the Elexon Service Desk where they relate to BSC processes. Elexon should consider how these issues which may not be considered major incidents, but impact multiple participants, should be communicated out to the wider industry and managed thereafter. These open issues, including detail on who is leading resolution, should then be visible to all impacted parties.

Increased transparency and reporting of issues and fixes that would historically have been internal to parties is required. This will ensure that wider TOM impacting issues are assessed and coordinated to resolution (e.g. D0209 issue). This should also include incidents that are raised into other service desks which could impact multiple parties and codes.

Incidents spanning multiple codes should be addressed as part of the Cross-Party Service Design improvements. Joint guidance should be produced to ensure that participants know which organisation they should raise issues into.

#7 The delivery of service management continuous improvement activities should continue to be documented and communicated transparently through the Service Management Forum

Following a period of service delivery issues, Elexon developed an improvement plan which set out the actions that they would take to improve performance and meet the Service Management SLAs. Progress against this plan was tracked through TORWG, providing a mechanism to monitor delivery and understand the impact on SLA performance.

What does the Programme propose?

Recommendation

Elexon should continue to document improvement activities and track and discuss them with industry through the monthly Service Management Forum. This should include asking industry which improvement activities they would like to see delivered and should therefore be prioritised.

Elexon should also present an update on outstanding or recently closed Problem records for visibility and transparency.

#8 The DIP Change and Release Management process needs to be reviewed to better fit participant needs

The current DIP release management approach has not provided sufficient visibility of what changes are being made to the DIP causing confusion among service users.

What does the Programme propose?

Recommendation

The DIP Change and Release Management process should be reviewed and baselined as quickly as possible to better support service users. This includes implementing a more structured release approach, where upcoming DIP changes are communicated clearly in advance. DIP users should also be consulted to assess when the best time is for changes to the DIP to be made. This should be addressed ahead of more DIP users being onboarded in April.

#9 Elexon comms transparency should be improved

Communications from Elexon provide key information to industry participants about upcoming changes, system outages, incidents etc. and this information is key for industry participants throughout the Migration period and as part of BAU. Some participants continue to highlight examples of when they haven't received communications that have been sent out to industry.

What does the Programme propose?

Recommendation

Elexon to keep a log of all comms that have been sent via all channels in a readily available location e.g., the Elexon website and to implement a process to check which comms you are signed up to receive. Improvements in this area should be prioritised as effective communications underpin many of the other proposed improvements.

Elexon should also include straightforward guidance on how to sign up for different types of comms, along with the purpose for each comms channel, in the TOG pack on a regular basis.