



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

---

# Readiness Assessment 5/6 Overall Report

---

Version 1.0

MHHS-DEL3945

Document Classification: Public

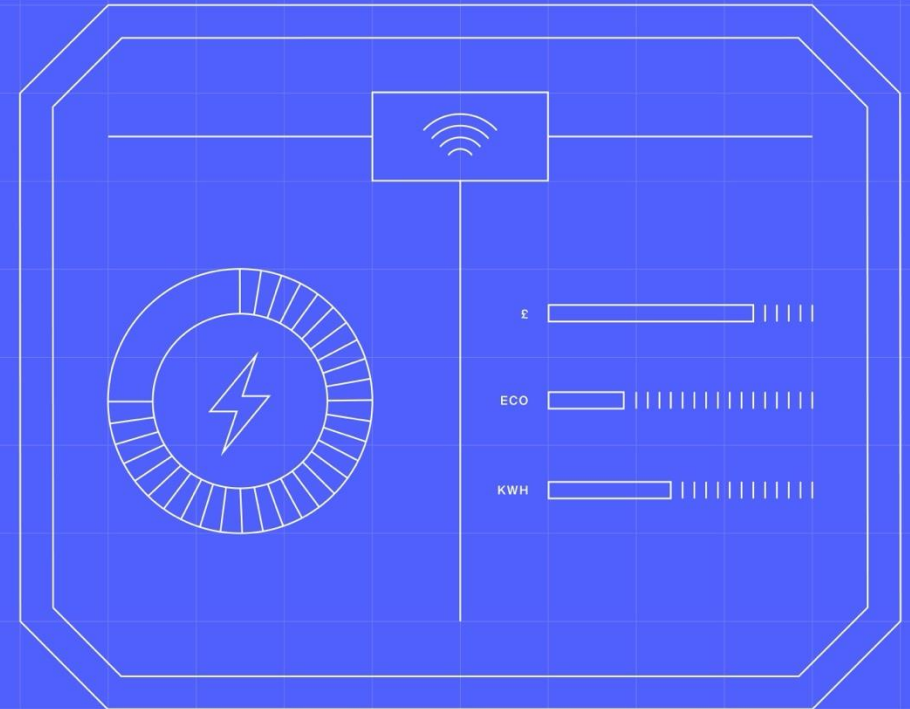
# Table of contents (1/2)

Section	Topic	Description	Slide No.
<b>Section 1:</b> Introduction	Readiness Assessment 5/6: Overview and summary	Introduction to the purpose of this report and its key focus areas	5
	Overall engagement	Analysis of response rates across constituencies	6
	Executive summary	Summary of the important findings in RA5/6	7
<b>Section 2:</b> Programme Participant Governance & Planning	Overview and summary	Summary of the important findings in RA5/6 related to MHHS governance and planning	9
	Programme participant governance & planning	Analysis of all participants' MHHS governance and planning	10
<b>Section 3:</b> Qualification	Overview and summary	Summary of the important findings in RA5/6 related to qualification	12
	SIT Participants	Analysis of SIT participants qualification	13
	Non-SIT LDSOs	Analysis of Non-SIT LDSO participant qualification	14
	Non-SIT Suppliers & Agents	Analysis of Non-SIT Suppliers & Agents participant qualification	15
<b>Section 4:</b> Performance Assurance	Overview and summary	Summary of the important findings in RA5/6 related to performance assurance	17
	Performance assurance arrangements	Analysis of Code Bodies and Central Parties performance assurance arrangements	18
<b>Section 5:</b> Data Cleanse Activities	Overview and summary	Summary of the important findings in RA5/6 related to data cleanse activities	20
	Data cleanse activities	Analysis of data improvement activities required by selected participants	21
<b>Section 6:</b> Migration Start & Early Life Support Ready	Overview and summary	Summary of the important findings in RA5/6 related to migration and early life support	23 - 24
	Hypercare arrangements by M10	Analysis of all participants responses to hypercare arrangements	25
	Hypercare arrangements for migration and early life support period	Analysis of all participants response to defining hypercare arrangements for the migration and early life support period	26
	SIT & Non-SIT migration	Analysis of SIT & Non-SIT suppliers' response to migration plans	27
<b>Section 7:</b> Market-wide Participant MHHS Supporting Functionality Ready	Overview and summary	Summary of the important findings in RA5/6 related to market-wide supporting functionality	29
	Operational readiness plans	Analysis of all participants response to operational readiness plans	30
	Forward and reverse migration processes (1/2)	Analysis of SIT, Non-SIT & LDSO participant readiness to follow forward and reverse migration processes	31
	Forward and reverse migration processes (2/2)	Analysis of SIT & Non-SIT participants readiness to support migration period by M8	32
<b>Section 8:</b> Cutover Planning	Overview and summary	Summary of the important findings in RA5/6 related to cutover planning	34
	Cutover preparation activities and Service activation	Analysis of selected participants responses to cutover preparations and service activation	35

## Table of contents (2/2)

Section	Topic	Description	Slide No.
<b>Section 9:</b> Service Management Go-Live	Overview and summary	Summary of the important findings in RA5/6 related to service management	37
	Service Management Go-Live	Analysis of all participants understanding of Elexon's service management arrangements	38
<b>Section 10:</b> Elexon Specific Questions	Overview and summary	Summary of the important findings in RA5/6 related to Elexon's specific questions	40
	Elexon Helix & DIP Manager	Analysis of Elexon Helix and DIP Manager progress on service management, service activation, DIP readiness and central services	41 - 42
<b>Section 11:</b> Central Services & LDSO Deployment of New Functionality	Overview and summary	Summary of the important findings in RA5/6 related to Central Services & LDSOs deployment of new functionality	44
	Central Service & LDSO readiness to deploy new functionality	Analysis of specific Central Parties & LDSO readiness to deploy new functionality	45
<b>Section 12:</b> Code Body Readiness	Overview and summary	Summary of the important findings in RA5/6 related to Central Services & LDSOs deployment of new functionality	47
	Code Body readiness	Analysis on the progress of Code Body-led activities in lead up to M10	48
<b>Section 13:</b> Communications & Engagement	Overview and summary	Summary of the important findings in RA5/6 related to communications and engagement feedback	50
	Communications and engagement	Analysis of all participants feedback on communications, engagement, feedback and support	51
<b>Section 14:</b> Risks & Recommendations	Risks and recommendations	The key risks found in RA5/6 and the Programme's planned response to each	53 - 56
<b>Consequential Change</b>	<i>IPA consequential change report</i>	<i>*Findings from the consequential change questions can be found within the appendix of the IPA's M10 checkpoint report</i>	-

# Introduction



## Readiness Assessment 5/6 – Overview and Summary

### Overview

On 28 April 2025, Readiness Assessment Five & Six (RA5/6) was issued to the Principal Contacts of the MHHS Programme’s industry participants. Participants were provided with 15 working days to complete the survey. The survey closed on 16 May 2025.

### Purpose of Readiness Assessment 5/6

- An opportunity for participants to communicate go-live readiness progress ahead of M10.
- Enable the Programme to identify any critical risks and trigger targeted assurance support where required.

### Reporting

Each participant who responds to RA5/6 will be provided with an individual participant report, providing a summary of our findings and Programme recommendations based on their responses; and an RA5/6 Overall Report. The RA5/6 Overall Report provides a view of the industry’s readiness for M10 at a macro level.

### RA5/6 Focus Areas

RA5/6 presented questions to Participants across 12 topics. The following areas were identified as the focus areas critical to M10 delivery.



#### Qualification

To assess the readiness of SIT Participants, Non-SIT LDSOs and Non-SIT Suppliers and Agents for Qualification.



#### Migration & Early Life Support

To review readiness for the start of Migration and understand plans for Early Life Support and additional support that might be required.



#### Market-wide Participant MHHS Supporting Functionality Ready

To assess readiness to implement specific changes prior to the start of the Migration period and to support forward and Reverse Migration processes.



#### Cutover Planning

To assess readiness to deploy new systems or functionality that will enable participants to operate under the new MHHS arrangements.



#### Service Management Go-Live

To review readiness ahead of the new Service Management arrangements and assess participant understanding of the new arrangements.



#### Elexon & Code Body Readiness

To confirm that all Elexon and key Code Body led activities in the lead up to M10 are on track.



#### Communications & Engagement

Opportunity to assess performance of Programme communication channels and provide feedback and areas where additional support is required.

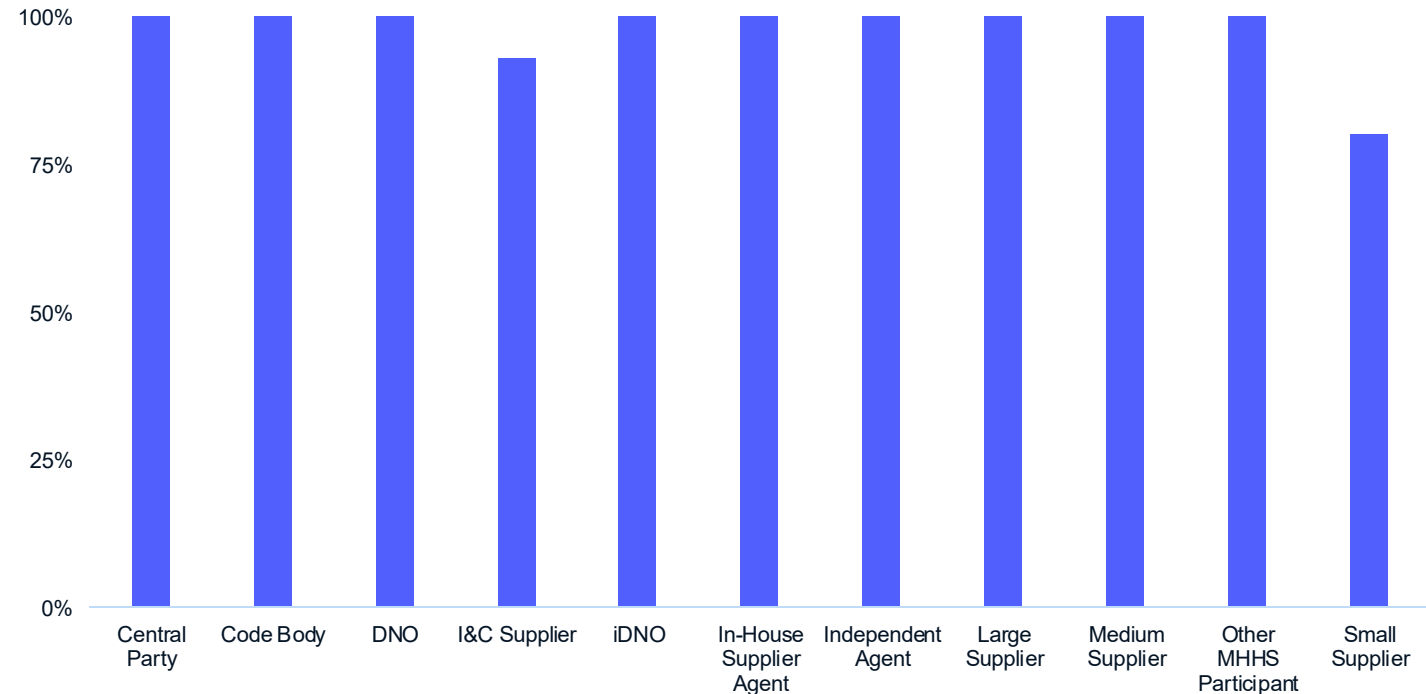
## Overall engagement

The response rate to RA5/6 has shown a **marked increase across all groups**, with **95% of in-scope participants providing a response, a substantial increase from RA3's response rate of 67%**. This grows significantly when measured by market share, having achieved **>99.5% coverage of supplier MPANs**. Receiving responses from **100% of DNOs, iDNOs, Large Suppliers, Medium Suppliers, Central Parties** demonstrates **high levels of engagement with key constituencies** as the Programme moves towards M10. The PPC shared the RA 5/6 questions two weeks in advance of the survey going live to give participants time to engage fully and actively followed up with non-responders to maximise the participants the response rates.

Constituency	Responded	Invited	Rate
Central Party	6	6	100%
Code Body	2	2	100%
DNO	6	6	100%
I&C Supplier	51	55	93%
iDNO	20	20	100%
In-House Supplier Agent	5	5	100%
Independent Agent	15	15	100%
Large Supplier	8	8	100%
Medium Supplier	5	5	100%
Other MHHS Participant – National Energy Systems Operator (NESO)	1	1	100%
Small Supplier	12	15	80%
Software Provider*	11	20	55%
<b>Total</b>	<b>131</b>	<b>138</b>	<b>95%</b>

\*Software Providers were not obligated by BSC to respond to RA5/6.

Response Rate By Constituency



### Non-responders:

- All non-respondents have been escalated to Ofgem. One of these participants is in Wave 1, and six participants sit across Wave 2-4.

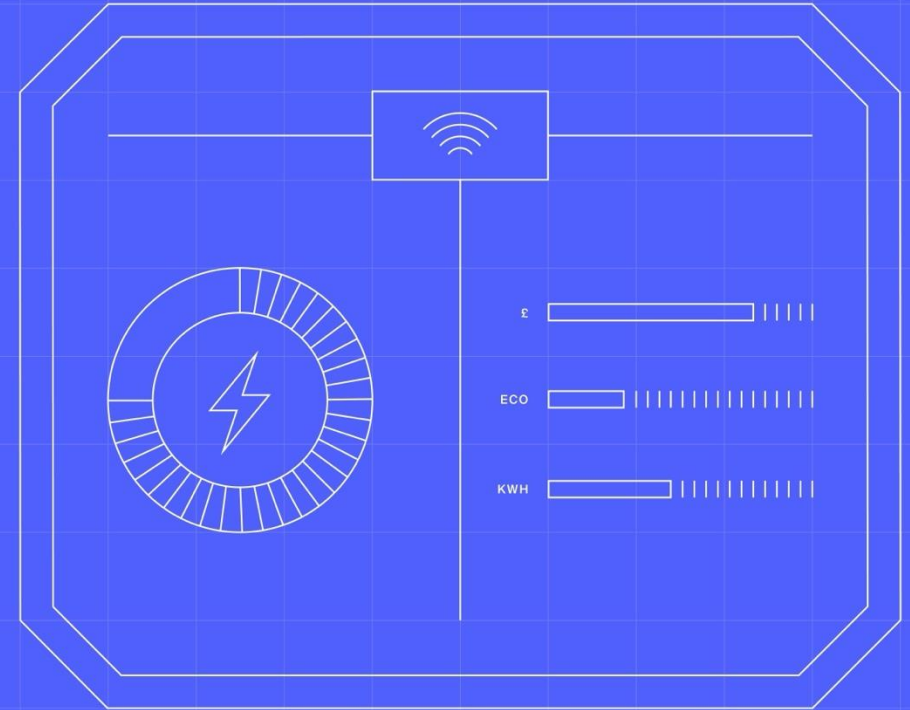
## Executive Summary

Overall, there were many positive responses that came out of the survey. Participants reported high levels of confidence across **governance and planning, QAD submissions and qualification testing**, and **Code Body readiness**, as well as encouraging scores and feedback on the Programme's **comms and engagement** channels. DCC, RECCo and the LDSOs confirmed that plans to support the **population of Domestic Premises Indicator** are **on track** and the LDSOs confirmed they are aware of when they need to have implemented MPRS Release 9.

RA 5/6 also revealed some areas of concern, providing additional insight and opportunities for action on **risks** the Programme is tracking toward M10 and M11 go-live:

	RA 5/6 area of concern	Next steps and mitigations
1	<b>Service Management Go-live</b> 24% of participants across all constituencies have outlined that they <b>do not</b> understand Elexon's Service Management arrangements, nor have plans in place to support them.	The Programme has discussed this feedback with Elexon and continues to support e.g. by facilitating an e-TORWG to enable Elexon to more clearly communicate this to industry. GLIG discussions continue (for Central Parties and SIT Participants)
2	<b>Migration &amp; Early Life Support</b> 5 iDNOs reported that their hyper-care arrangements <b>have not</b> yet been defined for when Migration starts or for the Early Life Support period.	Use existing bilaterals to support LDSOs to understand the requirements around developing their hyper-care arrangements and the associated timescales.
3	<b>Market-wide Participant MHHS Supporting Functionality Ready</b> <ul style="list-style-type: none"> <li>9 I&amp;C suppliers reported that they <b>do not</b> understand the Migration Design and <b>have not</b> developed operational processes required for Forward and Reverse Migration.</li> <li>1 I&amp;C supplier and 1 Independent Agent reported that they are <b>not aware</b> of their obligation to have both Forward and Reverse Migration processes in place across all their MPIDs at M8, irrespective of when they start Migration.</li> </ul>	<ul style="list-style-type: none"> <li>The Programme has shared the respondents with Code Bodies to inform their activity to chase Legacy Assurance declarations.</li> <li>Receiving fortnightly progress updates from BSCCo on Legacy Assurance responses, with RECCo to follow, which is an input to the M10 Checkpoint Report to PSG and M10 decision-making.</li> <li>Work with the Code Bodies to organise targeted bilaterals with these participants on the Migration Design and requirement to have developed operational processes for Forward and Reverse Migration.</li> </ul>
4	<b>Cutover Planning</b> <ul style="list-style-type: none"> <li>DIP Service Provider reported that their cutover preparations are not on track due to dependencies on Helix for operational process definition.</li> <li>Across LDSOs, I&amp;C Suppliers, Large Suppliers and Central Parties there is a lack of understanding of the Service Activation process.</li> </ul>	<ul style="list-style-type: none"> <li>DIP Service Provider has downgraded this risk after increased Helix workshops.</li> <li>Elexon Helix and DIP Manager to walk participants through the end-to-end process and corresponding documentation (including guidance) for Service Activation.</li> </ul>
5	<b>Performance Assurance</b> RECCo reported that their reporting requirements and performance assurance framework is not on track, due to delays in receiving reporting requirements from the DIP Manager.	DIP Manager has now shared the delivery plan and outstanding design documents but RECCo have reported that they don't have agreement on what information will be provided from the DIP Manager and they do not have an agreed delivery plan, indicating a misalignment of positions. Discussions between Elexon and RECCo to discuss the remaining concerns (primarily around onboarding into the reporting platform).

# Programme Participant Governance & Planning





# Overview and summary

## Programme Participant Governance & Planning

The questions asked in this section were provided by Ofgem to understand whether Participants are compliant with their BSC obligation to develop an MHHS Delivery Plan. Ofgem also wanted to understand whether Participants have established and brought into operation formal internal governance to assure the delivery of their MHHS Plan.

The responses received by the Programme were very positive, with all Participants, apart from 1 Small Supplier, confirming that a delivery plan and governance to assure deliver of their plan was in place.

### Potential Identified Risks

1. One Small Supplier reported that they do not have a MHHS Programme delivery plan. Whilst the impact of this supplier is low (0.003% MPANs), it suggests that this participant is not engaged with the Programme.

### Next Steps

1. The PPC team will monitor engagement levels of this Small Supplier and emphasise them of their obligation under 12.12.1 of Section C of the BSC.

### Questions asked in this section:

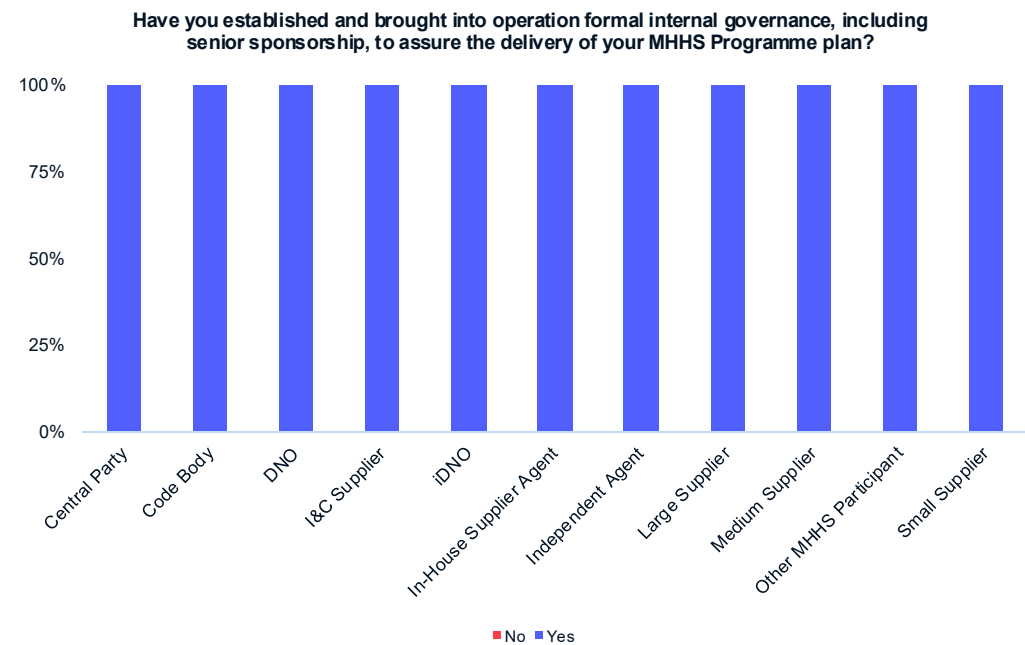
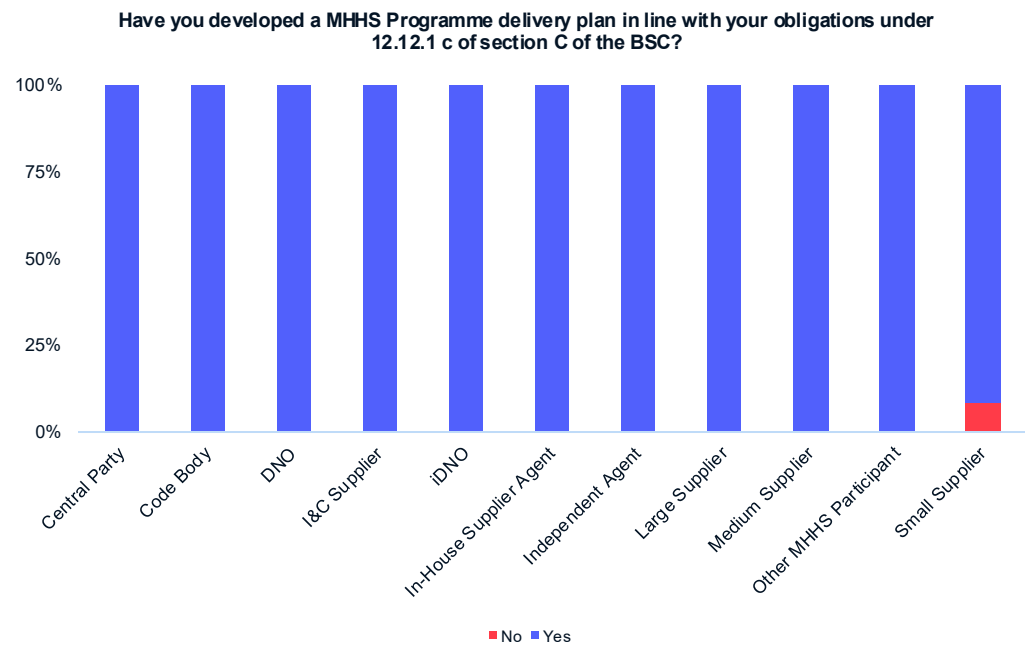
- 1

Have you developed an MHHS programme delivery plan in line with your obligations under 12.12.1 c of section C of the BSC?
- 2

Have you established and brought into operation formal internal governance, including senior sponsorship, to assure the delivery of your MHHS programme plan?

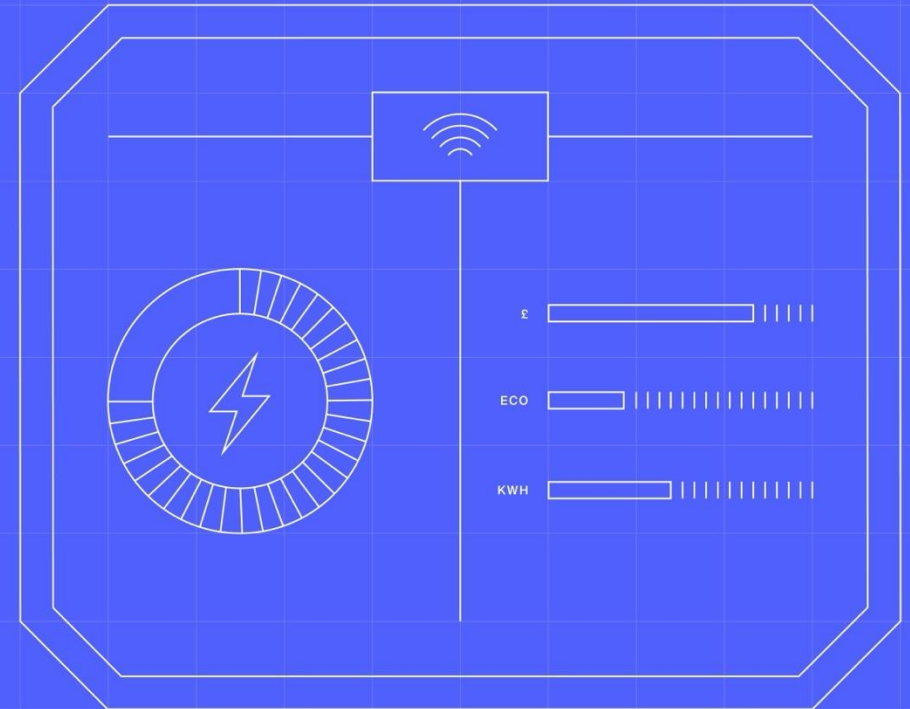
## Programme Participant Governance & Planning

***All participants, with the exception of 1 Small Supplier, confirmed that they have developed a MHHS Programme delivery plan. The Programme is encouraged that all participants responded that they have established formal governance and senior sponsorship to assure the delivery of their MHHS Programme.***



- The Programme is extremely pleased by participant responses to questions on governance and planning. All participants, except for 1 Small Supplier have developed a MHHS Programme delivery plan. All participants have established formal governance processes to assure the delivery.
- This has a low impact given the Small Supplier party hold 0.003% of MPANs and is engaging in other ways.
- The PPC team will follow up with the Small Supplier to track progress and development of a MHHS Programme delivery plan.

# Qualification



# Overview and summary

## Qualification

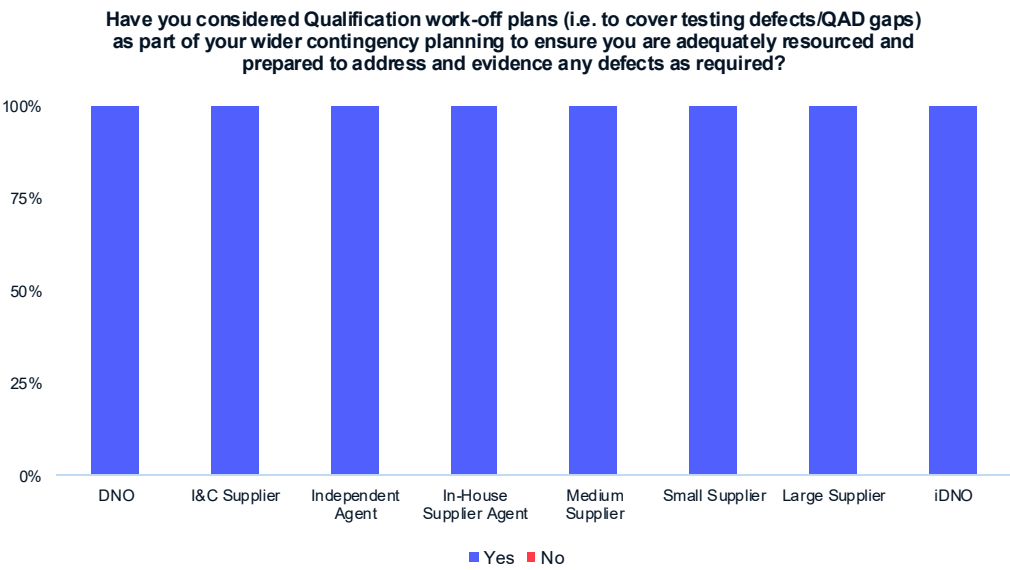
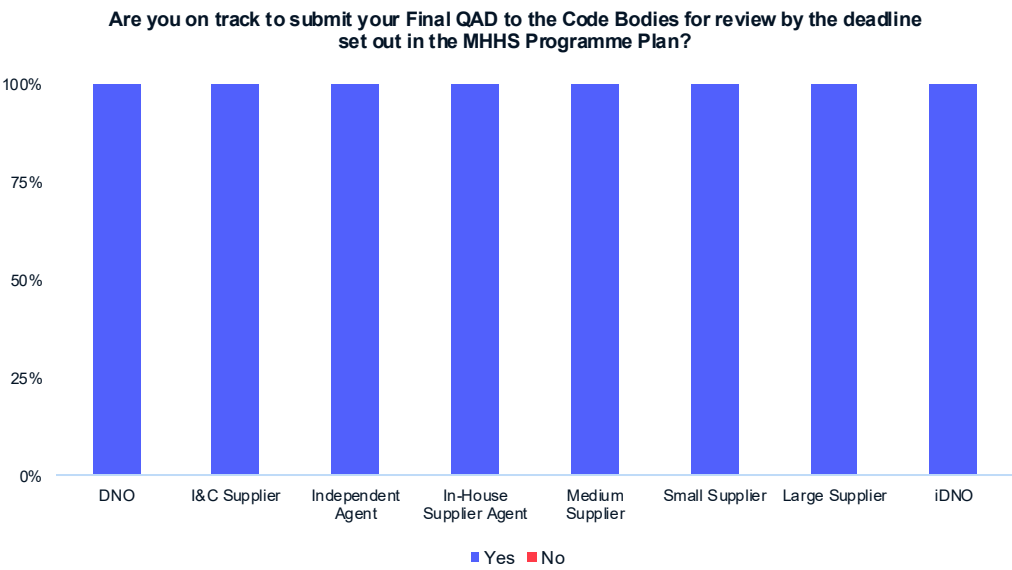
Programme Participants were asked different Qualification questions, dependent on their role as a SIT participant, non-SIT Supplier and Agent or LDSO. The purpose of these questions was to ensure critical Qualification activities, including the qualification assessment document, qualification testing, DIP onboarding and PIT testing was on track.

The Programme is encouraged by the responses received by Participants. All participants critical to M10 go-live reported that they were on track to complete qualification testing and submit their Final QAD. The majority of non-SIT Suppliers and Agents reported that they are on track and feel confident in their readiness to begin Qualification testing.

Potential Identified Risks	Next Steps
<div> <div>1. Only the LDSOs with defects highlighted the need for work-off items. However, all LDSOs will need to agree the approach to the MPRS work-off items. This needs to be factored in to plans and was not noted in RA 5/6 returns.</div> <div>2. Monitoring requirement work-off plan needed for DNOs, but there is currently a lack of clarity over what the exact requirements are and whether this needs to be in place for M10.</div> <div>3. 3% of Non-SIT Suppliers and Agents (1 I&amp;C Supplier &amp; 1 Small Supplier) reported that they were not on track to commence Qualification Testing (QT).</div> </div>	<div> <div>1. Programme to agree approach to MPRS work-off items and communicate this to the LDSOs.</div> <div>2. Programme and Code Bodies to agree an acceptable work-off item and communicate to the DNOs.</div> <div>3. The PPC &amp; Code Bodies must work with the participants that do not feel on track to commence QT to support progress and respond to any concerns.</div> </div>
<div>Questions asked in this section:</div> <div> <div> <div>1</div> <div>Are you on track to submit your Final QAD to the Code Bodies for review by the deadline set out in the MHHS Programme Plan?</div> <div>SIT PP</div> </div> <div> <div>2</div> <div>Have you considered Qualification work-off plans as part of your wider contingency planning to ensure you are adequately resourced and prepared to address and evidence any defects as required?</div> <div>Non-SIT LDSO</div> </div> <div> <div>Are you on track to submit your Final QAD to the Code Bodies for review by the deadline on 23 May 2025? I</div> <div>Are you on track to complete Qualification Testing and submit your Final Test Completion Report to the Programme by 16 May 2025?</div> <div>Are you expecting to have to agree a work-off plan with the Code Bodies and/or Programme as part of your Qualification?</div> <div>What Qualification Wave have you been allocated to?</div> <div>Do you have a good understanding of the DIP Onboarding process and do you feel prepared to onboard to the DIP during the onboarding window for your Qualification Wave?</div> <div>Are you aware of the requirement to onboard to the DIP ahead of Qualification Testing execution, the process for this, when you are able to begin and will need to have completed your onboarding by? I</div> <div>Are you familiar with the key Qualification deliverable dates for your Qualification Wave as set out in Appendix C of the Qualification Approach &amp; Plan?</div> <div>Are you on track and do you feel confident in your readiness to begin Qualification Testing execution in line with your Qualification Wave testing window?</div> <div>Are you progressing with your PIT Testing in line with your Final PIT Test Approach &amp; Plan?</div> <div>Are you on track to submit your Initial QAD via the QAD Portal to the Code Bodies for review during the submission window for your Qualification Wave? I</div> </div> </div>	

## Qualification: SIT Participants

*The Qualification Phase of the Programme assesses whether participants that plan to operate in MHHS have the appropriate systems, processes and controls in place to undertake the BSC and REC requirements for the MHHS Design. The Qualification Assessment Document (QAD) sets out the information and evidence that SIT participants are required to provide to the BSC and REC Code Bodies so that they can be MHHS qualified.*

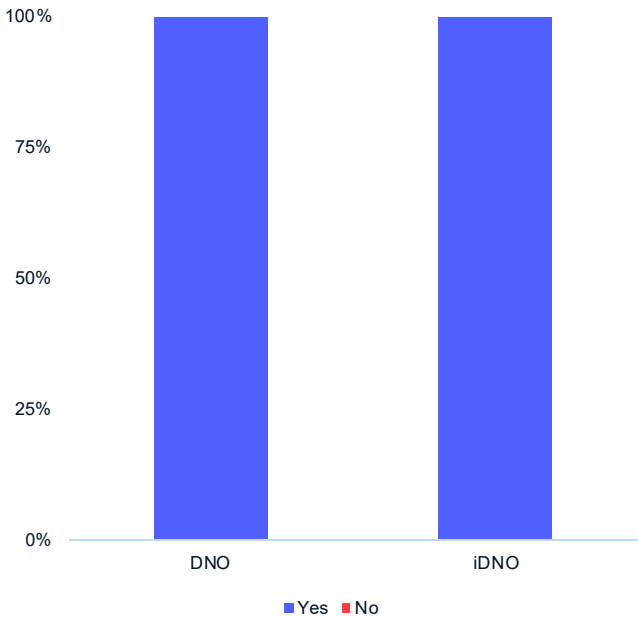


- 100% of participants reported that they are on track to submit their Final QAD to the Code Bodies by the deadline set out in MHHS Programme Plan. The PPC and Code Bodies will continue to monitor this position through engagement with participants and through tracking initial QAD submissions.
- 100% of participants reported that they have considered Qualification work-off plans as part of wider contingency planning.
- For M10 to be successful the above qualification activities are required to be complete by the LDSOs and the agreed M10-ready Suppliers. The PPC have therefore scrutinised the responses of these participants in greater details and agree with the responses to the qualification questions.

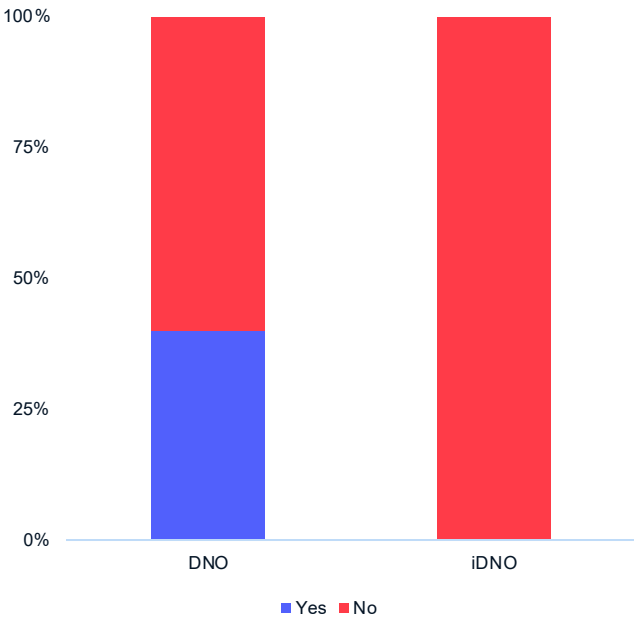
## Qualification: Non-SIT LDSOs

*The Qualification Phase of the Programme assesses whether participants that plan to operate in MHHs have the appropriate systems, processes and controls in place to undertake the BSC and REC requirements for the MHHs Design. The Qualification Assessment Document (QAD) sets out the information and evidence that SIT participants are required to provide to the BSC and REC Code Bodies so that they can be MHHs qualified.*

Are you on track to submit your Final QAD to the Code Bodies for review by the deadline on Friday 23 May 2025?



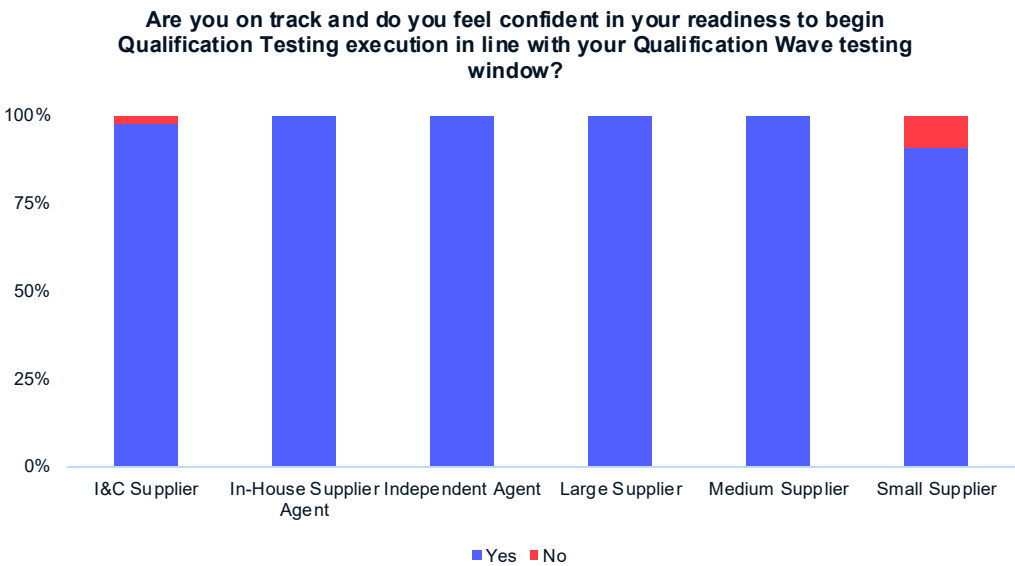
Are you expecting to have to agree a work-off plan with the Code Bodies and/or Programme as part of your Qualification?



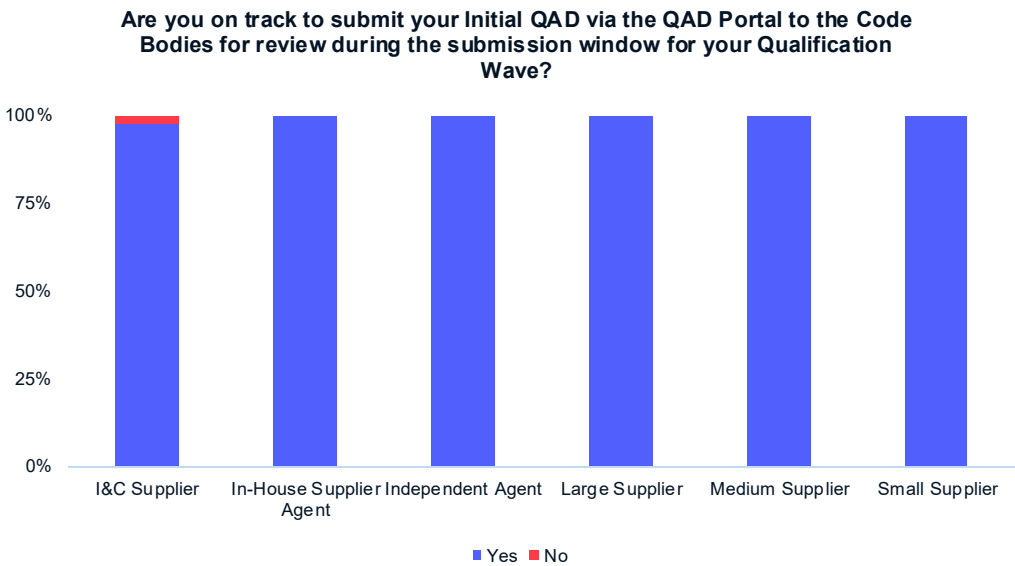
- All LDSOs are required to be qualified in advance of M10, so it was critical that this constituency group reported to be on track to submit their Final QAD.
- 100% of the LDSOs confirmed that they were on track to submit their Final QAD to the Code Bodies by the deadline. In addition, all DNOs and iDNOs taking part in Qualification Testing confirmed that they were on track to complete Qualification Testing- a critical input into the QAD submission.
- 3 DNOs noted that they would need to agree a work-off plan with the Code Bodies as part of Qualification. The Programme and Code Bodies are aware of the details of the work-off plan and are working through the requirements for this.
- Work-off items for MPRS are currently under investigation, which was not noted in the RA 5/6 returns. This could indicate that there is a lack of awareness or understanding across the LDSO community regarding this activity, but this may just be a consequence of timing with the next steps for any potential work-off items still to be agreed.

## Qualification: Non-SIT Suppliers and Agents

***The Qualification Phase of the Programme assesses whether participants that plan to operate in MHHS have the appropriate systems, processes and controls in place to undertake the BSC and REC requirements for the MHHS Design. Non-SIT Suppliers and Agents will need to complete Qualification Testing and submit a final QAD in line with their Qualification Wave. Whilst this information is key to understand progress and highlight any risks, it is not critical to the delivery of M10.***

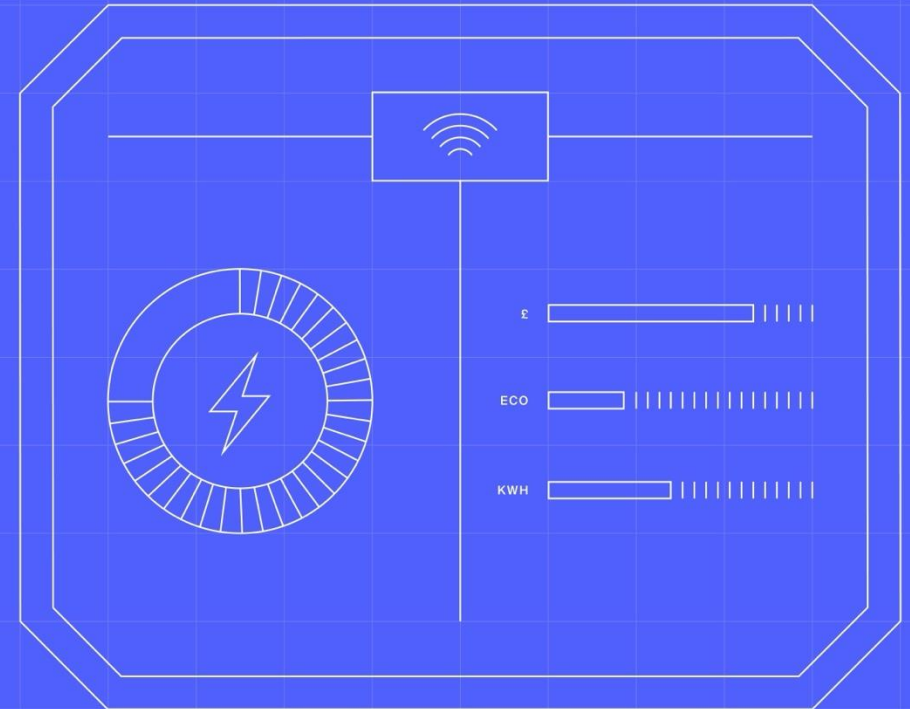


- Most Non-SIT Suppliers and Agents are on track and feel confident in their readiness to begin Qualification Testing.
- 3% of Non-SIT Suppliers and Agents (1 Small Supplier and 1 I&C Supplier) reported that they were not on track to begin Qualification Testing. This is not a risk to M10 readiness, but the Programme will investigate this risk further.
- One Supplier cited the short timeframe between loading QT data and the onboarding window, while the other outlined they are in the process of finalising commercial arrangements with key third parties to support qualification.
- The PPC will highlight this finding to the Code Bodies and continue to monitor progress via bilaterals.



- With the exception of one I&C Supplier, all non-SIT Supplier and Agents have reported that they are track to submit their initial QAD in line with their Qualification Wave.
- One I&C Supplier notified that they are not on track to submit their QAD and cited that they have no smart meters across their meter points. The PPC has since engaged with this Supplier to explain their requirement to complete a QAD and will continue to monitor progress closely.

# Performance Assurance





# Overview and summary

## Performance Assurance

The performance assurance section of the survey gathered feedback from the Code Bodies and Central Parties on their assurance activities. This included assurance of legacy Suppliers and Agents implementing the necessary functionality before M10 and confirming that the Code Bodies have performance assurance frameworks and reporting arrangements in place. In addition, the Central Parties were asked to provide evidence of their Business Continuity and Disaster Recovery Plans and testing and exercise reports.

Overall, the Code Bodies reported a good degree of confidence that legacy Suppliers and Agents will have implemented the necessary functionality before M10. The Programme have received evidence of BCDR plans and testing and exercise reports but will be requesting additional documentation for further assurance.

The Programme is concerned that RECCo reported delays to implementing a new performance assurance framework and have flagged a risk to reporting arrangements being in place ahead of go-live, due to a dependency on the DIP Manager for reporting requirements.

### Potential Identified Risks

1. RECCo reported that they have not yet implemented a Performance Assurance Framework to support the transition, which could result in a lack of mechanisms to monitor and measure whether new processes, roles and responsibilities are being embedded effectively.
2. RECCo stated that there have been delays to receiving the reporting requirements from the DIP Manager, which is having an impact on RECCo's ability to develop their own reporting solution.

### Next Steps

1. DIP Manager has now shared the delivery plan and outstanding design documents but RECCo have reported that they don't have agreement on what information will be provided from the DIP Manager and they do not have an agreed delivery plan, indicating a misalignment of positions.
2. Discussions scheduled between Elexon and RECCo to discuss the remaining concerns.

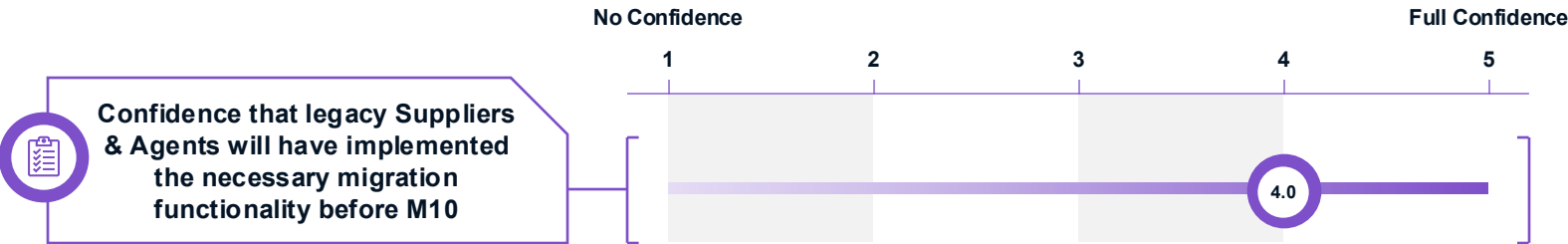
### Questions asked in this section:

1	Given your assurance regarding legacy Suppliers and Agents, how confident are you that they will have implemented the necessary migration-supporting functionality before M10?	Code Bodies
2	Have you implemented a new Performance Assurance Framework to support the transition and sustain the new MHHS operating model?	
3	Will your reporting arrangements reflect the new MHHS operating model and be in place ahead of Go-live?	
4	Please can you provide 1) Business Continuity Plans relevant to delivering your MHHS role and 2) Testing and Exercise Reports including documentation of all tests and exercises conducted to validate the BCP and DRP. These reports should include test scenarios, results, identified gaps, and actions taken to address those gaps.	Central Parties

# Performance assurance arrangements

*These questions were aimed at Code Bodies and Central Parties to assess their performance assurance arrangements for M10. Code Bodies answered questions on their performance assurance and reporting arrangements, while Central Parties were asked to demonstrate that Business Continuity / Disaster Recovery (BCDR) processes are established and in place to support MHHS needs.*

## Code Body Assurance

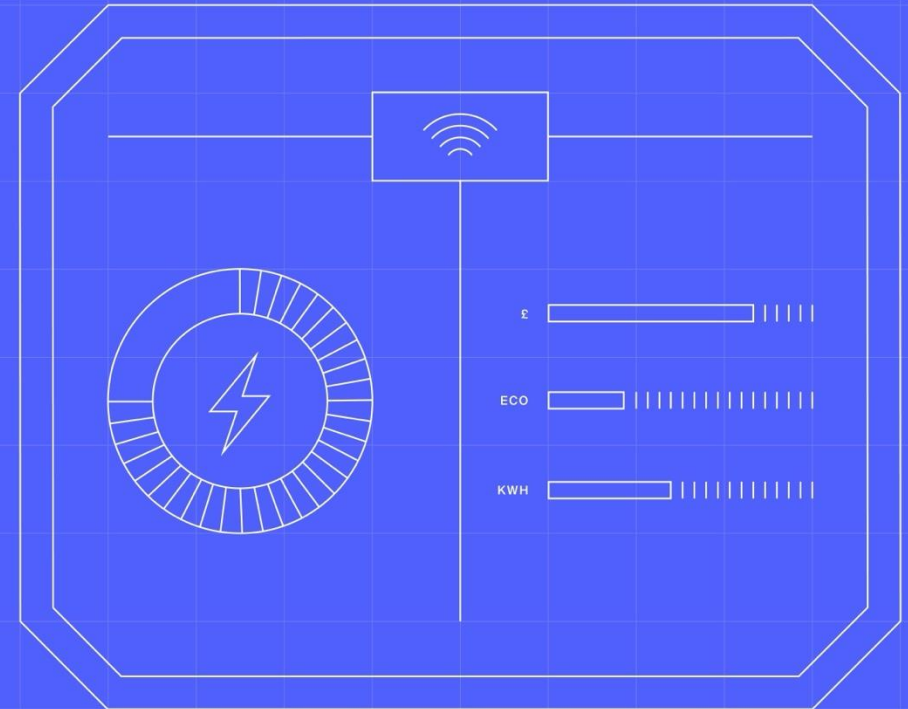


- The 2 Code Bodies that responded to RA5/6 have confidence that legacy Suppliers & Agents will have implemented the necessary migration functionality before M10.
- Across the two remaining questions there were differing responses from each Code Body. One Code Body (Elxon BSC Code) confirmed the implementation of a new Performance Assurance Framework and new reporting arrangements in place ahead of go-live.
- RECCo reported that they have not yet implemented a new Performance Assurance Framework and that there is a risk that reporting arrangements will not be in place for Go-live. RECCo raised that they have been waiting for the DIP Manager Product Owner to share a detailed delivery plan for their reporting solution. These responses represent a concern to the MHHS Programme and could result in operational or service impacts and reduced visibility of progress against key metrics.
- Since this concern was raised by RECCo, DIP Manager has shared the delivery plan and outstanding design documents. However, RECCo have reported that they still do not have an agreed delivery plan. Ongoing discussions are planned to address the remaining concerns.

## Central Party Assurance

- All Central Parties submitted Business Continuity Plans and Testing and Exercise Reports.
- The PPC are analysing the documentation that was submitted as part of RA5/6 and will follow up with participants for more information as needed.
- Specifically, the Programme has requested that Helix provides the scope of the test evidence, the evidence of testing and next steps on updates to the plan and associated documents.

# Data Cleanse Activities



# Overview and summary

## Data cleanse

The objective of the data cleanse questions was to verify that responsible parties are undergoing the appropriate data cleanse activities ahead of M10 to ensure the migration of MPANs can take place successfully.

All Central Parties, DNOs and iDNOs responded that they are on track to complete all data migration activities. Across all constituencies, some participants reported that they have not completed all exception resolution activity. Given participants provided responses in May and the deadline for these activities is in July, the Programme is not concerned by this response.

### Potential Identified Risks

- 1. Whilst all LDSOs reported to be aware of data cleanse activities and on track to complete all activities set out in the Data Cleanse Plan, a number of LDSO participants continue to miss data cleanse deadlines or are carrying out the activity incorrectly.

### Next Steps

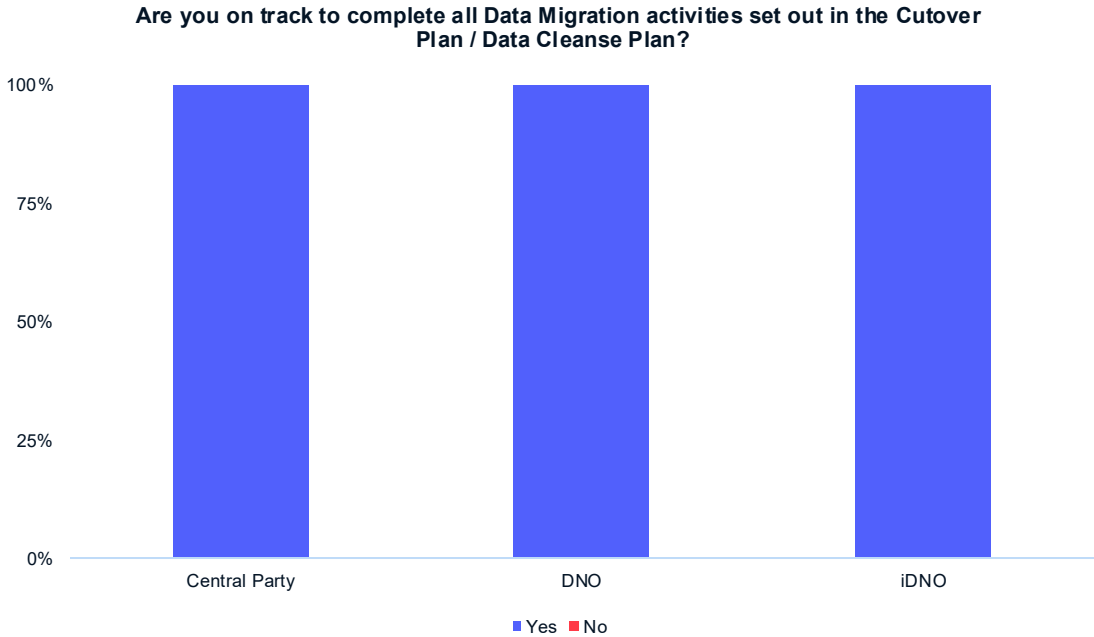
- 1. Programme to identify the LDSOs that are having difficulties with data cleanse activities and organise specific sessions with the Transition team to walk them through the requirements
- 2. PPC to continue to remind LDSOs of data cleanse deadlines in individual bilaterals and via communications.

### Questions asked in this section:

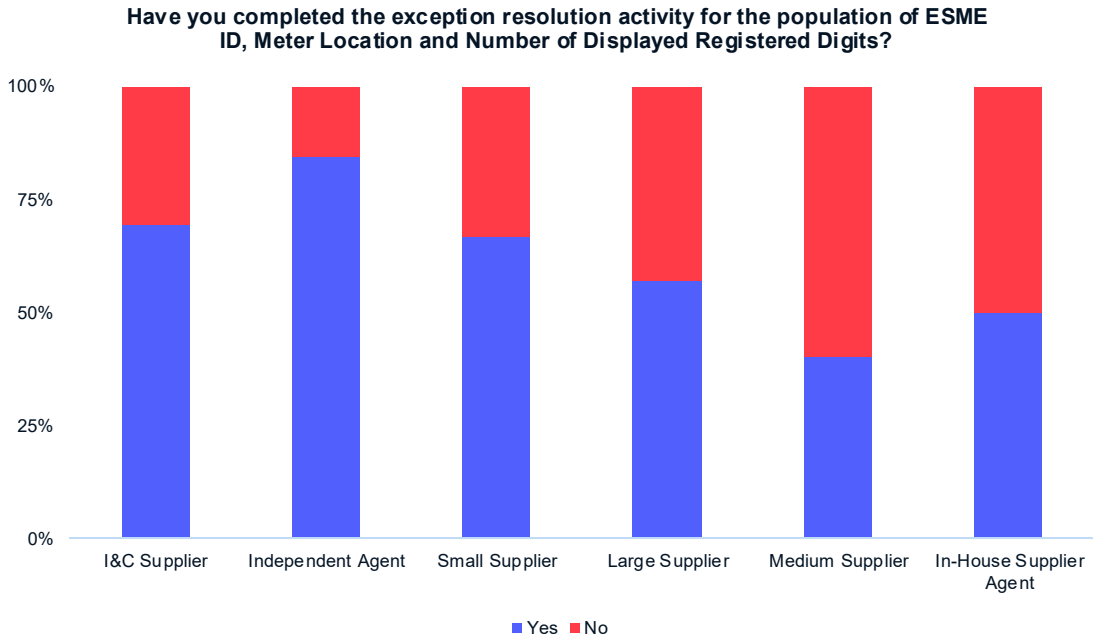
1	Are you aware of the required pre-migration data cleanse activities?	LDSOs
2	Are you on track to complete all data migration activities set out in the Cutover Plan / Data Cleanse Plan? Please provide details of any concerns or risks.	LDSOs, Central Parties
3	Have you completed the exception resolution activity for the population of ESME ID, Meter Location and Number of Displayed Registered Digits?	SIT, Non-SIT PP's
4	If you have not completed the exception resolution activity, have you shared a work-off plan with the Programme? When do you plan to have these activities completed by?	

## Data cleanse activities

*The purpose of the Data Cleanse Plan is to set out the data improvement activities that are required to be undertaken by Programme participants, to ensure that data is of the required quality and completeness before the cutover to the MHHS arrangements at M10 and the start of Migration at M11.*

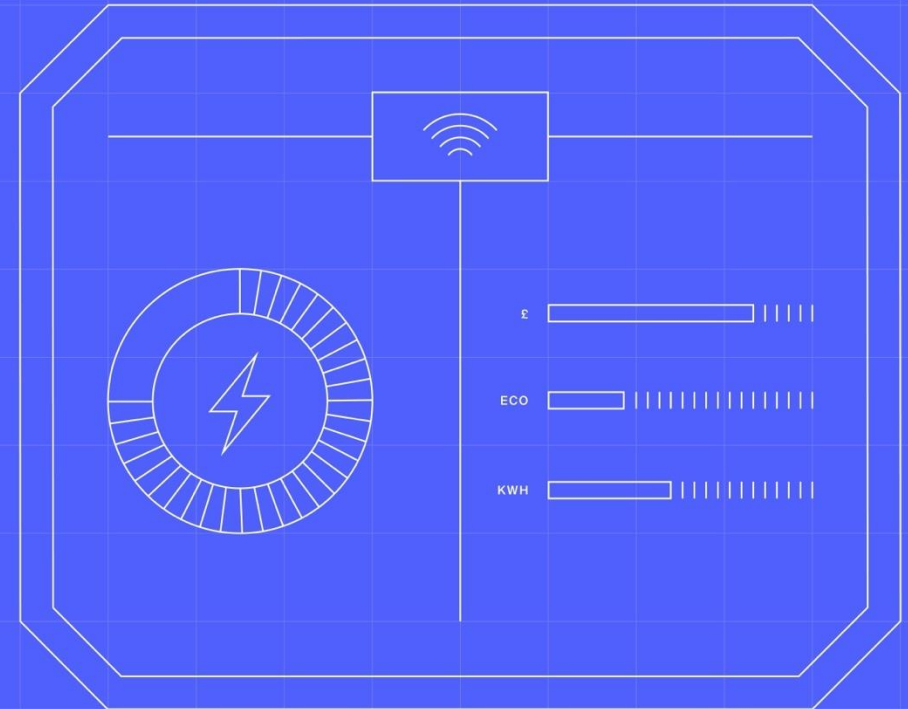


- 100% of Central Parties, DNOs and iDNOs reported that they are on track to complete all Data Migration activities set out in the Data Cleanse plan.
- However, the Programme questions the validity of this response as not all data cleanse activity self-declarations are returned on time and often participants, particularly iDNOs, require follow-up engagement.



- Overall, 33% of participants responded have not completed the exception resolution activity.
- The programme does not currently view this as a concern, as the deadline for Meter Location and Number of Displayed Registered Digits is in July. Furthermore, participants are being asked to declare their positions on a monthly basis, which is being tracked via the Data Cleanse Working Group to provide additional assurance.

# Migration Start & Early Life Support Ready



# Overview and summary (1/2)

## Migration Start & Early Life Support Ready

The objective of this section was to review readiness of participants for the start of Migration, and to gauge understanding, alignment and additional support that may be required around the Early Life Support Model.

The questions in this section varied across the different constituency groups due to participants having varying roles and responsibilities across migration and early life support. Participants critical to M10 go-live indicated that their hyper-care arrangements are on track to be operational by M10. However, 5 iDNOs are yet to define their hyper-care arrangements and the Programme will monitor these closely.

With regard to Migration, a small number of I&C Suppliers and Small Suppliers responded that they are not on track to submit their migration plan by Friday 20 June. This is a concern as the Programme is targeting a 100% response rate in order to develop an accurate version of the Migration Schedule.

### Potential Identified Risks

- 1. 5 iDNOs have not yet defined their hyper-care arrangements for when Migration starts at the point of responding to the survey. This represents a risk of not being prepared for the introduction of new systems and ways of working for Market Participants and fundamental industry processes.
- 2. 4 I&C suppliers (8%) and 2 Small Suppliers (17%) reported that they are not on track to submit their migration plan by the end of the submission window. Following the 20 June deadline a total of 10 participants did not submit their migration plans.

### Next Steps

- 1. Programme to follow-up with the iDNO to understand when this is due to be developed and confirm their understanding of the requirements.
- 2. The Migration team have outlined that 10 Small and I&C Suppliers did not submit their migration plans, 4 of which are exiting the market. Bilaterals have been scheduled with the 6 participants that did not submit their plans.

### Questions asked in this section:

1	Do you understand the Early Life Support Model as set out by the Programme? If not, please explain what information would be helpful to support your understanding	All PP's
2	Have you defined your own hyper-care arrangements for the Early Life Support period and for throughout the Migration period?	LDOS, Central Parties, SIT, CBs
3	Have you defined your hyper-care arrangements for when you start migrating MPANS?	All PP's
4	Are hyper-care arrangements on track to be in place and operational by M10 / when you start migrating MPANs?	
5	Please describe what hyper-care arrangements (across people, process, & tools) you have in place and what are yet to be implemented. Please include details of internal supplier contracts and SLAs where relevant.	Central Parties, Code Bodies
6	Please share your hyper-care plan and approach.	Central Parties

# Overview and summary (2/2)

Questions asked in this section:

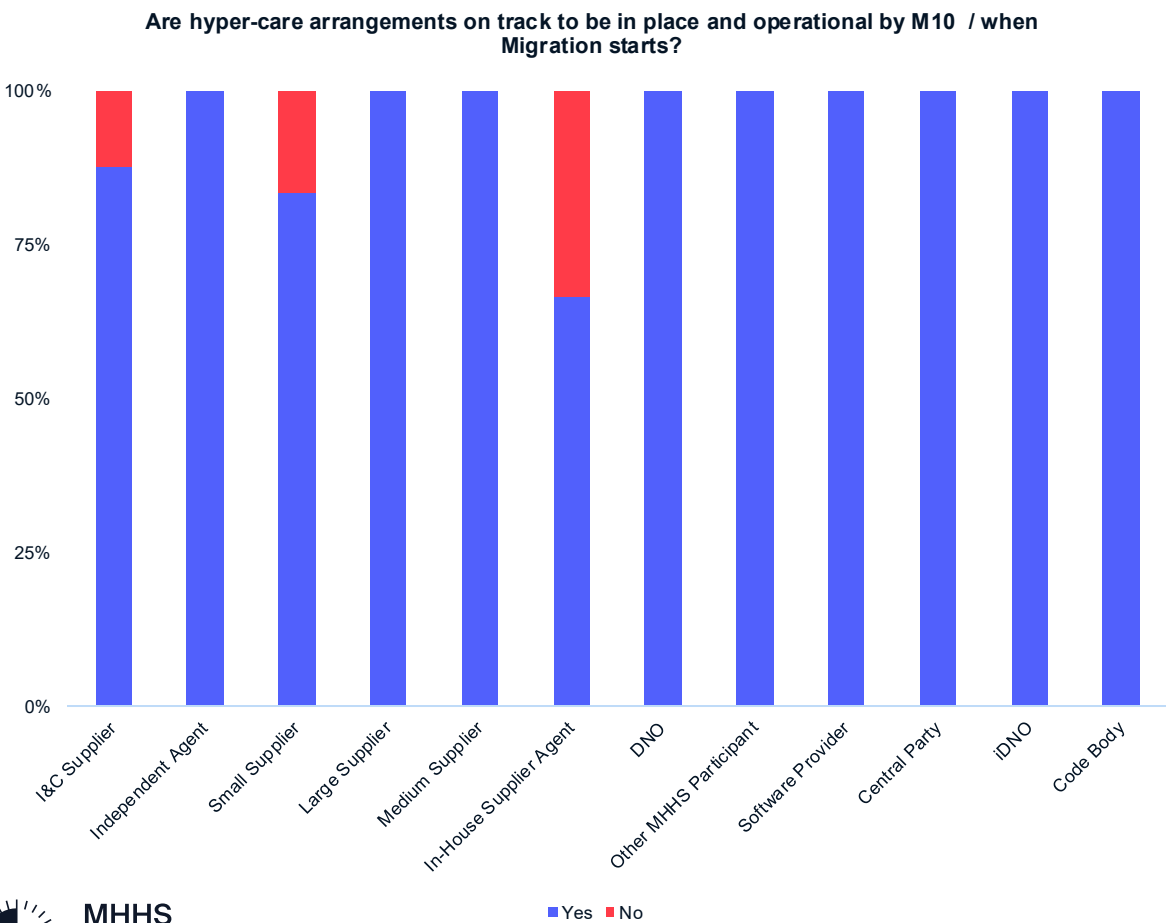
7	Are you on track to submit your migration plan by 20th June 2025?	SIT / Non SIT
8	Have you contracted your Service Providers/Agents that you will be using for Migration? If 'Y' please provide details. If 'N' please provide details of when you would have completed contracting	SIT / Non SIT
9	Have you nominated the Delegated Authority for engagement with the MCC and use of the KESTREL tool?	SIT / Non SIT
10	Are you aware of the obligations on you as part of the Migration framework? Please provide details of any concerns you have.	SIT / Non SIT
11	Are you aware that the BSC places an obligation on you to adhere to the Migration Framework and Migration Schedule?	SIT / Non SIT
12	As an LDSO do you have any concerns in your ability to meet the thresholds from migration activity ? If 'Y' please provide details	LDSOs
13	Do you have any concerns in your ability to meet the thresholds from migration activity? If 'Y' please provide details.	Central Parties
14	As a service provider do you have any concerns in your ability to meet the anticipated demands from migration activity for all your contracted suppliers ? If 'Y' please provide details	Data Service Providers and Metering Service Providers



# Hyper-care arrangements by M10

*Hyper-care refers to the specific arrangements that each Central Party and Programme Participant will have in place to support the operation of the new MHHS arrangements following the point of go-live. Every participant is expected to develop their own hyper-care plan and approach. Participants going live at M10 will need to have developed their hyper-care arrangements ahead of go-live to ensure they are ready to operate in the new arrangements.*

Overall migration (all Participants)

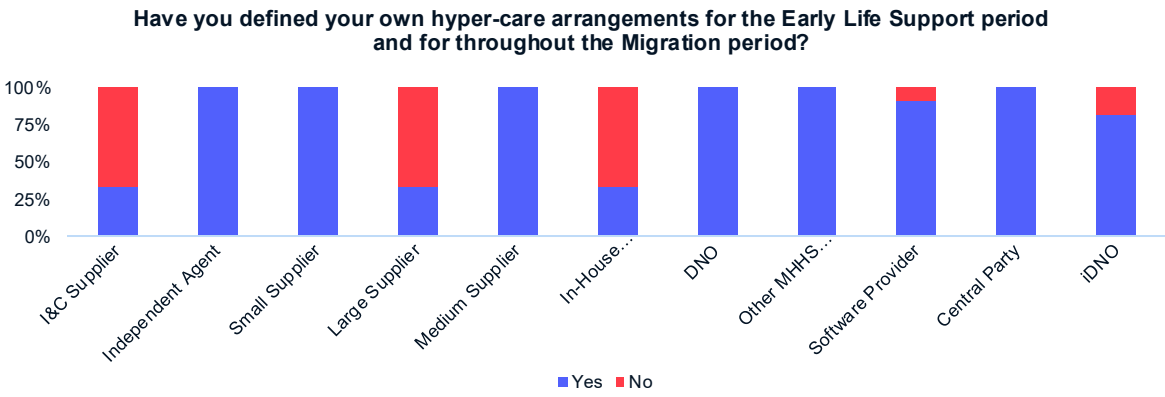


- Each individual party has a responsibility to develop their own hyper-care plan and approach.
- The three constituencies that reported that hyper-care arrangements are not on track were: I&C Suppliers, Small Suppliers and In-house Supplier Agents.
- All remaining Programme Participants indicated that hyper-care arrangements are on track to be in place by M10 or when Migration starts which is encouraging.
- Overall, this position is to be expected as a number of participants won't start operating in the new arrangements until 2026. For these participants, hyper-care arrangements do not need to be in place and operational by M10. The Programme will continue to remind participants of the importance of developing their own hyper-care arrangements and provide support where needed.
- For M10, the Programme requires all M10-ready participants and Elaxon to have their hyper-care arrangements in place. All these participants confirmed that they are on track to be operational by M10.

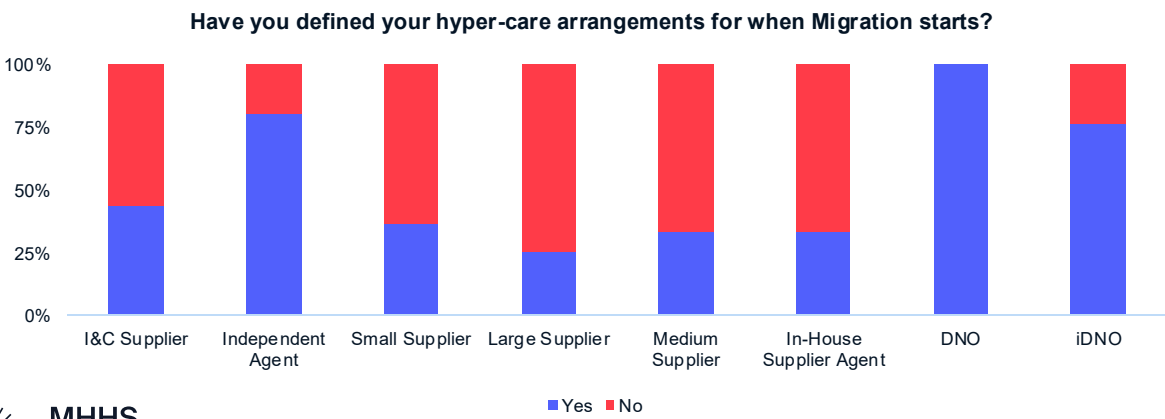
# Hyper-care arrangements for migration and early life support

*The MHHS migration phase is focused on completing the Meter Point Administration Number (MPAN) migration to the new settlement arrangements, in line with the baselined Programme plan. In this section, we asked all participants about their preparations for hyper-care arrangements during the migration phase.*

## SIT Participant Migration



## Non-SITs Participant Migration

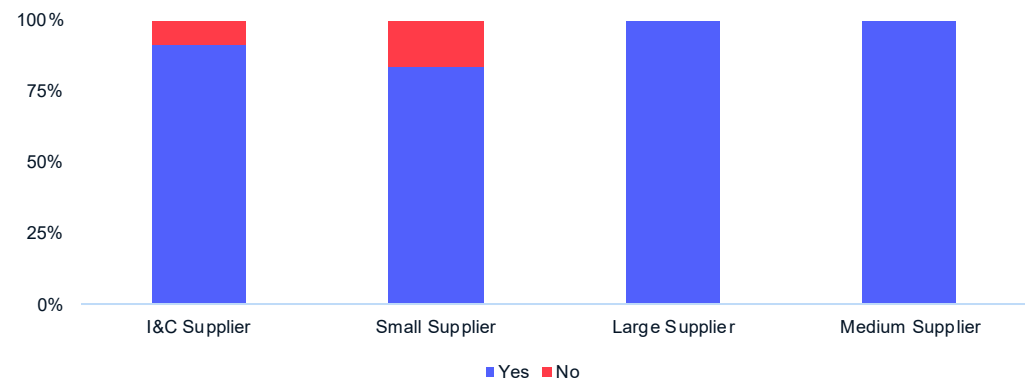


- Over 50% of I&C Suppliers and Large Suppliers have not defined their hyper-care arrangements for the ELS period and for throughout the Migration period. The Programme understands this response, as none of the I&C Suppliers are expected to operate in MHHS arrangements until 2026. This does not represent a risk to M10.
- 5 iDNOs have not yet defined their hyper-care arrangements for when Migration starts and 3 iDNOs have not defined their hyper-care arrangements for the ELS period and for throughout the Migration period, which is a concern. A lack of hyper-care arrangements poses a potential risk of not being prepared to respond to new systems and new ways of working. The PPC will work closely with these participants to confirm their understanding of the requirements and ascertain when hyper-care arrangements are going to be defined.

# SIT and Non-SIT migration

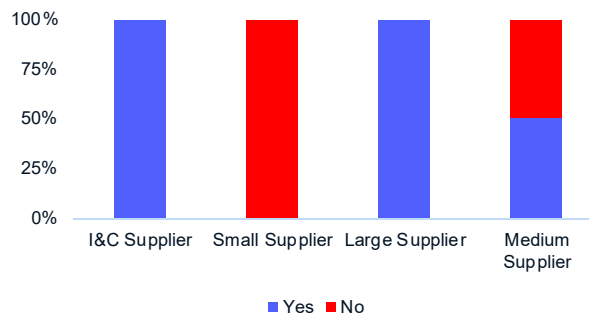
*The following questions were directed at SIT and non-SIT Suppliers that have been engaged in the recent Supplier Submission round. During this period, each Supplier has been issued Capacity Envelopes and weekly submission templates, which will inform their individual Migration Plans.*

Are you on track to submit your Migration plan by Friday 20th June 2025?

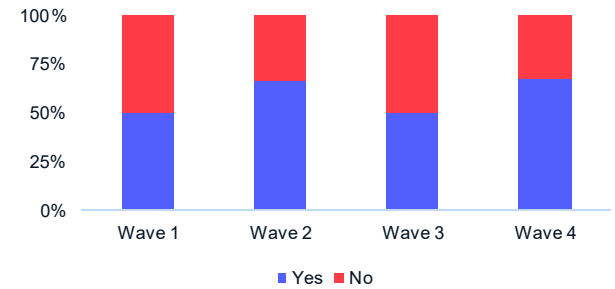


- 100% of Medium & Large Suppliers have confirmed that they are on track to submit their Migration plans by Friday 20 June.
- However, 4 I&C Suppliers and 2 Small Suppliers have stated that they are not on track. Of these I&C suppliers, 1 has no live MPANs and 1 has since had a bilateral with the Migration team and is now aware of the requirement. Participants who do not submit their Migration plans by Friday 20<sup>th</sup> June will be non-compliant with the BSC Code and would delay the Programme baselining the migration schedule.
- The Migration team have been doing extensive work to engage with Suppliers on the process and drop-in sessions have been taking place throughout the submission window to provide Suppliers with an opportunity to ask questions.
- 10 Small and I&C Suppliers did not submit their plans, 4 of which are exiting the market. Bilaterals have been scheduled with the 6 participants that did not submit their plans.

Have you contracted your Service Providers/Agents that you will be using for Migration? (SIT Suppliers)

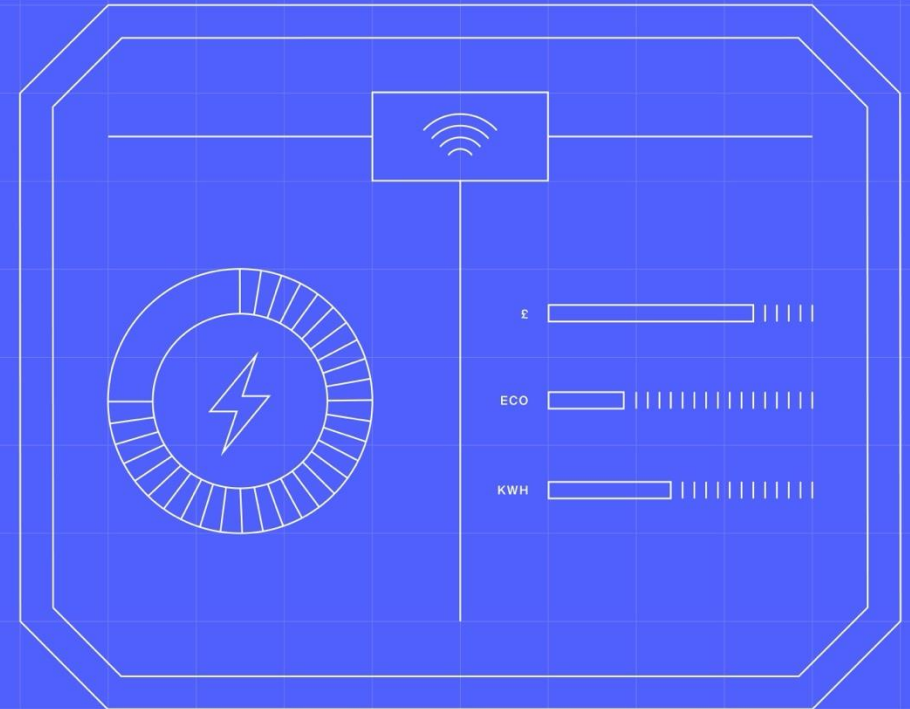


Have you contracted your Service Providers/Agents that you will be using for Migration? (Non-SIT Suppliers by Qualification Wave)



- For SIT suppliers, 100% of Small Suppliers (1 supplier) and 50% of Medium Suppliers (1 Medium Supplier) reported that they have not yet contracted agents for migration but stated that contracts were near finalisation with the Small Supplier providing a deadline of the end of May.
- One M10-ready Participant has contracted with its Agents. The Programme is following up with the remaining M10-ready participant to understand the current position and monitor closely.
- M10 Acceptance Criterion 4 stipulates that “A minimum of 1 Supplier & required contracted agents are qualified and ready to operate under new MHHS arrangements” and therefore the Programme requires this information to be able to demonstrate this criterion is met
- The Programme requires information on which Agents SIT Suppliers are contracting with as part of their MHHS arrangements. This is to provide assurance that Suppliers have necessary contracts in place ahead of M10 and M11 and for Service Activation for SIT participants that are planning to start Migration after M11.

# Market-wide Participant MHHS Supporting Functionality Ready



# Overview and summary

## Market-wide Participant MHHS Supporting Functionality Ready

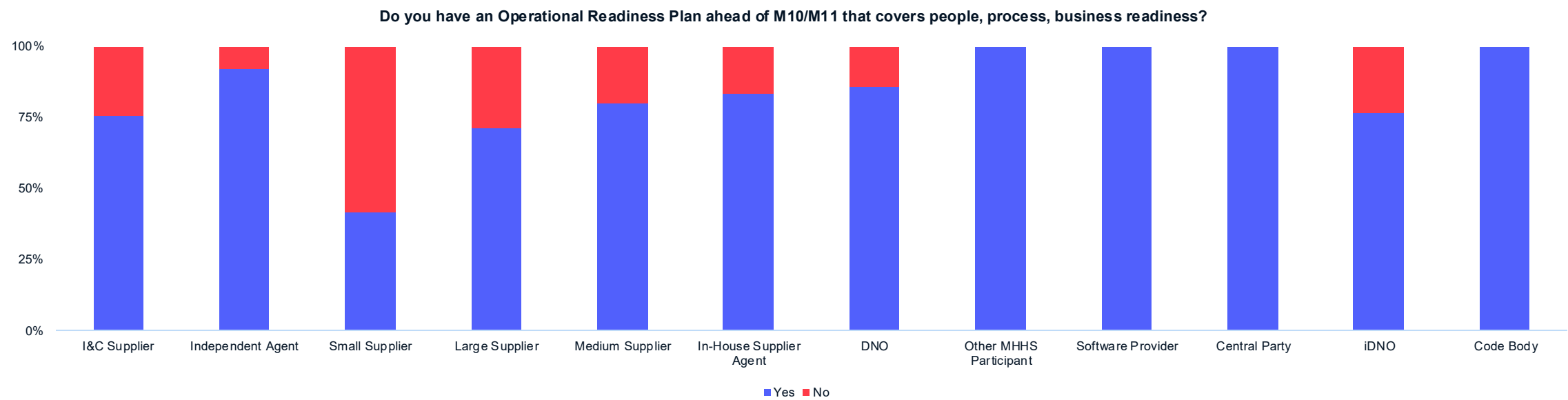
This section focussed on participant readiness to implement specific changes prior to the start of the migration period, to support forward and reverse migration processes. All participants were asked if they have an operational readiness plan in place to understand participant preparations for the new MHHS arrangements.

The majority of participants reported that they understand the Migration Design and are aware of their obligation to have both forward and reverse migration processes in place. However, almost a quarter of I&C Suppliers do not understand the Migration Design and a small percentage of I&C Suppliers and Independent Agents do not understand their obligation to have forward and reverse migration processes in place at M8. These findings represent a concern for the Programme and will be shared with the Migration team and Code Bodies.

Potential Identified Risks	Next Steps
<ol style="list-style-type: none"> <li>21% of LDSOs (1 DNO and 4 iDNOs) responded that they do not have an operational readiness plan in place yet.</li> <li>Some participants (notably 18% of I&amp;C Suppliers) have stated that they are not prepared to use the forward and reverse migration processes. This is a significant risk as all suppliers are expected to make these changes by M10, regardless of their qualification wave.</li> </ol>	<ol style="list-style-type: none"> <li>PPC to understand how LDSOs are progressing with the development of operational readiness plans and confirm whether plans are on track to be signed off by the dates provided in the RA 5/6 submission.</li> <li>The Programme will raise this risk with the Code Bodies who are responsible for monitoring and tracking that all participants are ready to take on forward and reverse migrations at M10.</li> <li>PPC Team to recommend a group session with I&amp;C suppliers and Code Bodies to educate and address gaps on required operational processes.</li> </ol>
<b>Questions asked in this section:</b>	
1	Have you understood the Migration Design and developed the operational processes that you will need to follow for both Forward and Reverse migration?
2	Do you understand that you are obliged to have both Forward and Reverse migration processes in place at M8 across all your MPIDs, including legacy MPIDs?
3	Are you prepared for the loss of an MPAN via the Forward Migration Process and gaining an MPAN via the Reverse Migration Process?
4	REC Code Manager and BSC Code in their role as Performance Assurance Manager will be requesting management assertion of Readiness within the next 2 months. Are you in a position to respond to this request?
5	Do you have an operational readiness plan ahead of M10/M11 that covers people, process, business readiness?
6	Do your systems and processes reflect the new connection approach agreed through DIN1 140 / IR8.10?

## Operational readiness plans

*All participants were asked if they have an operational readiness plan in place ahead of M10/M11. This question was asked to gauge levels of confidence in participant readiness to operate in the MHHS arrangements.*

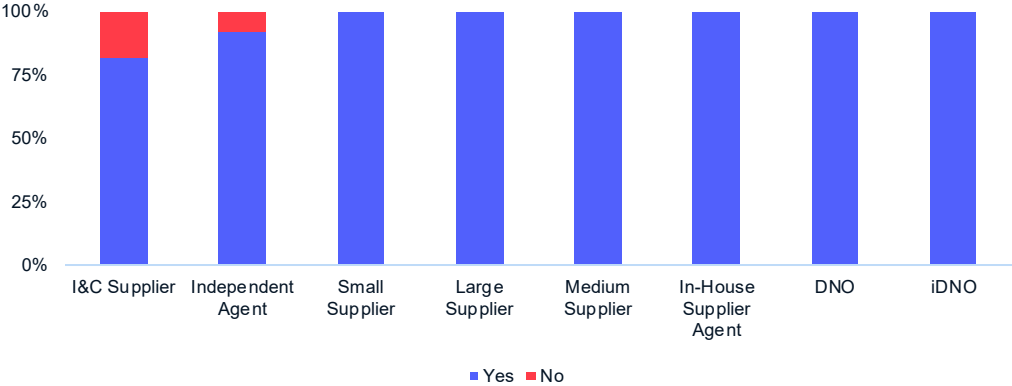


- Across all participants 77% confirmed they have an operational readiness plan in place ahead of M10/M11, but there was variance across the responses from the different constituent groups with regards to operational readiness.
- In terms of M10 readiness, M10-ready Participants confirmed that they do have an operational readiness plan covering people, process and business readiness, which is encouraging. 21% of LDSOs (1 DNO and 4 iDNOs) responded that they do not have an operational readiness plan in place, but each of these participants have confirmed their plans would be ready between May and August. The PPC will use existing bilaterals to understand the current position of plans, clarify what is in place and whether the plans are on track to be signed-off by the date stipulated in the RA 5/6 submission.
- A significant proportion of small suppliers (58%) do not have operational readiness plans. However, as none of these Suppliers are part of SIT and therefore, will not qualify until next year, the Programme does not currently view this as a significant risk. The Programme will monitor to ensure that participants in earlier waves are sufficiently prepared to operate in the new arrangements once they qualify.

## Migration design and forward & reverse migration processes (1/2)

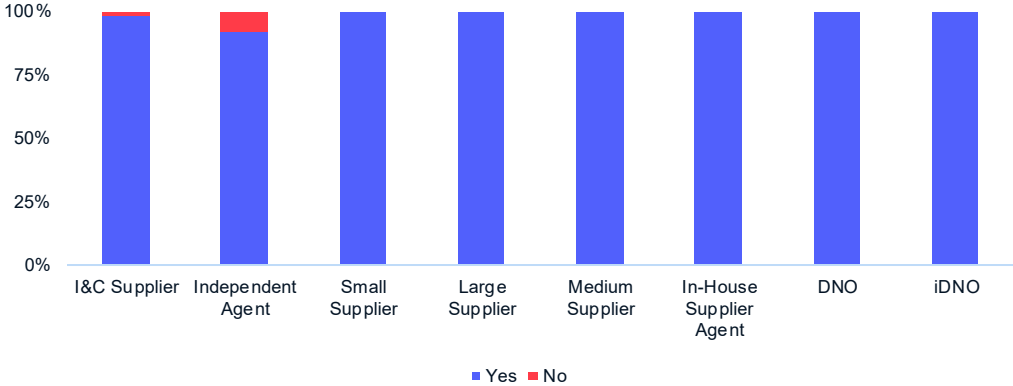
*The following questions were intended to understand participants readiness for the start of migration and their ability to implement specific changes prior to the start of the migration period, to support Forward and Reverse migration processes. All participants will need to have these changes in place by M10.*

Have you understood the Migration Design and developed the operational processes that you will need to follow for both Forward and Reverse Migration?



- The majority of participants responded that they understand the Migration Design and have developed operational processes for Forward and Reverse Migration.
- However, 18% of I&C suppliers reported that they do not understand the Migration Design and have not developed operational processes for Forward and Reverse Migration. The Programme has identified this as a significant risk to go-live as all suppliers are required to have this in place and ready to implement for M10 to ensure they are able to support the loss or the gain of a customer.
- The PPC will coordinate with the Code Bodies to highlight this finding and understand whether these participants have submitted their Legacy Assurance declarations. The Programme is also receiving fortnightly updates from BSCCo, with RECCo to follow.

Do you understand that you are obliged to have both Forward and Reverse Migration processes in place at M8 across all your MPIDs, including legacy MPIDs, irrespective of when you plan to start Migration.

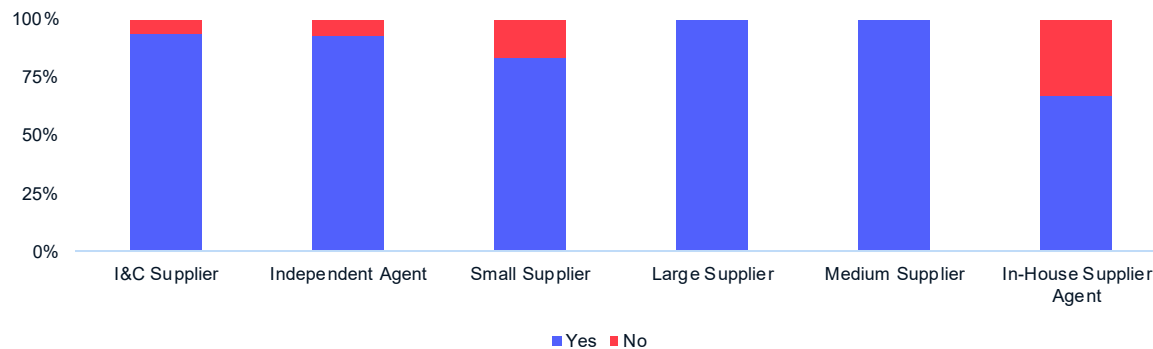


- The majority of participants are aware of their obligation to have forward and reverse migration processes in place at M8, which is when the Code changes will be delivered.
- A small percentage (2%) of I&C suppliers, and Independent Agents (8%) do not understand this obligation.
- These are the same participants who also responded that they do not understand the Migration Design and have not developed operational processes for Forward and Reverse Migration.
- This risk will be included as part of the Programme’s coordination with the Code Bodies to track Legacy Assurance declarations. The Programme can also offer bilaterals with Participants that do not understand their obligation, to educate them on the requirements.

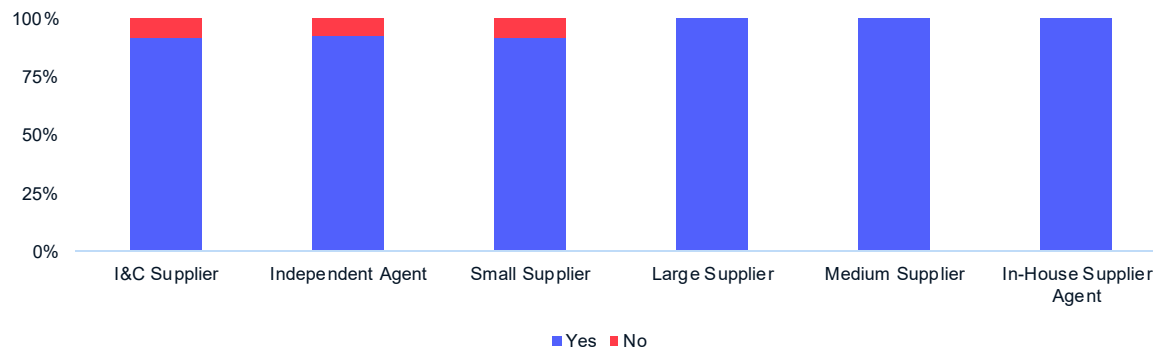
## Migration design and forward & reverse migration processes (2/2)

***SIT and non-SIT participants were asked about their readiness to support the migration period by M8 and for implementing Forward and Reverse Migration Processes.***

**Do you have an implementation plan in place, and will you have completed the necessary changes to support the Migration period by M8?**



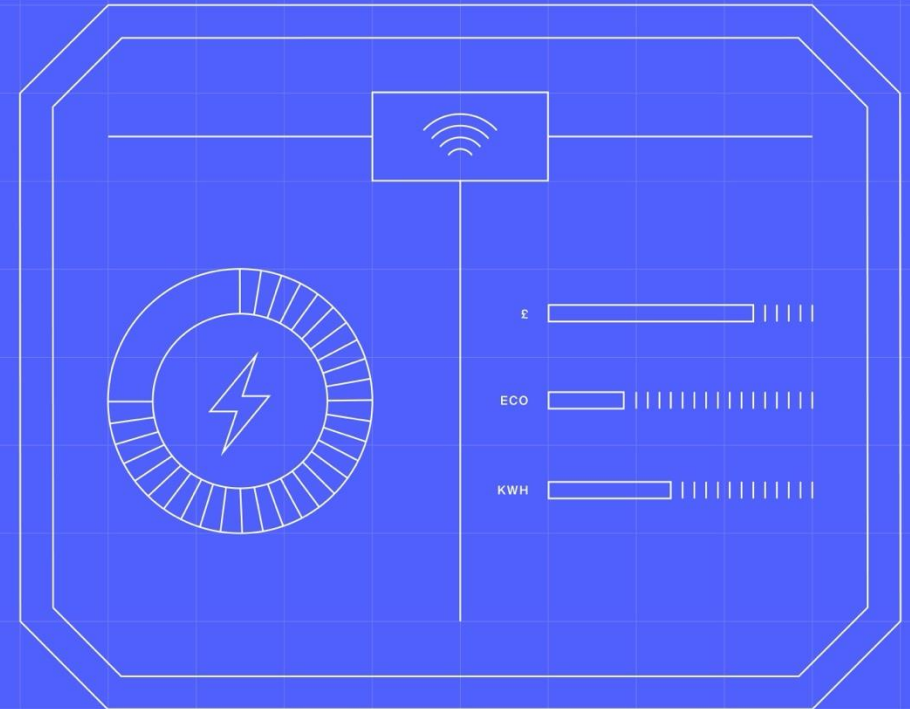
**Specifically, are you prepared for the loss of an MPAN via the Forward Migration Process and gaining an MPAN via the Reverse Migration Process?**



- All Large and Medium suppliers have implementation plans in place and will have completed the necessary changes by M8. In addition, these constituencies are prepared for the loss or gain of an MPAN.
- A small percentage of Small Suppliers, I&C suppliers and Independent Agents responded that they would not have completed the necessary changes to support the Migration period by M8 and are not prepared to carry out Forward or Reverse Migration processes.
- All participants, irrespective of their Qualification status, are expected to be able to support the loss of a customer via the forward migration process and the gaining of a customer via a reverse migration from M10, as set out in the Migration Design. 4 I&C suppliers and 1 Small Supplier reported that they are not prepared for this.
- No reasons were provided as to why, so the Programme will work with the Code Bodies to follow up with these participants to support them to develop their understanding of the requirements.



# Cutover Planning



# Overview and summary

## Cutover Planning

The purpose of the questions on cutover planning was to assess participants readiness to deploy new systems or enable new functionality under the new MHHS arrangements.

All participants, except for 1 Central Party, reported that their cutover preparation activities are on track. DIP Service Manager cited delays to dependencies on Helix for definition of operational processes as a concern. A consistent theme across most constituency groups was a lack of understanding of when participants will be following the Service Activation process.

### Potential Identified Risks

- 1. There is a lack of understanding of Service Activation activities. All parties need to complete their Service Activation activities in advance of Qualification, and therefore a reported lack of understanding of Service Activation is a risk to M10.
- 2. There is a risk to go-live as the DIP Service Provider outlined their cutover preparations activities are not on track citing delays in completing operational readiness testing due to Helix dependencies.

### Next Steps

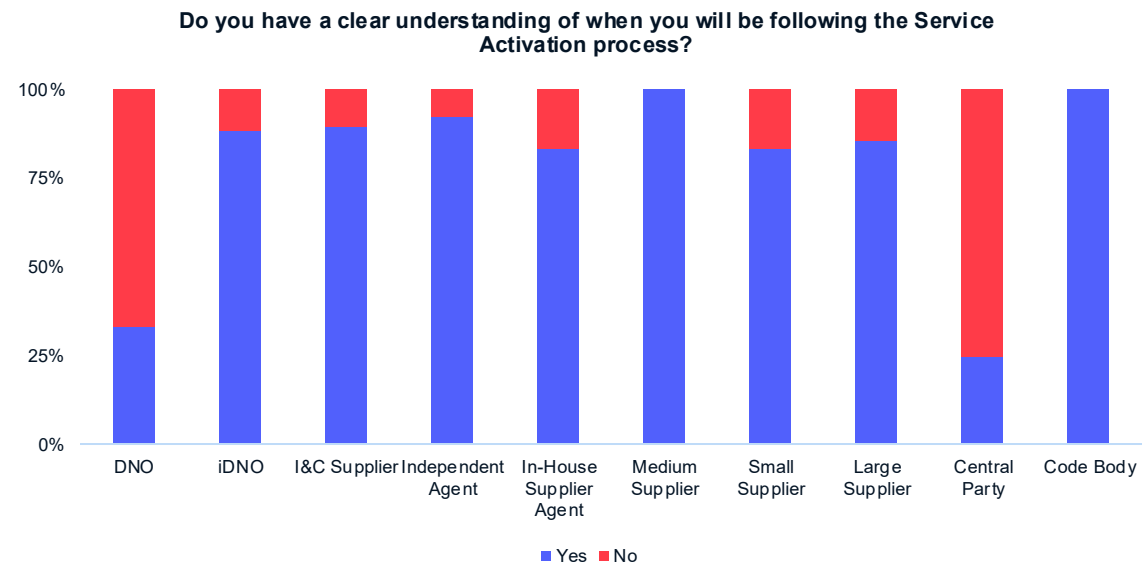
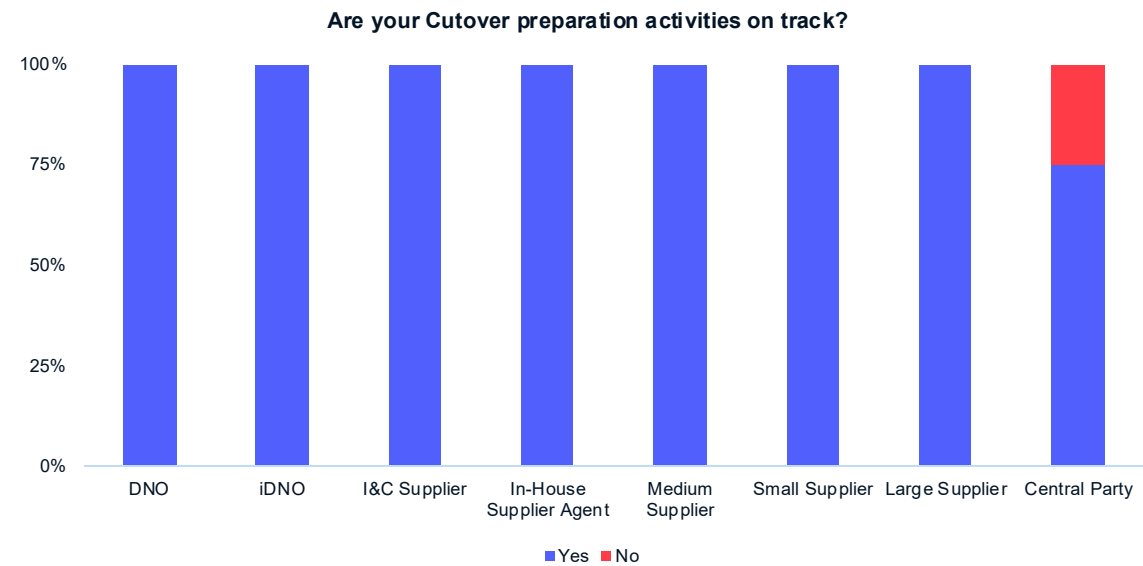
- 1. Service Activation onboarding guidance has been shared (20 June 2025). The Programme will also recommend that Elxon and the DIP Manager lead a session to walk participants through the end-to-end process and corresponding documentation. PPC to support communication of this guidance via programme comms channels and monitor any PP queries via bilaterals.
- 2. Following workshops with Elxon, DIP Service Manager have downgraded the dependency on the Elxon Service Management processes.

### Questions asked in this section:

1	Are your cutover preparation activities on track?	SIT pp, Central Parties, LDSOs, Elxon
2	When do you expect to have your production environment in place?	LDSOs, Central Parties
3	Do you have a service activation plan in place for each LDSO, Supplier and Agent?	Elxon
4	Do you have a clear understanding of when you will be following the service activation process?	All PP's

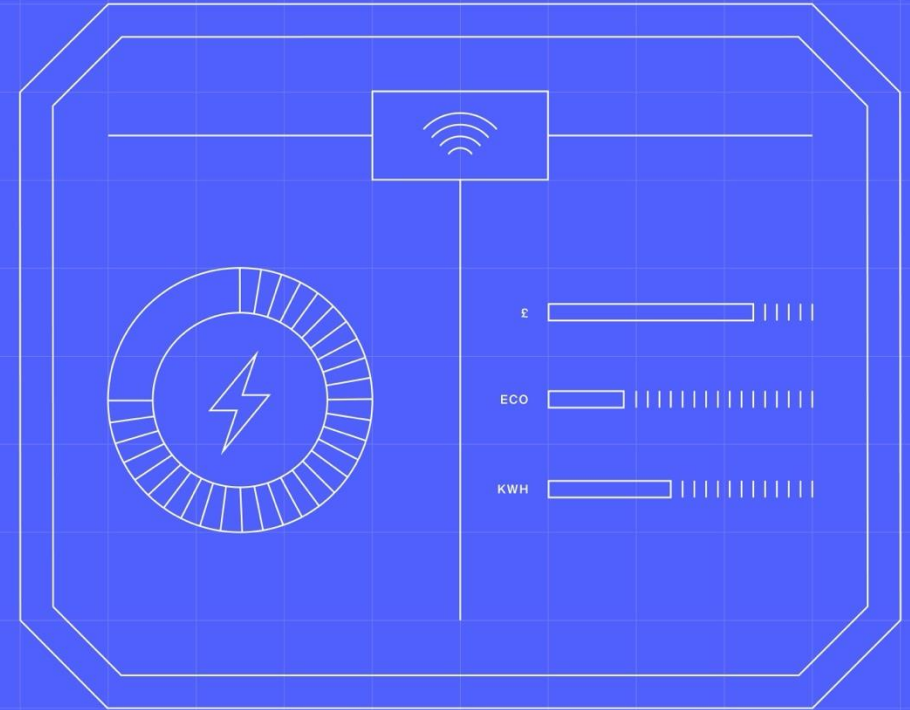
## Cutover preparation activities and Service Activation

*The questions in this section were aimed at Central Parties, LDSO, SIT and non-SIT participants to understand cutover preparations and their understanding of the Service Activation process. Participant cutover plans are a critical input into M10 readiness as they outline the technical cutover activities that each participant must undertake to ensure that their systems are fully deployed, operational and compliant with the M10/M11 Cutover Plan deadlines.*



- All participants, except the DIP Service Manager, reported that their cutover activities are on track. The DIP Service Manager reported that their cutover preparations are not on track, noting delays to dependencies on Helix for definition of operational processes as a concern.
- The Programme is encouraged that all participants going live at M10 reported that their cutover activities are on track. The Programme is currently undertaking a review of participant cutover plans to ensure that they include the key requirements and activities that need to be completed to enable parties to become qualified to support delivery of the M10/M11 Cutover Plan. The Programme will share feedback on cutover plans with participants in June 2025 and will publish a consolidated M10/M11 Cutover Plan.
- There is a lack of understanding across all participant groups on Service Activation, specifically when they will be following this process. 3 Central Parties (75%) and 4 DNOs (67%) reported they do not have a clear understanding of Service Activation, while Medium Suppliers & Code Bodies were the only constituent groups who reported a full understanding. Since Readiness Assessment 5/6, the DIP Manager has published Service Activation onboarding guidance and the PPC will support communication of this guidance via Programme comms channels and monitor any participants queries via bilaterals. The Programme will also recommend Elexon Helix and DIP Manager facilitate a session with participants to walk them through the end-to-end Service Activation process.

# Service Management Go-Live



# Overview and summary

## Service Management Go-Live

The purpose of the questions on Service Management was to gauge participants understanding of Elexon's Service Management arrangements and whether they had plans in place to support them.

The Suppliers due to go live at M10 confirmed that they do understand Elexon's Service Management arrangements and have plans in place to support them. Across the LDSOs, 2 LDSOs reported that they do not understand the Service Management arrangements and do not have plans in place to support them and 2 LDSOs reported that whilst they understand the Service Management arrangements, they don't have plans to support them.

### Potential Identified Risks

1. Elexon / Helix's RA5/6 submission reported that the Service Management documents had been endorsed by industry through the respective governance processes. However, as reported by 24% of all participants, there is a lack of understanding of Elexon's Service Management arrangements. Service Management will underpin how the new MHHS services will be run post go-live and it is therefore important that participants understand these arrangements.

### Next Steps

1. The Programme has discussed this feedback with Elexon and the Programme has recommended an e-TORWG for Elexon to more clearly communicate this to industry.
2. Programme forums such as TORWG, GLIG and MCAG are being used to share insights and feedback on Service Management and other key areas to support participants understanding of this area.

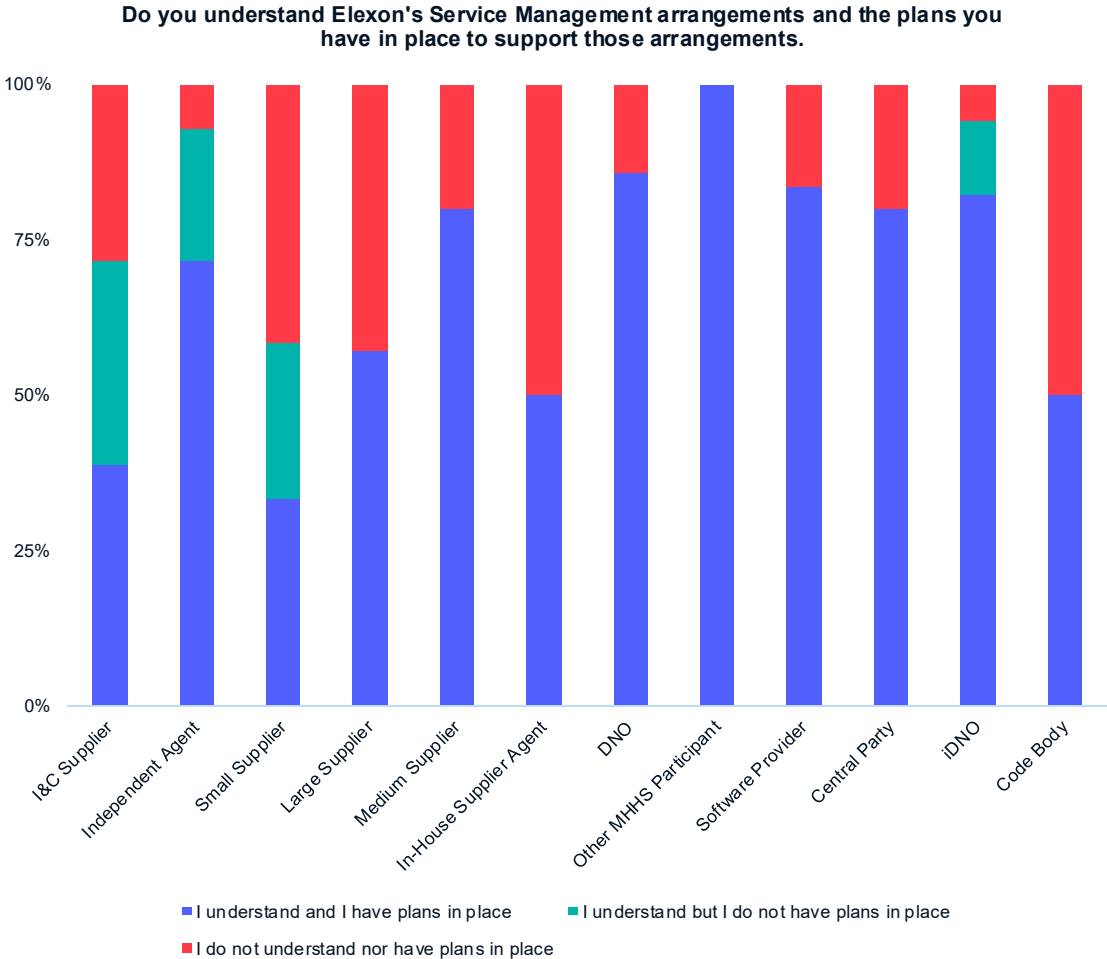
### Questions asked in this section:

1	Please confirm that you understand Elexon's Service Management arrangements and that you have plans in place to support those arrangements.	All Participants
2	Do parties within the Service Management Operating model have sufficient MHHS knowledge and expertise to enable them to resolve queries and issues from M10?	Central Parties & LDSOs

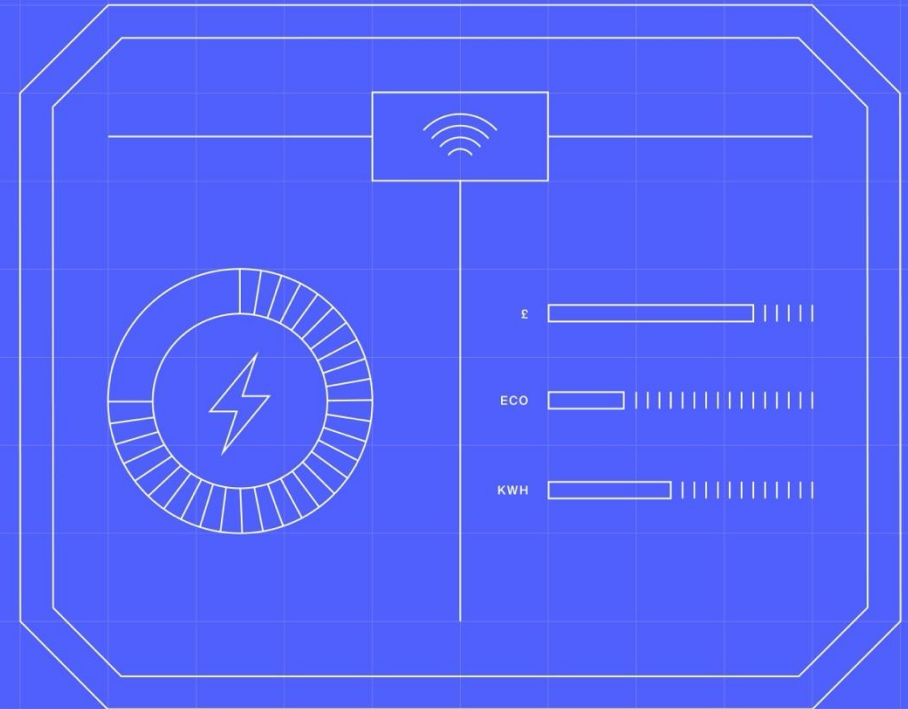
## Service Management Go-Live

*All participants were asked to outline their understanding of Elxon’s Service Management arrangements and whether they had plans in place to support them.  
The Service Management arrangements will support the delivery of the services provided by the new systems at M10*

- 24% of participants across all constituencies have outlined that they **do not** understand Elxon’s Service Management arrangements, nor have plans in place to support them.
- M10-ready Participants confirmed that they do understand Elxon’s Service Management arrangements and have plans in place to support them.
- Of the LDSOs, 2 iDNOs reported that they understand Elxon’s Service Management arrangements, but do not have plans in place to support them, and 1 iDNO and 1 DNO responded that they do not understand the service management arrangements, nor have plans in place to support these arrangements. This represents a concern as this strategy underpins how the new MHHS services will be run post M10.
- This feedback will be shared with Elxon to consider how they can further engage participants to support their understanding of this area.



# Elexon Specific Questions



# Overview and summary

## Elexon Specific Questions

As part of Readiness Assessment 5/6 Elexon Helix were asked to respond to specific questions to ensure the Programme could assess theirM10 readiness across multiple workstreams. These workstreams included; detailed questions on the Service Management Target Operating Model, DIP Readiness, Service Activation & Elexon Central Services Deployment.

As part of the regular engagement with Elexon Helix, the Programme have been able to use the insights gained through the ongoing engagement challenges to corroborate or identify risks to Helix’s RA5/6 self-assessment.

In terms of M10 readiness there are specific call out risks regarding Service Management and Service Activation.

Potential Identified Risks		Next Steps
<div><div>1. [See Risk 1 of Service Management Go-Live Section]</div><div>2. Across LDSOs, I&amp;C Suppliers, Large Suppliers and Central Parties there is a lack of understanding of the Service Activation process.</div></div>		<div><div>1. [See Risk 1 of Service Management Go-Live Section]</div><div>2. Elexon Helix and DIP Manager to facilitate a session with participants and walk them through the end-to-end process and corresponding documentation (including guidance) for Service Activation.</div></div>
Questions asked in this section:		
1	Please provide details of progress towards developing the new Service Management function.	Elexon
2	Please provide an indicator of confidence that the Service Management function will be delivered to plan, noting any gaps that will be present at M10	
3	Please share your Service Management Target Operating Model design (people, process, systems and governance), including assumptions made around capacity and demand.	
4	Please provide details of progress towards developing the new Service Management function.	
5	Please provide details of your plan to have this endorsed by industry.	
6	Do parties within the Service Management Operating model have sufficient MHHS knowledge and expertise to enable them to resolve queries and issues from M10?	
7	When will the Production DIP portal be made available to Programme Participants? When will Programme Participants be able to request Production Certificates?	
8	Do you have a plan for supporting the participant webhook registration processes?	
9	When will your DIP reporting capability be available?	
10	Do you have a service activation plan in place for each LDSO, Supplier and Agent?	
11	Have you started creating the Production ISD data in line with MDD data? Please share your plan for this?	
12	Have you started developing a plan for migrating data from Legacy MDD and other sources?	
13	Is there a process in place to update the ISD to reflect the complete list of parties that become qualified post-M10?	
14	Have LDSOs been briefed on the process for confirming receipt of the IF-047 and the successful download and loading of the ISD files into their systems?	
15	Have you developed a detailed runbook for the deployment of: VAS, ISD, LSS, MDS, DIP, and DAH?	



# Elexon Helix & DIP Manager (1/2)

*The questions in this section were specifically aimed at Elexon Helix Programme & DIP Manager to understand progress on developing the Service Management function, Service Activation plans, DIP readiness and capability and Central Services. The PPC Team have analysed Elexon Helix & DIP Manager responses, along with insights gathered from within the MHHS Programme.*

Service Management Go-Live	
1	<ul style="list-style-type: none"> <li>Elexon Helix reported that their Service Management documents have been endorsed by industry through the respective governance processes.</li> <li>However, 24% of all participants reported a lack of understanding of Elexon’s Service Management arrangements. Service Management will underpin how the new MHHS services will be run post go-live and it is therefore important that participants understand these arrangements. The Programme has shared this finding with Elexon.</li> </ul>
	<p><b>Programme Insights</b></p> <ul style="list-style-type: none"> <li>Helix shared their Service Management Target Operating Model as part of their RA5/6 response.</li> <li>The Programme has worked with Elexon to facilitate multiple sessions to ensure PPs have a good understanding of the Service Management model and processes. Additionally, Programme forums such as TORWG, GLIG and MCAG are being used to share insights and feedback on service management and other key areas to support participants understanding of this area.</li> <li>The Programme has discussed this feedback with Elexon and the Programme has set up an e-TORWG for Elexon to more clearly communicate this to industry. GLIG discussions continue (for Central Parties and SIT Participants)</li> <li>As raised in the Elexon Helix account meetings, the Programme is working with Elexon Helix to understand what Service Management arrangements will be going live to support the DIP onboarding activity, particularly LDSO registration in ServiceNow to support early LDSO DIP Onboarding activity. This is an item that needs to be clear in Helix’s plan, as it is a key dependency for other participants cutover activity and is in discussion between Programme and Helix.</li> </ul>
Cutover Planning, specifically Service Activation	
2	<ul style="list-style-type: none"> <li>Elexon Helix confirmed that they do have a service activation plan for each LDSO, Supplier and Agent.</li> <li>However, this sentiment was not fully endorsed by industry as highlighted in participant responses to Service Activation. Specifically, 4 DNOs (67%), 1 Large Supplier (14%), 2 Small Suppliers (17%) outlined that they do not have a clear understanding of when they will be following the Service Activation process.</li> <li>All parties need to complete their Service Activation activities in advance of Qualification, and therefore a reported lack of understanding of Service Activation is a risk to M10.</li> </ul>
	<p><b>Programme Insights</b></p> <ul style="list-style-type: none"> <li>The Programme will share these findings with Elexon Helix and DIP Manager and recommend they facilitate a session with participants to describe the end-to-end process and corresponding documentation for Service Activation.</li> <li>The Service Activation onboarding guidance has been shared (20 June 2025). The Programme will also recommend that Elexon and the DIP Manager lead a session to walk participants through the end-to-end process and corresponding documentation.</li> <li>The PPC team will continue to support the communication of Service Activation guidance via Programme comms channels and monitor any participant queries via bilaterals.</li> </ul>

## Elexon Helix & DIP Manager (2/2)

*The questions in this section were specifically aimed at Elexon Helix Programme & DIP Manager to understand progress on developing the Service Management function, Service Activation plans, DIP readiness and capability and Central Services. The PPC Team have analysed Elexon Helix & DIP Manager responses, along with insights gathered from within the MHHS Programme.*

### DIP Readiness

- Elexon Helix confirmed that the Production DIP Portal will be made available to participants by 5<sup>th</sup> September, and that DIP reporting capability will be available by 4<sup>th</sup> July.

#### Programme Insights

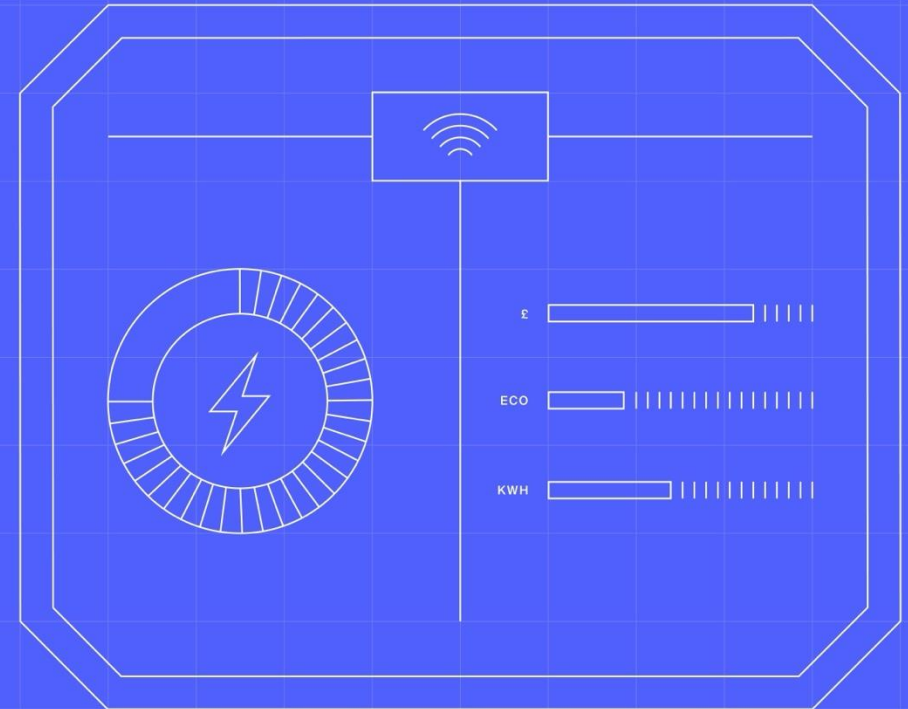
- As part of ongoing engagement with Elexon Helix, the Programme has identified a resource constraint within the DIP Manager team and several bottlenecks that need to be worked through ahead of go-live.
- The Programme is working with Elexon Helix to ensure that DIP onboarding is not delayed on 4<sup>th</sup> August. The Programme is also working to ensure the required service management activities are completed prior to this date so participants can onboard to the DIP, particularly early LDSO DIP onboarding, and not be delayed by service management onboarding.

### Elexon Central Services

- Elexon Helix confirmed that plans and processes were in place for migrating data from Legacy MDD and updating the ISD to reflect the complete list of parties that become qualified post-M10.
- They also reported that LDSOs have been briefed on the process for confirming receipt of the IF-047. The PPC Team will use bilaterals with the LDSOs to confirm their understanding of the process and raise any concerns.

# Central Services & LDSO

## Deployment of New Functionality



# Overview and summary

## Central Services & LDSO Deployment of New Functionality

This section focussed on preparations for specific activities around the deployment of new functionality that are key to M10.

For M10, RECCo must provide ElectraLink with the relevant technical specification for the DTS release which will support M10, and in their return have provided a date that this will be done by. RECCo have confirmed that they have an implementation plan for deploying the M8 code changes.

MPRS 9 will need to be deployed by all LDSOs ahead of M10 to allow them to operate within the MHHS arrangements. All LDSOs confirmed that they are aware of when they need to have implemented MPRS Release 9.

Potential Identified Risks	Next Steps
1. N/a	1. N/a

### Questions asked in this section:

1	Have you provided ElectraLink with the relevant technical specification for the DTS release? If not, when will you be doing this?	RECCo
2	Are you aware of what you will need to do to support the population of the Domestic Premises Indicator? Are your execution plans on target?	Central Parties & LDSOs
3	Are you aware of when you will need to have implemented MPRS Release 9 and is this in your plans?	LDSOs

# Central Service & LDSO readiness to deploy new functionality

*This section focussed on readiness to deploy functionality to support the new MHHS arrangements. The questions in this section were specific to RECCO, DCC, EES, and the LDSOs.*

1

DTS Release

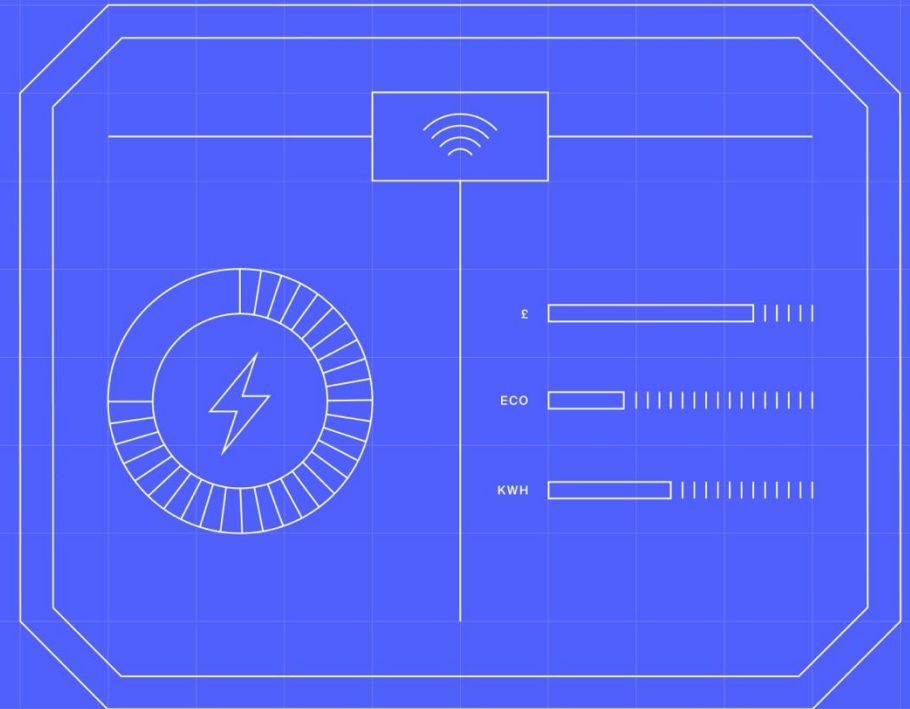
- RECCo indicated that they will provide ElectraLink with the relevant technical specification for the DTS release on 11/08/2025
- RECCo reported that they have a skeleton runbook/implementation plan for deploying the M8 code changes for the 22nd September, as specified for all Central Parties. They noted that this implementation plan will need to evolve as we get closer to the go-live date.

2

Domestic Premises Indicator and MPRS Release 9

- DCC, RECCo and all LDSOs responded that they are aware of what they will need to do to support the population of the Domestic Premises Indicator, and their execution plans are on target.
- All LDSOs confirmed that they are aware of when they need to have implemented MPRS Release 9.

# Code Body Readiness



# Overview and summary

## Code Body Readiness

In this section, the Code Bodies were asked specific questions to confirm that all key Code Body-led activities in the lead up to M10 are on track.

Both Elxon BSc Code Manager and RECCo confirmed that they have a framework in place to update the Programme on the progress of qualification and that the Performance Assurance Boards will be ready for qualification activities. This line of communication with the Code Bodies is important, as it enables the Programme to monitor any risks or concerns and raise any issues via bilaterals.

RECCo have not yet designated changes to industry codes, but the Programme has assurance that this will be designated and in place for M8, as reported to CCAG in June 2025.

### Potential Identified Risks

1. N/a

### Next Steps

1. N/a

### Questions asked in this section:

1	Is the qualification submission from participants progressing as planned? Has feedback been provided to all those who have submitted their initial Qualification Assessment Document?	Code Bodies
2	Are you confident that the qualification timelines have been established and clearly defined?	
3	Can you confirm that you have a framework and plan in place to update the Programme on the progress of qualification for M10? Is the framework scalable?	
4	Can you confirm that changes to the industry codes, due at M8, have been designated and there is a process in place for later updates?	
5	Can you confirm that the PAB's readiness for qualification activities, as outlined in the MHHS Programme plan, is on track for M10?	

Code Body readiness

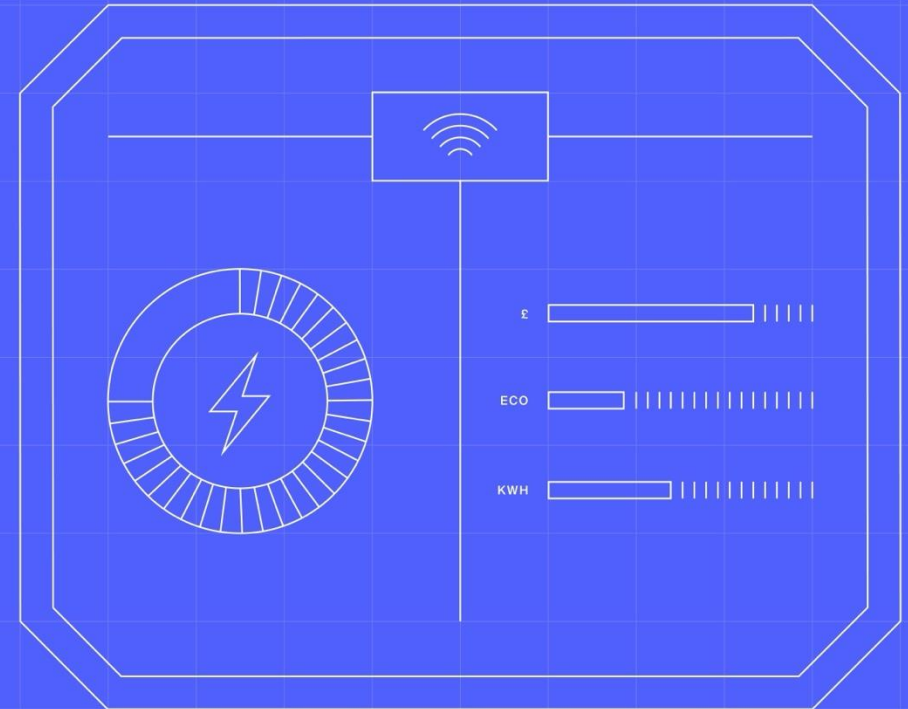
*In this section, the Code Bodies were asked to report on the progress of Code Body-led activities in the lead up to M10. The Code Bodies will prepare and manage the Qualification process, working closely with the Programme. In addition, to support the new MHHS arrangements, the Code Bodies will need to designate Code changes at M8.*

Code Body	Can you confirm that you have a framework and plan in place to update the Programme on the progress of qualification for M10? Is the framework scalable?	Can you confirm that changes to the industry codes, due at M8, have been designated and there is a process in place for later updates?	Can you confirm that the PAB's readiness for qualification activities, as outlined in the MHHS Programme plan, is on track for M10?
Elexon BSC Code Manager	Yes, the framework and plan are in place, and the framework is scalable	Yes	Yes
RECCo	Yes, the framework and plan are in place, and the framework is scalable	No	Yes

- Both Elexon BSC Code Manager and RECCo confirmed that they have a framework and plan in place to update the Programme on the progress of Qualification, and that the PAB’s will be ready for Qualification activities. The BSC PAB (with input from the DIP Manager) and the REC Code Manager are the decision-making bodies for Qualification of MHHS Participants, therefore their readiness is key to achieving M10, M11 and M14.
- RECCo responded that no changes to industry code have been designated and that processes have not been set up for later updates. However, the Programme has been working closely with RECCo through Programme delivery and all necessary Code elements will be designated and in place for M8, as reported to CCAG 25 June 2025.



# Communications & Engagement



# Overview and summary

## Communications & Engagement

The Comms & Engagement section provides insight into how effective the Programme's key communication channels are in engaging with participants. These channels include the Collaboration Base / Website, The Clock, Webinars and Open Days, as well as general feedback from Constituency Representatives and support provided by the PPC Team.

The responses to the Comms & Engagement questions indicate that the Programme's key communication channels effectively facilitate participant engagement, with respondents being 'Satisfied' with all channels on average.

The Clock and support provided by the PPC Team continue to be the communication channels held in the highest regard by participants.

Participants have provided helpful feedback which the Programme will take on board and use to inform future comms & engagement plans, approaches and activities, and to drive continuous improvement.

### Potential Identified Risks

- The large volume and complexity of Programme materials can make it difficult for participants to stay abreast of key Programme updates.
- Participants not fully understanding what they are required to do / provide in response to Programme requests for information and consultations.

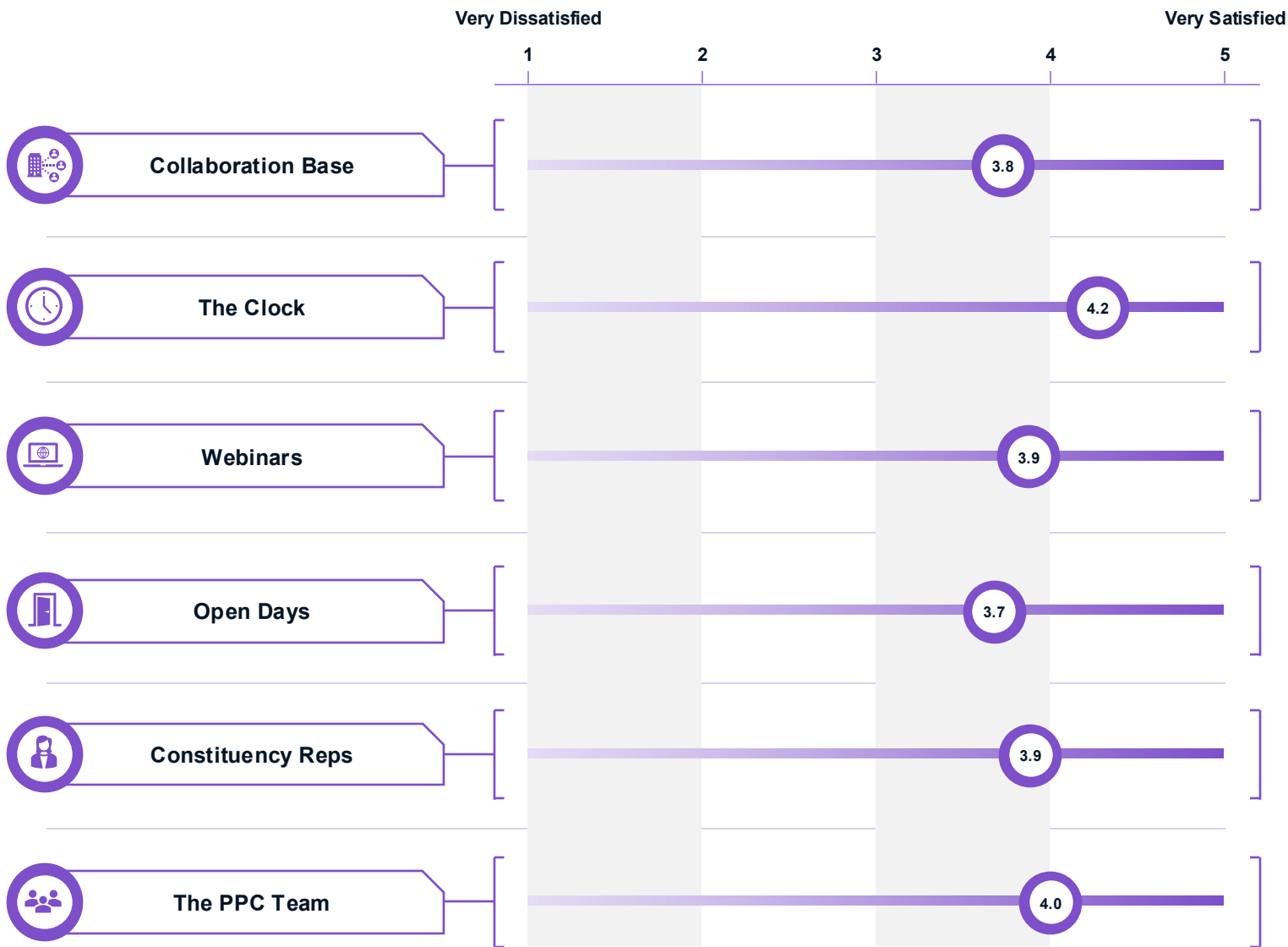
### Next Steps

1. The PPC team will log industry feedback on communications and specific workstream initiatives and evaluate as part of the ongoing Comms Review process.

### Questions asked in this section:

1	How satisfied are you with the Collaboration Base / Website in terms of keeping you informed of MHHS activities and progress?	All Participants
2	How satisfied are you with The Clock in terms of keeping you informed of MHHS activities and progress?	
3	How satisfied are you with Webinars in terms of keeping you informed of MHHS activities and progress?	
4	How satisfied are you with Open Days in terms of keeping you informed of MHHS activities and progress?	
5	How satisfied are you with General Feedback from Constituency Representatives in terms of keeping you informed of MHHS activities and progress?	
6	How satisfied are you with the support provided by the Programme Party Coordinator (PPC) Team to date?	
7	If you do require additional support from the PPC Team, please specify what support you require.	

Communications and engagement



Positive themes:

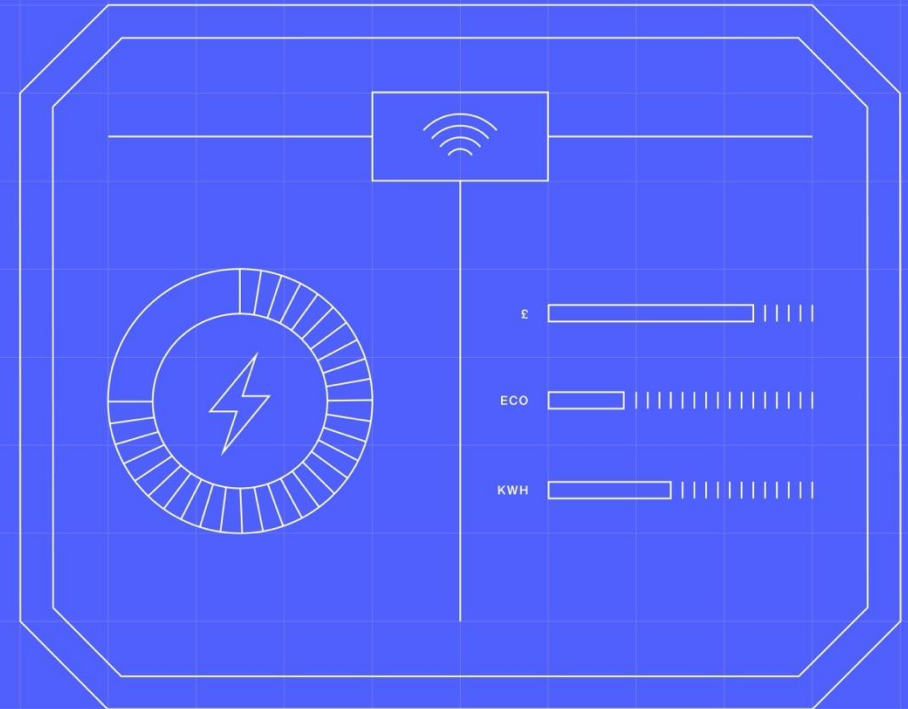
- The Clock is highly valued a weekly reference point for upcoming activities, key deadlines and programme updates.
- Open days were well-received and provides the opportunity to network with the programme.
- Effective resolution and escalation of queries through bilateral calls and the PPC Mailbox.

Participants identified potential improvement themes that could be made from a Comms and Engagement perspective, including:

- Consolidated checklist of all deliverables requiring senior stakeholder sign-off with deadlines
- Additional support with materials to support and simplify the participant experience
- Distribution lists and principal contacts should be checked and updated.
- Hold more regular open days, and segment by topic or participant type where relevant.
- More tailored support e.g. individual drop-in sessions particularly ahead of key milestones, though resource limits were acknowledged.

The PPC Team will work through these potential improvement themes to drive continuous improvement, acting on the feedback we received from participants.

# Risks & Recommendations



Risks & Recommendations

*The PPC team have identified two types of risks as part of the RA5/6 analysis; risks identified that are critical to M10 readiness and are being tracked through the Programme RAID Log, and RA 5/6 risks that the PPC team will track through existing engagement channels.*

M10 Risk or RA5/6 Risk	Readiness Assessment Topic	Potential Identified Risk	Next Steps
R319	Programme Participant Governance & Planning	One Small Supplier reported that they do not have a MHHS Programme delivery plan. Whilst the impact of this supplier is low (0.003% MPANs), it suggests that this participant is not engaged with the Programme.	<ul style="list-style-type: none"> <li>The PPC team will monitor engagement levels of this Small Supplier and emphasise them of their obligation under 12.12.1 of Section C of the BSC.</li> </ul>
R1133	Qualification	Following SIT , it may be possible that there are work-off items at the end of testing that would need to be factored into qualification. Whilst this is logged as a risk, we do not classify this as a critical risk to M10 go-live.	<ul style="list-style-type: none"> <li>The PPC will work with the LDSOs and Code Bodies to develop and agree work-off plans where needed.</li> </ul>
RA5/6 Risk	Qualification	Monitoring requirement work-off plan needed for DNOs, but there is currently a lack of clarity over what the exact requirements are and whether this needs to be in place for M10.	<ul style="list-style-type: none"> <li>The Programme and Code Bodies to agree an acceptable work-off item and communicate to the DNOs.</li> </ul>
RA5/6 Risk	Qualification	3% of Non-SIT Suppliers and Agents (1 I&C Supplier & 1 Small Supplier) reported that they were not on track to commence Qualification Testing (QT).	<ul style="list-style-type: none"> <li>The PPC &amp; Code Bodies must work with the participants that do not feel on track to commence QT to support progress and respond to any concerns.</li> </ul>

Risks & Recommendations

M10 Risk or RA5/6 Risk	Readiness Assessment Topic	Potential Identified Risk	Next Steps
R1138	Performance Assurance	The risk is that RECCo will not have access to the data or reporting to support the Performance Assurance framework.	<ul style="list-style-type: none"> <li>The PPC Team will share the findings with the DIP Manager.</li> <li>The DIP Manager has now shared the delivery plan along with the design documents with RECCo, but RECCo have reported that they don't have agreement on what information will be provided from the DIP Manager and they do not have an agreed delivery plan, indicating a misalignment of positions.</li> <li>Further conversations ongoing between the 2 parties to discuss remaining concerns (including how RECCo is onboarding onto the reporting platform).</li> </ul>
RA5/6 Risk	Data Cleanse Activities	Whilst all LDSOs reported to be aware of data cleanse activities and on track to complete all activities set out in the Data Cleanse Plan, a number of LDSO participants continue to miss data cleanse deadlines or are carrying out the activity incorrectly.	<ul style="list-style-type: none"> <li>Programme to identify the LDSOs that are having difficulties with data cleanse activities and organise specific sessions with the Transition team to walk them through the requirements</li> <li>PPC to continue to remind LDSOs of data cleanse deadlines in individual bilaterals.</li> </ul>
R1089	PP Migration Start and Early Life Support Ready	There is a risk that selected LDSOs are not prepared for the introduction of new systems, ways of working for Market Participants and fundamental industry processes.	<ul style="list-style-type: none"> <li>The PPC Team will use existing bilaterals to engage the LDSOs about the details of their hyper-care arrangements and ensure they understand the requirements from an ELS perspective.</li> <li>The Transition team will join bilaterals to share updates and signpost LDSOs when/if required.</li> </ul>
RA5/6 Risk	PP Migration Start and Early Life Support Ready	4 I&C suppliers (8%) and 2 Small Suppliers (17%) reported that they are not on track to submit their migration plan by the end of the submission window.	<ul style="list-style-type: none"> <li>The PPC will raise this risk with the Migration team and facilitate targeted engagement with these participants.</li> <li>The Migration team have outlined that 10 Small and I&amp;C Suppliers did not submit their migration plans, 4 of which are exiting the market. Bilaterals have been scheduled with the 6 participants that did not submit their plans.</li> </ul>

Risks & Recommendations

M10 Risk or RA5/6 Risk	Readiness Assessment Topic	Potential Identified Risk	Next Steps
RA5/6 Risk	Market-wide Participant MHHS Supporting Functionality Ready	<p>21% of LDSOs (1 DNO and 4 iDNOs) responded that they do not have an operational readiness plan in place yet.</p>	<ul style="list-style-type: none"> <li>PPC to understand how LDSOs are progressing with the development of operational readiness plans and track when plans will be signed off.</li> </ul>
R439	Market-wide Participant MHHS Supporting Functionality Ready	<p>There is a risk that not all participants are prepared to use the forward and reverse migration processes despite being required to make these changes by M10. There is a requirement for all Suppliers and Agents, irrespective of their Qualification wave, to be able to support the loss of a customer via the forward migration process and the gaining of a customer via a reverse migration from M10, as set out in the Migration Design.</p> <p>BSC and the REC Code Manager have issued Management / Director assertions to gain assurance of participant legacy arrangements, including:</p> <ul style="list-style-type: none"> <li>Understanding of the requirements</li> <li>Whether they have identified where changes need to be made to systems/processes</li> <li>Whether they have put in place processes to ensure that the changes will be implemented for M10.</li> </ul> <p>Participants have been asked to notify BSC and/or REC Code Manager if the delivery of required M10 changes is at risk.</p>	<ul style="list-style-type: none"> <li>The PPC Team will share findings on forward and reverse migration with Migration Team for awareness and to understand how the PPC can support</li> <li>Liaise with Code Bodies to check whether these participants have submitted their Legacy Assurance declaration to the Code Bodies.</li> <li>Receiving fortnightly updates from BSCCo, with RECCo to follow and the Programme is connected to report on progress.</li> <li>PPC Team to recommend a group session with I&amp;C suppliers and Code Bodies to educate and address gaps on required operational processes.</li> </ul>
R1132	Cutover Planning	<p>There is a lack of understanding of Service Activation activities. All parties need to complete their Service Activation activities in advance of Qualification, and therefore a reported lack of understanding of Service Activation is a risk to M10.</p>	<ul style="list-style-type: none"> <li>The PPC Team will share these findings with Elexon Helix and DIP Manager.</li> <li>Elexon Helix and DIP Manager to facilitate a session with participants and walk them through the end-to-end process and corresponding documentation for Service Activation.</li> <li>DIP Manager published Service Activation onboarding guidance on Friday 20th June. PPC to support communication of this guidance via programme comms channels and monitor any PP queries via bilaterals.</li> </ul>

Risks & Recommendations

M10 Risk or RA5/6 Risk	Readiness Assessment Topic	Potential Identified Risk	Next Steps
R1131	Cutover Planning	There is a risk to go-live as the DIP Service Provider outlined their cutover preparations activities are not on track citing delays in completing operational readiness testing due to Helix dependencies.	<ul style="list-style-type: none"> <li>Following workshops with Elxon, the DIP Service Provider has downgraded the dependency on the Elxon Service Management processes.</li> </ul>
R1064	Service Management Go-Live	Elxon / Helix's RA5/6 submission reported that the Service Management documents had been endorsed by industry through the respective governance processes. However, as reported by 24% of all participants, there is a lack of understanding of Elxon's Service Management arrangements. Service Management will underpin how the new MHHS services will be run post go-live and it is therefore important that participants understand these arrangements.	<ul style="list-style-type: none"> <li>The Programme will share the RA5/6 findings on service management with Elxon Helix. An e-TORWG will be set up for Elxon to more clearly communicate Service Management arrangements to industry.</li> <li>The Programme has worked with Elxon to facilitate multiple sessions to support PPs understanding of the Service Management model and processes. Additionally, Programme forums such as TORWG, GLIG and MCAG are being used to share insights and feedback on Service Management and other key areas to support participants understanding of this area</li> </ul>
R851	Communications & Engagement	<p>There is a risk that the large volume and complexity of Programme materials make it difficult for participants to stay abreast of key Programme updates.</p> <p>There is also a risk that Participants not fully understanding what they are required to do / provide in response to Programme requests for information and consultations.</p>	<ul style="list-style-type: none"> <li>The PPC team will log industry feedback on communications and incorporate into the recurring review process as part of ongoing continuous improvement activities.</li> </ul>



# Contact information

If you have any questions about this report, please contact Kiran Birring and Max Burton (Readiness Assessment Leads) at:

[lewis.mckenzie@mhhsprogramme.co.uk](mailto:lewis.mckenzie@mhhsprogramme.co.uk)

[kiranbirring.sandhu@mhhsprogramme.co.uk](mailto:kiranbirring.sandhu@mhhsprogramme.co.uk)

[max.burton@mhhsprogramme.co.uk](mailto:max.burton@mhhsprogramme.co.uk)

Or

[PPC@mhhsprogramme.co.uk](mailto:PPC@mhhsprogramme.co.uk)