MHHS PROGRAMME
Industry-led, Elexon facilitated

Programme Steering Group #59
05 August 2026

Version 1.0

MHHS-DEL4596

Document Classification: Public

Agenda

#	Item	Objective	Type	Lead(s)	Time	Page
1	Welcome		-	Chair	10:00-10:05 *5 mins*	1
2	Headline Report and Actions	Approve Headline Report of Previous Meeting and Review Actions	Decision	Chair & Secretariat	10:05-10:10 *5 mins*	3
3	Ofgem Update	Message from Programme Sponsor	Information	Ofgem (Jenny Boothe)	10:10-10:15 *5 mins*	5
5	Programme Status Update	• Update on Programme Workstreams • Critical Path • RAID	Information	Programme (Lewis Hall)	10:15-10:25 *10 mins*	6
6	Migration Update	Update on Migration Progress	Information	Programme (Warren Fulton)	10:25-10:35 *10 mins*	15
7	Qualification Update	Update on Qualification Progress	Information	Code Bodies (David Moss)	10:35-10:40 *5 mins*	20
8	M16 Update	Update on M16 Progress	Information	Programme (Ian Smith)	10:40-10:45 *5 mins*	22
9	M14 Acceptance Criteria	Update on progress against the M14 Acceptance Criteria	Information	Programme (Jason Brogden)	10:45-10:50 *5 mins*	24
10	IPA Update	Overview of: • Status of Programme and Risks for Key Milestones • Consequential Change Assessment Summary	Information	IPA	10:50-11:00 *10 mins*	26
11	Delivery Dashboards	Overview of Delivery Dashboard Content	Information	Chair	11:00-11:00 *0 mins*	34
12	Summary and Next Steps	Summarise Actions, Decisions and Look Ahead to Next Meeting	Information	Chair & Secretariat	11:00-11:05 *5 mins*	51
	Appendix	• Elexon Progress against ELS Recommendations				

Headline Report and Actions

DECISION: Approve Headline Report of Previous Meeting and Review Actions

Chair & Secretariat

5 mins

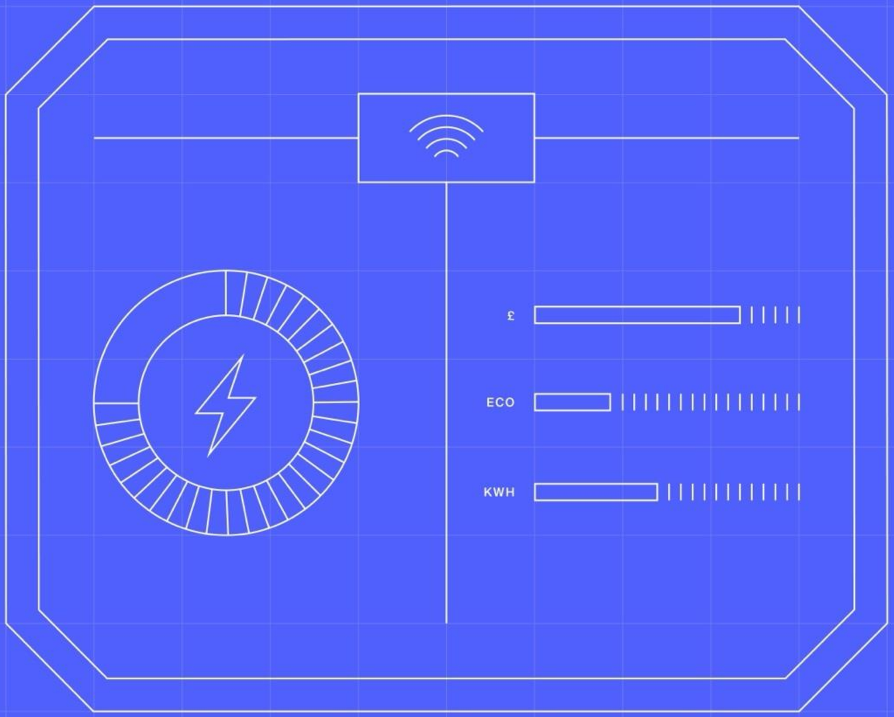
Headline Report and Actions

1. Approval of PSG 01 July 2026 Headline Report
2. Review of actions:

Ref	Action	Owner	Due	Latest Update
PSG58-01	Ofgem to provide an update on its position regarding CP391 by 10 July 2026.	Ofgem	10/07/26	**RECOMMENDED CLOSED:** Ofgem published a position on 07 July 2026, with this communicated to all PSG members via email.
PSG58-02	Programme to update Appendix 3 'Detailed Process for M15 Customer Acquisition Ban' of the Migration Foundations document, following discussions with RECCo, and seek MCAG approval by M14.	Programme	28/10/26	**ONGOING:** The Programme have engaged RECCo following PSG58 discussion. The Programme are currently reviewing the M15 decision choreography relating to the SRO Exemption / Appeals Process and the Customer Acquisition Ban. This is to be progressed via the Programme alongside RECCo and will be taken via the Migration Governance forums.
PSG58-03	Elexon to set timelines for IPA strategic actions #2 and #3 following discussions with the IPA and share these with PSG members as soon as they are agreed, no later than the 05 August 2026 PSG.	Elexon (Ian Giles)	05/08/26	**RECOMMENDED CLOSED:** A target date of 07 August 2026 has been set for both actions.

3

Ofgem Update

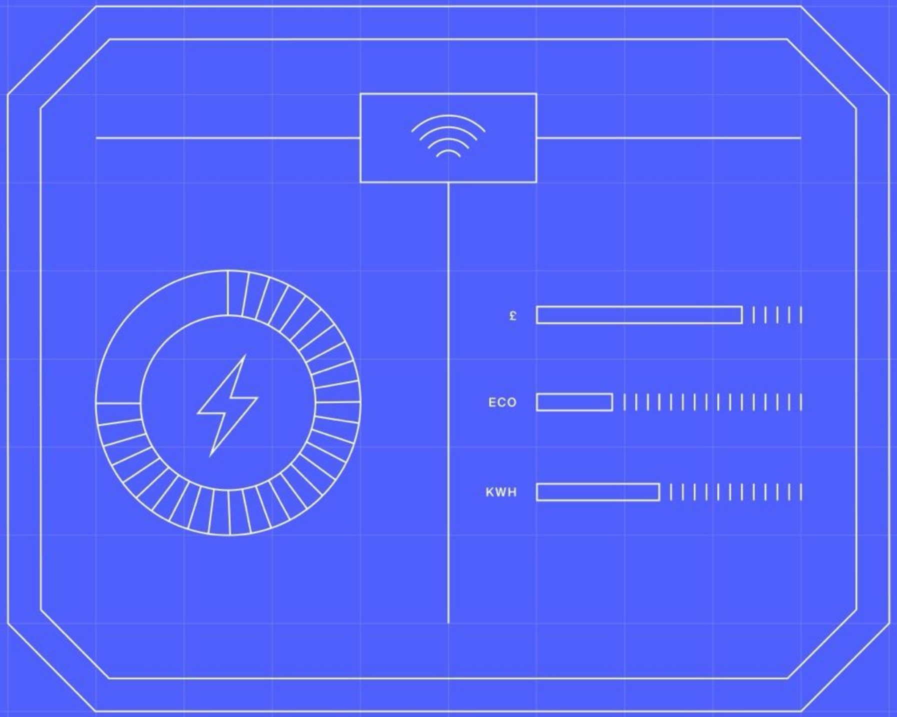


INFORMATION: Message from Programme Sponsor

Ofgem (Jenny Boothe)

5 mins

Programme Status Update



INFORMATION:
- Update on Programme Workstreams
- Critical Path
- RAID

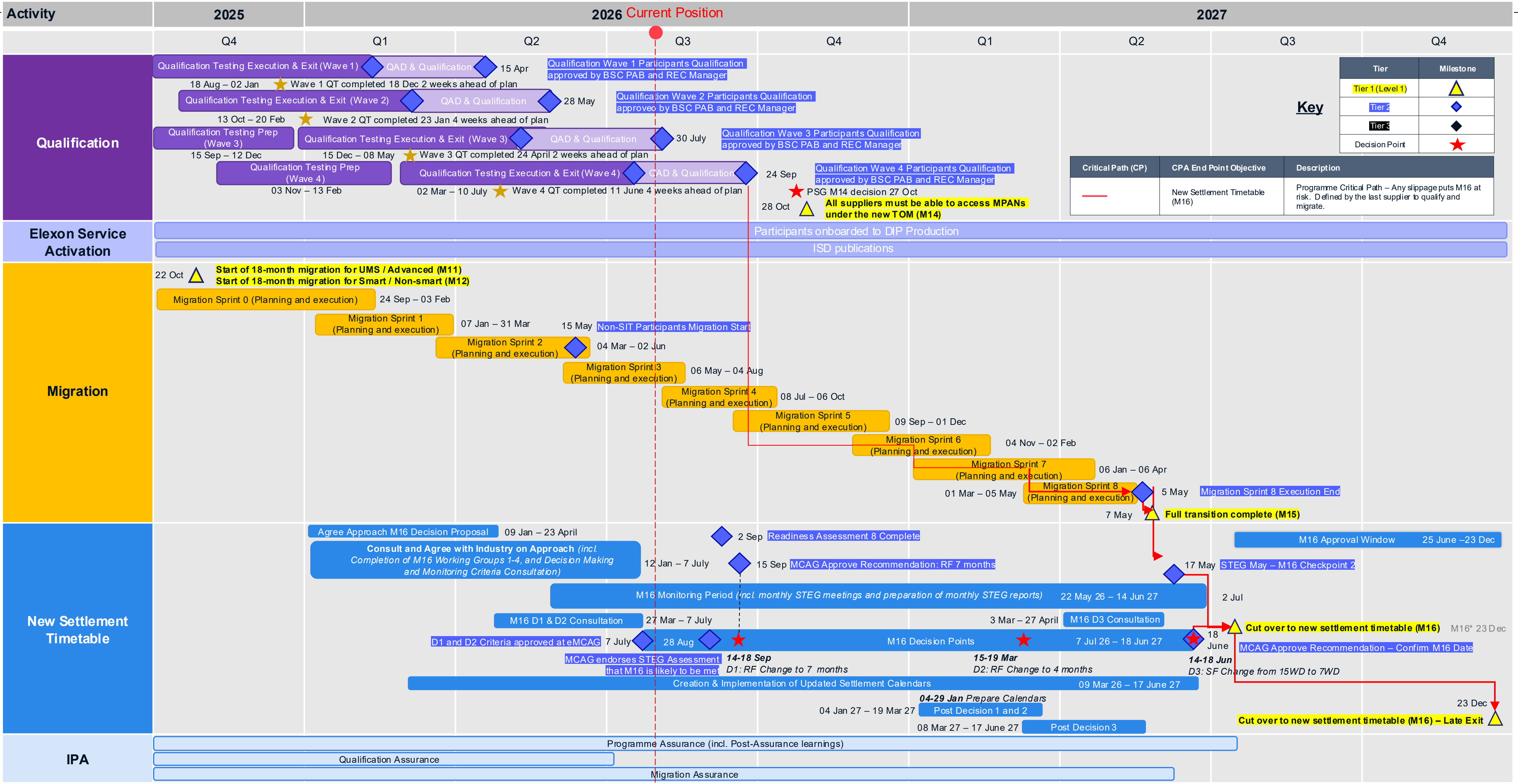
Programme (Lewis Hall)

10 mins

The POAP has been aligned to Programme Plan v6.54 and has been updated to include further detail.

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

Document Classification: Public



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

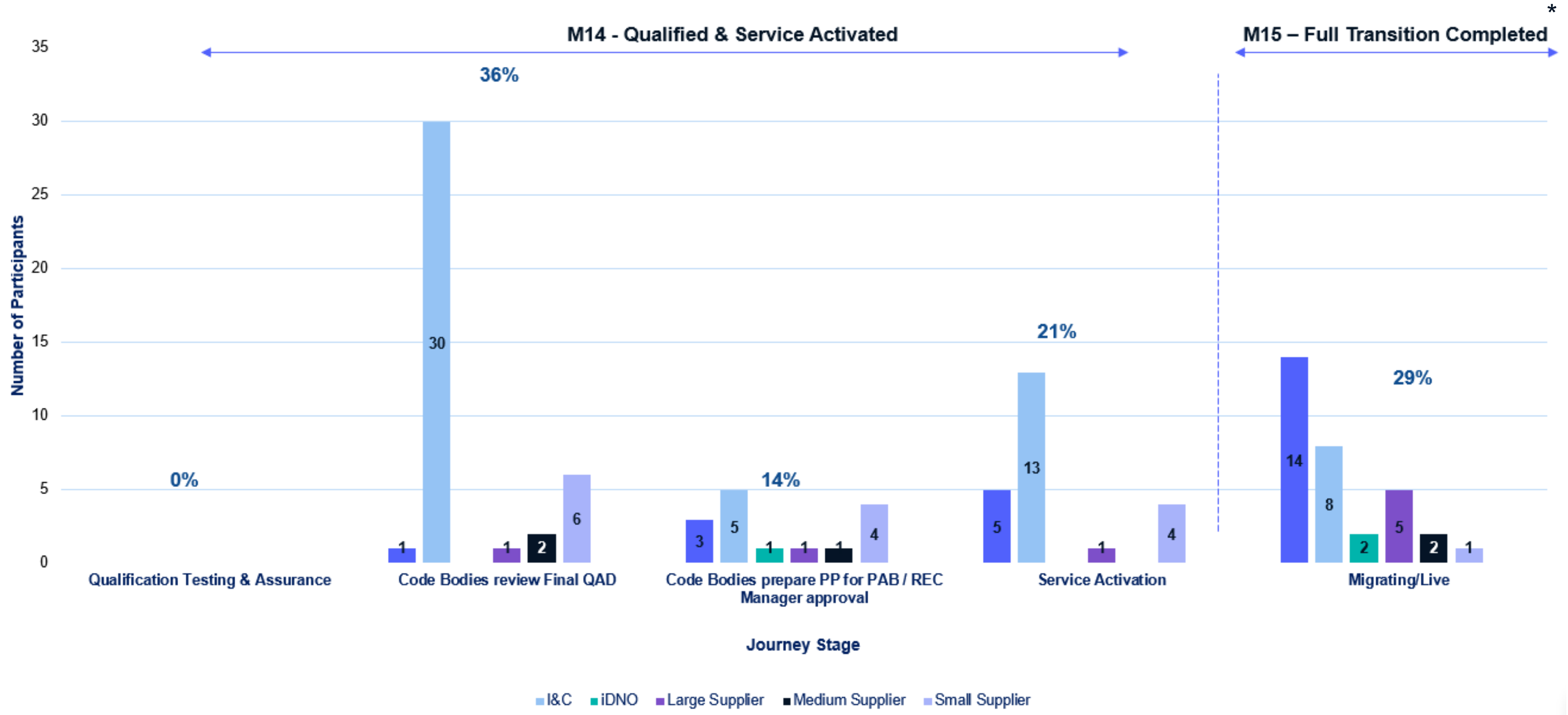
Programme Status by Workstream

Workstream		Last month (Jul)	This month (Aug)	Next Month (Sep)	Commentary on status and path to green
Supplier & Agent Qualification	Qualification	Green	Green	Green	• All Wave 1 & 2 PPs have Qualified, Wave 3 and 4 PPs are being closely tracked through their respective Migration Pathways with 100% of Final QADs submitted on time for Wave 4. • There are 4 M14 critical Suppliers in the Enduring process that are also being tracked closely. • M14 remains on track with no central issues with Qualification affecting Suppliers' ability to hit M14. • A small number of PPs remain at risk of not qualifying by M14, but these are aware of the sanctions that would apply and all are being proactively supported by the Programme and Code Bodies to give them the best chance to hit M14.
	Qualification Testing	Green	Blue	Blue	• Wave qualification testing is now complete
Migration	Readiness	Green	Green	Green	• Non-SIT Suppliers continue to commence migration as planned
	Execution	Green	Green	Green	• 51% of MPANs migrated (17.2m MPANs) • Consistent delivery against Sprint 3 plan - 1.5% variance • 16 Suppliers are actively migrating and remain compliant with the Migration Framework • Exception volumes remain low • No LDSO, DCC, or DIP threshold breaches
M16		Green	Amber	Amber	• EMCAG approved RF Decision criteria • STEG discussions on SF criteria now underway • Concerns raised regarding CVA processes, Elexon mobiising an Issue Group to discuss CVA M16 considerations

Date 27th July 26

This graph shows the current **distribution of Participants across the E2E journey**, using data from the non-SIT tracker:

- **0%** of total Participants are in **Qualification Testing & Assurance** steps (2% decrease since last PSG). Qualification Testing has now been completed.
- **36%** of total Participants are in **Final QAD Review** (23% decrease since last PSG)
- **14%** preparing for PAB/REC approval (14% increase since last PSG)
- **21%** of total Participants are in **Service Activation** (4% increase since last PSG)
- **29%** of total Participants are **Migrating/Live** (6% increase since last PSG)



* Please note the numbers of **M15 – Full Transition Completed also** include the in SIT qualified PPs.

* Please note this report is currently only tracking new entrant iDNOs and does not include LDSOs that qualified as part of QT

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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 which is a key dependency for successful Migration	• Readiness Assessment 7 follow up results confirmed contingency action in place • Central Party monitoring via PP tracker • Ongoing Service Management reporting at TOG and SMF post-ELS • The Programme has confirmed closure of all ELS Exit Recommendations within its remit, with 8 of 9 recommendations completed and the remaining item now managed through IPA Service Assurance activities. As no further Programme monitoring is required, the theme RAG has moved from Amber to Green	**Milestone impacted:** M14/M15 **Linked Risk/Issue IDs:** R1215, R1175, 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 • There are a small number of participants being proactively monitored that are putting themselves at risk of not meeting M14 deadlines	• Monitoring and escalating PPs via PP tracker to their Migration Pathways with Qualification, DIP Manager, ISD and MCC teams. • Participants at risk are in escalation. We have seen improvements following proactive intervention from the Programme and Code Bodies, but risks remain	**Milestone impacted:** M14/M15 **Linked Risk/Issue IDs:** R1215, R1265, R1160, R1175	
Programme's ability to approve M14	• There is a risk that there are central issues that affect a Suppliers' ability to hit M14 that therefore require the Programme to consider its options in setting M14 or consider any exceptions to sanctions being applied	• M14 acceptance criteria and choreography approved, criteria now tracked through QAG. M14 Acceptance criteria being taken to QWG and QAG for dry-run in August • Currently no central issues or significant risks with Qualification affecting Suppliers' ability to hit M14 • BSC Mod P514 (to resolve an issue in BSC Section C12.12.6) approved at Panel for 27 Aug 2026 implementation. I276 reduced in score and RAG remains Green	**Milestone impacted:** M14 **Linked Risk/Issue IDs:** R1251, R1277, R1264, i276	
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, and proactive dependency management. Suppliers Migrating to plan, RAG trend Green and stable • Identify & manage problematic MPANs – Initial numbers began at ~257K, now reduced to ~72K, showing positive progress to date • Exclusions List shared at every MWG; owners and target dates assigned; troublesome MPAN remediation plans in progress	**Milestone impacted:** M15 **Linked Risk/Issue IDs:** R828, R1202, R1225, I277	
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 of RAID items by M16 Workstream and discussions through STEG. Assessing M16 RAID landscape following M16 Consultation Period • RF Decision Criteria approved; monitoring in progress ahead of Decision Point 1. Focus has now shifted to discussing and finalising SF Decision Criteria • Some concerns being raised by participants relating to CVA issues and their potential impact on the shortening on the Settlement calendar for M16. Elexon to set up an BSC Issues Group to determine the facts and any required mitigating activities	**Milestone impacted:** M16 **Linked Risk/Issue IDs:** R1255, R1256, R1258, R1259, R1260	
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 • Trending Green based on the confirmed implementation date for CP1628, which is a key dependency on Migration. Overall RAG remains Green given continued progress made on BSC Mod P514 – noting the dependency on I276	**Milestone impacted:** M15 **Linked Risk/Issue IDs:** R1252, R1226, i234 i217. i276	

High Scoring Open Issues

Key	
P	Previous
C	Current

- As of July 2026, **there are no 'Critical' or 'High' scoring open issues** recorded within the MHHS RAID Log.
- The highest-scoring open issue is **I277**, which is currently scored at 3 ('*Medium*').
- I217 and I234 have been removed from the slide following score reductions to 2 and have been superseded by I277, in line with the rationale outlined below.
- I276 has been removed from the slide following a score reduction to 2, reflecting approval of BSC Modification P514 at Panel for implementation on 27 August 2026. The issue is expected to close following successful implementation.

Issue ID	Issue	Milestone impacted	Issue score 1	2	3	4	5	Resolution Plan	Latest Updates
I277 *(New)*	There is an issue that the Migration Exclusion List, established by the programme, contains MPANs that the Programme has identified as unable to migrate due to issues with the current MHHS design. These specific issues need to be resolved before the Supplier can migrate the affected MPANs into the new MHHS Settlement arrangements and prior to M15	M15			C			• 1) Identify and publish the issues to be included on the Migration Exclusion List • 2) Agree changes and implementation dates to resolve the issues with the relevant code bodies • 3) Once the change is implemented, close the Exclusion item • 4) When no items remain 'open' on the Migration Exclusion List then this issue can be closed	• **New issue opened, superseding all individual issues previously open relating to the progress against all relevant Migration Exclusion and Remediation List items. Progress will continue to be tracked through this Issue (I277).** The programme will manage the Migration Exclusion and Remediation List as an ongoing BAU activity, tracking progress on a monthly cycle. The programme will continue to report to governance at a "per issue" level • Issues I217 and I234 remain open at a score of 2, with the number of MPANs associated with Migration Exclusion List items sitting at **circa 25K MPANs**. • **I217** – Item 1 - Traditional meters installed on CT connection types, now at 8,207 MPANs • **I234** – Item 2 - Related MPANs with different meter types, now at 16,964 MPANs

Risk Assessment – M14

Risk ID	Risk	Mitigation Plan	Latest Updates	Previous Score	Current Score	Risk Status
R1251	There is a risk to Code Bodies and DIP Manager 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).	1) Monitor Code Body and DIP Manager capacity through Readiness Assessments (RA7/RA8) 2) Code Bodies encouraging PP use of earlier Migration Pathways 3) Engage DIP Manager on DIP CR021 to enable earlier onboarding of participants in high-volume pathways 4) Review risk score following RA outputs, DCAB decision, and confirmed implementation approach	• DIP DCR0021 approved 24 June for implementation 25 June. • MP8 reduced to 13 participants to ease capacity concerns. MP12 reduced to 28 participants • DIP DCR0021 implemented and to be applied to Migration Pathway 8 to reflect increased numbers in MP8, but mainly to test the process before the much higher numbers in MP12 • REC Qualification activity remains on track, with Wave 3 and MP8 participants nearing completion and MP9 qualification underway. Forecast demand continues to reduce as participants bring forward target PAB qualification dates, with existing resource capacity remaining sufficient. Since the baseline forecast, participant volumes have reduced by approximately 45% for MP8 and 30% for MP12. DIP DCR0021 has been successfully implemented and utilised for MP8.	14	14	Open
R1265	There is a risk that Market Participants, particularly smaller Suppliers and Agents, do not fully understand or complete their Service Activation activities ahead of Qualification.	1) Provide clear and ongoing Service Activation guidance and communications to Market Participants (including targeted clarification via QWG and programme channels), ensuring requirements for parties, agents, and new entrants are clearly understood 2) Monitor participant readiness through trackers and readiness dashboards, with proactive engagement and escalation of delays or emerging issues as they arise across Waves 3 and 4 3) Enable earlier onboarding to the DIP production environment (via proposed CR) and embed onboarding process improvements through the Elexon PMP-led qualification approach to reduce lead times and support timely completion of Service Activation activities	• Ownership transferred to Elexon PMP Team; process re-communicated at QWG with positive engagement (service desk tickets raised). • Limited participants impacted; probability reduced from 3 to 2; clarification provided on MDD requirements; continued monitoring through Waves 3 and 4. • The mitigation plan remains appropriate and is progressing as planned. Service Activation activity for Waves 3 and 4 is in its early stages, with ongoing engagement to confirm participants' Expected First Dates (EFDs). Given the majority of participants are existing suppliers, the identified MDD-related risk is not currently expected to materialise for most participants. The risk score remains unchanged and will continue to be reviewed through monthly Programme monitoring.	12	12	Open
R1270	There is a risk that delays in, or poor-quality submissions for Qualification Testing or QAD reviews, result in rework cycles, additional assurance checks, or failed test outcomes.	1) Maintain structured Qualification Testing and QAD engagement process. 2) Provide escalation routes for poor-quality submissions. 3) Ensure resourcing aligns with Waves 2–4 demand.	• Structured QT/QAD engagement and escalation routes in place; resourcing aligned to Waves 2–4 demand. • Risk accepted (no contingency required); monitored via RAD log; Wave 3 QT complete and Wave 4 nearing completion. • Risk remains open; QT TCR risk reducing; focus on QAD reviews for Waves 3 and 4. • Risk to be reviewed ~5 August with Elexon QT Team and Code Bodies as qualification progresses	12	12	Open
R1059	There is a risk that unplanned outages in the UIT environment will prevent participants from completing Enduring Qualification Testing ahead of M14, or supplementary non-critical path testing in the QTF.	1) Daily monitoring of UIT Environment (DIP And QTF) availability and capacity. 2) Continue to triage and respond to testing defects accordingly.	• Probability reduced following root cause identification; impact reduced from 4 to 2 as risk will not prevent M14. • Risk remains until all M14 participants have completed QT; continuing to monitor. • Risk to be kept open until UIT is taken down given it is still being used for Sandbox testing until end August. • Risk description and mitigation plan updated to focus on impact to Enduring Qualification Testing and supplementary Sandbox testing, rather than transitional QT that is now complete across Waves 1 to 4. Risk remains open until UIT is taken down as per previous rationale - which is expected to occur 28th Aug.	9	9	Open
R502	There is risk of Software Provider failure throughout the programme	1) Continue monitoring Software Provider performance and programme impacts.	• Risk monitored continuously with no change in mitigation approach. • No material programme or performance issues identified. • Risk monitored; no material change reported.	9	9	Open

Risk Assessment – M15

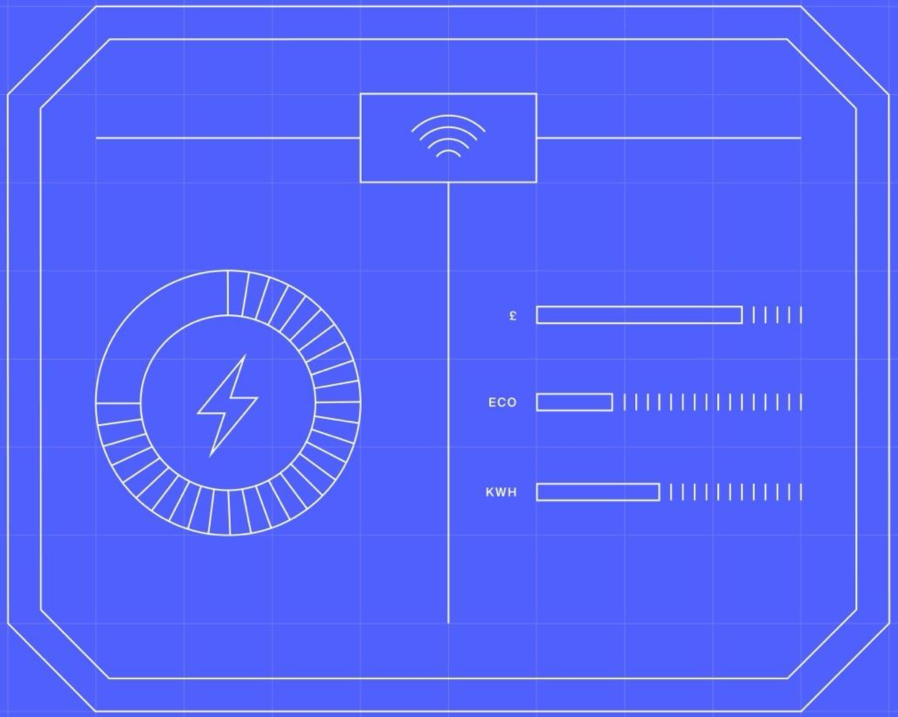
M15 Umbrella	Risk ID	Risk	Mitigation Plan	Latest Updates	Previous Score	Current Score	Risk Status
MHHS TOM Performance	R1250	The DIP assurance regime [Data Integration Platform assurance - Elexon] defines a process to follow to email non-compliant DIP Users, but there are no escalations, incentives, 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	Referenced in IPA MHHS TOM Service Arrangements and Operations Review as both a tactical (Ref 3.1 – high priority) and strategic (Ref 2.2) observation with associated recommendations. Updates will be tracked against IPA recommendations and Programme review progress. Latest Mitigation Plan: 1) DIP Manager Team to provide further detail within the overall assurance process 2) DIP Manager Team to provide updates on process / review with IPA and MHHS Programme following June PSG 3) DIP Manager Team alignment with Elexon BSc Assurance fortnightly on overall process implementation and refinement	• Monthly DIP/REC/BSC assurance review established, alongside fortnightly DIP–BSC sessions to refine processes; risk remains pending outcomes of new governance forums • TOG-93 / PSG actions: additional documentation being developed by DIP Manager for IPA and Programme review by end June to address identified gaps • Following a review with the DIP Manager on 29/06, all remaining mitigation actions have been completed. This includes the publication of the "Assurance Publication of Non-Compliant DIP Users Guidance Note" on the DIP Manager website and updates to the relevant Local Work Instructions (LWIs), requiring the DIP Manager to notify MCC of any users subject to this process to ensure any associated migration risks are appropriately managed through to M16. These actions have strengthened the control environment and reduced the residual risk to an acceptable level. **As a result, the risk has been closed**	21	-	**Closed -** Mitigated
Migration Execution	R1275	There is a risk that some participants Migration Plans show planned volume up to the last week of the migration window, which means that there is little or no time available to manage exceptions before M15	1) Programme to socialise risk via MWG for discussion to develop potential mitigation. Following working group, the programme will assess industry discussion and begin to develop mitigation plan. Once mitigation plan is drafted, the programme will report this back to the working group for consideration of implementing the proposed mitigating actions 2) Supplier Migration Plans need to recognise this and demonstrate consideration of this risk and manage the risk accordingly	• Risk discussed at MWG, with support expressed for a potential pre-M15 exception-only migration window. MCC to develop proposals further and return to MWG for review • Guidance published in July MWG's papers and will be socialised more widely to suppliers' • Guidance has been published and suppliers have been asked to consider this when submitting their migration plans in SP4 planning. Post the end of SP4 planning, we will be able to review whether this has had an impact on the migration volumes planned in the last 2 weeks of the migration period	16	16	Open
Migration Execution	R1290 ***(New)***	There is a risk that weak or absent supplier exception management processes could allow migration exceptions to accumulate, delaying resolution into later migration sprints and putting M15 migration completion for the supplier at risk	1) MCC to raise awareness of this issue with all migration Suppliers on a regular basis 2) MCC to monitor missing PUB-036 messages via internal reporting and, where volumes are considered greater than BAU, notify relevant Suppliers / share common themes & trends with industry 3) Suppliers to actively monitor and resolve IF-045 messages received for Event Codes [NoMSAppointed] or [NoDSAppointed]	• Risk opened. To be monitored and updated at end of Sprint 3. Risk levels vary by Supplier; scoring is based on an overall level. MCC raising the importance of monitoring and exception management in migration readiness bilaterals and monitoring exceptions for active suppliers • As per last update, continuing to monitor, risk to be reviewed at the end of sprint 3 (04/08)	-	15	**Open**
Migration Execution	R1202	There is a risk that delays in closing out the items recorded on the "Migration Exclusions List" , by the relevant owners and in line with the defined remedial actions dates will extend the migration timeline and potentially have an adverse impact on achieving the M15 milestone	1) Monitor Supplier progress in resolving Migration Exclusions List MPANs through regular reporting cycles, including review of remaining volumes and forecast completion dates, to ensure sufficient progress towards M15 is maintained 2) Track delivery of approved industry changes required to support closure of exclusion categories and assess any impacts from changes not due for implementation until Nov 26 3) Analyse Supplier forecasts, PPIR outputs and emerging trends in "troublesome MPAN" volumes, escalating material delays or systemic issues through governance forums to agree mitigating actions and protect migration timelines	• Initial request for updates on troublesome MPANs is underway. Exclusion list items are currently showing limited progression. This is likely linked to the known industry challenges in remediating legacy Traditional CT meters. Progress expected to pick up post CP1628 implementation • Following progress reviews, we are witnessing a marked improvement with a 65% reduction to date. Target Remediation dates are largely remaining the same with the industry target resolution date not experiencing any delays so far • Progress reviews showing overall reduction and migration team following up with individual suppliers as needed. To date there has been a 65% reduction in numbers	15	15	Open
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	1) Elexon to ensure resourcing in place to support additional participants as they begin migration and ensure knowledge base is kept up to date through early weeks of migration and applying any lessons learnt 2) Monitor and review risk during peak periods (E.g., Sprint 3) in case it materialises	• Probability reduced to 3 following RA7 responses. Score reduced from 19 to 15. Continuing to monitor Elexon Service Management Performance • No further update, continuing to monitor Elexon Service Management Performance. Score remains • Non-SIT suppliers have now started Migration activity; this is the period where the risk is expected to materialise. Continuing to review over the next 8 weeks, score remains. Reviewing at the end of Sprint 3	15	15	Open
MHHS TOM Performance	R1269	There is a risk that participant capability varies significantly across the industry, particularly as issue volumes increase during peak migration periods. Some participants may misunderstand processes, misroute incidents, or be overly reliant on Code Bodies for operational support	1) Ensure contingency measures are in place 2) There are flexible resourcing models set out for operational teams and preparation should be made to trigger these early before back-logs build up 3) Additional measures such as extending contractor resource should be considered	• No additional updates to note outside of Mitigations noted. Continuing to monitor throughout Sprint 3	15	15	Open
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	1) Ongoing review of triage capacity and capability, supported by Service Management enhancements (incident, problem management and continuous improvement) to ensure adequate support as Wave 1–4 migration volumes increase 2) Active monitoring and use of operational data (incident volumes, resolution times, throughput and migration performance) to identify emerging constraints, assess control effectiveness, and inform risk reassessment through the migration period 3) Delivery of ELS Exit Recommendation 7 actions and incorporation of IPA feedback (once received), including any additional measures required to strengthen triage arrangements	• Triage process operating ok at present. Key monitoring period through to end of July. Risk to be rescored post this based on evidence • Non-SIT suppliers have now started Migration activity; this is the period where the risk is expected to materialise. Continuing to review over the next 8 weeks, score remains. Risk to be re-assessed at the end of Sprint 3 (04/08). Programme awaiting IPA feedback	15	15	Open

Risk Assessment – M16

This slide provides a focused view of the **Programme's highest-priority risks to M16 delivery**. Following consultation outcomes and eMCAG approval of the proposed M16 Decision Making Criteria on 07 July 2026, the M16 RAID landscape has been reviewed, resulting in the closure of several risks. Monitoring of the remaining (and any emerging) M16 RAID items continues to be a key Programme focus.

Risk ID	Risk Description	Mitigation Plan	Latest Updates	Previous Score	Current Score	Risk Status
R1260	The NESO Manifest Error Process managed via BSCP014 has a timeline of 10 days for completion or 2 days before IR run. The M16 workstream will reduce IR timescales from 16 to 8 days. This means the current ME timescales are incompatible with the post M16 settlement timetable timescales	1) Participant to raise change/issue to align BSCP014 Manifest Error timelines with MHHS settlement timetable. 2) Elexon change team to progress issue or modification in line with existing governance arrangements for implementation prior to M16.	• NESO to engage Elexon change team to request change support, with the option to raise an issue or CP to amend BSCP014 Process 3.3 timescales to align with the MHHS Settlement Timetable timescales.. https://bscdocs.elexon.co.uk/bsc-procedures/bscp-14-processing-of-manifest-error-claims • To confirm if issue or Mod has been raised or not to determine next steps. No change to score	11	11	Open
R1293 *(New)*	There is a risk that M16 monitoring may identify an issue that needs to be reflected in the M16 decision-making criteria, requiring a change to the agreed monitoring framework so it can inform the final M16 decision on shortening the settlement timetable for RF runs	1) Suppliers to ensure they have robust expectation management process and monitoring 2) Suppliers to ensure they are using PUB45 to support identifying MPANs with missing agents' appointments 3) Suppliers to priotising resolving aged half migrated MPANs were possible	• Risk formally opened post consultation period, monitoring in-line with mitigation plan noted	-	10	Open
R1194	There is a risk that the information or data required to support the decision to move to the new settlement timetable is unavailable	1) STEG to review all data associated with the defined monitoring approach prior to M16 decisions 2) STEG to continue monitoring the current settlement conditions in case any changes arise before the final RF decisions are made. 3) If any additional monitoring is identified as being required, the necessary data must also be available for the relevant criteria. Ensure reporting and decision-support data is available.	• Settlement and Migration data is available to support current proposed reporting. Noting additional reporting items may be requested over time which are less easily available • The risk remains open. The agreed approach is in place, and data is available to support monitoring through to DP1. However, the risk should remain open for continued monitoring in case any changes arise before the final RF decisions are made • If any additional monitoring is required, the necessary data must also be available for the relevant criteria. No change to the risk score. Risk moved to monitor	8	8	Open
R1241	There is a risk that any delays to Decision Point 1 (RF Reduction from 14 months to 7) an/or Decision Point 2 (SF Reduction from 15WD to 7WD) may have an impact on the achievement of the M16 Milestone.	1) Develop and maintain clear critical path for Decision Point 1 and Decision Point 2. 2) Use STEG working groups to progress decision-making framework and reduce delay risk. 3) Ensure visibility and transparency of decision dependencies across industry. 4) Monitor alignment of decision timelines with M16 milestone requirements.	• Use the STEG WG to help mitigate this risk by socialising the decision points and associated approach to Decision making. Visibility and Transparency should make the Decisions more straightforward and mitigate some risk. • Monitor based on agreed monitoring approach. Recognise M16* option in the plan to act as potential mitigation for this issue (if required) • Risk remains at 7, continuing to monitor as per above rational	7	7	Open
R1256	There is a risk that the minimum number of MPAN volumes successfully migrated to allow/enable the Programme and Participants to make Control Point Decision 1 is not reached resulting in being unable to make the required decision to proceed. This would cause delays to the decision-making process and have a negative impact on the M16 timeline.	1) Monitor MPAN migration progress levels vs proposed Monitoring framework levels 2) Use MCC/MWG reporting to track readiness for decision points.	• Monitoring of the current Migration Execution results as part of the M16 Decision Monitoring process • The consultation response proposes an additional monitoring control, Migration Complete level measure, for mid-September to support DP1 decisions. If unmet, it would flag issues for further consideration and help reduce risk in the M16 decision-making process. Supports additional risk mitigation, so probability reduced to 1 • Migration completions tracking at over 50% now. On track to meet the RF decision making criteria values	7	7	Open
R1259	There is a risk that the Cutover date changes after publication of updated Settlement Calendar (via ISD publication of new MST) – publishing a calendar which then needed to be overwritten creates a risk for industry participants as may not be supported by Industry participants system and processes.	1) Review publication of revised Settlement Calendar date until cutover date approval. 2) Include mitigation within M16 planning activities. 3) Reassess following consultation outcomes and continue to monitor	• The planning activities for publishing the new Settlement Calendar only once the cutover date has been approved should help mitigate this risk. This will be shown as part of the M16 planning activities included within the MHHS Programme Plan. • Risk reviewed following the Consultation Response and remains open for ongoing monitoring. No change to the risk score.	7	7	Open

Migration Update

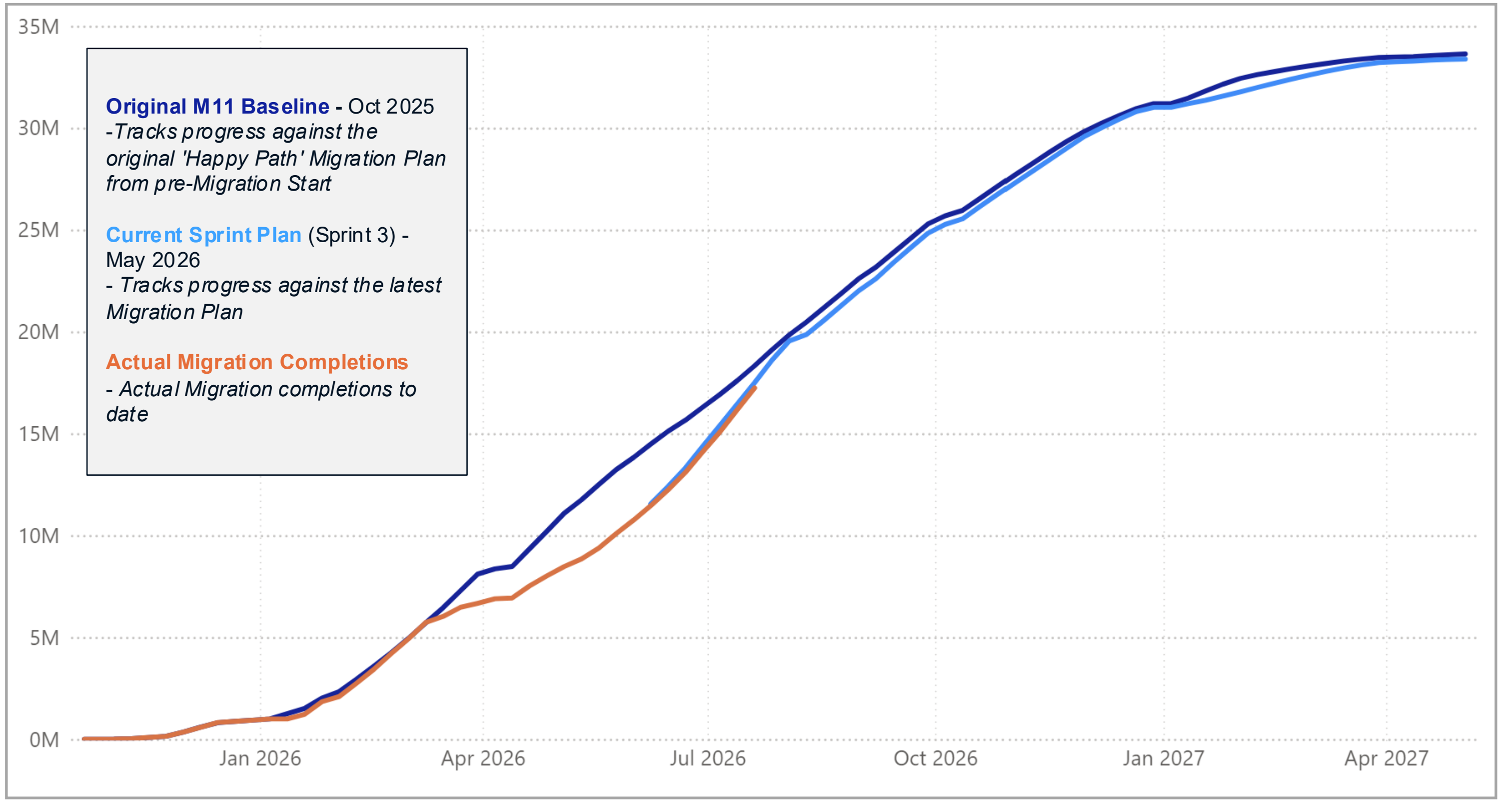


INFORMATION: Update on Migration Progress

Programme (Warren Fulton)

10 mins

1. 51% of MPANs migrated (17.2m MPANs)
2. Sprint 3 remains on track, with migration volumes 1.58% below plan. Over 1 million MPANs have been migrated per week for several consecutive weeks. Recovery plans are in place for Suppliers experiencing localised issues and are progressing as agreed
3. The delta to the M11 baseline plan has reduced significantly, improving from 20.7% below plan at the start of Sprint 3 to 5.7% below plan currently
4. 16 Suppliers are actively migrating and remain compliant with the Migration Framework. An additional 11 Suppliers are scheduled to begin migration in August
5. Sprint 4 commences on 5 August 2026
6. Forecast remains on track for ~80% of MPANs to be migrated by M14 (October 2026).
7. Exception volumes remain low
8. No LDSO, DCC, or DIP threshold breaches
9. Exclusion/remediation MPAN volumes have reduced from 258k to 108k and are subject to ongoing monthly monitoring



Progress against Plan

	Planned Migrations	Actuals to Plan - % Delta
Actual migration completions	**17,244.391**	***n/a***
Current Sprint Plan (Sprint 3) - May 2026	**17,521,068**	***- 1.58%***
Original M11 Baseline – Oct 2025	**18,333,800**	***- 5.73%***

Core Migration Dependencies (Page 1 of 3)

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	Migrating Suppliers are compliant with the Migration Framework and Plan. There has been handful of instances of MPANs in a Complex Site being migrated. Work is ongoing to agree next steps.
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 3 progress. The findings from the Exclusion and Remediation list item Progress Reviews are showing a marked improvement with total volumes reducing to 108k
D220	Supplier and Agent qualification	There is a dependency on Suppliers and Agents to complete Qualification in alignment with their planned migration start dates.	G	G	G	There are no known Supplier or Agent Qualification issues materially affecting the planned migration start dates.
D340	Qualification Testing performance	There is a dependency on Elexon's Qualification Testing capability for Participants to qualify in line with their planned Migration Start date	G	G	G	There are no known Qualification Testing performance issues affecting planned migration start dates.
D361	Agent dependencies	There is a dependency on Suppliers managing their agent dependencies to meet the agreed Migration Schedule	G	G	G	There are no known Agent Qualification issues affecting Supplier planned migration start dates.
D341	BSC Qualification Governance performance	There is a dependency on the BSC PAB governance process for Participants to qualify in line with their planned Migration Start date	G	G	G	There are no known BSC Qualification Governance performance issues affecting planned migration start dates.
D415	REC Qualification Governance performance	There is a dependency on the REC Code Manager governance process for Participants to qualify in line with their planned Migration Start date	G	G	G	There are no known REC Qualification Testing performance issues affecting planned migration start dates.

Core Migration Dependencies (Page 2 of 3)

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	There are no known issues affecting Migration.
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 known issues affecting Migration.
D417	Service Management performance	There is a dependency on Elexon Service Management adhering to SLAs for Participants to start 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 start Migration in line with their baselined Migration plans	G	G	G	There have been a number of unplanned DIP outages. As they have been resolved within the SLA, this has no impact on migration. At this stage we do not consider an Amber rating to be necessary.
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. Over the past month, Elexon Central Systems has seen a rise in Circulars, Service Management Cases, and Incidents. As a result, the TOG TOM Dashboard has moved to AMBER status. The Programme will continue monitoring for any potential impact on Migration.
D373	LDSO Migration performance	There is a dependency on LDSOs performing as per the agreed Migration Thresholds for Participants to start migration in line with their baselined Migration plans	G	G	G	We are observing sporadic LDSO issues. However, LDSOs are proactively informing the MCC and taking steps to resolve them. These appear to be isolated rather than widespread, and at this stage we do not consider an Amber rating to be necessary.

Core Migration Dependencies (Page 3 of 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 start migration in line with their baselined Migration plans	A	A	G	RAG amber to reflect the TOG status. DCC working through residual issues following an incident with DSP to CSS connectivity which impacted MDR outcome messages. Consideration as well on whether additional industry guidance is needed. Impact on migration was small and overall DCC continues to be processing 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	The Programme is monitoring CP1632 progress as some Suppliers have flagged that implementation timelines may affect when they will migrate parts of their portfolio. The Programme's position is that this issue does not block MPAN migrations, though some suppliers may defer migrations until the change is implemented. November delivery still allows enough time to complete migration before M15. **Progress update from BSC, DNOs and iDNOs scheduled for the PSG meeting.**
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	The Programme continues to monitor the progress of CP1628 which is currently expected to be implemented in November 2026. November '26 is the latest viable implementation date for this change. This is so that Suppliers will have the sufficient time to complete migrations for the impacted sites to meet the M15 milestone. **Progress update from BSC, DNOs and iDNOs scheduled for the PSG meeting.**

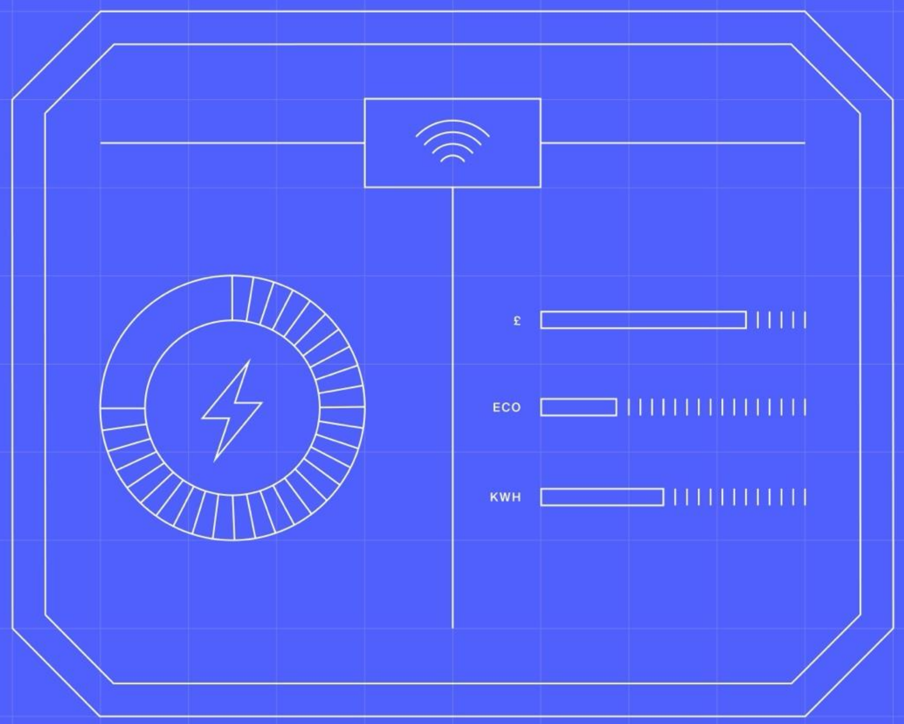
6

Qualification Update

INFORMATION: Update on Qualification Progress

Code Bodies (David Moss)

5 mins



PSG – Monthly Qualification Update

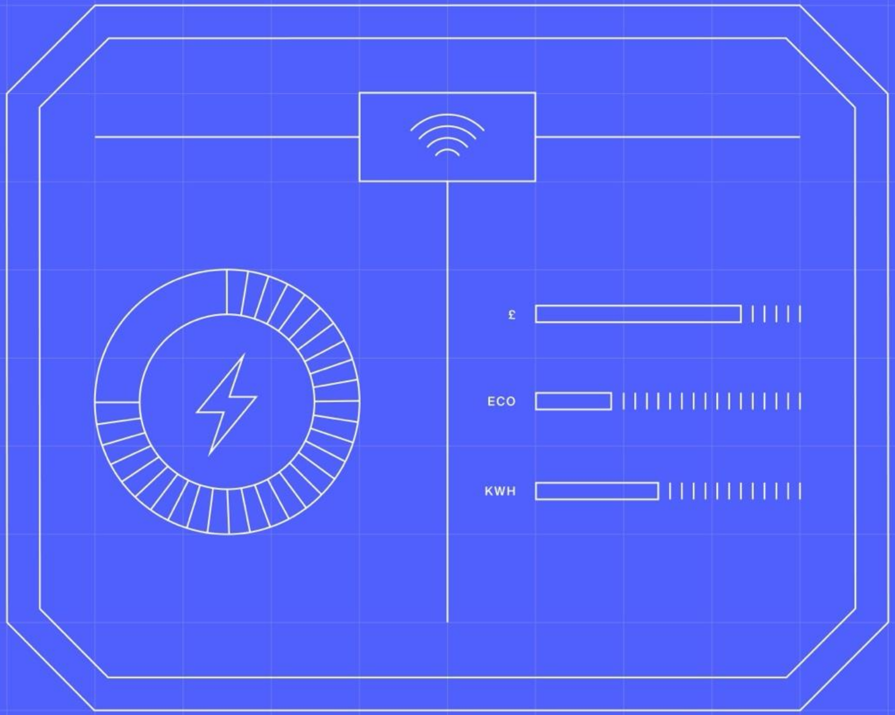
Overall Status / Progress
Overall Qualification: • Overall Qualification on-track with focus on Wave 3 PAB Approvals and Wave 4 Final QAD approvals. • Escalation process in place and being utilised to identify at risk participants and support a return to green. • Code Bodies working with existing participants without a route to Qualification to manage them through Market Exit ahead of M14. • A small number of suppliers outside the Wave process are progressing through the Enduring Qualification process for M14. Targeted support is being provided to manage risks associated with individual qualification timelines. **SIT Qualification:** • Pathway 6 – Final participant on-track for PAB qualification on 30/07/26. **Qualification:** ✓ Wave 1 – MHHS Qualification complete. ✓ Wave 2 – MHHS Qualification complete. On-going engagement with participants to ensure QAD submissions are received, reviewed and approved: • **Wave 3** – All Final QADs approved and QAD Director sign off completed. Final 2 participants are targeting PAB approval via MP9 on 12th of August (Amber). 2 participants have been moved to Wave 4 MP12 timeline, of which 1 new entrant remains pending Ofgem license approval. 2 participant applications withdrawn. • **Wave 4** – All Final QADs received; 78% (33 of 42) approved and 57% (24 of 42) through QAD Director Sign Off. Three applications moved to Enduring Qualification. • **Enduring** – PQS submissions completed and participants progressing to QRA and QTF.

Key upcoming milestones

Milestone name	Date	RAG
BSC PAB and REC Code Manager Approval (Wave 1)	15/04/26	C
QAD Director Sign Off (Wave 2)	20/04/26	C
Wave 3 Qualification Testing End	15/05/26	C
Final QAD Received (Wave 3)	22/05/26	C
BSC PAB and REC Code Manager Approval (Wave 2)	28/05/26	C
QAD Director Sign Off (Wave 3)	26/06/26	C
Wave 4 Qualification Testing End	10/07/26	C
Final QAD Received (Wave 4)	24/07/26	C
BSC PAB and REC Code Manager Approval (Wave 3)	30/07/26	A
QAD Director Sign Off (Wave 4)	28/08/26	G
BSC PAB and REC Code Manager Approval (Wave 4)	24/09/26	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**	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.	G

M16 Update



INFORMATION: Update on M16 Progress

Programme (Ian Smith)

5 mins

STEG focus on SF decision criteria (following MCAG approval of the RF Decision Criteria (see MHHS-DEL4564 Updated M16 Decision Criteria v1.0):

- approach where data in settlement at WD+6 is compared to the current SF run for MHHS MPANs
- note WD+6 is the date on which the MDS run will occur when the SF run is shortened
- analysis is being undertaken to understand how this comparison may be undertaken

STEG also considering the M16 – 1 Year recommendation:

- this is a confidence assessment as to whether M16 will be achieved on time

STEG considering elements of CVA processes:

- have been flagged by Participants as a potential issue
- further analysis is underway

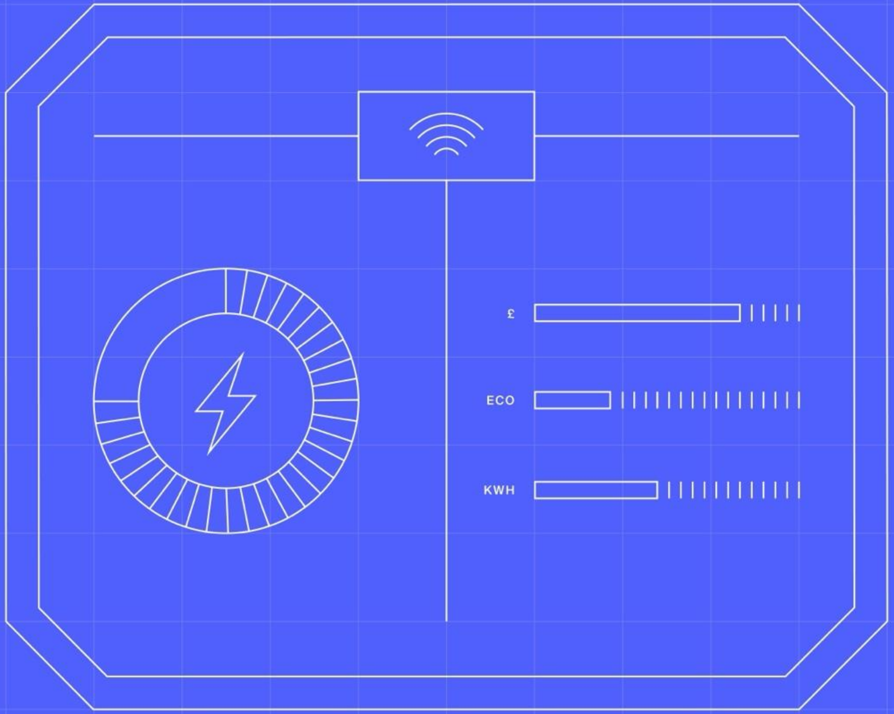
Readiness Assessment 8 is underway:

- issued 30 June 2026
- responses due 29 July 2026

Supplier Charges:

- We understand a request for an issue group has been raised with BSC
- We continue to hold the assumption there is adequate time for any activity to complete ahead of May 2027

M14 Acceptance Criteria



INFORMATION: Update on Progress against the M14 Acceptance Criteria

Programme (Jason Brogden)

5 mins

The M14 Acceptance Criteria

The Programme will provide an update on each criterion required to meet M14:

	Criterion	Key evidence required to demonstrate the Criterion has been met	Update and Status
1	**There is confidence that there have been no MHHS Programme, DIP Manager or Code Bodies issues with Qualification that might have affected Suppliers' ability to achieve M14 (notified to Ofgem in advance of M14 as per Annex 4 of the Qualification Approach & Plan)**	• Code Bodies have met their SLAs as outlined in the QA&P • That all PP exemption requests were resolved in a timely manner which did not delay PP's qualification timeframe • Central QTF issues have not critically delayed Qualification Testing	• Currently being met • Currently being met • Currently being met
2	**There is confidence that the process in Annex 4 of the Qualification Approach & Plan can be executed if needed**	• Code Bodies have demonstrated (e.g. through process testing) that the mechanisms are in place to execute Annex 4 actions in line with timings set out (*i.e. if Suppliers are not Qualified in time for ISD Publish 19/10/26, Code Bodies will notify RECCo and RECCo will apply the block in CSS for 28/10/26*)	• BSC and REC successfully completed Annex 4 testing (including PP) 10 June. Test Completion Report reviewed by Programme. • BSC Mod P514 'Clarification of timings for lifting M14 sanctions for MHHS' approved by BSC Panel and planned for 27 August 26 Implementation. [I276] • Criterion will complete with BSC Mod P514 implementation
3	**There is confidence that there have been no Elexon or DIP Manager issues with Service Activation (Parties DIP Onboarded, EFD set in ISD by 26th October and no ISD publication issues)**	• No ISD or MDD publish issues that can't be supported by fix forward resolution • No critical delays to DIP Manager publication of the invite to DIP onboard	• Currently being met • Currently being met – DIP CR021 implemented and the associated early onboarding process will be executed for MP8 and MP12 to mitigate risk of DIP onboarding delays impacting Go-live for PPs
4	**Decision-making choreography governance in place for M14**	• Defined process is set out and communicated across the Programme • Governance meetings are diarised by MHHS Programme PMO.	• Complete - Approved at QAG 22 April 2026.

Please note: Next month we will be bringing the criteria for decision as part of the M14 dry-run with additional evidence.

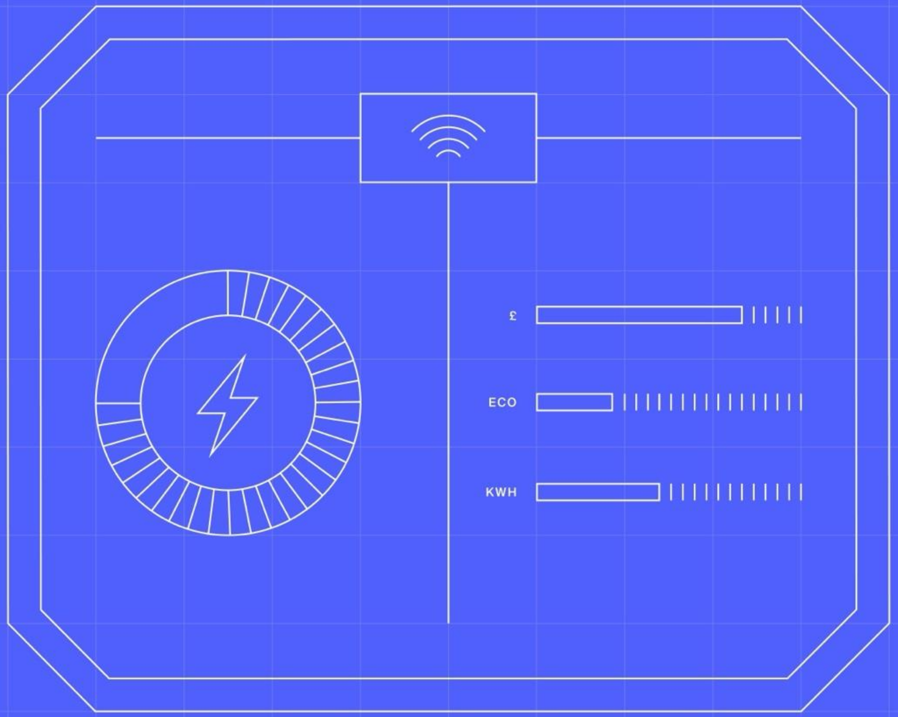
IPA Update

INFORMATION: Overview of:

- Status of Programme and Risks for Key Milestones
- Consequential Change Assessment Summary

IPA

10 mins



MHHSP IPA

PSG Assurance Update

August 2026

IPA PSG Update: Assurance Status Overview

Key Messages *(as @24 July 2026)*

Overall, the IPA currently has a high degree of confidence that the Level 1 programme milestones (M14, M15 and M16) remain achievable.

Confidence in achieving M14 remains high, with no central issues identified that are expected to impact delivery. Where a small number of Participants are at risk of completing Qualification to plan, targeted engagement and alternative qualification routes are in place to support progression and mitigate impact to the milestone.

Migration volumes are 13% below the M11 baseline. However, reporting indicates continued positive progress against the recovery plan established following the previously reported issue with one supplier's migration. This is increasing confidence that the Programme is on track to return to the M11 baseline by the end of Sprint 3 (4 August 2026). Therefore, confidence in achieving M15 remains high.

Confidence that M16 will be achieved remains high given progress being made towards M14 and M15.

IPA Assurance RAG Definition	
G	The Workstream is on-track against plan. There are no material blockers or risks identified that are expected to impact achievement of the programme milestone.
A	The Workstream is off track against plan. Risks, dependencies, or delivery pressures exist however there is a path to green which protects the achievement of the programme milestone.
R	The Workstream is off track against plan. Material blockers or unresolved risks are likely to impact achievement of the programme milestone without significant intervention.

Programme Workstream	Assurance Summary *As @24 July 2026*	RAG	IPA Risk Watch Area	Risk/ Observation	Impact	Key actions	Assurance Confidence	Confidence Trend
Qualification (M14)	Qualification activity across all four Qualification Waves remains on plan. Qualification Wave 1 and Wave 2 have completed, with all 33 Participants MHHS qualified. All Participants in Qualification Wave 3 are on-track to be MHHS qualified by 30 July 2026. IPA retrospective assurance on the Code Body Wave 2 Qualification decisions is set to conclude on 28 July. Two low risk findings were identified with associated actions have been agreed with the Code Bodies, relating to documentation hygiene. Four M14 critical Participants are currently progressing through the enduring Qualification process. Programme and Code Bodies are managing these Participants through the enduring process, with targeted support in place to mitigate qualification and sanction risks. There are currently no central issues preventing delivery of M14.	G	**Participant Qualification Delay (Risk)**	There is a risk that Participants may not complete qualification activities in line with M14 timelines.	Migration sequencing and supplier readiness may require replanning.	Programme and Elexon have appropriately escalated to IPA and Ofgem where required and are actively supporting at-risk Participants [On-going].	**High** – On-Track. Qualification progress remains on-track ahead of M14, with a dry-run for the M14 decision to be taken to QAG in August. Participants are responding positively to Programme escalation measures where required and on-going support provided by Elexon and Programme teams.	

Assurance Confidence: HIGH / MEDIUM / LOW degree of confidence that the risk will not negatively impact the Programme Plan.

Confidence Trend: Increasing Confidence · Maintaining Confidence · Decreasing Confidence

IPA PSG Update: Assurance Risk Watchlist

Programme Workstream	Assurance Summary *As @ 24 July 2026*	RAG	IPA Risk Watch Area	Risk/Observation	Impact	Key actions	Assurance Confidence	Confidence Trend
Migration (M15)	Migration completions remain 13.3% below the M11 baseline, improving from 22.1% below plan reported at the previous PSG. This reflects continued recovery following earlier supplier-related delays, which have now been resolved. Completions are currently 2.0% below the Sprint 3 baseline, primarily due to localised issues affecting non-SIT suppliers. The MCC is engaging with suppliers to correct this, with forecasted migration volumes indicating recovery to the M11 baseline by the end of Sprint 3 (4 August 2026). The IPA remains aligned with the Programme's assessment of a low risk to not achieving M15. This is based on there being no new central Migration issues and available capacity within the migration schedule to recover the plan.	A	**Dependency on Industry Change Proposals (CP) (Risk)**	An industry CP has been deferred from June to November 2026. There is a risk that any further delay to its implementation could affect the migration of MPANs currently on the Programme's Migration Exclusion List and impact suppliers' ability to deliver against agreed migration schedules.	Delays to the implementation of industry CPs could prevent suppliers from completing planned migration activities, increasing the risk of achievement, and delays to M15.	The Central Programme Team has introduced enhanced monitoring of Central Party readiness for the November release by requiring LDSOs and Central Service Providers to provide monthly readiness updates to PSG [In-Progress].	**Medium** – Confidence in the delivery of the Change Proposals needs to be built through the reporting being introduced at PSG to track LDSO readiness.	→
			Consequential Change Delivery (Risk)	There is a risk that participant consequential changes may not be delivered in line with MHHS timelines and requirements.	Delays to Consequential Change delivery could impact Participant qualification, central system stability and migration performance.	The IPA has placed actions on eight at-risk participants and will continue to track progress and implementation of agreed actions through Migration to completion [In-Progress].	**Medium –** 88% of Participants who responded to the PPIR are on-track to deliver their Consequential Change scope. 12% of Participants who responded to the PPIR have been identified as off-track or at-risk by the IPA. Targeted recommendations have been placed on at-risk participants to support delivery of change activities	→
			Non-SIT Participant commencing Migration (Risk)	There is a risk that Non-SIT Wave 1 Participants, entering migration in May could have increased queries to Service delivery teams and could discover system issues after their go-live.	Increased operational support demand and migration performance instability.	Monitoring and reporting of case volumes, participant DIP compliance, and migration performance should continue through existing governance forums as sprint 4 participants onboard in August [On-Going]	**High –** Reporting indicates that case volumes remain manageable following the onboarding of Non-SIT Participants. The MCC continues to engage directly with participants identified as at risk, while monitoring migration performance.	↗

Assurance Confidence: HIGH / MEDIUM / LOW degree of confidence that the risk will not negatively impact the Programme Plan.

Confidence Trend: ↗ Increasing Confidence → Maintaining Confidence ↘ Decreasing Confidence

IPA PSG Update: Assurance Risk Watchlist

pwc

Programme Workstream	Assurance Summary *As @ 24 July 2026*	RAG	IPA Risk Watch Area	Risk/Observation	Impact	Key actions	Assurance Confidence	Confidence Trend
Migration (M15)	*See previous page*		**Service roles within the MHHS TOM, Service Obligations and Codification (Issue)**	Our service arrangements review identified gaps in defined responsibilities within the MHHS TOM and responsibilities are not formally codified.	Unclear service responsibilities and uncodified obligations, may delay issue resolution, which could in turn impact migration performance	Workshop held with Elexon and Ofgem on 8 July 2026 to align on further industry-wide collaboration required to progress strategic recommendations. [On-going].	**Medium –** Elexon's customer satisfaction survey indicates that industry feedback is now focused on service desk experience and responsiveness, rather than roles and responsibilities, suggesting improved alignment. The approach to codifying Service Management obligations across the MHHS TOM remains to be decided.	
Transition to new Settlement Timetable (M16)	Industry feedback received through the M16 consultation and Settlement Timetable Expert Group (STEG) highlighted concerns relating to wider industry matters. Routes for escalation have been communicated by the Programme to industry to address these concerns. The M16 decision criteria was agreed and baselined at eMCAG on 7 July 2026. The IPA considers the Programme on track to achieve M16 as no industry-wide issues are present that directly impact delivery of M16 milestone activities.	G	**Participant Engagement / Understanding (Risk)**	There is a risk that Programme decision-making and milestone achievement may be impacted by a lack of Participant engagement and consultation responses.	Reduced confidence in Industry readiness and alignment.	The programme issued Readiness Assessment 8 to support obtaining a view on industry participants awareness, understanding and readiness to meet M16 [In Progress].	**High –** Engagement at STEG amongst industry participants remains high with active discussion. Risks have been raised concerning changes required to processes operated by operators of industry arrangements (Central Volume Allocation organisations). Readiness Assessment 8 responses will provide additional evidence to support assurance over industry readiness for M16.	

Assurance Confidence: HIGH / MEDIUM / LOW degree of confidence that the risk will not negatively impact the Programme Plan.

Confidence Trend: Increasing Confidence | Maintaining Confidence | Decreasing Confidence

MHHS IPA

Consequential Change Assessment Update

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

August 2026

Key Messages

Overall Conclusion: Following completion of the fieldwork and analysis, 88% of Participants have self-assessed their Consequential Change delivery as on track. While delivery risks were identified with a small number of Participants, these are primarily smaller suppliers, with one medium-sized supplier currently assessed as posing a medium risk to commencing Migration in line with the overall Migration plan. At this stage, we consider the overall risk to Programme milestones to be low, provided agreed actions are implemented and progress continues to be closely monitored. Participants that did not respond to the Consequential Change PPIR currently present a low risk due to their limited market share but should continue to be monitored to ensure they do not pose an increased risk to M15.

Key Messages		Supporting Commentary
1	**88% of Participants who responded to the PPIR (86.1% of market share) are on-track to deliver their Consequential Change scope** prior to their Migration start date and have provided supporting evidence which has enabled the **IPA to validate this position.**	• Out of 64 responses to the PPIR, 56 Participants confirmed that Consequential Change was in-scope for their delivery. All of those 56 Participants, provided supporting evidence to allow the IPA to validate their self-assessment. • IPA were not aligned with one Participant's self-assessment of 'on-track'. This was because they are currently contracting a third-party service provider, meaning the full Consequential Change scope has not yet been defined, creating uncertainty over the activities and for delivery. For the remainder Participants the evidence provided supports their 'On-Track' self-assessment.
2	**12% of Participants who responded to the PPIR have been identified as off-track or at-risk by the IPA (10.6% of market share).** Targeted recommendations and next steps have been put in place to support these Participants in the progress of their Consequential Change delivery.	• IPA have identified and provided targeted recommendations to eight Participants to support them in their progress of delivering their required Consequential Changes. These recommendations include, developing mitigation plans and/or actions, request for further supporting evidence and bi-laterals to discuss their Consequential Change scope.
3	**29% of Participants who were in-scope of the assessment did not respond to the PPIR (3.3% of market share)**, therefore progress cannot be validated. These participants generally hold low market share or are not migrating (Agents & iDNOs) which lowers the overall risk to Migration. However, further monitoring is required by the MHHS Programme Team to validate the risk to M15.	• There were 26 non-responders to the PPIR out of a total of 90 Participants. These consist of 11 I&C Suppliers, four small Suppliers, three iDNOs and eight Agents. • Based on the I&C suppliers that responded to the PPIR, together with those sampled in previous assurance assessments, I&C suppliers generally have smaller portfolios and a more limited Consequential Change scope. As a result, the risk of delays to Consequential Change delivery is considered to be lower. Whilst the other suppliers identified have a market share which equates to 3.3%, therefore this provides confidence that the risk to Migration progress is low. • IPA will provide the MHHS Programme Team with analysis of the non-responders for them to monitor their engagement and progress with delivering MHHS activities, to ensure they do not pose a significant risk to meeting M15.

Thank you

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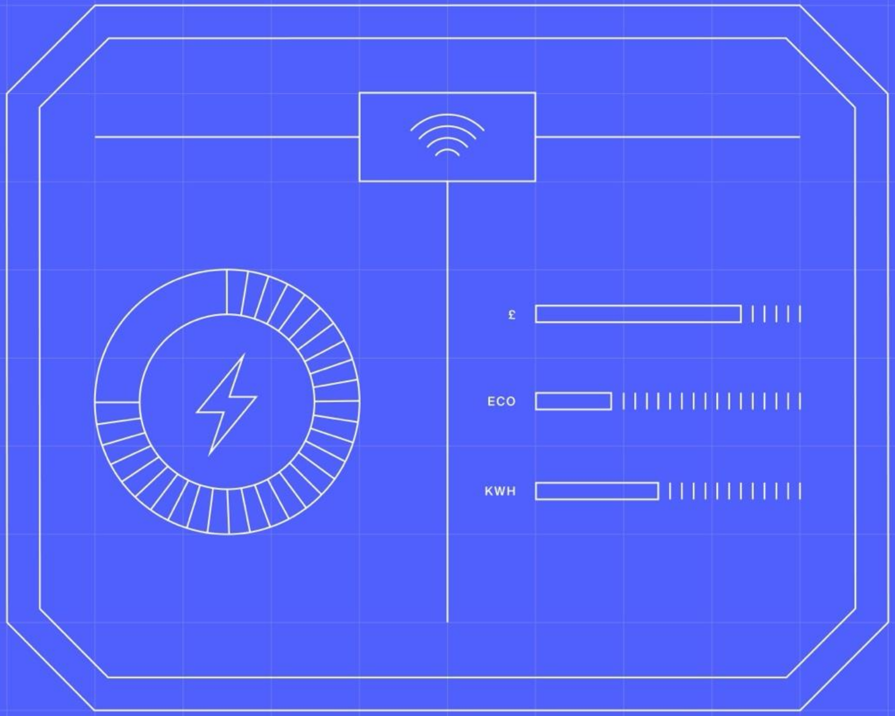
Delivery Dashboards



INFORMATION: Overview of Delivery Dashboard Content

Chair

0 mins – to be taken as read and discussed by exception

Look Ahead – Key Milestones Status at 27 July 26

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-0109	Qualification Wave 4 Participants have submitted their Final QAD	QAG	24 July 2026	24 July 2026	Participants				24/07/26: Wave 4 Final QAD submission is now complete, with 40/40 Final QADs submitted to the Code Bodies.
T2-QU-0250	All M14 Critical Wave 3 Participants Qualification approved by BSC PAB and REC Manager	QAG	30 July 2026	30 July 2026	Code Bodies				27/07/26: 25/27 (93%) participants are forecast to achieve qualification by the 30 July milestone. Two participants have been deferred to the 12 August PAB and will now qualify via the Wave 4 timeline. Confidence in achieving M14 is maintained.
T3-QU-0086	SIT Participants are Qualified	QAG	30 July 2026	30 July 2026	Code Bodies				27/07/26: Activity on track
T3-QU-0136	80% of M14 Critical Wave 3 Participants Qualification approved by BSC PAB and REC Manager	QAG	30 July 2026	30 July 2026	Code Bodies				27/07/26: Activity on track
T3-QU-0127	Sandbox Testing End (UIT) - Supplier & Agent Participants	QAG	28 August 2026	28 August 2026	SI Test				27/07/26: Activity on track
T2-MR-0200	M14 Checkpoint: PSG assesses M14 delivery confidence	PSG	02 September 2026	02 September 2026	CPT				10/07/26: Task date and name updated to reflect the M14 Decision Choreography agreed at QAG on 22/04/26.
T2-RA-0700	Readiness Assessment 8 - Ready for New Settlement Timetable - Completed (incl. Readiness Assessment Report approval)	PSG	02 September 2026	02 September 2026	CPT				24/07/26: Activity on track
T2-QU-0300	Qualification Wave 4 Participants Qualification approved by BSC PAB and REC Manager	QAG	24 September 2026	24 September 2026	Code Bodies				27/07/26: Activity on track
T1-MI-5000	All suppliers must be able to access MPANs under the new TOM (M14)	PSG	28 October 2026	28 October 2026	CPT				27/07/26: Activity on track

MHHS PROGRAMME
Industry-led, Elexon facilitated

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
	PEC Activity	Provide information on PEC 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

MHHS - Monthly Delivery Report (Helix)

Report Date: 23-07-26

Core capability provider
Helix

RAG Status

Key call outs

- 2 Settlement Acceptance Testing (SAT) test cases deferred from M11 successfully executed and outcomes approved.
- DCR0021 (Pre-qualification Production DIP Onboarding) implemented into DIP Rules.

Programme Impacting Deliverables	Original Date	Fcast / RAG
SAT test readiness complete	29/05/26	C
SAT execution completed / outcomes approved	30/06/26	C
DIP IPA Tactical Recommendations delivered	29/05/26	C
DIP IPA Strategic Recommendations delivered.	31/08/26	G
Transitional Qualifications Complete	24/09/26	G
Helix closedown complete	28/10/26	G

This period

Summary Activities

Qualification – *Covered in detail on separate slide.*

DIP Transition

- DCR0021 (Pre-qualification Production DIP Onboarding) implemented into DIP Rules. Early onboarding of Participants in MP8 completed.
- DIP August Release Industry Testing Workshop, Proforma and Environment and Data setup stages completed with parties signed up to participate
- DIP Tactical IPA Recommendations 3.1 (Performance Assurance Framework Maturity) and 3.2 (L3/L4 Validations) marked as complete.

M11 work-off items – deferred SAT tests

- Execution of 2 SAT test cases completed.
- Addition of an addendum to SAT test report completed – now includes outcomes of these 2 deferred test cases.
- Outcomes approved by Elexon and MHHSP Assurance.

Next period

Summary Activities

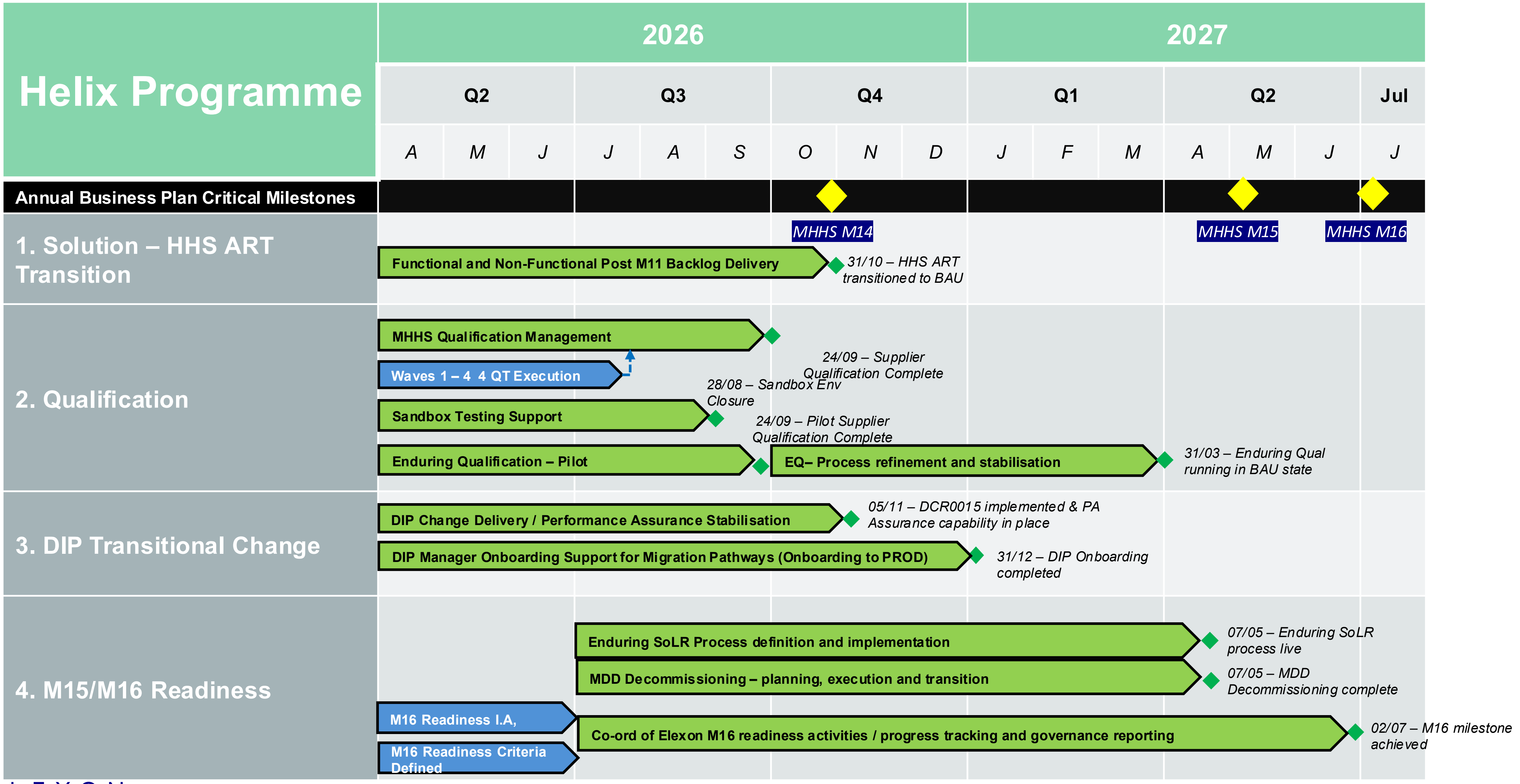
Qualification – *Covered in detail on separate slide*

DIP Transition

- Execute DIP Internal Testing and Assurance for Deployment into Production 13/08
- Execute DIP August Industry Onboarding and Testing Until 20/08
- Initiate Handover of DIP Simulator and DIP UIT from MHHS Programme to DIP Manager

RAID	RAG	Type	Elexon response and mitigating or resolving actions	Next Update
There are two Migration Pathways that have significantly higher volumes of participants than others (MP8 in June and MP12 in September). There is a risk that there will be increased support required during these peak periods which could result in longer response times and reduced quality of service for the Participants in those 2 migration pathways.	GREEN	RISK	1. MCC is working with Elexon to pull some participants from MP8 and MP12 into earlier, less congested migration pathways to 'flatten' the peaks. 2. DCR0021 approved to cover the amendments to the DIP Rules to allow this. 3. MP8 participants have now been onboarded into DIP Prod early. 4. MP12 participant movements to less congested MPs are in progress.	PSG 05/08/26

Helix Programme Plan-on-a-Page



RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- REC Qualification activities remain on track. Parties being escalated as required.
- Ongoing operational readiness engagement with DIP Manager on testing/release management, change management, performance assurance, and approach for management of significant DIP incidents.
- Progression of Migration impacting REC CPs Including R0300 which clarifies the population rules around the number of register digits.

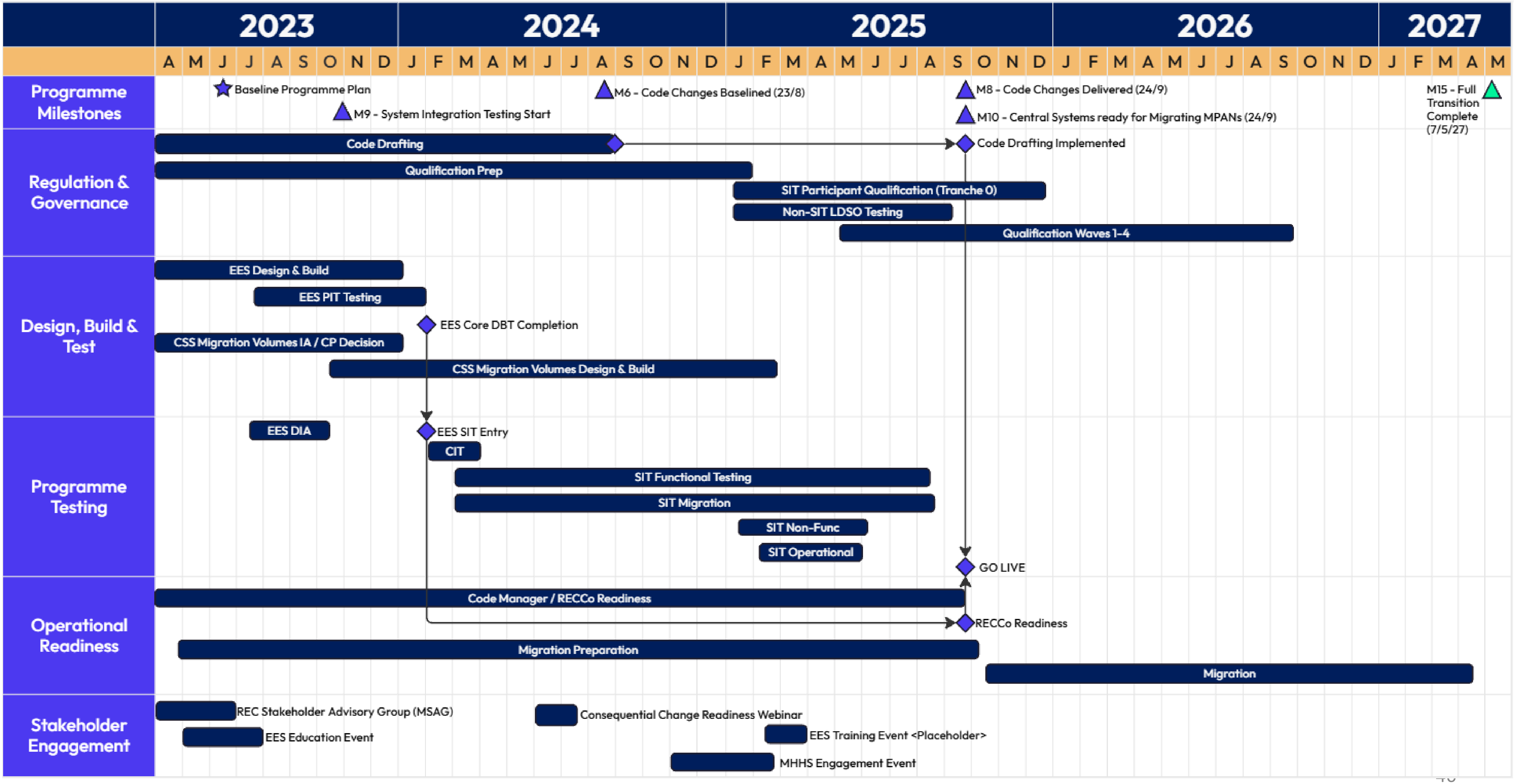
Progress expected in the coming month:

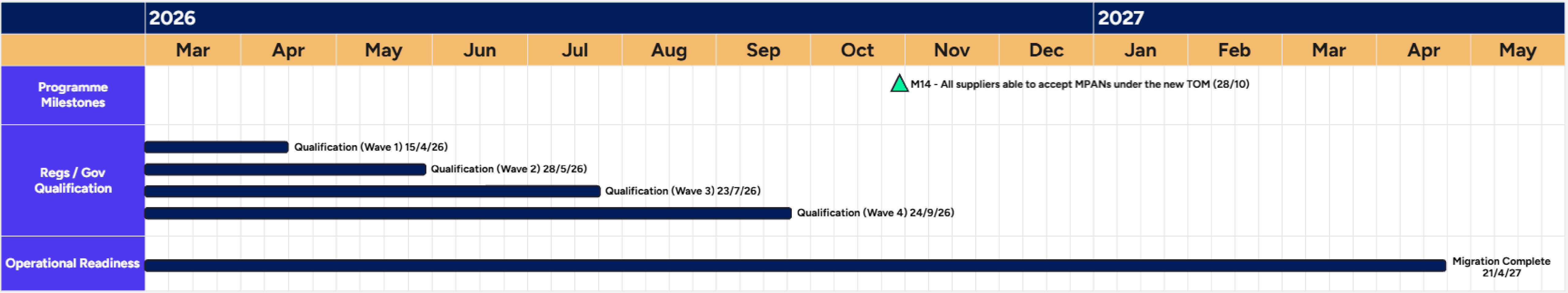
- Ongoing operational readiness engagement with DIP Manager.
- Continue to progress Wave 3 to 4 Qualifications to plan.
- Progress and implement required Code Change / Guidance to resolve Migration issues and items on the exclusion list.

Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
Qualify Wave 2 parties	28/05/26	Completed
Qualify Wave 3 parties	30/07/26	30/07/26
Qualify Wave 4 parties	24/09//26	24/09/26

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.	Risk	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.	Aug 26	Jonny Moore


2023
2024
2025
2026
2027
A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M
Programme Milestones
Baseline Programme Plan
M9 - System Integration Testing Start
M6 - Code Changes Baselined (23/8)
M8 - Code Changes Delivered (24/9)
M10 - Central Systems ready for Migrating MPANs (24/9)
M15 - Full Transition Complete (7/5/27)
Regulation & Governance
Code Drafting
Code Drafting Implemented
Qualification Prep
SIT Participant Qualification (Tranche 0)
Non-SIT LDSO Testing
Qualification Waves 1-4
Design, Build & Test
EES Design & Build
EES PIT Testing
EES Core DBT Completion
CSS Migration Volumes IA / CP Decision
CSS Migration Volumes Design & Build
Programme Testing
EES DIA
EES SIT Entry
CIT
SIT Functional Testing
SIT Migration
SIT Non-Func
SIT Operational
GO LIVE
Operational Readiness
Code Manager / RECCo Readiness
RECCo Readiness
Migration Preparation
Migration
Stakeholder Engagement
REC Stakeholder Advisory Group (MSAG)
EES Education Event
Consequential Change Readiness Webinar
EES Training Event <Placeholder>
MHHS Engagement Event


2026
2027
Mar
Apr
May
Jun
Jul
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Dec
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May
Programme Milestones
M14 - All suppliers able to accept MPANs under the new TOM (28/10)
Regs / Gov Qualification
Qualification (Wave 1) 15/4/26)
Qualification (Wave 2) 28/5/26)
Qualification (Wave 3) 23/7/26)
Qualification (Wave 4) 24/9/26)
Operational Readiness
Migration Complete 21/4/27

MHHS - Monthly Delivery Report (DCC)

Report Date: 24-07-2026

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- Ongoing BAU Monitoring

Progress expected in the coming month:

- Ongoing BAU Monitoring
- Issues / risk reporting by exception

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

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

Top Risks and or Issues
Issue: CSS incident in June (see next slide)

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			

MHHS Supplier Arranged Appointment CSS07000 (INC0364411)

Issue Description – DSP outbound connectivity to CSS failed following planned certificate renewal activity on 03/06 at 13:00. The failure was due to a missed implementation step related to updating trust anchors for the new Certificate Authority (CA). Although it was initially agreed this configuration change was not required, it was later confirmed as necessary. The correction was applied on 04/06 at 14:00, restoring connectivity.

Downstream impact

Supplier Arranged Appointment Update Notifications (CSS07000) were not delivered to DNOs, impacting approximately 94,000 messages associated with unique MPANs. As message replay is not possible, DNOs are required to resubmit the affected SAAs to restore data alignment, resulting in a temporary misalignment within MPRS data until this activity is completed. However, no additional downstream impacts have been identified beyond those seen in the previous similar incident. Suppliers, who are currently acting as their own MDRs, continue to have access to half-hourly and BAU reads, meaning that billing and settlement processes remain unaffected.

Update on Impact (23/7/26)

Connectivity between DSP and CSS has now been fully restored, and there is no ongoing system outage. However, data gaps remain as a result of missed notifications during the incident, pending successful resubmissions. All impacted MPANs have been identified and shared with the relevant DNOs, and resubmissions are currently in progress, with some DNOs actively working through them or planning their approach and the remaining impact is limited to temporary data misalignment until all resubmissions have been completed.

Impact volume	Volume still to be resolved at 23/7/26
94,000	4,998

Next Steps

DNOs are required to complete the resubmission of impacted SAAs to restore data alignment, while ongoing monitoring will continue to identify any emerging downstream impacts. PIR has completed and primary outcomes are:

- On this specific issue, steps will be taken to ensure that responsibilities around certificate and trust anchor updates are made clearer, and all required parties which require an update are stated.
- The CSS provider will review processes to make sure accountabilities for change decisions are clearer and records of such decisions are formally logged and are visible.
- New Elastic monitoring in the NOC has been implemented to enable earlier detection of this issue if it recurred in the future.
- Landmark named points of contacts have been added to the SMETS CAB moving forward.

Key call outs requiring PSG Discussion

- Auto-load has been implemented for the subsequent period; ISD success will continue to be monitored to ensure sustained data accuracy and end-to-end processing reliability, note V26 was issued twice in error….
- Agreed Service Management improvements and recommendations to be followed through and progress tracked
- Settlements data requires ongoing monitoring for accuracy and completeness
- DIPCR0015 scope and timeline for implementation agreed and effecting the required change for November 206 (latest)
- Received an update on status of CP1607 (IF-051 message), placeholder date is now February 2029

RAG Status

Overall Operating Risk

This period

Summary Activities

- **ELS**
  - No material issues reported
  - External vendor and interval teams 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 certainly on expected supplier migration volumes
  - Daily monitoring in place
- **Change**
  - Actively monitoring with DNO system provider post M10/M11 change and timelines
  - Deployed R9.2.0.3 for MPRS

Next period

Summary Activities

- **ELS**
  - Error Status messages / L3/4 validation DIPCR0015
  - Open issues to be tracked at TOG & Expert Groups
- **Migration**
  - 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 DNOs planning to test and deploy R9.2.1 by end September
  - Expecting further MPRS patches / releases
  - Future MPRS releases to be aligned to BSC timeline (Feb, June & Nov)
  - Monitor future CRs and respond accordingly
  - UMS changes/new releases planned

RAID	Rating	Type	Mitigating or resolving action required	Next Update
New Systems and participants don't perform/behave 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	This is not restricted to the M11 work off items but also those that are discussed at the TOG and on the MHHS issues tracker. It is acknowledged these are 'BAU' rather than project. Not expecting any PSG intervention.	
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

Migration

- Continued monitoring of systems to ensure processes are working as anticipated as number of suppliers/agents entering MHHS increases.
- Continuous monitoring of actual migrations vs expected.
- Continuous monitoring of settlement as MPAN numbers increase.
- Managing large increase in SDEP messages from Suppliers.
- Following the issue reported by 1 supplier on the REP-900 completion instructions regarding negative values, our provider C&C has deployed a fix. This has allowed us to change the REP900 setting for those suppliers that have designed their systems in a way that requires cancelled REP-900s showing totals as a negative number.
- Following an issue reported by 1 supplier on the REP-901 flow, we have deployed a fix and re-issued all the necessary flows.
- Keep monitoring the issues log for impact on operations.

Change

- Continued patches for MPRS for know issues.

Next period

Summary Activities

Migration

- Continued monitoring of systems to ensure processes are working as anticipated as number of suppliers/agents entering MHHS increases – Particularly as Non-SIT Suppliers will be starting migration this month.
- Continuous monitoring of actual migrations vs expected as migration.
- Continuous monitoring of settlement as MPAN numbers increase.
- Monitor ISD.
- Management of increase in DIP Status Message volumes.
- Follow progress on DCUSA change to make the clarification in the REP-900 flow notes in order to address issue identified on the matter.
- Renew the DIP certificate expiring in August.
- Submit Readiness Assessment 8.
- Keep monitoring the issues log for impact on operations.

Change

- 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
Ongoing: Migration ramp-up. Risk of further issues being encountered as more suppliers begin migrating MPANs with different systems and processes etc. Particularly as non-SIT Suppliers join migration.		Risk	IDNOs to raise concerns, if necessary, and engage with resolution action.	
Ongoing: ISD Publications.		Risk	IDNOs to Monitor and raise concerns, if relevant.	

Central Party Finances – 26/27

Overarching Costs for MHHS Central Parties FY 26/27

Financial Measure	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	Totals (£m)*
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	Total
MHHS Budget	1.33	1.23	1.22	1.17	1.10	1.11	1.08	0.98	0.96	0.94	0.94	4.23	**16.29**
MHHS Forecast	1.12	1.04	0.99	1.02	1.01	1.03	1.00	0.84	0.83	0.82	0.82	4.23	**12.72**
Helix Budget*****	0.84	0.83	0.89	0.81	0.77	0.74	0.67	0.24	0.21	0.16	0.16	0.16	**6.48**
Helix Act/Forecast*****	0.60	0.60	0.68	0.55	0.59	0.53	0.44	0.27	0.24	0.19	0.19	0.19	**5.07**
RECCo Budget	0.14	0.16	0.06	0.17	0.06	0.38	0.06	0.02	0.02	0.02	0.02	0.02	**1.13**
RECCo Forecast	0.70	0.00	0.03	0.17	0.06	0.38	0.06	0.02	0.02	0.02	0.02	0.02	**1.50**
Total Budget	2.31	2.22	2.17	2.15	1.93	2.23	1.81	1.24	1.19	1.12	1.12	4.41	**23.9**
Total Act/Forecast	2.42	1.64	1.7	1.74	1.66	1.94	1.5	1.13	1.09	1.03	1.03	4.44	**19.29**

Please note:

- **DCC costs are included in operational costs and no longer reported separately as their Programme has closed.*

Central Party Finances – Colour Key

Actuals data

MHHS PROGRAMME
Industry-led, Elexon facilitated

Level 3 Advisory Groups Updates

Governance Group Updates

Programme Steering Group (PSG)

PSG 01 July 2026

Ofgem Update: Ofgem confirmed MHHS's strong position and confirmed work is underway regarding CP391 with an update expected w/o 06 July 2026.
CR065 Update: CR065 was approved, subject to further refinement of Appendix 3 of the Migration Framework following feedback from RECCo.
Programme Status Update: The Programme remains on track across Qualification, Migration and M16 preparations, with continued positive progress reported against all key milestones.
Migration Update: 13.7+ MPANs migrated, with all central systems continuing to perform as expected and Troublesome MPANs reducing.
Qualification Update: Qualification continues to perform strongly, with delivery on track across all waves and no material programme issues.
M16 Update: The Programme noted that revised decision criteria will be taken to an eMCAG for approval.
Elexon Progress against IPA Strategic Actions: Elexon provided an update on the IPA's 5 strategic actions on Elexon's Service Management.
M14 Acceptance Criteria: Programme presented the criterion required to meet M14, as well as the update and status against each.
IPA Update: The IPA presented an assurance update and a detailed overview of key Lessons Learned till M11.

PSG papers available here.

Migration & Cutover Advisory Group (MCAG)

MCAG 28 July 2026

Settlement Timetable Update: STEG is progressing SF decision criteria and M16 confidence assessment work, with no fundamental impediments currently identified.
ELS Recommendation Update: Programme-tracked ELS recommendations are now complete, with one remaining item continuing through IPA assurance.
Migration Execution: Migration has passed 50% completion, with over 17m MPANs completed and Sprint 3 reducing the gap to the M11 baseline from c.20% to c.5%.
Participant-Driven Migration Dependencies: Dependencies remain stable, with DCC performance Amber but limited impact on Migration.
Migration Exclusion List: Exclusion and remediation volumes continue to reduce significantly, with all supporting code changes now approved and progressing towards implementation.
External Change Log: All tracked external changes have either been implemented or are pending implementation, with one guidance item outstanding and no material risk currently identified to M15.
MWG Update: Positive feedback was received on proposals for a new 'Conditionally Complete' supplier status and increased Migration Framework flexibility to support later migration sprints.

MCAG papers available here.

Qualification Advisory Group (QAG)

QAG 22 July 2026

Enduring Qualification: Code Bodies provided an update on BSC and REC enduring qualification processes, including the digitalised QRA, expanded MHHS testing scope and updated BSA / DIP external testing requirements.

MHHS Qualification Approach and Plan – Annex 5: Updates v3.0 Annex 5 documents were approved.

M14 Acceptance Criteria: Programme confirmed all three M14 Acceptance Criteria are currently being met, with the M14 Checkpoint next month acting as a dry run for the M14 Decision.

QAG papers available here

Wider Programme Updates

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

1. REMINDER: Readiness Assessment 8 (RA8) closes today! - the deadline is **today, Wednesday 29 July 2026**
2. NEW! Upcoming deadlines for Migration Pathways (MPs) - **please note the key deadlines for your Migration Pathway over the next week, as set out in the article below**
3. NEW! Migration Update

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

Upcoming Governance Meetings:

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

- **Wednesday 05 August 2026:** Programme Steering Group (PSG) at **10:00**
- **Wednesday 05 August 2026:**Settlement Timetable Expert Group (STEG) at **14:00**

Key Participant Experience & Communications Activities

M14- All participants should be qualified under the new MHHS Target Operating Model

- Regular communication of key Qualification timelines and deadlines for each Wave/Migration Pathway across all communication channels
- Proactive publication of guidance documentation and lessons learned across the end-to-end participant journey
- Proactive communication to provide clarity around Participant obligations and M14 criteria and sanctions
- Build momentum towards M14 by maintaining a countdown to the final Performance Assurance Board and highlighting Participant progress.
- **Next steps:** Launch of new Supplier Landing Page on the Collaboration Page containing key information around things to be aware of during the Qualification process and Supplier obligations at M14

M15- All participants should have migrated eligible MPANs to MHHS Settlement arrangements

- Regular communication of key Migration timelines and deadlines for each Wave/ Migration Pathway across all communication channels
- Proactive publication of guidance documentation and lessons learned across the end-to-end journey.
- Build momentum towards M15 by highlighting key migration milestones and successes, such as the first Non-SIT participants to start migrating MPAN's and reaching 50% migration.
- **Next steps**: Launch of new initiative to share insight around things to consider and common pitfalls experienced by participants already actively migrating, including new Supplier Landing Page on the Collaboration Base and targeted technical support calls for high risk Suppliers.

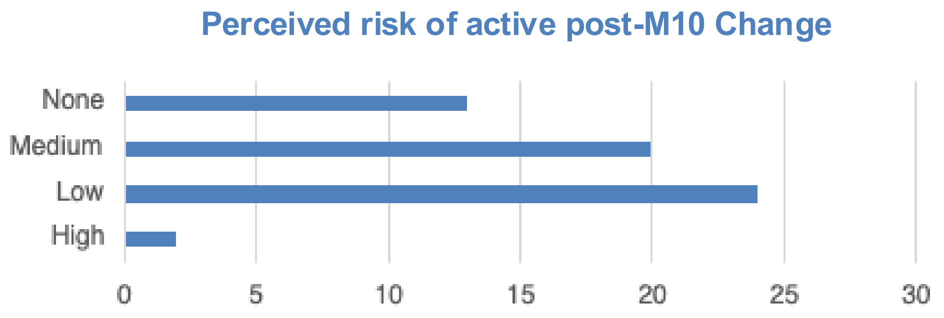
M16- Cutover to the new Settlement Timetable

- Facilitation of Settlement Timetable Expert Group consultation, webinar and drop-in sessions, **completion** of Decision Point ! consultation on timetable.
- Communication of Settlement Timetable information across all communication channels
- **Next steps:** Facilitation and communication of Readiness Assessment 8.

Industry Change

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

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



Active post-M10 change by code: **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

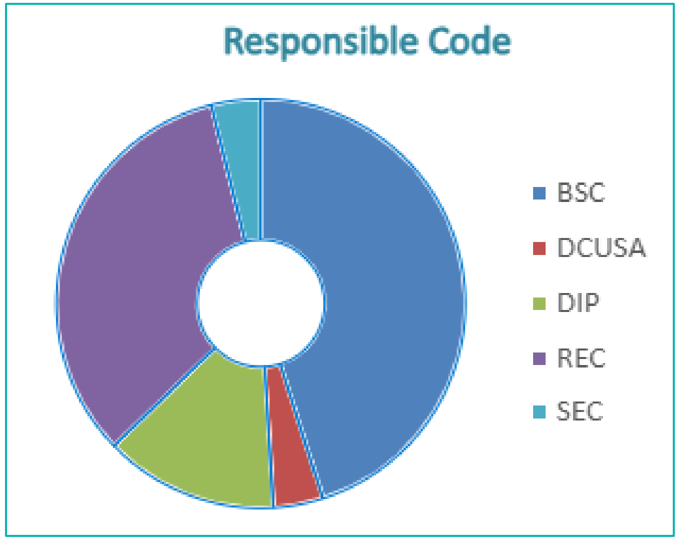
Relevant Milestone where risk exists: **44** - ELS/M11: 26, M14/M15: 16

Horizon Scanning Process

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

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

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



MHHS IPA Monthly Assurance Dashboard

Reporting Period: August 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 MHHS RAID log, working group and advisory group papers and tracking of IPA open actions. Tracking and monitoring of settlement timetable transition activities through STEG and monitoring of risks ahead of M14/M15/M16. Engagement with Helix, Elexon and DIP Manager leadership. Monitoring of M15 Programme milestone changes resultant of CR65 and p487 implementation.

Stage-Based Assurance

- **Qualification Testing Progress Tracking (WP12) – In Progress** – Ongoing monitoring of Qualification progress and risk areas ahead of M14, including review of Programme and Elexon Qualification reporting, attendance at QWG and QAG and engagement regarding at-risk Participants. Continued preparation of the IPA Monthly Qualification Report under Ofgem Directions and finalisation of the Wave 2 Qualification Decision Assurance Report.
- **Migration/Transition Readiness Progress Tracking (WP13) – In Progress** – Continued monitoring of Migration performance, risk areas and delivery against the Sprint 3 plan and recovery against the M11 baseline plan ahead of M15. Review of Migration reporting and attendance at TOG, MWG and MCAG/eMCAG, alongside preparation and issuance of the fortnightly IPA Migration Reports under Ofgem Directions.
- **Ad-Hoc Assurance (WP14) – In Progress**
    - **Service Arrangements Review:** Finalised and issued the SAR Addendum Report reflecting workshops held with Elexon to agree the action plan to further progress the strategic recommendations. Workshop held with Elexon and Ofgem to align on further industry-wide collaboration required to progress strategic recommendations (codification of service management).
    - **Consequential Change Assurance:** Completed the Consequential Change PPIR assessment and issued the assurance report. Programme and Ofgem feedback has been incorporated into the Consequential Change Executive Summary for the August PSG, with targeted recommendations issued to relevant Participants and follow-up engagement progressing.
- **Lessons Learnt (WP15) – Interim Reporting (Pre-ELS) – Complete**
    - Finalised and issued the final interim Post-Assurance Learning Report following incorporation of feedback from the MHHS Programme, Elexon, SRO/LDP and Ofgem.

Upcoming Assurance Activities

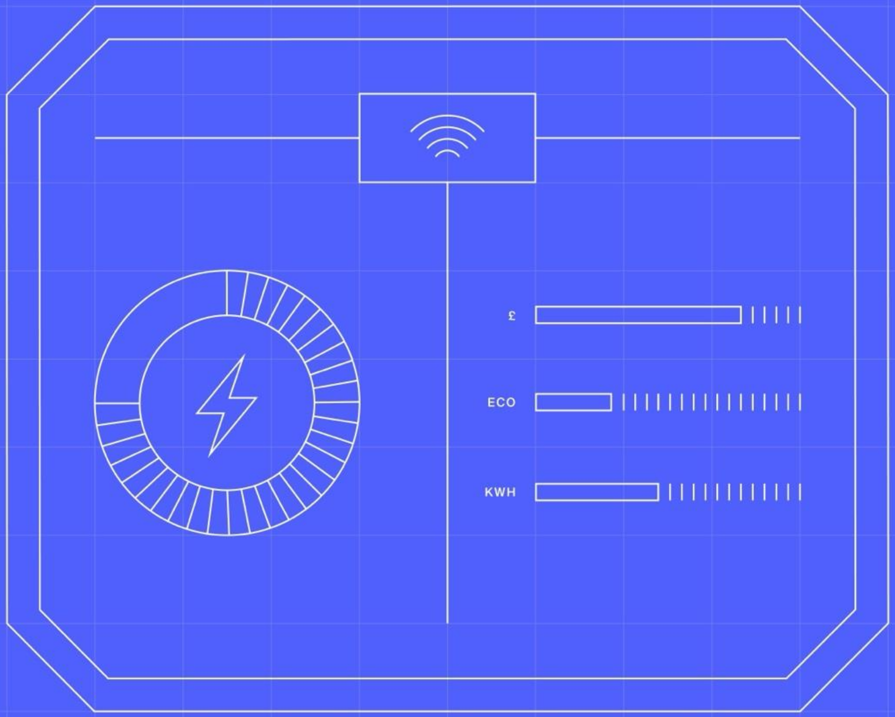
- **Ad-Hoc Assurance (WP14):** Continued monitoring and engagement with Elexon and key stakeholders to progress SAR recommendations. Progression of follow-up against the targeted Consequential Change recommendations.
- **Ofgem Reporting Directions (WP12/13):** Completion of IPA reporting for Qualification and Migration.
- **Qualification Decision Assurance (WP12):** Completion of Wave 2 Qualification Decision Assurance Report.
- **Migration/Transition Readiness (WP13):** Monitoring of Migration progress and risk areas ahead of M15/M16. CR65 Assurance

Assurance Action Status

	Post-M11	Pre-M11	Total
Total IPA Actions Raised	51	399	450
Actions Closed	38	399	437
Actions Open	13	0	13
Actions Overdue	2	0	2

- 13 actions raised post-M11 are open with 2 overdue. The remaining open actions relate to IPA's SAR Tactical recommendations.
- The two overdue actions concern: (1) establishment of a Central System Provider maintenance, release and outage calendar; and (2) updates to Elexon's Service User Operations Manual to support the emergency cross-party board process. The IPA is aligned with the actions taken by Elexon to address the actions and considers the risk to industry operations to be low.
- All actions raised pre-M11 have now been successfully closed.

Summary and Next Steps



INFORMATION: Summarise Actions, Decisions and Look Ahead to Next Meeting

Chair and Secretariat

5 mins

Summary and Next Steps

1. Confirm actions and decisions from meeting
2. Next PSG meeting:
    1. **02 September 2026 10:00 – 11:30 (in person)**

Meeting dates	**02 September 2026**
Relevant milestones or activities	
Agenda items	• Ofgem Messaging • Migration Update • Qualification Progress • M16 Update • M14 Checkpoint
Standing items	• Minutes and Actions • Programme Reporting • Delivery Dashboards • Summary and Next Steps

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

Thank you

MHHS PROGRAMME
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Appendix 1 – Elexon Progress against MHHS ELS Recommendations

Programme update:

- confirms that (as 02 July 2027), the final ELS Exit Recommendation that the Programme was actively tracking was closed (ref. 3), following completion of DIP Manager's final risk mitigation activities

- 8 of the 9 ELS Exit Recommendations have now been confirmed as complete by Elexon, following additional responses and actions taken (refs. 1, 2, 3, 4, 5, 7, 8 and 9). The Programme has reviewed these and they can be closed out.

- The remaining item (ref. 6) is still subject to separate IPA tracking (as part of its Service Assurance Activities).

The Programme considers that **no further monitoring** of the ELS Exit Recommendations is required at this time:

- all remaining actions will be managed through to completion by the IPA (removing duplication of effort).

Progress against MHHSP ELS Exit Recommendations (1/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
1	• TOG continues to run weekly for remainder of migration period (until M15) • Service Management Forum continues to run monthly until end of migration period	• TOG will meet weekly. TOG will incorporate regular industry touchpoints to refine the ToR including duration and cadence according to industry need. • Service Management Forum will continue to run monthly, and future monthly sessions have now been diarised.	Karen Lavelle / Roger Harris Gary Leach	**Complete**	**Complete** – Service Management Forums have been diarised up until December 26.
2	• Same reporting as is currently provided to TORWG is shared with the Programme & Industry on weekly basis. • Same analysis is undertaken by the reporting party to identify where remedial actions should be taken when performance dips - Completed	• Elexon will continue to produce and deliver performance metrics, incident updates, analysis, and continuous improvement progress through established governance forums. Reporting will be refined and matured over time, with direct engagement with industry to ensure it increasingly reflects user experience. • Trend Analysis is not being prepared and presented in SM Forum	Elexon Value Stream Leads / Gary Leach	**Complete**	**Complete** - An updated reporting approach, incorporating this feedback, will be presented at the Service Management Forum on 10 March.
3	• DIP Manager to review arrangements for DIP Rules monitoring and the process for providing supporting guidance • Post review, define the process for performance issue escalation to individuals and the MCC where failure to adhere to DIP rules could impact migration delivery plan Improvements to be embedded ahead of onboarding additional parties to DIP in Wave 1	• DIP Manager capability to identify participants not aligning to DIP Rules or DIP Performance Assurance Framework is operational. • DIP Manager will advise DCAB on non compliance through an amended agenda. • DIP Manager has guidance to confirm how escalation pathways/controls and timelines work and will work with respective Bodies Assurance teams. • DIP Website contains Assurance specific information linking to specific guidance documentation. Internal procedures are modified to notify MCC of any non compliance concerns that may impact migration plans. https://www.elexon.co.uk/data-integration-platform/assurance/	James Stokes	**Complete**	**06 July – MHHS have advised they are closing Risk R1250 as an accepted risk and are closing the ELS Exit recommendation.** Head of Data Products comfortable DIP Manager has the right capability to escalate with Code Bodies and Ofgem and has regular engagement with BSC Assurance and REC Assurance
4	• Reconsider, address, and communicate Controls to ensure incident resolution and exception handling take place in timely manner (as part of Cross-Party Service Design ahead of Wave 1 qualification in April) – **Ongoing - IPA** • Ensure parties have clarity on responsibilities across Industry including who is responsible for incident progression once raised – **Ongoing - IPA** • Include guidance on what parties are expected to raise and when as they identify issues - **Completed**	• Existing CPSD controls are being reviewed and re-communicated, alongside a review of internal processes to ensure they effectively support these controls. Consideration needs to be made if any additional cross industry controls are required • Clear, end-to-end responsibility for incident ownership and progression will be defined and communicated across all industry parties once an incident is raised. This has been documented in the CPSD Approach • Guidance has been issued via the CPSD Approach and Runbook with additional clarification currently under review • Additional Industry workshops have been held	Gary Leach	**Complete** 31.3.26 (progress on IPA Service Assurance Activities will be reported on at Service Management Forums).	✓ 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 **Update 21 July** Reviewing customer survey feedback and CPSD trigger points, with completion targeted for 07 August. This should close IPA Recommendations 1 and 2 and support planning for the remaining strategic actions.

Progress against MHHSP ELS Exit Recommendations (2/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
5	• Ensure controls in place to prioritise incidents correctly (ensuring parties have opportunity to recommend priority) - **Complete** • Process to delineate service requests from incidents. Resource/SME in place to ensure timely resolution - **Complete** • Make clear the escalation route that parties can follow if they feel the response is not appropriate/ query not dealt with in timely manner - **Complete** • Proposed changes to be agreed with Industry and clearly documented in SM documentation - **Ongoing**	• Controls are in place to ensure incidents are prioritised correctly with the Technical Triage function • A clear process is in place to distinguish service requests from incidents, ensuring correct classification and handling, this is detailed in the Operations Manual • A clear and documented escalation route has been communicated and will be presented at SM Forum on 10 February. • Proposed changes will be agreed with Industry via the Service Management Forum and clearly documented within Service Management documentation.	Gary Leach	**Complete**	✓ Technical Triage (TT) continues to own initial impact assessment and priority. ✓ Parties are explicitly invited to recommend priority at case submission, within the free text box of the case for TT to review during impact assessment • **Operations Manual v3.0 has been released**
6	• Issues with the MHHS TOM should continue to be raised and tracked via the Service Desk with regards to BSC processes - **Complete** • Consider how issues which may not be considered major incidents but impact multiple participants should be communicated out to the wider industry and managed thereafter **Complete** • These open incidents, including detail on who is leading the resolution, should be visible to all impacted parties **Complete** • Increased transparency and reporting of issues and fixes that would historically have been internal to parties is required. This should also include incidents that are raised on other service desks which could impact multiple parties and codes **Ongoing** • 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 - **Ongoing**	• This is agreed in the CPSD approach where Elexon will handle Incident actions but will not be subject to SLA • Technical Triage will identify and manage issues impacting multiple participants and coordinate wider industry communications where MI thresholds are not met. • Improvements to Incident and Case updates and quality is currently under review. We will report progress and improvement plans into the Service Management Forum and the TOG. • Roles and Responsibilities workshops have been held internally • Improved ways of working for Technical Triage have been implemented	Gary Leach	31.3.26 (progress on IPA Service Assurance Activities will be reported on at Service Management Forums).	• All MHHS TOM-related issues continue to be logged and tracked via Technical Triage (TT) • A validation process within TT confirms correct categorisation and routing before onward progression. • Cross-checks are now in place to identify patterns where similar issues are raised. • Visibility improvements are being developed to give more transparency on outstanding cases / incidents **Update 21 July** Reviewing customer survey feedback and CPSD trigger points, with completion targeted for 07 August. This should close IPA Recommendations 1 and 2 and support planning for the remaining strategic actions
7	• Continue to document improvement activities and track and discuss with Industry through the monthly Service Management Forum - **Ongoing** • Seek industry feedback and prioritise proposed improvement activities - **Ongoing** • Present an update on outstanding/recently resolved closed problem records - **Ongoing**	• All Continuous Improvements will be presented and tracked in the Service Management Forum • Industry feedback will be collated within the Service Management Forum • Problem Management updates will be presented in the Service Management Forum • Phase 1 Continual Improvements have been completed. Phase 2 Improvements from Industry and Programme Feedback ongoing • Problem Management ways of working has been improved and new Problem Manager is joining March 26	Gary Leach	**Complete**	• Service Management Forum is tracking improvement activities with industry • Feedback is received during Forum or through cases being raised • Weekly Issues Log now contains Problem Management information

Progress against MHHSP ELS Exit Recommendations (3/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
8	• DIP change and release management process to be reviewed and baselined as soon as possible • Implement more structured release approach, where upcoming DIP changes are communicated in advance • DIP users should be consulted to assess best time for DIP changes to be made • This should be addressed ahead of more DIP users being onboarded in April	• DIP Manager has agreed processes through working groups and alignment with other code bodies. • DIP Manager has amended approach to sharing forward schedule of change. • DIP Manager has taken action to ensure pre and post change comms are issued. • DCAB will be advised on DIP changes and releases notes issued 20 days ahead.	James Stokes	**Complete**	**Update 09 April** • Change process baselined. • Forward scheule of change on DIP website. • Effective and operational release notes are in practice, consultation with MCC prior to planning outages is operationally effective. • Issuing comms pre deploymeent and post deployment operational. And agreement to issue further comms 10 days post change to confirm outcome operational.
9	• Keep log of all comms that have been sent via all channels in readily available location – **Complete** • Implement a process to enable parties to check which comms they are signed up to receive – **Manual Workaround Implemented** • 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 – **Refresh Required**	• Requirements are being gathered for communications improvement requests and will be reviewed with Elexon comms team for feasibility assessment. • Elexon Comms team to report into TOG on delivery plan. • Reconfirmation of the comms sign-up process to be communicated in TOG on 6 February and at regular cadence moving forward	Kate Norton	**Complete**	• **Update 24 June: Slide provided to TOG with a list of comms and sign-up links.** • Formal handover of this to Elexon comms team is complete • Implementation of the capability for self-serve of what lists are signed up to and by whom within an org is a long-term objective and will not be updated weekly at TOG, as it may take significant time to develop and deploy. • To sign up to communications, go to: https://www.elexon.co.uk/news-insights/subscribe-to-our-newsletter-and-circulars/