MHHS PROGRAMME

Industry-led, Elexon facilitated

Programme Steering Group #55
01 April 2026

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)	10:10-10:15 *5 mins*	5
4	**Programme Status Update**	• Update on Programme Workstreams • Critical Path • RAID • Outstanding Work-Off Items	Information	Programme (Lewis Hall)	10:15-10:25 *10 mins*	6
5	**Migration Update**	Update on Migration Progress	Information	Programme (Warren Fulton)	10:25-10:35 *10 mins*	14
6	**Qualification Update**	Update on Qualification Progress	Information	Code Bodies (David Moss)	10:35-10:45 *10 mins*	21
7	**Post-ELS Programme Bilateral Engagement**	Update on post-ELS Programme Bilateral Engagement	Information	Programme (Warren Fulton)	10:45-10:55 *10 mins*	23
8	**M16 Update**	Publication of M16 plan and implications	Information	Programme (Ian Smith)	10:55-11:05 *10 mins*	25
9	**IPA Service Arrangements Review**	IPA update on the Service Arrangements Review	Information	IPA	11:05-11:10 *5 mins*	29
10	**RA7 Findings**	Readiness Assessment 7 Findings	Information	Programme (Jason Brogden)	11:10-11:20 *10 mins*	31
11	**Delivery Dashboards**	Questions from PSG members on delivery dashboard content	Information	Chair	11:20-11:25 *5 mins*	37
12	**Summary and Next Steps**	Summarise actions, decisions, and look ahead to next meeting	Information	Chair & Secretariat	11:25-11:30 *5 mins*	55
	Appendix	• Elexon M11 Work Off Plan • ELS Lessons Learned and Recommendations				

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Headline Report and Actions

DECISION: Approve minutes and review actions

Chair & Secretariat

10 mins

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Headline Report and Actions

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

Ref	Action	Owner	Due	Latest Update
PSG54-01	Programme to share the location of the BSC Expert Group guidance referenced in the resolution of I261.	Programme	01/04/26	RECOMMEND CLOSED: Guidance note can be found here: [Annual Consumption - Elexon Digital BSC](#)
PSG54-02	Programme to update the Governance Constituency Representative Control Sheet on the Collaboration Base and website to reflect the PSG personnel changes.	Programme	01/04/26	RECOMMEND CLOSED: The [Governance Constituency Representative Control Sheet](#) has been updated.
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: First draft of the Issues Log presented at the Service Management Forum on 10 March. Direct engagement with DNO rep in two working sessions to garner feedback and ensure its fit for purpose. Session also booked in with SPEN on 19 March for additional feedback too. Further sessions are scheduled on 31 March with IDNO's but the Log will be shared with Industry for review on 29 March. Further updates will be provided at the Service Management Forum.

Ofgem Update

Information: Message from Programme Sponsor

Ofgem (Jenny Boothe)

5 mins

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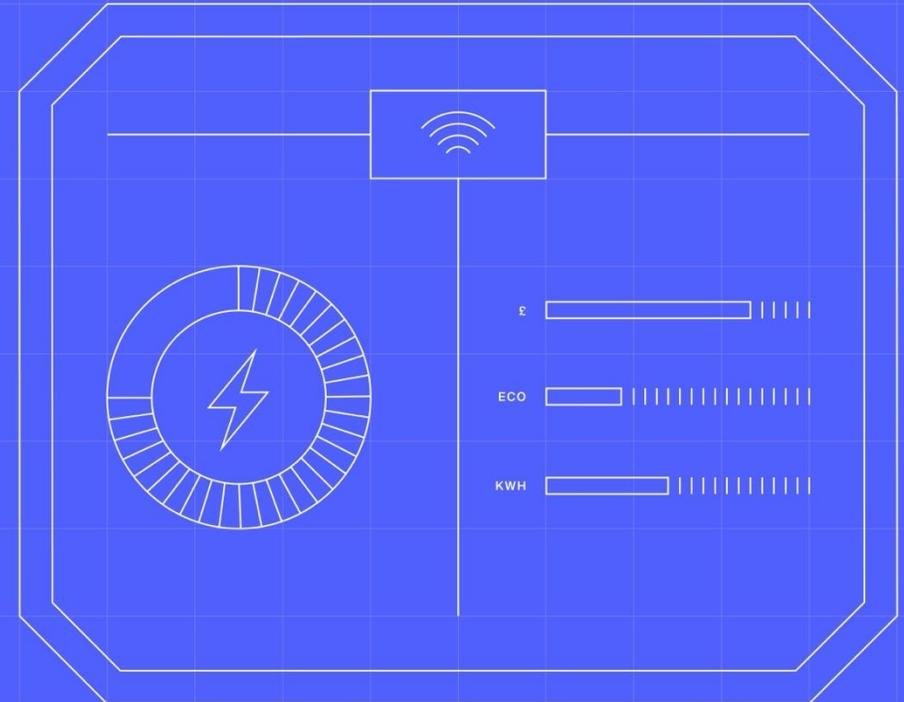Industry-led, Elexon facilitated
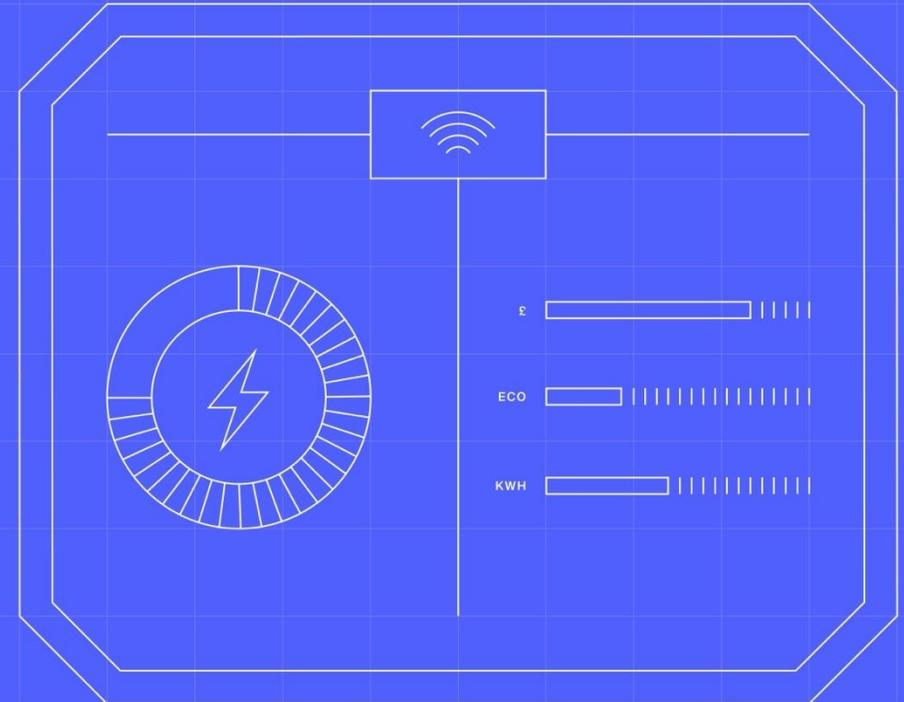
Programme Status Update

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

Programme (Lewis Hall)

10 mins

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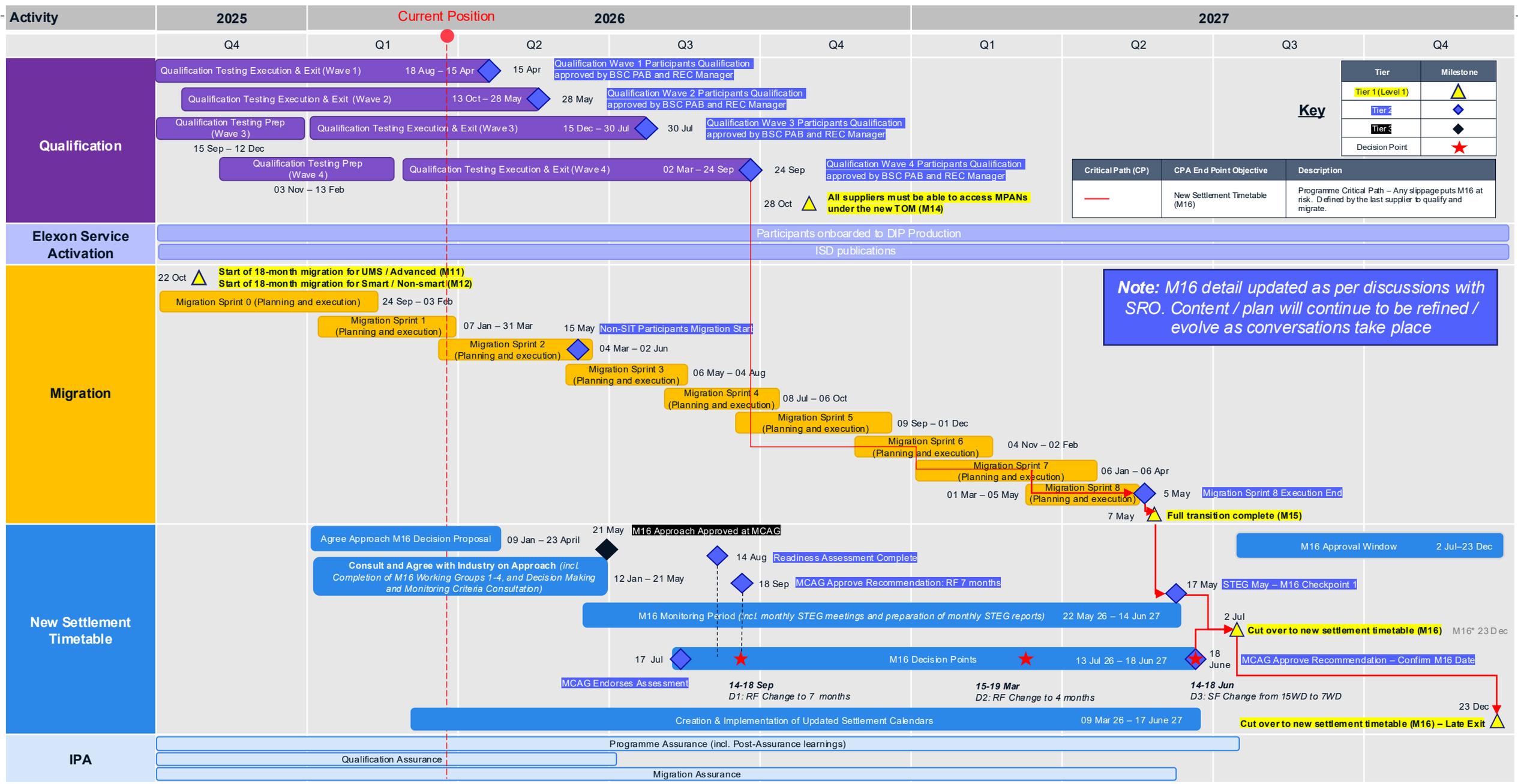Industry-led, Elexon facilitated

Programme Status by Workstream

	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 (Mar)	This month (Apr)	Next Month (May)	Commentary on status and path to green
Supplier & Agent Qualification	Qualification	🟩	🟩	🟩	• In Wave 1, 14 of 15 Final QADs have completed QAD Director Sign off and due to proceed through BSC PAB on 26/03 and 15/04. • All Wave 4 Initial QADs now received and reviews ongoing across all waves.
	Qualification Testing	🟧	🟩	🟩	• In Waves 1 & 2 Test execution and QT assurance complete. Wave 3 test execution 87% overall complete and tracking 3 ½ weeks ahead of plan, with 6 of 16 participant roles moving into QT assurance. Wave 4 test execution started on 09/03 and 19% overall complete. On-going resourcing action to monitor actuals vs forecast.
Migration	Readiness	🟩	🟩	🟩	• The Sprint 2 Migration Planning submission window ran from 11 March to 18 March 2026. Submissions were received from all but 1 Supplier. The MCC is engaging with the outstanding Supplier (representing 120 MPANs), which is being escalated to the relevant regulatory bodies as required • Submissions covered 99.98% of the market, with the remaining 0.02% linked to MPIDs exiting the market and expected to transfer to other MPIDs • Sprint 2 execution starts on 1-Apr-26, with ~6 million MPANs expected to be migrated in the sprint and 6 new Suppliers starting migration • The key observations and the revised Migration profile will be shared at the next MWG, MCAG, and PSG meeting
	Execution	🟧	🟩	🟩	• As of 20 March 2026, a total of 6 million migrations have been completed, against the planned 6.4 million in the M11 baseline • Migration volumes are currently tracking behind plan due to internal issues experienced by a few Suppliers. These issues, along with the revised Migration Plans, have been reviewed and deemed acceptable by the MCC. The reduced migration outturn does not pose a risk to M15, and there remains sufficient unused migration capacity to recover any lost volumes. No central issues are impacting overall migration progress, and all other active Suppliers continue to migrate in line with the Migration Plan • Exceptions remain low • All Suppliers are compliant with the MC approved plans and the Migration Framework
M16		⬜	🟩	🟩	• STEG sessions ongoing, good progress being made in discussing parameter for Settlement Monitoring • Consultation and associated comms materials being drafted

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

The POAP has been aligned to Programme Plan v6.46 and has been updated to include further detail. No activity dates have been changed.

High Scoring Open Issues

NOTE: There are currently no high/critical 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 ← P			• Fix from SCS was delivered on 27-Feb and should be implemented by all parties by the end of March. This will be monitored going forward, but **issue scoring reduced to 3** • The issue relates to ELS recommendation 4 on cross-party service desks. MCC is working with LDSOs and the constituency rep to improve proactive communication after several issues were only identified through MCC investigation. Feedback has been shared during Sprint 0, and mitigation will need to strengthen exception and performance monitoring via code body assurance functions.

Strategic Risk Themes affecting the Programme

Theme	Risk statements	Programme actions	RAID references	RAG / Trend
Central Party Capabilities to Support PP Volumes	• 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.	• 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 – Service Management is dependent on ELS recommendations and observations from IPA review	**Milestone impacted:** M14/M15 **Linked Risk/Issue IDs:** R1215, R1175-77, R1251, R1220, R1221, R1160, i246	🟠 ⬆
PPs' ability to hit Programme Timescales	• There is a risk that Programme Participants may not have the ability to hit their timescales to Qualify and/or start migrations	• Code Bodies have now agreed Migration Pathways with all PPs. Interim ISD publishing agreed by SVG. • 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	**Milestone impacted:** M14/M15 **Linked Risk/Issue IDs:** R1215, R1160, R1175	🟢 ➡
PPs' ability to complete Migration	• There is a risk that Programme Participants may not have the ability to execute and complete their Migrations before M15	• Proactive monitoring and escalation through MCC • Proactive dependency management including mapping post-ELS risks • Identify & manage problematic MPANs – MCC looking into this • Exclusions List shared at every MWG; owners and target dates assigned; PPIR in progress for problematic MPANs.	**Milestone impacted:** M15 **Linked Risk/Issue IDs:** R828, R1202, R703, R1225	🟢 ➡
M16 Strategic risks	• There is a risk that the timing and conditions required to support a successful M16 decision may not be achieved due to dependencies on M16 Decision Approach and Monitoring Criteria, Monitoring Period results, Migration progress and the stability of MHHS operations	• Proactive monitoring / action of RAID items by M16 Workstream and discussion where required through STEG • M16 Workstream delivery in line with published Programme Plan dates	**Milestone impacted:** M16 **Linked Risk/Issue IDs:** R1254, R1255, R1256, R1258, R1259, R1260, I271	🟢 ➡
Regulatory/external change	• There are several industry Code changes required to complete or de-risk migration and there is a risk that these are not implemented when needed.	• Support from Programme in drafting CPs to feed into industry change, but Programme dependent on Code bodies progressing • Design Authority proactively chasing through Code Body bilaterals, Expert Group, Working Groups and responding to consultations • Migration workstream reporting change items as dependencies at MCAG	**Milestone impacted:** M15 **Linked Risk/Issue IDs:** R1252, R1226, i217	🟠 ➡

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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	• 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. • Score to remain as is until Wave 4 better progressed, but experience to date positive.	18	15	Overall scoring reduced as PPIR insights continue to be incorporated into the Non-SIT tracker
R1251	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).	• 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. • Checkpoints with Code Bodies on RA7 have been positive to date, awaiting formal RA7 response and analysis	18	14	Risk score has been reduced to 14 following RA7 response analysis.
R1209	There is a risk that there is insufficient resource for PIT and QT execution assurance given the volume of work to be executed.	• Risk scoring reduced following discussion on resourcing between Code Bodies and MHHSP • REC & BSC will be holding monthly reviews on resourcing with Programme • RA7 will give confidence on resourcing preparation, and we will review resourcing updates from RA7	14	14	Risk score remains at 14, following review of RA7 responses
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	• Probability reduced to 2 following discussion between Code Bodies and the Programme • Wave 3 tracking ahead of schedule. QT continues to run ahead of schedule. RA7 will give confidence on resourcing preparation. Continue to monitor	14	14	Risk score remains at 14, following review of RA7 responses

Risk Assessment – M15

M15 Umbrella	Risk ID	Risk	Mitigation	Previous Score	Current Score	Risk Status
MHHS TOM Performance	R1250	The DIP assurance regime [Data Integration Platform assurance - Elexon] defines a process to follow to email non-compliant DIP Users, but there are no escalations, incentives, sanctions or performance board to answer to. This raises the risk that DIP Users continue to remain non-compliant with a consequential impact on DIP performance	• This risk is linked to ELS Exit Considerations & Recommendation #3 that monitoring of adherence to DIP rules is required. • Escalations routes with Ofgem and other Code Bodies are in development to become formally effective from 01/04/26. The risk operating plan will go to DCAB on 12/03 and will be consulted on for two weeks on 13/03. Escalation routes will be included in the consultation. • Risk operating model is out but escalation routes are yet to be defined. Risk scoring to be reassessed once escalation routes are defined and we receive responses to the consultation	21	21	Risk has remained high at 21 since initially raising in February.
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	• 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 • Progress being tracked through monthly Elexon Servce Mgt forum and TOG updates. Awaiting IPA feedback for further action to be taken (expected by 31-Mar)	19	19	Risk score remains high, unchanged since previous reporting period
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.	• 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 LDSO constituencies with the migration sprint 0 retro and via the constituency rep. • Fix from SCS was delivered on 27-Feb and should be implemented by all parties by the end of March. This will be monitored going forward, but risk scoring reduced	20	17	Risk score has decreased to 17 due to a fix from SCS that was delivered 27-Feb. This should be implemented by all parties by the end of March.
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.	• 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	Risk score remains high, unchanged since previous reporting period
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	• 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	Risk score remains at 16, unchanged since previous reporting period
MHHS TOM Performance	R1102	There is a risk that LDSOs do not have obligations in code to support resolution of incidents post Go-live	• 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 • Update on Recommendation 4 from Elexon Service Mgt forum: All existing CPSD controls have now been re-validated, CPSD Approach and Internal Process have been shared with IPA for review, new ServiceNow categories have been added to reflect CPSD, new Priority (P5) has been implemented for CPSD. Awaiting IPA feedback for further action to be taken (expected by 31-Mar)	16	16	Risk score remains at 16, unchanged since previous reporting period
Migration Readiness	R1121	There is a risk that there is insufficient resource available to DIP Manager team to support onboarding and activities through 2026	• RA7 will give confidence on resourcing preparation, awaiting formal RA7 response and analysis	15	15	Risk score remains at 15, unchanged since previous reporting period
MHHS TOM Performance	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.	• This risk is linked to Recommendation 7 from the ELS exit recommendations • Update on Recommendation 7 from Elexon Service Mgt forum: A structured Continual Improvement (CI) process is being developed and will be tracked through the Service Management Forum, industry feedback is now formally logged, categorised, and mapped via the Improvement Process, problem Management Process is currently being improved to include Active Problems and trend themes, Root cause progress, Linkage to recurring incidents and Preventative action plans. Awaiting IPA feedback for further action to be taken (expected by 31-Mar)	15	15	Risk score remains at 15, unchanged since previous reporting period

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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

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Migration Update

INFORMATION: Migration Update

Programme (Warren Fulton)

10 mins

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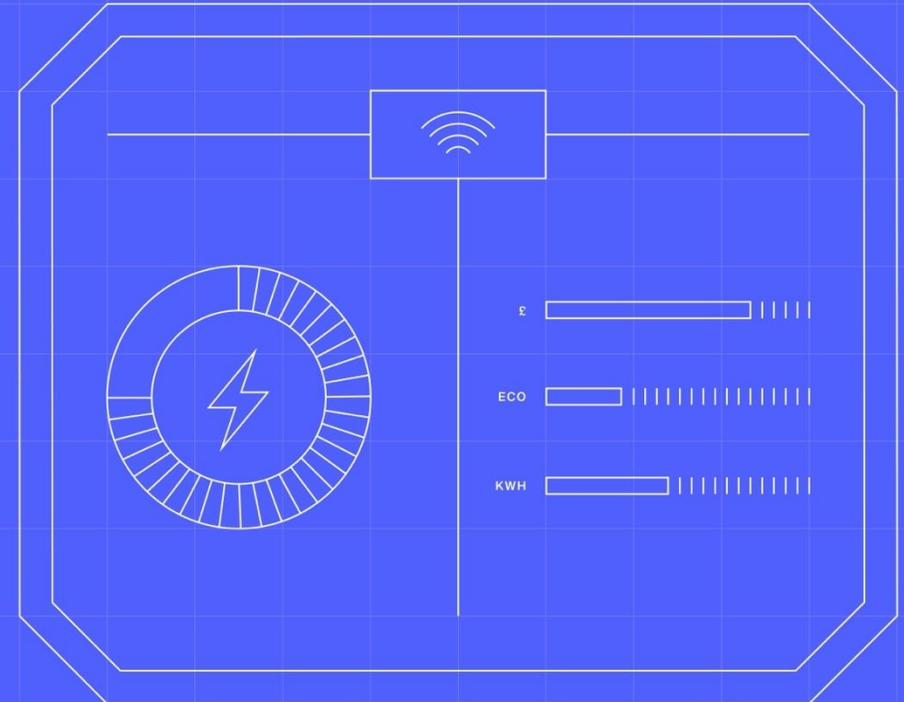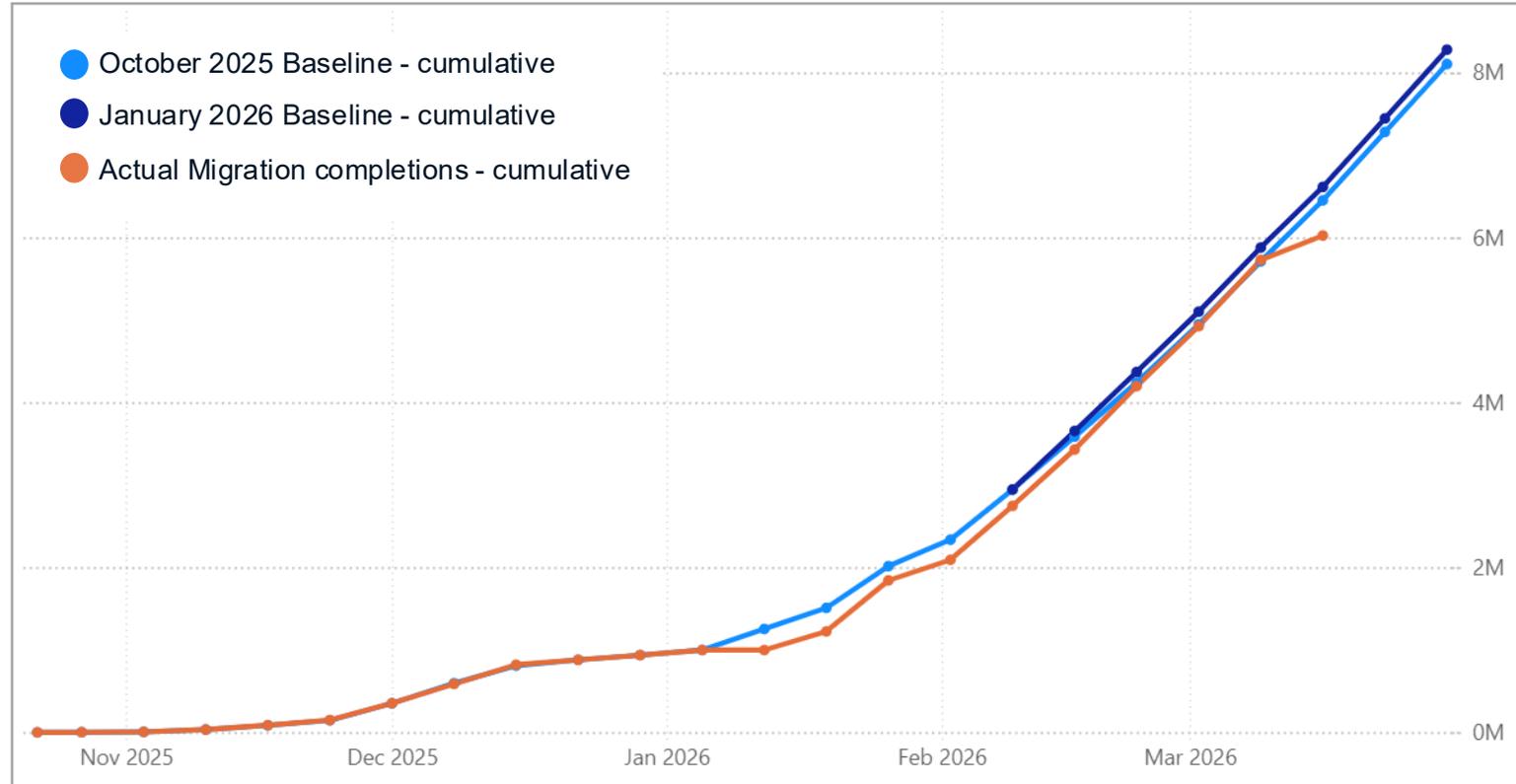
Migration Execution

1. Six suppliers are actively migrating

2. As of 20 March 2026, a total of 6 million migrations have been completed, against the planned 6.4 million in the M11 baseline

3. Migration volumes are currently tracking behind plan due to internal issues experienced by a few Suppliers. These issues, along with the revised Migration Plans, have been reviewed and deemed acceptable by the MCC. The reduced migration outturn does not pose a risk to M15, and there remains sufficient unused migration capacity to recover any lost volumes. No central issues are impacting overall migration progress, and all other active Suppliers continue to migrate in line with the Migration Plan

4. Exception volumes remain low, with trends and preventative actions reviewed at MWG

5. There have been no LDSO, DCC, or DIP threshold breaches

6. All migrating suppliers are compliant with their MCC approved plans and the Migration Framework

Legend:
- October 2025 Baseline - cumulative
- January 2026 Baseline - cumulative
- Actual Migration completions - cumulative

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Migration Planning

- The **Sprint 2 Migration Planning submission** window ran from 11 March to 18 March 2026

- Submissions were received from all but 1 Supplier. The MCC is engaging with the outstanding Supplier (representing 120 MPANs), which is being escalated to the relevant regulatory bodies as required

- Submissions covered 99.98% of the market, with the remaining 0.02% linked to MPIDs exiting the market and expected to transfer to other MPIDs

- The Sprint 2 Migration baseline was published via Kestrel on 23 March 2026

- Sprint 2 execution starts on 1-Apr-26, with ~6 million MPANs expected to be migrated in the sprint and 6 new Suppliers starting migration

- The key observations and the revised Migration profile will be shared at the next MWG, MCAG, and PSG meeting

MPAN Exclusion List

- The MPAN exclusion PPIR closed on 13th March 2026

- There was a strong response rate, with submissions received from 99% of Participants, covering 99.99% of industry MPANs

- The Programme is currently following up with the 1 non-responder

- The PPIR results are now under review, and initial findings are positive, with no material concerns raised by Participants

- A detailed report will be produced and published as part of the April MWG papers and will also be presented at the next MCAG and PSG

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Core Migration Dependencies (1)

ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D359	Supplier Migration performance	There is a dependency on Suppliers adhering to the Migration Framework and Migration Plan	G	G	G	All migrating suppliers are compliant with their MCC approved plans and the Migration Framework.
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.

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Core Migration Dependencies (2)

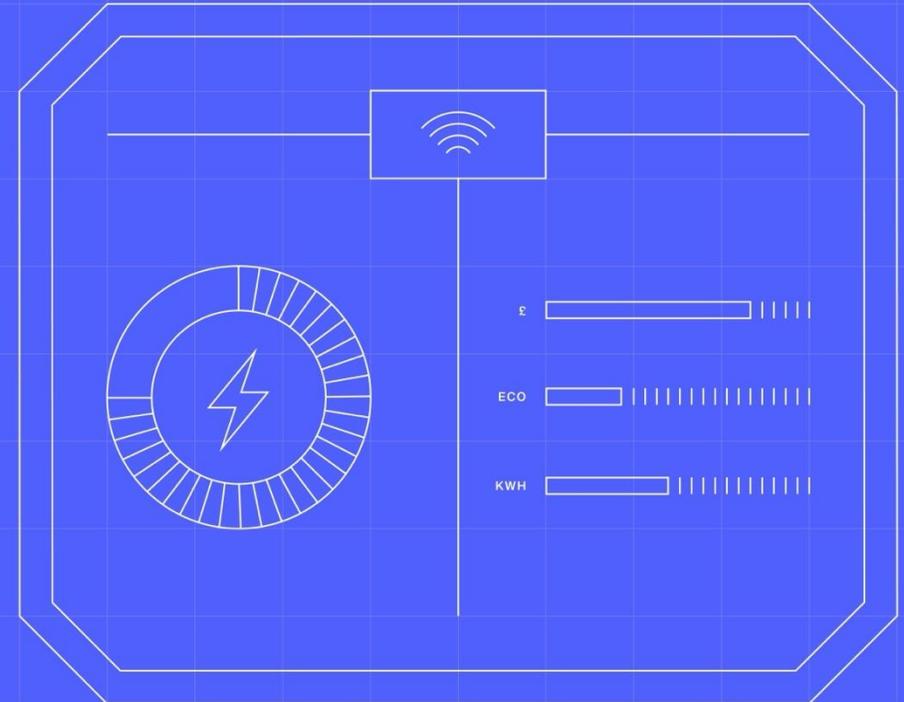| ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D221	Service Activation performance	There is a dependency on Elexon's Service Activation capability for Participants to start migration in line with their planned Migration Start	G	G	G	SVG has approved several additional ISD publications to provide greater flexibility for when the majority of Suppliers will go live.
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 Migration.
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 Migration.
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 Migration.
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	A	G	G	LDSO performance has returned in line with the Migration Design and Migration Threshold obligations. The MCC will continue to monitor performance via RAID Risk R1188.

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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 Migration.

Qualification Update

INFORMATION: Qualification Update

Code Bodies (David Moss)

10 mins

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Qualification Update

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Overall Qualification:
- 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.

SIT Qualification:
- Pathway 6 – 1 participant on track for 15/04 and 1 participant on track for 30/07.

Non-SIT Supplier & Agent Test Execution:
- Wave 2 QT execution and assurance completed with 8 of 8 meeting full exit criteria.
- Wave 3 QT execution overall 3 weeks ahead of plan with 6 of 16 participant roles test execution complete.
- Wave 4 QT execution overall 2 weeks ahead of plan, but 3 participants starting QT late in Sprint 2.

Qualification:
- Wave 1 – 14 of 15 Final QADs have completed QAD Director Sign off; pending 1 final PP Director sign off. Qualifications going through BSC PAB on 26/03 and 15/04 for Migration Pathway 1.
- Wave 2 – All Final QADs received and Code Body review in progress and initial qualification going through BSC PAB on 15/04 for Migration Pathway 1.
- Wave 3 – All Initial QADs received and 23 of 31 approved.
- Wave 4 – All Initial QADs received and 10 of 43 approved.

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| 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	C
Final QAD Received (Wave 2)	06/03/26	C
Wave 4 Qualification Testing Start	09/03/26	C
QAD Director Sign Off (Wave 1)	20/03/26	A
BSC PAB and REC Code Manager Approval (Wave 1)	15/04/26	G
QAD Director Sign Off (Wave 2)	20/04/26	G
Wave 3 Qualification Testing End	15/05/26	G
Final QAD Received (Wave 3)	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 3 testing overall tracking ahead of plan and Wave 4 started 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

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Post-ELS Programme bilateral engagement

INFORMATION: An update on the adjustment of the Programme's bilateral engagement model following ELS exit

Programme (Warren Fulton)

10 mins

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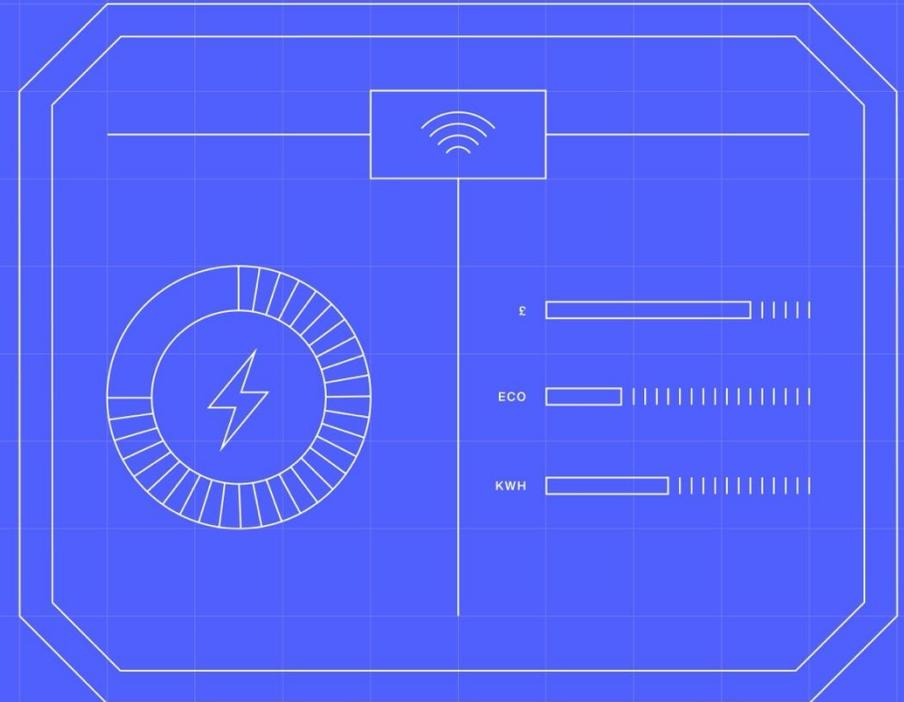
Bilateral engagement

Programme bilaterals with participants are an important way to stay engaged. They give participants the opportunity to raise questions, concerns, and clarifications, while also allowing the Programme to share key information. They are also useful for engaging and supporting Participants who may be experiencing delivery challenges.

Now that we have exited ELS and the number of Programme workstreams has reduced, most Participants will begin engaging with the Migration Control Centre (MCC) daily. As a result, bilaterals will now be managed via the MCC.

This change will help streamline engagement and information sharing.

The Programme will continue to look for ways to make information clearer, easier to navigate, and more relevant—such as the recently published Migration Pathway tables, which help Participants understand the end-to-end MHHS journey by role, and outlines key activities, timings, supporting materials, and points of contact.

What is not changing:
- The Clock
- Collaboration Base
- MHHS Website
- Issuing of information requests and consultations
- Co-ordination of webinars and events
- Management of the PPC mailbox (information queries, Collaboration Base access requests etc.)
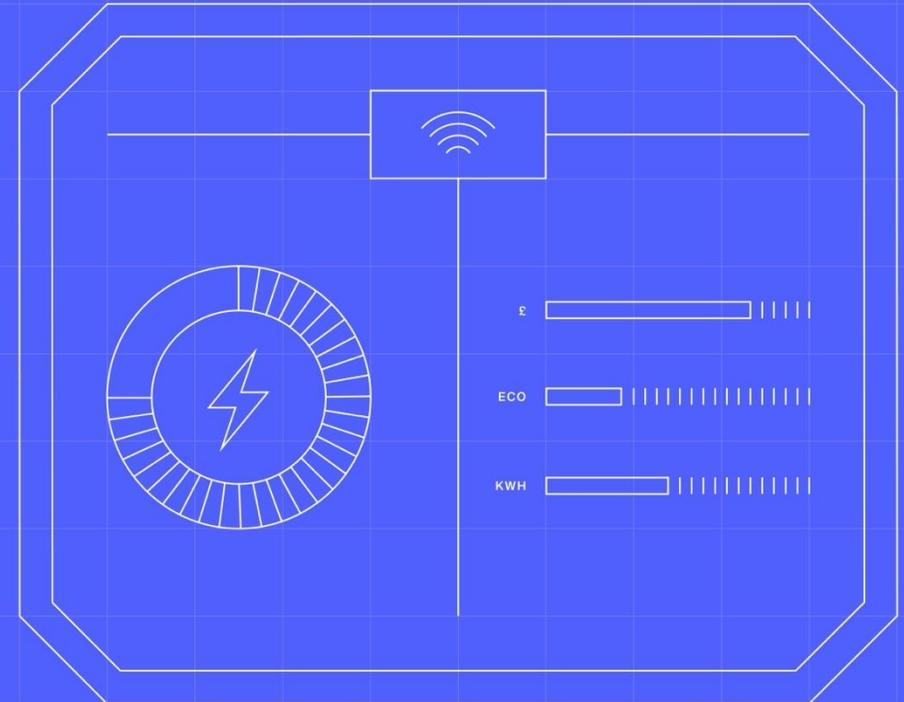
Next steps:
- 25 March 2026 – Communications will be sent directly to Participants explaining the change

- 31 March 2026 – Existing PPC bilateral invites will be cancelled, and new invites will be issued by the MCC

M16 Update

INFORMATION: Publication of M16 plan and implications

Programme (Ian Smith)

10 mins

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Transition to new Settlement Timetable and M16 Decision - Introduction

1. M16 Milestone is Cutover to the new Settlement Timetable, by shortening:
   - the reconciliation runs, i.e. Final Reconciliation (RF) moves initially from 14 months to 7, then 4 months
   - the first financial settlement run (SF) changing from 15WD to 7WD

2. Requirements are described in the agreed Requirements for the Transition to the new MHHS Settlement Timetable, see MHHHS-DEL1590 - MHHSP Transition to New Settlement Timetable v2.3 Approved.pdf (the Transition Design was baselined by industry in Q3 2023)

3. 3 decision points (See POAP):
   - 1st Decision in October 2026 to make the RF change to 7 months in October 2026
   - 2nd Decision to Move RF to 4 Months to be taken in April 2027
   - 2nd decision in April 2027 to change the SF run to 7 WD at 02/07/27 (M16)

4. 2 phases of work:
   - Methodology: Develop and define the data and criteria that will be used to enable decision making on the new settlement timetable
   - Operation: Ongoing monitoring of settlement and migration data (including related issues) to make recommendations to MCAG on 2 decision points and implementation of the new Settlement Timetable

5. The governance approach will include MCAG, a new level 4 WG (STEG), industry consultation and PAB input

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M16 'Cutover to a new Settlement Timetable' process:

1. M16 Level 1 milestone (Ofgem approval to change)

2. Key element of MHHS TOM – published August 2019, Ofgem approved Q3 2019 – SF 5-7WD and RF at 4 months, DF at 20 months

3. **Ofgem Final decision with IA and business case April 2021 - SF 5-7WD, RF at 4 months, DF at 20 months**

4. MHHS TOM Design approved Q3 2022 - Operational Choreography of new MHHS processes

5. Transition Design approved Q3 2023 - Transition design to the new MHHS Settlement Timetable

6. STEG development of detail settlement/migration monitoring and success criteria Q1/2 2026
    - Initial focus reducing RF to 7 months (Decision 1 October 2026)

Transition to new Settlement Timetable and M16 Decision - POAP

| 2026												2027										
Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

Settlement Timetable Approach
- Develop M16 approach (using Transition design)
- Consult and Agree Approach with Industry

Tracking and Decision Choreography
- STEG Monitor Agreed Data Points ahead of Decision 1, 2 & 3
- Step 4 & 5 – M16 – 1 Year Interim Assessment Point
- Industry RA
- Step 6 Control Point DECISION 1
- Step 9a Control Point DECISION 2 Move to 4 Month RF
- M15
- Step 9b Control Point DECISION 3 Move to 7 WD SF

Execute Calendar Changes
- Step 3 - 2026/2027 Calendar Issued – No Changes
- Step 6/7 Produce April27 – M16 Calendar incorporated RF change to seven months
- 2nd March SVG Approval
- Step 6/7 Produce April27 – M16 Calendar Backup "No Change"
- Step 8 Produce M16 – Mar 28 4 Month RF & 7WS SF
- 4th May SVG Approval
- Step 8 Produce M16 + 3 Months "No Change"
- 1st June SVG Approval

Settlement Run Changes
- Calendar 0 - "No Change"
- Calendar 1 -7 Month RF
- M16
- Calendar 2- 4 Month RF & 7WD SF

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IPA Service Arrangements Review

INFORMATION: IPA update on the Service Arrangements Review

IPA
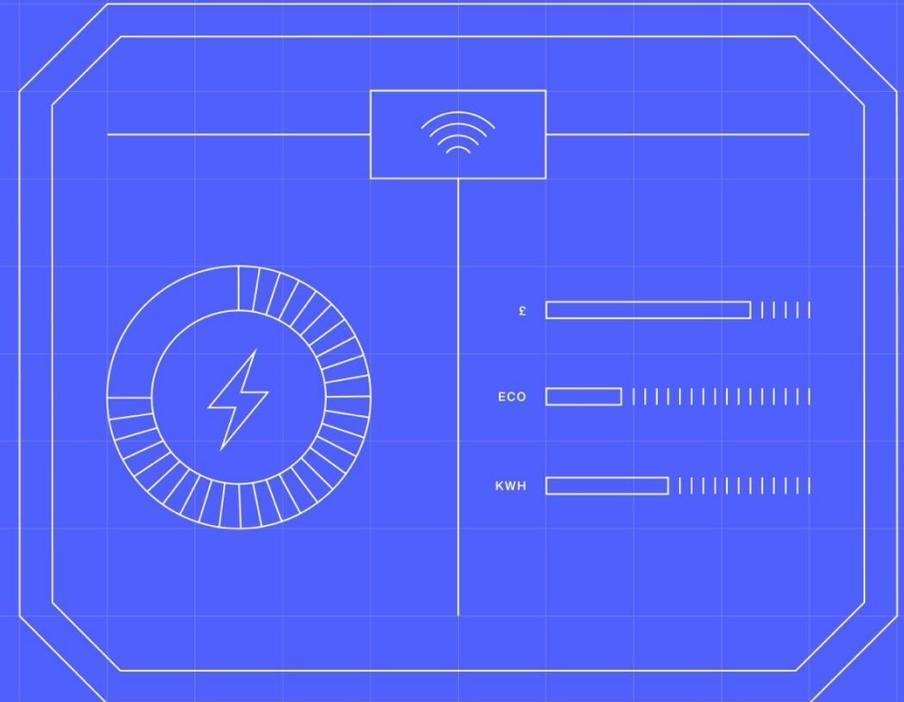
5 mins

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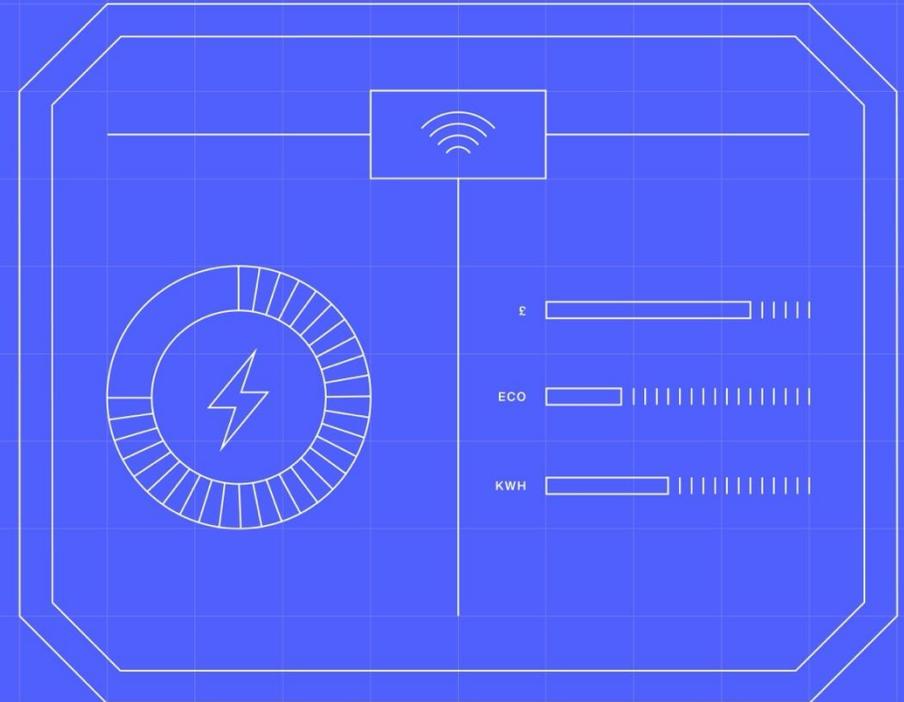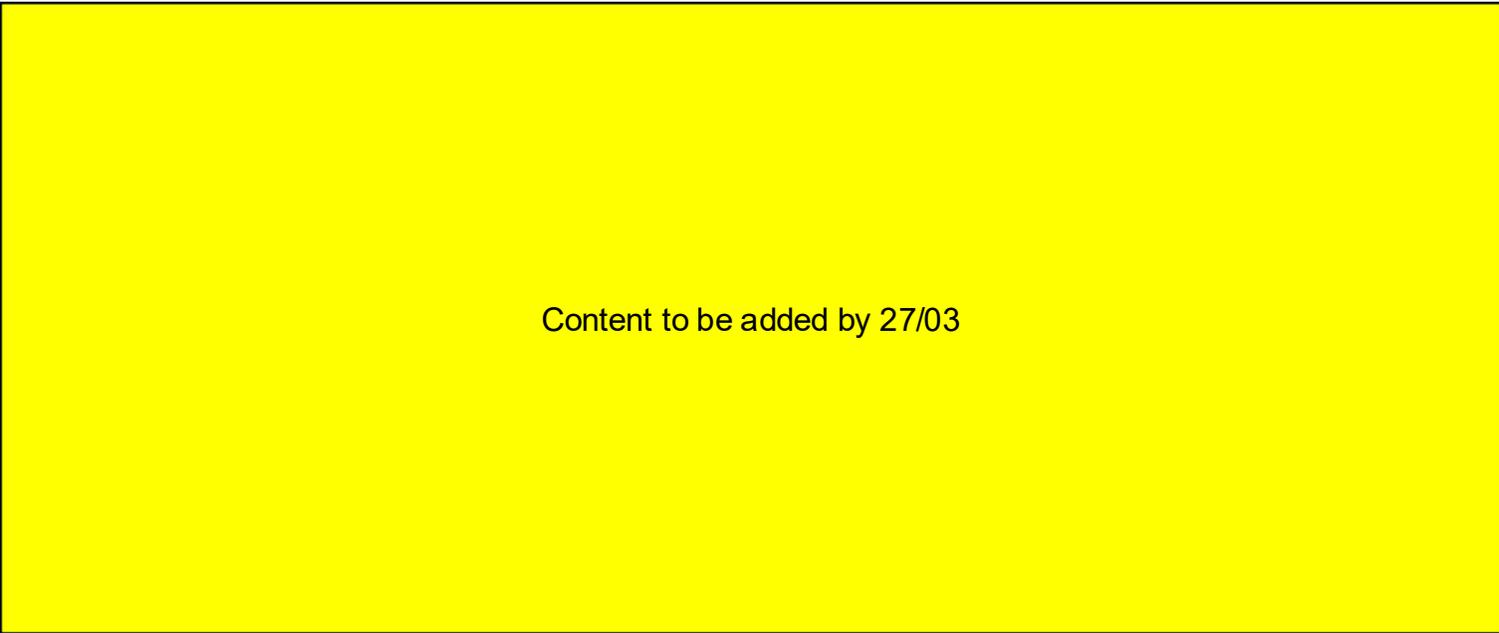
Content to be added by 27/03

RA7 Update

INFORMATION: Readiness Assessment 7 publication and update

Programme (Jason Brogden)

10 mins

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Executive Summary

Scope & Purpose of Readiness Assessment 7

- Assess the readiness to deliver upcoming Programme milestones including M14 and the start of Migration.
- Validate that Central Parties have the capacity, capability and resilience to support the E2E Participant Journey and ongoing Live Operation.
- Confirm robust cross-party Service Management arrangements are in place to manage operational activity during Migration.
- Identify cross-party risks, dependencies and assumptions early to protect timelines and ensure coordinated delivery.

Overall Readiness Position

- Across all Central Parties and Central Capability Providers, we can be confident of their readiness for Qualification to M14 and live operation to support Migration to M15.
- There is some shortfall of evidence mapping projected volumetrics to resource planning/capability, but this is the exception rather than the rule. Most parties have robust forecasts on the basis of experience to date and matched resources to meet that forecast demand.
- **The evidence is strong in mapping resourcing on the basis of historical and forecast volumes and complexity of cases and issues.**
- **The key risk is therefore if those issues are more numerous or complex in live operation.**
- **Early monitoring should be in place to identify this (e.g. trend analysis) and fast acting contingency plans in place to be triggered (e.g. flexible resourcing, contract resource).**

Response Overview

- Responses have all been received from 100% of Central Parties and all LDSOs with full coverage across every question in the assessment scope.
- While a small number of areas contain partial evidence or minor shortfalls, these are already understood, documented and do not materially affect the overall completeness of submissions.
- All organisations have provided their self-certification statements, confirming their readiness against the required capability, capacity and operational criteria.

Top RAID & Next Steps

- Risks have been captured from the responses and have been mapped to existing RAID or being considered for new RAID.
- These are set out in later slide

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Workstream Readiness Summary (1/3)

Workstream	Central Party	RAG	Evidence Strength	Summary	Areas of Strength	Areas of Risk
Qualification - QT	Elexon QT	Green	Strong	Structured ownership and scalable support, but overall resilience still depends on timely inputs, participant readiness and maintaining sufficient capacity during and beyond peak periods.	• Proactive mitigation of participant-driven risk. • Strong resourcing resilience governance and cross-workstream alignment.	• Dependence on participant quality and timeliness. • Limited contingency headroom under concurrent peaks.
Qualification - QAD	Elexon BSC Qualification	Green	Strong	The team has provided a stable and flexible resourcing model with strong processes and support. Delivery depends on timely, high-quality inputs to protect Qualification timelines and M14 readiness, but initial submissions mitigate quality risk.	• Experienced and stable resourcing through to M14. • Proven ability to flex capacity at peak.	• Strong dependency on participant behaviour and quality of responses. • Flex capacity is reactive rather than baseline.
	REC Code Manager	Green	Strong	RECCo has a flexible, proven model with strong processes and assessor capacity. Delivery remains reliant on timely QA&P inputs and effective management of MOA and agent readiness risks, but initial submissions mitigate quality risk.	• Experienced and flexible Qualification team. • Proven systems and mature Qualification processes.	• Wave 4 volume and seasonal capacity pressure. • Variable QAD quality and reliance on Supplier/Agent readiness.
	DIP Manager	Green	Strong	Structured ownership, systems and scalable support, overall resilience. Resource matched to forecasts on basis of Migration Pathways. Depends on participant readiness.	• Clear ownership and structured delivery • Scalable support model.	• Model has some but constrained spare capacity. • Changing participant behaviours.
DIP Onboarding to Production	DIP Manager	Green	Strong	Capacity is considered sufficient for planned volumes, with disciplined, well-sequenced onboarding processes providing control, but delivery still depends on participants behaving as expected.	• Clear understanding of the onboarding process and its dependencies. • Proactive use of Migration Pathways to manage volume risk.	• Limited resource headroom against peak Migration Pathway volumes. • Reliance on Programme-level interventions to mitigate peak volumes.
ISD Publish	Elexon ISD	Green	Strong	Delivery is supported by clear assumptions, strengthened capacity on the basis of published cadence and mature controls. Overall resilience depends on visibility and sustained third-party support to manage volume variability	• Demonstrated delivery at scale with credible evidence. • Depth and resilience across people, process and third-party support.	• Dependency on upstream data quality and visibility. • Limited independent validation of peak-stress assumptions.
Service Management	Elexon Service Management	Green	Strong	Service Management remains stable supported by existing headroom capacity in triage team. Forecast cases and incidents matched to utilisation to meet increased migration demand.	• Established Triage team with added resilience and new Service Manager. • Mature tooling and processes already proven through MHHS and ELS.	• Peak migration may drive demand above BAU levels. • Cross Party Service Desk changes could increase workload.
	Elexon Market Design	Amber	Partial [subject to further info request]	Market Design appears fully resourced with strong BAU coverage and reduced future dependency, but the absence of call volume profiling or a clear capacity plan limits confidence in how well resourcing aligns to future demand.	• MHHS design expertise with experienced SMEs. • Clear internal accountability supported by a documented good-practice charter and structured education.	• Service-management processes are not yet fully standardised across the business. • Triage transition poses a risk if not carefully managed to avoid gaps in front-line capability.

Workstream Readiness Summary (2/3)

Workstream	Central Party	RAG	Evidence Strength	Summary	Areas of Strength	Areas of Risk
Service Management	Elexon Assurance	Green	Strong	Assurance capability has been materially strengthened with evidence backing this from the Resource Model allowing Assurance to operate effectively, providing resilience to manage increased assurance demand as migration progresses while maintaining BAU oversight.	• Expanded team capacity over past year. • Enhanced monitoring tools and updated audit workpapers. • Established assurance, audit and escalation processes already working well across MHHS and BAU.	• Complex cross-party issues need a consistent problem-management approach. • Some participants bypass established processes by defaulting to Code Bodies. • Effective delivery relies on early escalation through the correct channels.
	Elexon OSMs	Green	Strong	OSM capacity and capability are aligned to current and expected service management demand, with integration across assurance, triage, and industry engagement supporting effective issue management.	• Expanded team capacity with five additional FTE and further recruitment underway. • Strong integration with Service Management, Technical Triage, and operational governance.	• Migration waves may create higher-than-forecast query volumes. • New market entrants and market volatility. • Dependence on effective Tech Triage.
	Elexon Settlement Services	Amber	Partial [subject to info]	Settlement operations are well-managed and automated with capacity for BAU and MHHS activity, but no evidence of future resource modelling makes it unclear whether support is sufficient or could be flexed	• Stable, experienced team structure supporting Helix operations with clear roles & responsibilities. • Mature BAU processes (incident, problem, known error, release) backed by SLAs/KPIs and oversight.	• Automation or monitoring failures could delay issue detection, especially over weekends. • Major issues may require rapid mobilisation of specialist teams to prevent settlement impacts.
	DIP Manager	Green	Strong	The DIP Manager has trained people, working systems and structured processes, but remains sensitive to peak-period pressures and participant dependencies, requiring ongoing active management as volumes increase. Future workload mapped to prior experience.	• Dedicated resources focused on onboarding, readiness tracking and peak-volume management. • Improved data controls and scheduling through corrected tracker access and DIP ID source data. • Structured monitoring and engagement.	• Variation in participant capability increases demand for high-touch support. • Message-level incidents can require disproportionate effort at volume. • Misunderstanding of the DIP Manager remit.
Operational issues & cross-party Service Management	REC Code Manager	Green	Strong	REC's operational arrangements are already sized for volumes based on MHHS demand, giving delivery confidence provided query levels stay within historic peaks and cross-code routing continues to operate.	• Dedicated Service Desk and OAM capacity, high-capacity systems and proven routing. • Well,-defined triage, routing, and stakeholder-management processes.	• Small core Service Desk team may face pressure during spikes . • Effective routing relies on parties following guidance on which Service Desk to use.
	DCC	Green	Strong	DCC's operational capability is mature and proven under peak conditions, with 24/7 monitoring and established governance providing confidence that Migration and Live Operation volumes can be managed within expected thresholds.	• BAU teams, 24/7 NOC monitoring and daily DS&A tracking provide strong operational oversight. • Hypercare performance shows the platform can handle high transaction volumes in live conditions. • Capacity forecasting and contingency support ongoing settlement processing and onboarding.	• No permanent resource uplift may create pressure if migration demand increases. • System stability and effective triage remain critical to maintaining BAU performance. • Additional MDR onboarding or unexpected volume spikes.
	Electralink	Green	Strong	ElectraLink's operational readiness is highly mature, supported by resilient systems, experienced teams and long-established cross-party working arrangements that position it well for MHHS service management.	• ElectraLink brings long-standing DTS operational experience and high-volume data-transfer. • HHSConnect and MHHS-ready teams are proven to handle MHHS messaging and migration loads. • Established governance and cross-party processes support consistent routing & issue resolution.	• Heavy reliance on DTS and HHSConnect means any system disruption could affect multiple participants. • Peak migration or incident periods may put pressure on helpdesk and triage capacity. • Cross-party dependencies.
	LDSOs	Green	Strong	Operational readiness across the LDSOs is strong with secured resource, established processes, resilient systems and third-party support already managing Migration and Live Operation issues.	• Established operational capability with secured resource, skilled staff and contingency in place to support increased supplier migrations and direct queries.	• Readiness dependency on migrating MPANs meeting expected data-quality standards, with higher-than-expected exceptions potentially affecting workflow stability.

Workstream Readiness Summary (3/3)

Workstream	Central Party	RAG	Evidence Strength	Summary	Areas of Strength	Areas of Risk
Operational issues & cross-party Service Management	• DIP Manager	Green	Strong	DIP Manager's analysis, based on historical ticket data modelling and increased team capacity, indicates resourcing is sufficient for projected demand, though outcomes still depend on participant behaviour.	• Experience resources in ITIL & ServiceNow familiar with the operation & use of DIP Portal. • Increased team size and growing technical knowledge strengthen ability to manage volumes.	• Forecasts rely on participant behavior matching historical patterns and assumptions.
Operational & Migration volumes	• REC Code Manager	Green	Strong	REC shows operational capability to manage MHHS Migration volumes through a well-tested EES service, supported by robust SLAs, proven performance at threshold levels, and established Performance Assurance oversight.	• EES has been technically proven to handle upper migration-threshold volumes through SIT and peak-of-peak testing. • Robust SLA reporting and Performance Assurance governance provide strong oversight and escalation pathways. • REC obligations ensure Switching Provider performance (CRS) is monitored and held to account during migration.	• Performance is dependent on migration volumes remaining within the agreed thresholds. • IF-040 message flows may create pressure without improved balancing from Elexon. • Any upstream data or Switching Provider performance issues could impact REC-dependent services.
	• DCC	Green	Strong	DCC's capacity and capability are supported by tested system performance, established BAU service-management teams, and proven Hypercare operations, though stability remains dependent on migration volumes staying within agreed thresholds.	• Systems validated through CSS/DSP performance testing and live Hypercare peak-volume operation. • MHHS work handled within mature BAU processes across established operational teams. • Cross-industry issues actively managed through participation in IRG and programme governance.	• Service stability cannot be guaranteed if migration volumes exceed thresholds. • Cross-party issues require coordinated industry engagement to resolve effectively. • Ongoing reliance on SEC/REC-mandated processes.
	• Electralink	Green	Strong	ElectraLink has long-standing DTS operational capability, MHHS-specific system readiness, and strong governance, providing a stable platform for supporting Migration and Live Operation across high-volume industry traffic.	• 25+ years of DTS operation demonstrates proven 24/7 industry-critical capability. • HHSConnect passed DIP testing early demonstrating readiness for MHHS high-volumes. • Strong governance with joint MPAN data service delivery through collaboration with Elexon.	• High-volume data-flow operations depend on continued system performance and infrastructure investment. • Routing or data-quality issues across industry parties can create operational load. • Dependence on cross-party coordination may affect incident visibility and resolution.
	• LDSOs	Green	Strong	Operational readiness across parties is strong, with proven performance from SIT, established processes, resilient systems and sufficient capacity to manage Migration and Live Operation activity.	• Sufficient capacity and capability across teams and service providers to manage Migration and Live Operation activity. • Strong third-party support.	• Readiness is dependent on external factors such as data quality, participant behaviour and system performance under peak load.
	• DIP Manager	Green	Strong	DIP Manager's analysis, based on historical ticket data, conservative wave modelling and increased team capacity, indicates resourcing is sufficient for projected demand, though outcomes still depend on participant behaviour and wave distribution.	• Ticket forecasts are grounded in historical ServiceNow data across key phases. • Conservative wave-based modelling gives additional confidence in capacity planning. • Increased team size and growing technical knowledge strengthen ability to manage volumes.	• Forecasts rely on participant behaviour matching historical patterns and assumptions. • Four-wave modelling may still obscure short-term spikes or uneven ticket distribution. • A five-person team may face pressure if volumes exceed projections.

Summary Risks & Potential Contingency Measures

- *Risks have been captured from the responses and have been mapped to existing RAID or being considered for new RAID.*

Risk ID	Risk / Dependency	Description
R1220	**Peak-Volume Overload and Concurrent Operations [IPA 1.5]**	• As migration volumes peak and Live Operation runs concurrently, operational teams may face overload, slowing incident resolution and creating timing pressure on M14/M15 readiness.
R1269 - New	**Participant Capability Variance and Behavioural Dependency [IPA 1.5]**	• Resource assumptions are underpinned by historical patterns, therefore if the volume or complexity of issues are significantly higher than previously, this would introduce significant resourcing risk. There could be a wide variation in participant capability including misunderstanding of processes, misrouted issues, or reliance on Code Bodies creates uneven readiness, higher support demand and risk of unresolved issues during migration peaks.
R1220	**Resourcing Pressure and Key Role Dependencies [IPA1.5]**	• Operational capacity remains sensitive to high-volume periods, triage team transition, ad-hoc programme demand and dependency on flexible staffing models, all of which could constrain timely resolution as M14/M15 approaches. There are still dependencies on key expert staff within particular teams.
R1221	**Cross-Party Coordination, Ownership and Routing Gaps [IPA 4]**	• The hybrid service model still shows weaknesses in ownership clarity, routing consistency and cross-party collaboration creating a risk of slow, inconsistent or uncoordinated incident resolution as volumes increase.
R1200	**Clarity of Responsibility across different Elexon teams [IPA 1.1, 1.4, 4]**	• Whilst RACI has been set out for service management processes, it is generic to Resolver Groups without setting out what type of case/incident should go to which team. This lack of clarity could still lead to misallocation of issues and slower resolution. Some participants bypass established processes by defaulting to Code Bodies.
R1200	**Complex Incidents from MHHS Design or Code Ambiguities [IPA S2]**	• Gaps or unclear interpretations in the MHHS design or BSC may trigger complex, multi-party incidents that are slow to diagnose and resolve, especially under peak volumes.
R1270 - New	**Late or Poor-Quality Participant Submissions (Testing & QAD)**	• Delays or sub-optimal evidence in Qualification Testing or QAD drive rework cycles and increase the likelihood of slippage into the M14/M15 critical path.

Potential Contingency Measures

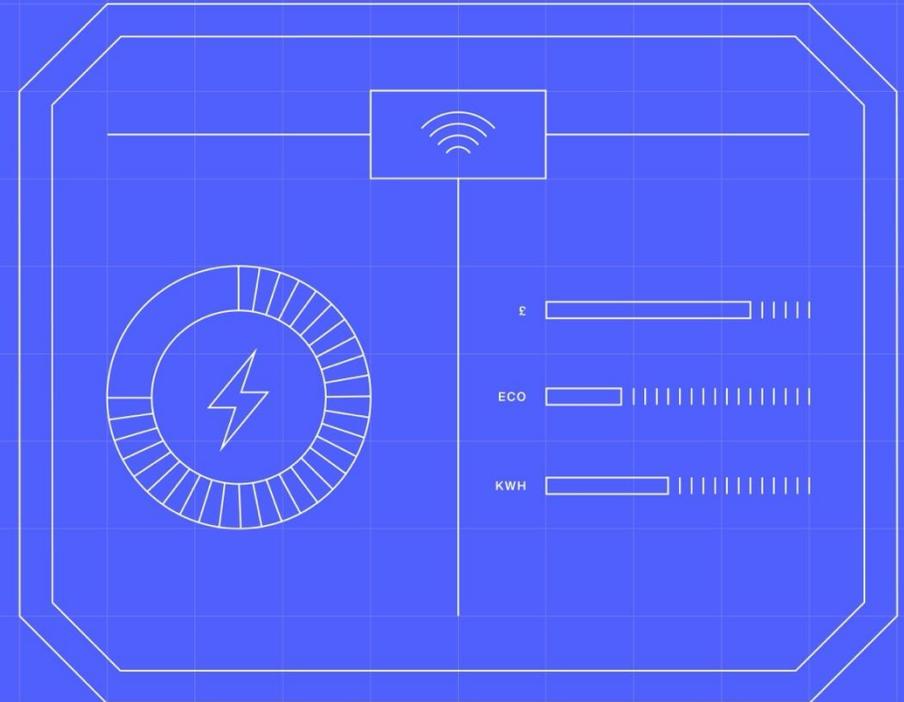There are flexible resourcing models set out in a number of instances and preparation should be made to monitor and trigger these early before back-logs build up. Additional measures such as extending contractor resource should be considered.

Delivery Dashboards

INFORMATION: Questions from PSG members on delivery dashboard content

Chair

10 mins

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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	Red	Complete		24/03/26 - Met PIT QT entry for all participants in wave 4. Actvity now complete
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	Complete		24/03/26: Now complete. All test plans agreed
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	Complete		24/03/26 - Now complete. All PPs have submitted PIT test completion reports
T3-QU-0043	Qualification Wave 4 Participant Test Readiness Confirmed	QAG	06 March 2026	06 March 2026	Non-SIT S&A QT Test Team	Red	Complete		24/03/26 - All test sets have been released. Complete.
T2-RA-0600	Readiness Assessment 7 - Migration Checkpoint - Completed (incl. Readiness Assessment Report approval)	PSG	01 April 2026	01 April 2026	CPT	On track	On track		25/03/26: 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	On track	On track		25/03/26: 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	On track	On track		25/03/26: Activity On-track
T3-QU-0056	Qualification Wave 3 Projected Execution End	QAG	15 May 2026	08 May 2026	Participants	On track	On track		25/03/26: Activity On-track
T2-MI-8500	Non-SIT Participants Migration Start	MCAG (Migration)	15 May 2026	15 May 2026	SI Migration	On track	On track		25/03/26: Activity On-track

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Document Classification: Public

Milestone RAG definitions

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

Look Ahead – Key Milestones Status at 25 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-0105	80% of M14 Critical Qualification Wave 3 Participants have submitted their Final QAD	QAG	22 May 2026	22 May 2026	Code Bodies				25/03/26: 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				25/03/26: 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				25/03/26: Activity On-track

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Document Classification: Public

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

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Key Call outs requiring PSG Discussion

RAG Status   **Overall Operating Risk**

- Wave 4 Non-SIT Qualification Testing commenced on planned date.
- ISD v21 Publication successfully completed.
- Capability handover and knowledge transfer activities associated with Helix Hypercare Phase 2 exit have delivered to plan. On track for Hypercare exit by 31st March.

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	Complete
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

Helix Solution
- Continued Helix's fortnightly releases to production.
- ISD v21/LLF publication in March 26 successfully completed - Performance Improvements ahead of Publication were successfully deployed to Production.

Assurance and Qualification
- Continued Wave 3 test execution and remain over 3 weeks ahead of planned execution and % completion targets.
- Commenced Wave 4 test execution on planned start date and currently progressing to plan.
- Continued Enduring Qualification process delivery and readiness for 1st April go live

Service Management
- Continued deliver against ELS Exit Recommendations (due by end of March), reporting progress via the Service Management Forum and the TOG.
- Continued delivery and communication of improved Incident Reporting.

Business Transition
- Completion of key activities to prepare for Helix Hypercare Phase 2 exit.
- Helix Knowledge Transfer into Elexon Ops teams completed..
- Continued support for Enduring Qualification process launch.
- Supported DIP Operations structure change to appoint a DIP Transition Manager and continued support for DIP Operations delivery against ELS Exit Recommendations.
- Defined Helix scope, structure and governance to be in place from 1st April (post Hypercare exit) – approved by Helix Programme Board on 19th March.

Next period

Summary Activities

Helix Solution
- Continue Helix's fortnightly releases to production.
- Commence transition of Helix Solution Delivery workstream into Elexon Technology structure (April to June).

Assurance and Qualification
- Continue Wave 3 and Wave 4 test execution.
- Enduring Qualification process delivery go live - 1st April. Ensure that the process and associated governance framework is stabilised.

Service Management
- Close out reporting against ELS exit recommendations.
- Close out implementation of Incident Log.
- Transition the Service Management workstream out of Helix Programme – to continue providing enhanced reporting/hypercare during MHHS Migration period but within Elexon 'BAU' structure.

Business Transition
- Continue to support Enduring Qualification stabilisation and refinement following process launch.
- Continued to support DIP Operations Transitional change activities and delivery against ELS Exit Recommendations.
- Communication of Helix scope, structure and governance to Elexon and MHHS Programme stakeholders.
- Commence scoping and planning for next Helix capability assessment (planned for May – June 20-26).

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	• 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. • Associated information was provided in response to MHHS Readiness Assessment 7 (March 26). • Further Capability Assessment exercise will be undertaken by Helix team May-June '26.	PSG 01/04/26

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- REC Qualification activities remain on track. PPIR responses on Migration Pathways analysied and Party Migration pathways confirmed. 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:

- 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 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	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 and March 2026 with full solution expected mid 2026.	Jun 26	Jonny Moore

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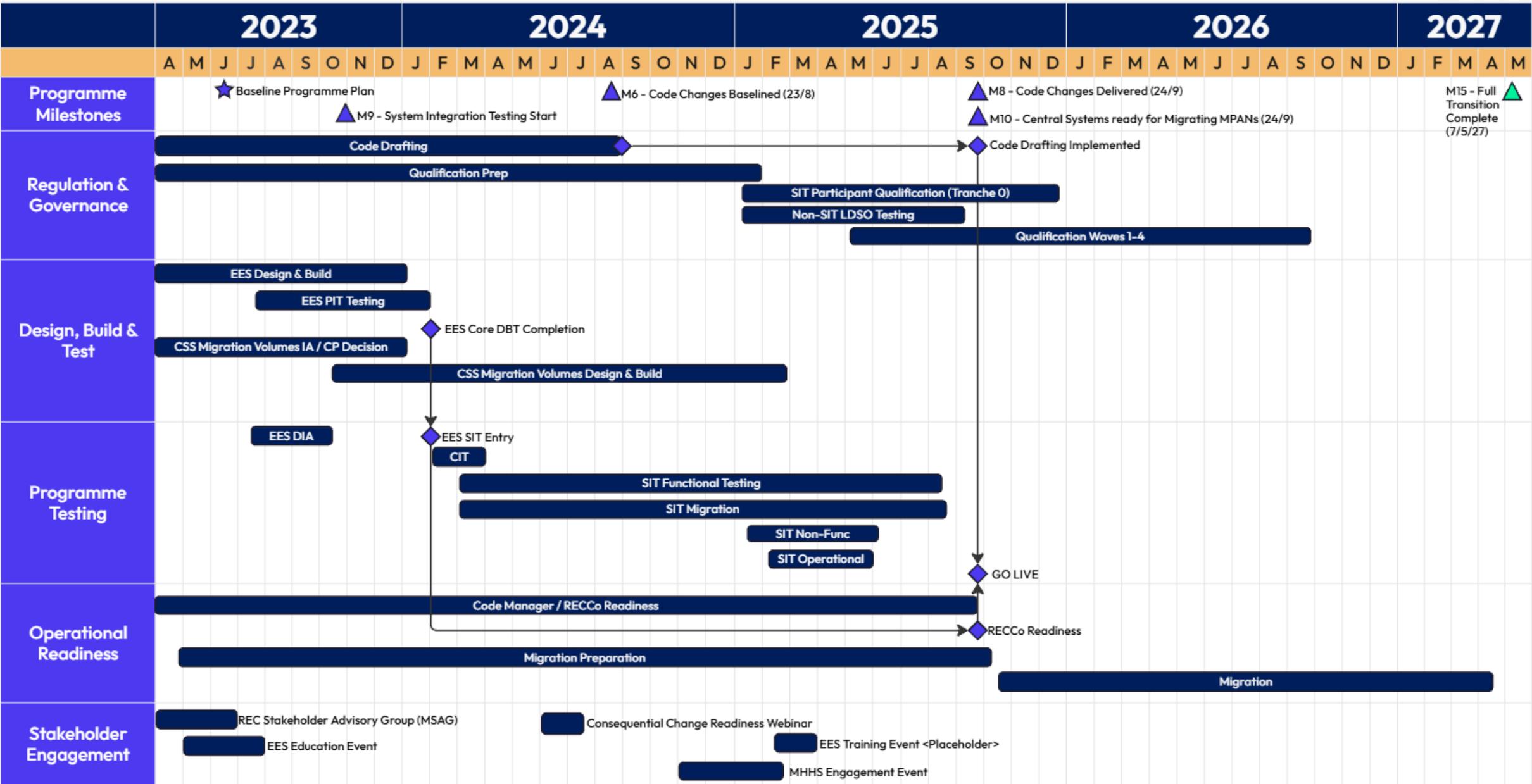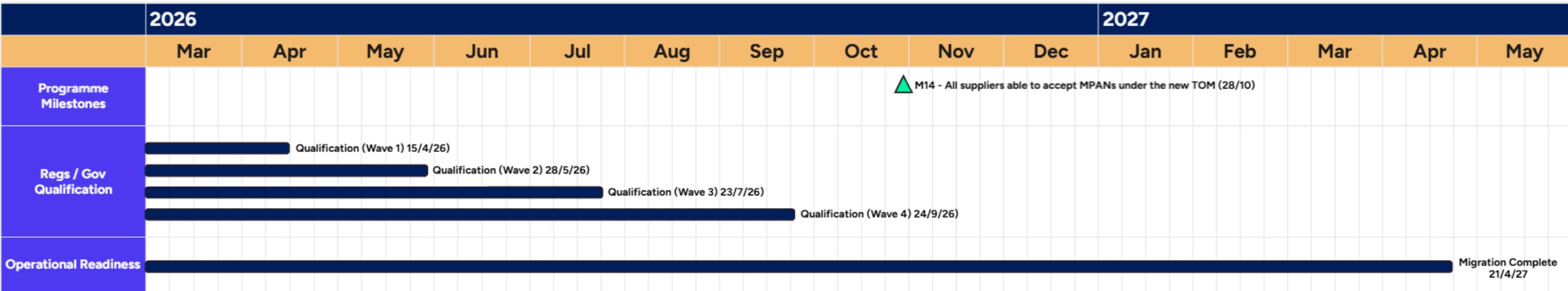
MHHS - Monthly Delivery Report (DCC)

Report Date: 24-03-2026

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- DCC Hypercare period underway until handover to DCC BAU complete.

- Prepare for DCC MHHS Programme closure and handover to BAU.

Progress expected in the coming month:

- Conclude Hypercare DCC Hypercare.

- Close DCC MHHS Programme and handover to BAU.

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	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			

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RAID & RAG

Ref.	Risk	Calculated Risk	Mitigation (M) / Update	Owner	Area	Service risk RAG
R7387	**MHHS Overall Capacity Risk** DCC systems may not have the capacity to manage increased MHHS transaction volume in both maximum daily thresholds and throughput capacity (rate of flow; RoF). Additionally, DCC do not have control of MHHS migrations plans, nor are MHHS Programme able to systemically control submissions of Change of Agent (CoA)/ migration requests & suppliers may submit incorrect migration request volumes. Therefore, there is a risk DCC system's capacity (DSP, CSP, S1SP and CSS) thresholds may be exceeded leading to SLA breaches and system failure.	Medium	(M1) DCC System capacity uplift pre-go-live – **COMPLETE** (M2) CR5391: Increase DSP transaction throughput threshold – **COMPLETE** (M3) MHHS programme to execute peak migration volume during hypercare phase – **COMPLETE** (M4a) MCC Schedule Adherence (rate of Flow) – **IN PROGRESS** M4b) Ofgem Incentive (M15 deadline) - **IN PROGRESS** (M5) MHHS Programme provide migration demand for Q2 2026 for Demand/ Capacity team to by 04/07 to consider in forecasting - **COMPLETE** (M6) BSC changes to prevent suppliers taking on new customers if migrations targets not met (Incentives to finish on time) – **COMPLETE** - (BSC Change not implemented). (M7) MHHS Migration team provide forecasts to DCC Capacity Planning for system scaling planning process – **COMPLETE**	DCC/MHHS Programme	Migrations / Capacity	Amber
R7668	**SMETS1 FOC Re-configuration Testing Progress** As a result of the issue found during testing, there is a risk that the November deployment date cannot be met.	Low	1. DCC to understand fix - **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: 24/03/2026

2025 / 2026

| Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan 26 | Feb 26 | Mar 26 |

Test + Readiness + Implement — **MHHS Run**

MHHS Programme

SIT

- SIT FT Cycle 3 (MVC) — 25/04
- SIT Settlement Testing — 21/02
- SIT Settlement reg. Testing — 30/06
- SIT Ops-Testing — 04/07
- SIT & SAT FT & Migration (MVC) Reg. Testing
- SIT FT & Migration Reg. Testing (non-MVC) — 12/09
- SIT MVC complete: 08/08
- M10 Central Systems Ready - 22/09
- ★ M11 Start of Migration – 22/10
- Completion of Testing - 24/10 MHHS
- PR7788 - Re-point UIT-B (CSS / DSP) – 11/11

Transition

- External Operating Manual (OM) — 31/03
- Knowledge Management Review / Define / Design — 31/03
- Define Hypercare Governance (Business Readiness Team) — 07/03
- M10 / M11 Cutover Planning — 19/09
- Early Life Support Planning — 19/09
- M10 Cutover Prep and Assurance — 22/09
- Service Activation — 2026
- Early Life Support — 29/01
- ◆ Today

Migration

- Migration Consultation 3 — 25/02
- Migration Consultation 4 — Framework Baselined - 22/04
- PPIR / Kestrel Set up — 30/07
- Dress rehearsal 1 –Initialise Schedule — 15/07
- Dress rehearsal 2 — 05/09
- Supplier submissions — 15/07
- Baselined Migration Plan - 22/07
- Sprint 0 Baselined - 16/10
- Sprint 0: Plan
- Sprint 0: Execute — 03/02
- Sprint 1: Plan — 28/01

Smart DCC

Service Acceptance

- Agree and Monitor SEC/ REC Service Acceptance Criteria — 28/02
- SIT Operational Testing Support — 15/03
- ▲ DCC Gate - 3A - 07/04
- Update SAC for Active Service Acceptance — Service Acceptance — 12/09
- Model Office/In-Life Proving — 03/09
- M11 Ready Self-Certification – 14/10
- Internal DCC go live approvals – 13/10
- DCC Migration & Hypercare Readiness — 21/10
- Hypercare — AIS – 27 02
- Acceptance into Service Activities
- Programme Closure

Reporting

- Reg & Test Data Cut - 06/05
- DCC AWS Data Ingestion Platform
- DPI Prod dry-run: 18/07 — 29/07
- DPI prod load - 06/09
- CSS Data integration: CR5370/PR8135 — 29/07
- DS&A/ TOC Dashboards/ Monitoring in place — 22/10
- **Programme Closure – 31/03**

ILC

- DSP Motorway Expansion
- **CR5185** - 13/02
- DSP Performance Test — 01/05
- VMO2 Capacity uplift — 15/04
- CR5453: IOC Data cache - 29/07
- CR5560: ECOS data supression – 06/10
- DSP F5 Traffic Management - 21/08
- CR5448: Secure MOC data cache & capacity uplifts - 29/07
- CR5453: FOC Data cache & capacity uplift - 07/10
- CR4879: SRV4.2 FOC Feature switch on - 07/10
- DSP Migration Enhancements – 09/12
- Start:09/12 — PR8028: FOC re-config — End: 09/01
- 3 to 4 re-tries – 23/01
- DSP ESI Report fix: SCR428 – 06/11

Key call outs requiring PSG Discussion

- ISD issues remain a concern, inability to use automated processes in systems. Noted v21 had a url issue
- Agreed Service Management improvements and recommendations to be followed through and progress tracked
- Settlements data requires ongoing monitoring for accuracy and completion
- Error Status Messages (L3/L4 validation) – true impacts and issues continue to be unknown, collaborative investigations continue

RAG Status

Overall Operating Risk

This period

Summary Activities

- **ELS**
  - 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**
  - 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**
  - Actively monitoring with DNO system provider post M10 change and timelines
  - Deploying patches to MPRS and other impacted MHHS facing systems as necessary

Next period

Summary Activities

- **ELS**
  - Exited ELS
  - Error Status messages / L3/4 validation clarity, progressing but action plan remains outstanding
  - Open issues to be tracked at TOG & Expert Groups

- **Migration**
  - 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**
  - All LDSO plan to be on R9.1 (plus R9.1.0.1 & R9.1.0.2 patches) by 26th March
  - Expecting further MPRS patches / releases
  - R9,2 scope not defined by BCS/REC to St Clements

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. 2 weeks of migration post the agreed 12 noon timeline	Low	Risk	Work with suppliers to remain on track	
Elexon 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	**Summary Activities**	**Next period**	**Summary Activities**
	Migration		**Migration**
	• Completed RA7 submission. • A high level of level 3 / 4 validation messages are still being received. • Further discussions with Elexon regarding a live issues log. • Worked with Service Provider to address ISD issue.		• Monitor ISD – still issues each month • Migration – continue to monitor MPAN migration as we move through the Qualification waves, as more suppliers will begin migrating their MPANs • Settlement – monitor increase in volumes of data through larger number of MPANs migrated, along with more suppliers migrating.
	Change		**Change**
	• Dubs, as has been updated to include REP-900 changes and MPRS updated to 9.1 so LDSO's can now change market segment in MPRS. Had connection type and market type added to customer forms to ensure capturing accurately.		• Continue to monitor any issues arising as more MPANs and more suppliers are migrating, especially as we start to see Suppliers who have completed Qualification Testing as opposed to SIT. • Continue engagement to improve DIP Manager Change Process. • Continued patches for MPRS for known issues

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.	
ISD Publications		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 £m	May-25 £m	Jun-25 £m	Jul-25 £m	Aug-25 £m	Sep-25 £m	Oct-25 £m	Nov-25 £m	Dec-25 £m	Jan-26 £m	Feb-26 £m	Mar-26 £m	Totals (£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	1.35	1.32	1.47	2.68	**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	**3.81**
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	1.80	2.10	**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**	**3.33**	**4.9**	**56.45**

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

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Governance group updates

Programme Steering Group (PSG)

PSG 04 March 2026

Ofgem Update: Ofgem reported that its senior team is still reviewing the additional analysis required for Modification P487 and expects to reach a decision in early April.

Programme Status Update: All workstreams remain on broadly on track, Qualification is Green, Qualification testing is Amber, ELS is fully closed, and a new M16 workstream has been introduced.

Migration Update: A Migration update outlined Migration progress to date. Migration has fully recovered since pause.

Qualification Update: A Qualification update was provided with most parties on track or ahead of schedule.

Readiness Assessment 7 Update: Survey has been issued to all Central Service providers with a deadline of 16 March.

DCC Programme Closure: DCC MHHS programme has formally closed, with activities handed over to BAU operations.

PSG papers available here.

Migration & Cutover Advisory Group (MCAG)

MCAG 24 March 2026

M16 Plan Update: Programme presented three M16 milestones; two of which have been included in the Programme Plan and the third is pending review.

ELS Exit Recommendations Update: Progress update on the nine ELS Exit Recommendations

Migration Execution: As of the end of w/c 20 March 2026, a total of 6 million migrations have been completed.

Participant-Driven Migration Dependencies: Dependency D373 on LDSO Migration Performance now has a Green RAG status

Migration Exclusion List: PPIR window has now closed, with submissions received from 92% of participants, covering 99.3% of industry MPANs.

External Change Log: Programme provided a snapshot of the Code Body Horizon Scanning Log.

MCAG papers available here.

Qualification Advisory Group (QAG)

QAG 18 March 2026

Programme Milestones Related to QAG: T3 milestones related to Wave 2 final QAD submissions and QT Execution end were approved.

12 out of 15 Wave 4 PPs have started QT, with 3 PPs working to complete outstanding PIT evidence and smoke testing.

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! Urgent action for Wave 3 participants to submit Pre-Integration Testing (PIT) evidence!
2. NEW! Timelines for upcoming Qualification activities by Wave - **please note the various deadlines for the Wave you're in**
3. NEW! Migration Update
4. NEW! April MHHS Milestone 16 (M16) Settlement Timetable Consultation and Webinars coming soon!
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 March 2026:** Settlement Timetable Expert Group (STEG) at **10:00**
- **Wednesday 1 April 2026:** Programme Steering Group (PSG) at **10:00**

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Document Classification: Public

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 / Migration Pathway and supporting to proactively chase / escalate participants as required.

- The PPC continues to support the Code Bodies to shine a light on good news stories regarding strong progress in Qualification Testing across the Waves to help maintain and support testing momentum.

- **Next steps:** Continued activity to support upcoming Qualification comms & engagement priorities.

Migration

- The PPC continued to support MCC on Migration exclusions and remediation PPIR, finalising the tracking and transposing of responses into agreed analysis format for Migration Control Centre (MCC).

- Continued comms support across drop-in sessions and comms updates in the Clock.

- The PPC has shared bilateral insights with the Migration team .

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 new "Your Journey to Go-Live", Migration Pathways for Non-SIT participants, and Readiness Assessment 7 pages, alongside updated participant Lessons Learned including 3 new Migration lessons, to support participant progress, reflect the latest Programme position, and provide detail on upcoming events and calls to action.

- Updated the Migration Sprints, Key Programme Milestones and Qualification Approach and Plan pages to reflect the latest Programme position and provide detail on upcoming events and calls to action.

- **Next steps:** Continue to audit the comms channels, with a focus on the Qualification pages, ensuring the information shared with participants is the latest and greatest.

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Industry Change

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

<u>Code Forum Horizon Scanning log</u> **metrics for post-M10 active changes**

Perceived risk of active post-M10 Change
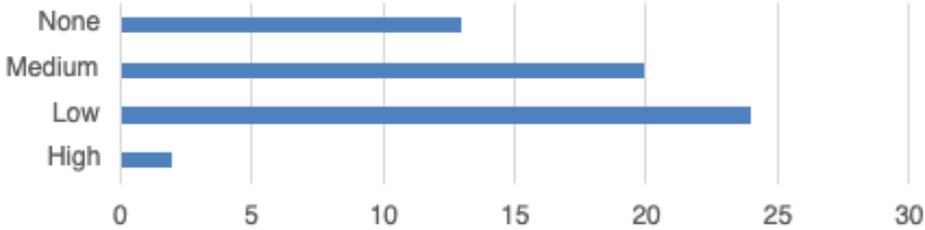
Horizon Scanning Process

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: 61 – BSC: 28, REC: 19, DIP: 10, DCUSA: 2, SEC: 2

Perceived risk of active HS items: High: 2, Medium: 20, Low: 24, No impact: 13

Relevant Milestone where risk exists: 44 - ELS/M11: 26, M14/M15: 16

Responsible Code

- BSC
- DCUSA
- DIP
- REC
- SEC

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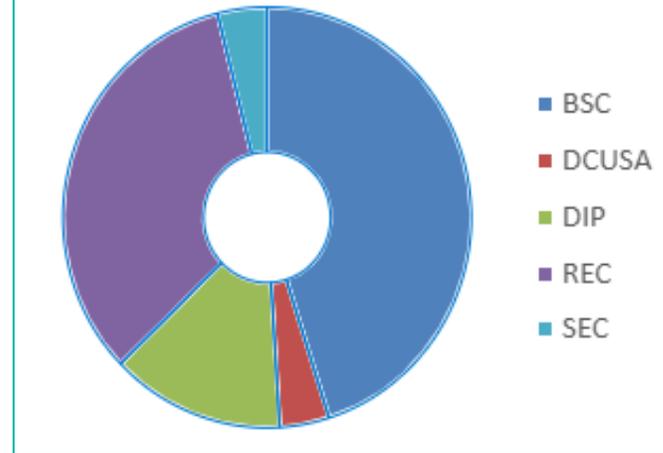
MHHS IPA Monthly Assurance Dashboard

Reporting Period: April 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 MHHSP, review of the PPC bilateral reports, RAID log, working group and advisory group papers and tracking of IPA open actions.

- **Separation Plan Review (WP5) - In Progress** – IPA awaiting update from SRO on the due date for final Separation Plan actions. Final updates are minor changes to existing documentation and do not carry risk.

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. Issue of IPA Monthly Qualification Report as per Ofgem Directions.

- **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. Issue of IPA Fortnightly Migration Report as per Ofgem Directions.

- **Ad-Hoc Assurance (WP14) – In Progress** – Completed fieldwork for Service Arrangement Review (SAR) with Industry Participants. Ongoing playback of observations and findings with LDP/SRO, Elexon and Ofgem.

- **Lessons Learnt (WP15) – In Progress** – Completion of Lessons Learnt workshops and drafting of the interim IPA Post-Assurance Lessons report are in progress.

Upcoming Assurance Activities

- **Assurance Period 12 (WP12, 13,14):** Planning and fieldwork for Assurance Period 12.

- **Ad-Hoc Assurance (WP14):** Completion of Service Arrangements and Operations Review, agreement on recommended actions and issue of report.

- **Ofgem Reporting Directions (WP12 / 13):** Completion of monthly IPA reporting for Qualification and fortnightly IPA reporting for Migration.

- **Lessons Learned (WP15):** Drafting interim IPA Post-Assurance Lessons Learnt report.

Assurance Action Status

|	Post-M11	Total
Total IPA Actions Raised	28	426
Actions Closed	25	417
Actions Open	3	9
Actions Overdue	1	4

- 3 actions raised post M11 are open with 1 overdue relating to requesting evidence post-P11 Assurance Bilateral from a Participant. IPA follow-ups have been issued and responses remain outstanding.
- 6 actions raised pre-M11 are open with 3 overdue. These relate to: service management codification (1) and Separation Plan (2, expected to be complete at the end of March 2026) and Cyber (3, partially met and agreed to be completed by end of March 2026).

Summary and Next Steps

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

Chair and Secretariat

5 mins

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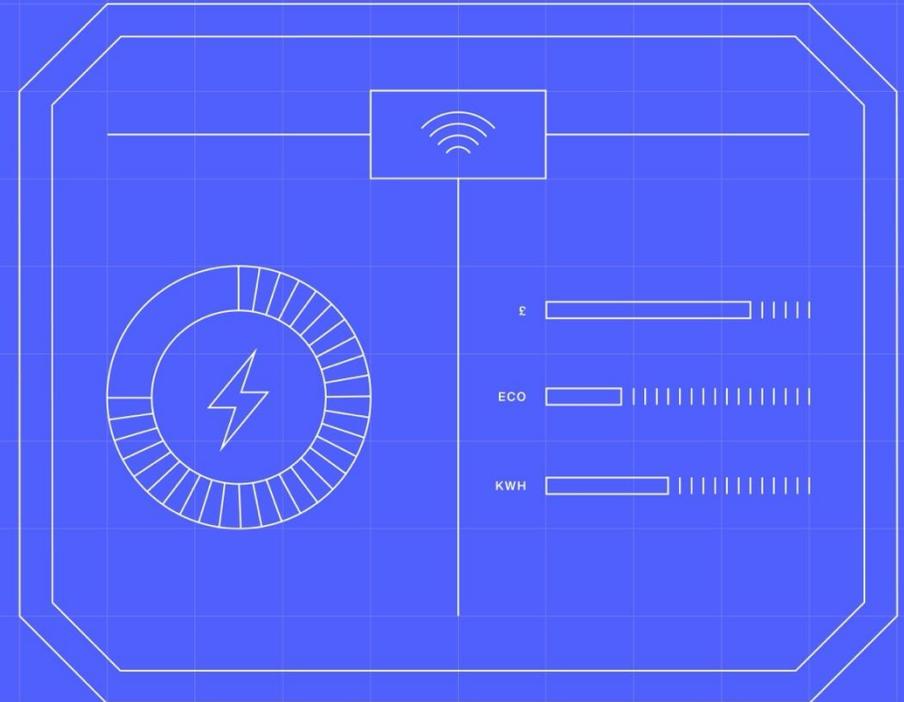
Summary and Next Steps

1. Confirm actions and decisions from meeting
2. Next PSG meeting:
   1. **06 May 2026 10:00 – 11:30 (virtual)**

Meeting dates	06 May 2026
Relevant milestones or activities	
Agenda items	• Ofgem Messaging • Migration Update • Qualification Progress • M14 Acceptance Criteria
Standing items	• 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 30th)
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 30th)
292055	**ISD:** On catalogue publish there is not an automatic update to DR side impacting back-up.	Per publish manual workaround in place.	Target 25.14.8 (27/11)
288972	**DAH:** For file type C0221, DAH does not have functionality to increment the header number. This is a new requirement rather than a defect.	End of month manual workaround in place.	Target 25.14.8 (27/11)

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

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

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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.*

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#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.

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#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 reponsible 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.

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#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.

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#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.

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#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.

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#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.

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#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.

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