MHHS Early Life Support Model
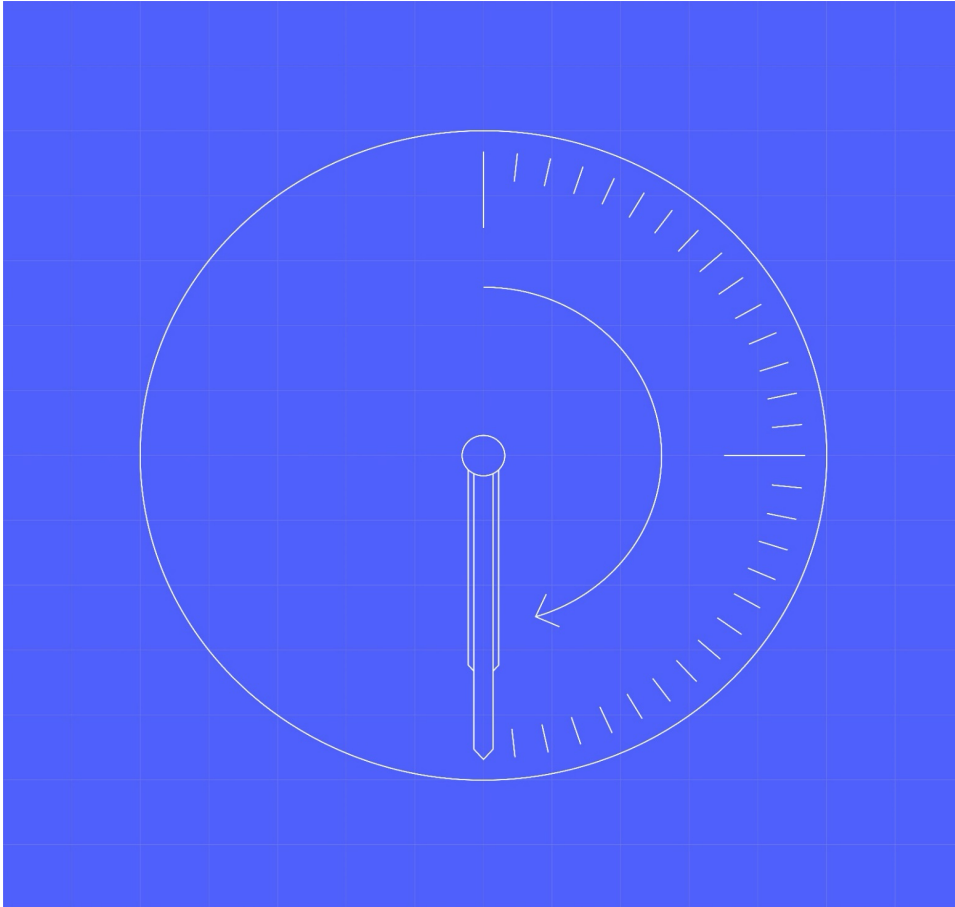
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1 Contents

1.1 Change Record

Date	Author	Version	Change Detail
21/02/2025	Transition & Operational Readiness Team	0.1	Draft for Industry Consultation
27/03/2025	Transition & Operational Readiness Team	0.2	Updated following Industry Consultation

1.2 References

Document	Publisher	Published	Additional Information
Performance Assurance Monitoring during MHHS Migration v1.1	Elexon	09/08/2024	This document has been included as an appendix
Elexon Service Definition Document v2.4	Elexon	27/09/2024	
Helix Low Level Service Design – Service Users v1.1	Elexon	23/09/2024	
Elexon Service Users Operations Manual v1.0	Elexon	08/01/2025	
MHHS_DEL2426 Migration Framework Foundations v2.2	MHHS Programme	31/01/202525/07/2024	
MHHS_DEL2427 Migration Framework – Principles and Guidelines v2.2	MHHS Programme	25/07/202431/01/2025	
MHHS E2E002 End to End Non-Functional Requirements v3.54	MHHS Programme	04/06/202418/09/2024	
REC Change R0202 Performance Assurance Report Catalogue Updates (MHHS)	RECCo	08/08/2024	

1.3 Terminology

Term	Description
BAU	Business As Usual
BSC	Balancing and Settlement Code
BSCCo	BSC Company
Central Service Providers	The providers that manage and operate the electricity Central Services, namely Elexon, DCC and ElectraLink.
Central Services	The services that comprise the electricity central service delivery functions, namely the Elexon Central Services, Central Switching Service, Data Transfer Network and the central service delivery functions underpinning smart metering.
Cutover Weekend	The period in which MHHS capabilities will be deployed by Central Services and LDSOs. Activities will occur on a Saturday and/or Sunday, enabling M10 milestone to be approved on the Wednesday
CSS	Central Switching Service
DCC	Data Communications Company
DCP	DIP Connection Provider
DIP	Data Integration Platform
DSP	Data Services Provider

ECS	Elexon Central Systems - MHHS Programme term used to describe the new MHHS Target Operating Model services being delivered under the Programme - Load Shaping, Market-wide Data, Volume Allocation and Industry Standing Data
EES	Electricity Enquiry Service
ELS	Early Life Support
ISD	Industry Standing Data
LDSO	Licensed Distribution System Operator
Legacy Arrangements	The existing arrangements set out under the BSC and REC.
LSS	Load Shaping Service
MDS	Market-wide Data Service
MHHS	Market-wide Half-Hourly Settlement
MHHS Arrangements	The new MHHS arrangements as set out in the MHHS Core Design Artefacts.
MPAN	Meter Point Administration Number
MPRS	Metering Point Registration System
MSID	Metering System Identifier
Minimum Viable Cohort (MVC)	Consists of the central systems and sufficient early adopters to enable the solution to go live. The early adopters have to consist of the right functional elements to allow the market to function - therefore will include the central systems, (i)DNOs, Suppliers and Service Providers.
REC	Retail Energy Code
RECCo	Retail Energy Code Company
Registration Service	The service operated by LDSOs
SIT	Systems Integration Testing
UMS	Unmetered Supplies
UMSO	Unmetered Supplies Operator
VAS	Volume Allocation Service

1.4 Programme Milestones

The below Programme milestones are referenced throughout this document.

M10 – Central Systems ready for migrating MPANs

M10 – Go live of new services

M11 – Start of 18-month migration for Unmetered Supplies (UMS) / Advanced

M12 – Start of 18-month migration for Smart / Non-Smart

M13 – Load Shaping Service (LSS) switched on

M14 – All Suppliers must be able to access MPANs under the new TOM

M15 – Full transition complete

M16 – Cutover to the new settlement timetable

2 Introduction and Scope

2.1 Introduction

Early Life refers to the early months of the MHHS ~~Migration~~ Transition Period where the programme will monitor the performance of the new systems and processes, in conjunction with code bodies and central service providers. This will ensure that decisions to increase the number of MPANs migrated daily and to increase the volume of MPANs operated under the MHHS arrangements, are taken based on a defined set of acceptance criteria. During this time, the Programme will be in an 'Early Life Support Period' where performance in a number of key areas is monitored, and additional support is in place and available should performance be below the expected level.

The Early Life Support Period will not last for a pre-defined length of time, instead, the length of the Early Life Support Period will be determined by a set of criteria which, when met, mean that the MHHS Migration Period has sufficiently 'proved performance', successfully 'ramped-up' the rate of migrations and can exit the 'Early Life' phase. This means that there will be no requirement for the Early Life Support Period to last for a specific amount of time, if performance can be sufficiently proven, then the Early Life Support Period will be exited.

Ahead of the Early Life Support Period being exited, migration volumes will have increased, in line with the approach set out within this document. Continuous monitoring will assure that the new systems and processes are operating to the required performance levels. The purpose of this activity is to ensure the following:

1) Central Service incidents and ~~other~~ issues across the MHHS TOM are resolved in a timely and open manner.

2) Clear decision making against defined criteria are used to support:

   a. Increases in migration volumes if performance is acceptable

   b. Decreases in migration volumes or a cessation of migration if performance is not acceptable

3) Performance reporting is visible to Industry Participants and decisions to increase volumes are formalised

2.2 Scope

The key focuses for the Early Life Support Period are to prove that the central systems and ~~key~~ MHHS processes that have been newly implemented are performing as expected and that the risk associated to beginning the migration of MPANs into the MHHS arrangements is mitigated.

As such, this document sets out:

- ~~The enhanced support that is expected to be in place during the Early Life Support Period,~~

- The monitoring and governance approach for the Early Life Support Period~~, and~~ including participant responsibilities, related to the controlled ramp up of the migration of MPANS,

- To provide a platform for industry participants to review performance reporting and to provide feedback via a working group,

- To provide an informed, evidence-based recommendation to the Advisory Group responsible for decision making during the Early Life Support Period, based on a defined set of criteria.

- ~~Early life operating phases and early life exit criteria,~~

- ~~The key early life risk areas, monitoring and performance measures,~~

- Risks, assumptions and dependencies.

The Early Life Support Period is expected to involve all parties operating under the MHHS arrangements as the Programme may request specific reporting to track various elements of performance and may undertake direct assurance of the parties that are involved in these activities.

The specific Hhypercare arrangements that each individual party (Central Parties and Programme Participants) will have in place are out of scope for this document. Each party will be expected to determine the hypercare arrangements that they need in place to support them operating in the MHHS arrangements.

3 Enhanced Support

The transition to the new MHHS arrangements will see the introduction of key new systems, and a major transformation in the ways of working of Market Participants and fundamental industry processes. As the owner of these systems, Elexon will manage the delivery of the services that they provide from the point when the MHHS arrangements go-live. This means that they will play a key role in both the monitoring of performance and the resolution of issues that may arise.

During the Early Life Support Period, this role will be of particular importance as there will be additional monitoring expectations in place and, both the systems being used and the processes being followed will be new, which could result in an increased number of issues arising. More information about the monitoring that is expected to be in place and the expected performance levels can be found later in this document.

In addition to the monitoring that will be required, Elexon will play a leading role in the resolution of issues that arise under the MHHS arrangements through their Service Management functionality. This will be of particular importance during the Early Life Support Period, although in this period, it would also be beneficial for members of the MHHS Programme team to provide additional support to Elexon as and where required for the resolution of high priority issues and incidents.

3.1 Early Life Support vs Hypercare

Early Life Support	Hypercare
Early life Support is about the enhanced assurance and performance measures that the Programme will have in place post M10, utilising reporting from Central Parties and Code Bodies to ensure that the new arrangements are operating to Design. It will also be how we ensure that the migration is controlled so that the performance of the new systems and processes can be proven to work at varying levels of scale.	Hypercare 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. What these arrangements look like will be determined by each individual party who will be responsible for developing their own Hypercare plan and approaches.

3.13.2 Elexon Hypercare

As the operator of the new MHHS settlement systems and DIP service (i.e., Load Shaping Service, Market-wide Data Service, Volume Allocation Service, Industry Standing Data and the Data Integration Platform) and the underlying service management arrangements for the MHHS TOM, Elexon will be responsible for any issues that arise during both BAU operations and during the Early Life Support Period that relate to the parts of the MHHS TOM that they operate.

During the Early Life Support Period, Elexon will also be operating a period of 'hypercare' where additional experts are available to work through and triage issues incidents that may arise across the Target Operating Model. The full scope of this 'hypercare' will be set out by Elexon separately from this artefact, but the Programme expectation is that at a minimum, they will set out how they plan to coordinate major incidents, troubleshoot issues incidents and rapidly gather the right expertise to deal with issues incidents that may arise during this period. The aim of this 'hypercare' period will be to ensure that any issues incidents that may arise during the Early Life Support Period are resolved in a timely manner so as not to impact the operations of the new systems, or and not to have knock-on impacts on participant systems and or consumers.

These 'hypercare' arrangements will be in addition to the service management arrangements which will have been implemented by M10. More information about Elexon's service management arrangements can be found in the Elexon Service Definition Document and other artefacts (Elexon Service Definition Document v2.4, Helix Low Level Service Design – Service Users, Elexon Service Users Operations Manual) produced by Elexon.

The 'hypercare' arrangements are expected to be robust enough to handle all the 'first runs' of new processes with the knowledge and ability available within Elexon to triage, coordinate and manage issues incidents that

may arise and ensure progress of the Migration Plan is not impacted. Elexon are expected to agree 'hypercare' arrangements with their internal and external Service Partners to ensure that the required support and focus is maintained during this period.

While Elexon's 'hypercare' period coincides with the Early Life Support Period of the Programme, Elexon may also need to account for elements of 'hypercare' as participants from each Qualification Wave become qualified and begin to migrate MPANs to the MHHS arrangements.

3.23.3 Programme Support

At the start of the Transition Period, Elexon will be responsible for the management and operation of the newly introduced MHHS systems (i.e., Load Shaping Service, Market-wide Data Service, Volume Allocation Service, Industry Standing Data and the Data Integration Platform). In the lead up to M10, the Programme will be facilitating a period of detailed knowledge transfer with Elexon to help ensure that they have the right expertise at go-live.

Through their delivery of the Programme, members of the Programme will have an in-depth understanding of the design and some of the issues that may arise during the early life period. It may therefore be useful for Elexon to engage the Programme Design Team for support to troubleshoot high priority issues incidents during the Early Life Support Period. As a result, there is an expectation that through the process of defining what their 'hypercare' arrangement will look like, Elexon will engage the Programme to discuss how this support will be provided during the Early Life period. The process for involving the Programme Design Team within the incident triage process will be agreed between Elexon Service Management and the Programme Design Team.

Elexon will have ultimate responsibility for all incidents that are raised through their service management instance, but where additional support from the Programme may be beneficial, they will be able to engage with the Programme to provide this. The Programme will not be directly responsible for responding to and or resolving issues incidents that are raised through the service management function. Elexon will have responsibility for leading this activity and requesting support from the Programme as and when required.

The key role played by the Programme during the Early Life Support Period will be collating and reviewing the reporting that is shared during the Early Life Period and using this to inform decisions on entry to the different phases of the Early Life Support Period as set out later in this document. This will determine the rate at which the migration of MPANs is increased and the rate at which the number of MPANs operating under the MHHS arrangements is increased. In addition to the reporting and monitoring that will be carried out by parties outside of the Programme, the Early Life Support Period will also be informed by reporting from the Migration Control Centre. This reporting will share both the planned for number of migrations and the number of successful and unsuccessful migrations carried out.

3.33.4 Participant Support

In order to provide a full picture of performance across the industry, some participants will also be required to provide reporting to the Programme to facilitate the Early Life Support Period decision making process. More information about this reporting is set out in the subsequent sections, but the parties that will be expected to provide additional reporting are:

- **Elexon**
    - Elexon and Elexon Service Management will be responsible for the operation of Elexon Central Services and the DIP; therefore, they will be required to provide a number of reports as outlined within this document such as, reports on service management incidents, system performance and system availability.

- **DIP Manager**
  - The DIP Manager will be responsible for the day-to-day operation of the newly operational DIP; therefore, they will be required to provide a number of reports as outlined within this document on the performance and availability of the DIP.

- **DCC Service Management**
  - The ~~MHHS driven~~ functional changes to DCC systems and processes which support the MHHS Design are not significant, however non-functional changes to their systems, based on increases in the retrieval of half-hourly data ~~message volumes and the size of those messages will increase significantly~~ will be significant. It is unlikely that these changes in scale will be impactful within the Early Life Support Period, as migrated MPAN volumes will still be low.
  - The DCC will be requested by the MHHS Programme to provide weekly service management summaries for industry reporting purposes. This reporting should provide insight into any incidents occurring because of new MHHS processes.

- **LDSOs, Suppliers and Agents**
  - The primary source of reporting will be Elexon Service Management (e.g. Incidents) which will have been raised by or to these roles.
  - The MHHS Programme does not currently plan to request additional reporting from these Parties as part of this monitoring. The Code Bodies may request additional early life reporting, via their respective Performance Assurance Functions.

- **Code Bodies**
  - The Code Bodies will be expected to report on a defined set of settlement and performance metrics as set out within this document.

~~3.4~~3.5 Issues Resolution Group

During the Early Life Support Period, as the new systems and processes will have just been brought into live operations for the first time, it is likely that there will be an increased number of issues raised by industry participants. If these issues are not resolved quickly enough, then in some cases these could have an impact on Migration Schedules and therefore on Programme timelines. To safeguard the Programme timelines, the Programme is proposing the addition of an additional level 3 Advisory Group into the Programme Governance structure to help facilitate the resolution of issues that cannot be resolved at speed by the relevant individual service desks. The guiding principle behind this group will be that it only discusses issues that will have, or have the potential to have, a material impact on the delivery of the Programme timelines with the aim of expediting a resolution.

The Tterms of Rreference for this group and how this group will interact with the BAU change processes of the Code Bodies will be defined in a separate artefact that forms part of the Transition Framework, and the mobilisation of this group will be captured as a dependency for M10. Below we have set out the Programme's current position on the Terms of Reference for this group, but these will be further refined through the Transition and Operational Readiness Working Group and consulted on as a part of the Transition Framework.

We anticipate that most issues will be dealt with in a timely manner under the 'to-be' BAU processes and that only a limited number of issues that could impact Programme timelines will need to be raised to this group. Any operational or technical issues that do not impact the MHHS TOM and do not impact Migration Schedules will be out-of-scope for this group.

This group will not remove issues from the relevant service desks, and all issues will remain the responsibility of the service desks however, if there are issues that are likely to impact the Programme timelines this group will look to determine the appropriate fix at speed, share this with the relevant service desk and protect the Programme timelines.

It is proposed that this group is made up of representatives from each of the constituencies who can make decisions based on the evidence presented to them at speed. This will allow the group to give guidance on the fixes to be made at speed, or to provide clarifications at speed, to limit the impact issues have on the Migration Schedule. This group will be limited to discussing issues that meet a certain threshold only. This threshold will be based on the impact an issue will have on the MHHS Migration Schedule i.e., it will delay more than x number of migrations. Other issues, which will not have a material impact on the MHHS Migration Schedule, will not be discussed in this group.

The terms of reference for this group will be defined and agreed with MCAG / PSG ahead of M10.

3.4.13.5.1 Issues Resolution Group – Current Thinking Terms of Reference (To be agreed)

Position within the Programme Governance Framework: Level 3 Advisory Group

Group Role: To consider issues that are escalated by the industry service desks that meet a defined threshold, which means they will have a material impact on the ability to migrate MPANs and or Programme timelines.

Group Objective: The objective of the Issues Resolution Group will be to resolve issues to protect the Migration Schedule and Programme timelines.

Decision Making: Current thinking is that this will be a level 3 Advisory Group and as such, the group will have decision making power under the Programme Governance Framework.

Membership: The group will include representatives from each constituency but will also flex based on the issue being discussed. The impacted parties will be expected to make technical resources available to facilitate issue resolution conversations during the group.

3.4.23.5.2 Proposed Issues Escalation Route

Based on the principle that only issues that will have a material impact on Programme timelines will be discussed, we are looking to define a threshold that determines what a material issue is and that has to be met for an issue to be escalated to the Issues Resolution Group. This will prevent the vast majority of issues being raised to the group, and instead, focus the group on the resolution of issues that will have a material impact on the Programme timelines.

Our suggestion is that this threshold is set as: any issue incident (P1-P4) that will not be resolved within the relevant SLA and is relevant to the MHHS arrangements. In addition, the Issues Resolution Group will review any issues that are escalated to assess the materiality of the issue and for any issues that are not expected to have a material impact on Programme timelines (i.e., it will be resolved outside of the SLA, but the impact is minimal, and a way forward has already been determined, but it will take longer than the SLA to implement OR it will not impact the Programme timelines), they will be returned to the relevant service desk for them to resolve themselves.

Step 1:
An issue is raised to one of the service desks and is not (or will not) be resolved within the relevant SLA and is relevant to the MHHS arrangements.

Step 2:
The issue is escalated into the Programme Issues Resolution Group.

Step 3:
The Issues Resolution Group assess the issue to determine the relevancy to MHHS operations and the materiality of the impact on Programme timelines

Step 4(a):
The Issues Resolution Group determines that there is a material impact and brings the issue to the group for discussion.

Step 5:
The Resolution Group agrees on a solution and provides guidance to the relevant service desk and participants

Step 6:
The fix is communicated via the relevant service desk(s) and implemented by the relevant participants.

Sent back to the relevant service desk to resolve themselves

Step 4(b):
The Issues Resolution Group assess the issue and does not believe there will be a material impact on the Programme timelines if the issue is not resolved within the SLA.

Step 1:
An issue is raised to one of the service desks and is not (or will not) be resolved within the relevant SLA and is relevant to the MHHS arrangements.

Step 2:
The issue is escalated into the Programme Issues Resolution Group.

Step 3:
The Issues Resolution Group assess the issue to determine the relevancy to MHHS operations and the materiality of the impact on Programme timelines

Step 4(a):
The Issues Resolution Group determines that there is a material impact and brings the issue to the group for discussion.

Step 5:
The Resolution Group agrees on a solution and provides guidance to the relevant service desk and participants

Step 6:
The fix is communicated via the relevant service desk(s) and implemented by the relevant participants.

Step 4(b):
The Issues Resolution Group assess the issue and does not believe there will be a material impact on the Programme timelines if the issue is not resolved within the SLA.

4   Governance and Responsibilities

A key feature of the Early Life Support Period will be the regular monitoring and reviewing of key performance metrics across the industry. In order to understand performance across the industry, the Programme will be required to gather reporting from a number of different involved parties so that it can be presented back to industry and used to make informed decisions about overall performance. These decisions will include whether to increase the number of migrations that are being carried out across the industry and whether we want to increase the number of MPANs operating under the MHHS arrangements.

To do this, the Programme will increase the cadence of Transition and Operational Readiness Working Groups (TORWG) to fortnightly during the Early Life Support Period, so that performance can be reviewed regularly, and a platform is available to discuss any issues that are being seen across the industry. As a level 4 working group, this group does not have any decision-making powers, however, when the group deems that a particular performance level has been met, this group will provide a recommendation to the MCAG that it should approve entry to the next Operating Phase. In addition to these regular working groups, the MCAG will also be scheduled to align with when each phase of the Early Life Support Period is expected to end, but these meetings will only take place if a decision on performance is required. If it is not, then the meeting will be stood down. Similarly, if performance has been proven earlier than expected, then an extraordinary MCAG will be called to approve the move into the next Operating Phase.

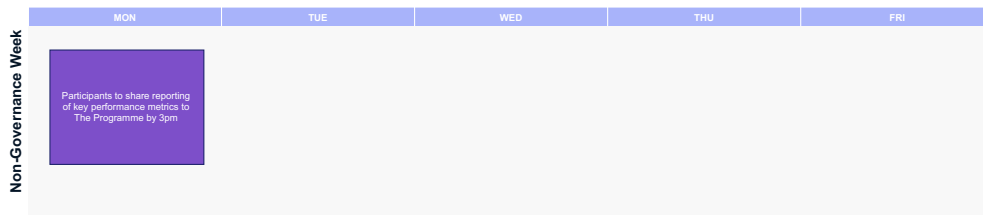Early Life Operating Phases – Governance Approach
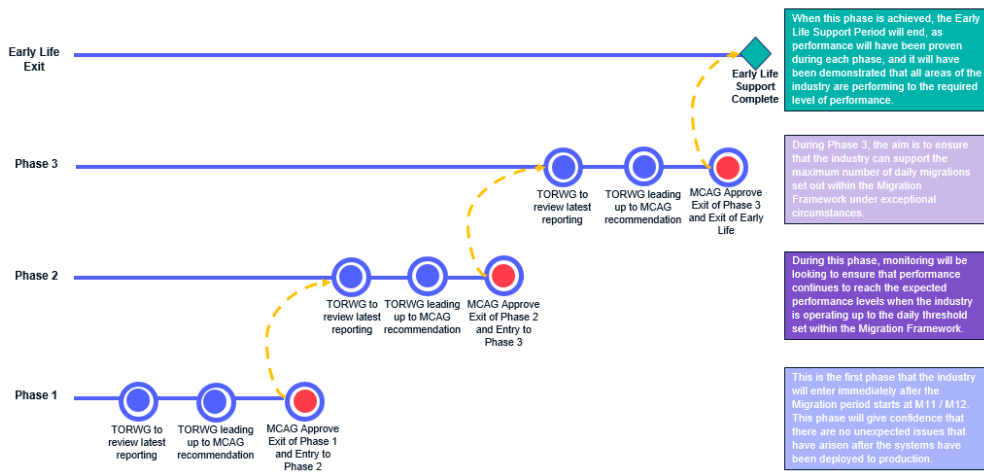
During these meetings, the Programme will be utilising the reporting shared by different sources to assess performance against the different performance measures in each Operating Phase as set out further in this document.

While the Programme will facilitate this working group, there will be a number of key inputs required from participants and central parties that are outside of the Programme. To allow the Programme to consolidate this information from a number of different parties, the Programme will require this reporting to be shared on a weekly basis on Mondays at 3pm by all parties unless otherwise stated. This will allow the Programme to consolidate this information ahead of the fortnightly TORWGs which will be scheduled for Wednesday mornings.

	MON	TUE	WED	THU	FRI
TORWG Week	Participants to share reporting of key performance metrics to The Programme by 3pm		**TORWG Meeting** Purpose: o Review the performance of participants o Discuss any issues that are being seen across the industry		
TORWG Week	Participants to share reporting of key performance metrics to The Programme by 3pm		**TORWG Meeting** Purpose: o Review performance against performance measures o Discuss any issues that are being seen across the industry		

	MON	TUE	WED	THU	FRI
MCAG Week	Participants to share reporting of key performance metrics to The Programme by 3pm		**TORWG Meeting** Purpose: o Review the performance of participants o Discuss any issues that are being seen across the industry o Discuss whether MCAG approval needed for entry to the next ramp-up phase	**MCAG Meeting** Purpose: o Make a decision on whether entry to the next ramp-up phase should be approved	
MCAG Week	Participants to share reporting of key performance metrics to The Programme by 3pm		**TORWG Meeting** Purpose: o Review performance against performance measures o Discuss any issues that are being seen across the industry o Discuss whether MCAG approval needed for entry to the next ramp-up phase	**MCAG Meeting** Purpose: o Make a decision on whether entry to the next ramp-up phase should be approved	

In addition, while these meetings will be held fortnightly to review performance, reporting will still be developed on a weekly basis to ensure that performance is being closely monitored. This means that the inputs from Central Parties and Participants will be required each Monday by 3pm. The Programme will then consolidate these into a set of reporting that will be made available to industry participants. Unless otherwise stated, the reporting developed by participants should always provide an overview of the previous 7 days. i.e., it should run from Monday to Sunday of the previous week.

	MON	TUE	WED	THU	FRI
Non-Governance Week	Participants to share reporting of key performance metrics to The Programme by 3pm				

As the reporting that will be presented will be from a number of different sources, the below central parties and participants will be required to send a participant to each working group who has the required knowledge to talk to the reporting that is relevant to them / has been shared by their organisation:

- MHHS Programme
    - To lead the session
- Elexon Service Management
    - To present service management monitoring and service performance monitoring

- Elexon BSCco
  - To present settlement performance and BSC party performance monitoring
- Elexon DIP Manager
  - To discuss DIP performance issues
- REC Code Manager
  - To present ~~REC party performance monitoring~~MHHS Issues identified by themselves or via their service desk, by exception
- RECCo
  - To ~~present EES performance and service management performance~~present MHHS issues related to the EES, by exception
- Each MHHS qualified LDSO, Supplier and Agent
  - To discuss potential issues that may have arisen.
- DCC
  - To present any MHHS issues, by exception

The below RACI provides a summary of the roles and responsibilities of different parties throughout the Early Life Support Period.

Name	Description
Responsible	This party does the work to complete the task.
Accountable	This party delegates work and is the last one to review the task before it's deemed complete. On some tasks, the Responsible party may also serve as the Accountable one.
Consulted	Consulted parties typically provide input based on either how it will impact their future work or their domain of expertise for the task itself.
Informed	These parties should be informed of progress but they are not involved in the details of every task.

Task Name	MHHS Programme	Elexon Service Management	Elexon BSCco	REC Code Manager	DIP Manager	RECCo	Each MHHS qualified LDSO, Supplier and Agent	DCC
Governance	**A/R** Arranging and chairing all governance meetings, and gathering content from different participants	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**I** Attending governance meetings to understand and engage with industry performance	**R** Attending all governance meetings and presenting relevant content
Issues Resolution Group	**A/R** Chairing meetings, and facilitating the resolution of issues	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required
Early Life Period 'Hypercare'	**C** Providing design expertise and support for the troubleshooting of issues and incidents	**A/R** Resolving issues and incidents through from initial triage to resolution and closure	**R** Operating their own 'Hypercare' arrangements to support the resolution of issues that they are responsible for post go-live	**R** Operating their own 'Hypercare' arrangements to support the resolution of issues that they are responsible for post go-live.	**R** Operating their own 'Hypercare' arrangements to support the resolution of issues that they are responsible for post go-live.	**R** Operating their own 'Hypercare' arrangements to support the resolution of issues that may arise that they are responsible for post go-live.	**R** Operating their own 'Hypercare' arrangements to support the resolution of issues they may face post go-live.	**R** Operating their own 'Hypercare' arrangements to support the resolution of issues that may arise that they are responsible for post go-live.
Early Life Operational Performance Monitoring	**A** Gathering intel from different parties on performance and using this to inform decisions	**R** Monitoring performance over key areas set out within this document including ECS	**R** Monitoring performance assurance over key processes set out within this document	**R** Monitoring performance assurance over key processes set out within this document	**R** Monitoring performance assurance over key processes set out within this document	**R** Monitoring performance assurance over key processes set out within this document	**I** Reviewing intel that is shared by the Programme on industry performance	**R** Monitoring incidents related to the MHHS TOM from DCC SM
BSC / REC Party Performance Assurance	**I** Reviewing information shared by the Code Bodies.	**I** Reviewing information shared by the Code Bodies	**A/R** Monitoring performance of BSC parties following M10	**R** Monitoring performance of REC parties following M10	**R** Monitoring performance of REC parties following M10	**A** Ensuring that performance of REC parties is monitored	**I** Reviewing information shared by the Code Bodies	**I** Reviewing information shared by the Code Bodies
Reporting	**A** Collating reporting from different participants and sharing with industry	**R** Producing and sharing defined reports with the Programme as set out in this document	**R** Escalating if there is evidence of systemic issues across the TOM	**I** Reviewing reporting that is published by the Programme	**R** Producing and sharing defined reports with the Programme as set out in this document	**R** Highlighting incidents and incident themes raised into RECCo SM relating to the MHHS TOM	**I** Reviewing reporting that is published by the Programme	**R** Highlighting incidents and incident themes raised into DCC SM relating to the MHHS TOM
Early Life Decision Making	**A/R** Coordinating recommendations from TORWG and presenting to MCAG for decisions on Early Life phases	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process

Task Name	MHHS Programme	Elexon Service Management	Elexon BSCco	REC Code Manager	RECCo	Each MHHS qualified LDSO, Supplier and Agent	DCC
Governance	**A/R** Arranging and chairing all governance meetings, and gathering content from different participants	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**R** Attending all governance meetings and presenting relevant content	**I** Attending governance meetings to understand and engage with industry performance	**R** Attending all governance meetings and presenting relevant content
Issues Resolution Group	**A/R** Chairing meetings, and facilitating the resolution of issues	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required	**R** Attending meetings and feeding into issue resolution when required
Early Life Period 'Hypercare'	**C** Providing design expertise and support for the troubleshooting of issues and incidents	**A/R** Resolving issues and incidents through from initial triage to resolution and closure	**C** Providing domain expertise and support for the troubleshooting of issues and incidents	**C** Providing domain expertise and support for the troubleshooting of issues and incidents	**C** Providing domain expertise and support for the troubleshooting of issues and incidents	**C** Providing domain expertise and support for the troubleshooting of issues and incidents	**C** Providing domain expertise and support for the troubleshooting of issues and incidents
Early Life Operational Performance Monitoring	**A** Gathering intel from different parties on performance and using this to inform decisions	**R** Monitoring performance over key areas set out within this document including ECS	**R** Monitoring performance assurance over key processes set out within this document	**R** Monitoring performance assurance over key processes set out within this document	**R** Monitoring performance of EES as set out within this document	**I** Reviewing intel that is shared by the Programme on industry performance	**R** Monitoring incidents related to the MHHS TOM from DCC SM
BSC / REC Party Performance Assurance	**I** Reviewing information shared by the Code Bodies.	**I** Reviewing information shared by the Code Bodies	**A/R** Monitoring performance of BSC parties following M10	**R** Monitoring performance of REC parties following M10	**A** Ensuring that performance of REC parties is monitored	**I** Reviewing information shared by the Code Bodies	**I** Reviewing information shared by the Code Bodies
Reporting	**A** Collating reporting from different participants and sharing with industry	**R** Producing and Sharing defined reports with the Programme as set out in this document	**R** Producing and Sharing defined reports with the Programme as set out in this document	**R** Producing and Sharing defined reports with the Programme as set out in this document	**R** Producing and sharing performance reporting of EES	**I** Reviewing reporting that is published by the Programme	**R** Highlighting incidents and incident themes raised into DCC SM relating to the MHHS TOM
Early Life Decision Making	**A/R** Coordinating recommendations from TORWG and presenting to MCAG for decisions on Early Life phases	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process	**C** Feeding into the recommendation and decision-making process

5   Early Life Operating Phases and Early Life Exit Criteria

A key aim for the Early Life Support Period is to ensure that the newly implemented systems and processes are working correctly and not causing any wider issues to either participants or consumers. By closely monitoring performance in the Early Life Support Period, the Programme hopes to mitigate any issues that may arise as more of the Market begins to operate under the MHHS arrangements.

A key feature of the Early Life Support Period will be ensuring that, as more MPANs are migrated to the MHHS arrangements, this does not have an impact on the newly implemented processes and systems and their ability to function correctly. To do this, while the number of MPANs that can be migrated at each phase will be constrained, it will also be important to ensure that there are a minimum number of MPANs operating under the MHHS arrangements to sufficiently prove that the new functionality is working as expected. Therefore, for each of the Early Life Operating Phases set out below, a minimum number of MPANs has been set that need to be operating under the MHHS arrangements, before that phase can be exited. This will mean that not only have the requisite performance measures been met, but also that they have been met with a sufficient number of MPANs operating under the MHHS arrangements.

The Code Bodies will continue to performance assure the legacy arrangements following go-live, and if there were an issue being caused in legacy by the migration of MPANs then the Code Bodies would be expected to report this to the Programme, or if the MHHS design was impacting legacy arrangements we would expect this to be raised as an incident into Elexon Service Management and reported to the Programme via that route.

In addition to closely monitoring performance, another key means of preventing issues is to carry out a staggered 'ramp-up' of the number of MPANs being migrated to the MHHS arrangements based on specific performance criteria being met. This means that the industry will need to reach a certain level of performance across a number of key areas before the number of migrations that are planned can be increased. This will mean that the industry has 'proved' performance within each defined phase and therefore, it has been demonstrated that the risk is sufficiently low to increase the rate of migrations and migrate more of the market to the new MHHS arrangements.

This section sets out the number of migrations that can be planned during each phase once the MCAG has approved entry into that phase and the minimum number of MPANs that must be operating under the MHHS arrangements for that phase to be exited. More information about the performance that needs to be met to enter each phase can be found in section 6.

The phases set out below define the overarching levels at which the industry will operate during the Early Life Support Period. This means that the maximum volume of migrations given for each phase is the maximum number that can be planned across all Suppliers in total on a daily basis within that phase. The Migration Control Centre will be responsible for determining how capacity is split across Suppliers throughout the Migration Period, including during the Early Life Support Period.

In all cases, the numbers quoted below refer to the maximum number of planned 'Change of Agent' Migrations and 'Change of Supplier' Migrations but not 'Reverse Migrations'. This is because it is not possible to plan for the number of these migrations that will take place because they are based on Customer Switching activity. As the number of MPANs that will be operating in the MHHS arrangements during the Early Life Support Period will be relatively low, the number of Reverse Migrations is expected to be similarly low.

A single specific number of migrations for each phase has not been set so as not to overly constrain the Migration Control Centre or qualified ~~Suppliers, and~~Suppliers and require an overly specific number of migrations to be carried out on each day, as other factors may impact the plans of Participants. However, in order to exit each phase, a minimum number of migrations will have to have been carried out for a set number

of days within each phase. This means that the industry will have to have proven that it can support the maximum number of migrations allowed during each phase, and maintain the required performance levels, before that phase can be exited.

Early Life Support Phase Summary

	Early Life Support Phase			
	Phase 1	**Phase 2**	**Phase 3**	**Early Life Exit**
Number of migrations that can be planned across the industry daily	Up to 50,000	Up to 200,000	Up to 300,000	Early Life Exit – Migrations to be planned in line with Migration Framework
Minimum number of MPANs that need to be operating within the MHHS arrangements*	200,000**	1.2m**	2.6m**	N/A
Forecast phase length	4 weeks	4 weeks	2 weeks	N/A
Forecast End Dates	20/11/2025	18/12/2025	22/01/2026	22/01/2026

*The Early Life Support Period will not be time-bound; however, each phase will be bound by the number of MPANs that are required to be operating under the MHHS arrangements. This means that if performance is at the requisite levels (as set out in section 6) the Early Life Support Period will move on to the next phase when the requisite number of MPANs are operating under the MHHS arrangements as well.

The Programmes aim is to have a blend of Market Segments and Meter Types migrated during the Early Life Support Period however, we will not specify specific targets for each Market Segment / Meter Type within this document as it is not yet known which Suppliers and Agents will qualify ahead of M11. The Migration planning undertaking by the MCC should agree individual migration plans with qualified Suppliers that enable an appropriate blend of Market Segments within this period.

**If required, these numbers will be re-visited in advance of M11 based on the number of qualified Suppliers that are in a position to start migrating MPANs at M11.

5.1 Phase 1 – Migration Period Initiation – *up to 50,000 migrations per day and a minimum of 200,000 MPANs operating under the MHHS arrangements to exit this phase*

Summary:

This is the first phase that the industry will enter immediately after the Migration Period starts at M11 / M12. During this phase, the volume of migrations planned will be relatively low, to ensure that systems and processes are working as expected shortly after go-live and that the industry can support a limited number of MPANs operating under the MHHS arrangements. This phase will give confidence that there are no unexpected issues that have arisen after the systems have been deployed to production.

Key Aim:

The key aim during this phase is to validate that the systems and the processes that have been newly implemented are working as expected when MPANs begin to be migrated into the MHHS arrangements.

Number of MPAN Migrations to be planned per day:

During this phase, the Migration Control Centre will be able to plan a maximum of 50,000 migrations per day.

Minimum Number of MPANs that need to be operating within the MHHS arrangements:

The minimum number of MPANs that will be required to be operating under the MHHS arrangements will be 200,000 for Phase 1 of the Early Life Support Period to be exited.*

Peak number of migrations that need to be carried out for this phase of Early Life Support to be exited:

For at least two days, the peak volume of 50,000 migrations needs to have been successfully planned and attempted with no material impacts on the performance metrics stated further in this document.

*If required, these numbers will be re-visited in advance of M11 based on the number of qualified Suppliers that are in a position to start migrating MPANs at M11.

5.2 Phase 2 – Increased Volume – *up to 200,000 migrations per day and a minimum of 1.2m MPANs operating under the MHHS arrangements to exit this phase*

Summary:

During this phase, monitoring will be looking to ensure that performance continues to reach the expected performance levels when the industry is operating up to the daily threshold set through the Programme. (Note more information about the Migration thresholds can be found in the Migration Framework - MHHS_DEL2426 Migration Framework Foundations and MHHS_DEL2427 Migration Framework – Principles and Guidelines)

Key Aim:

To validate that the industry can operate up to 200,000 migrations per day with no impact on any of the performance measures called out later in this document.

Number of MPAN Migrations to be planned per day:

During this phase, the Migration Control Centre will be able to plan a maximum of 200,000 migrations per day.

Minimum Number of MPANs that need to be operating within the MHHS arrangements:

The minimum number of MPANs that will be required to be operating under the MHHS arrangements will be 1.2m for Phase 2 of the Early Life Support Period to be exited.*

Peak number of migrations that need to be carried out for this phase of Early Life Support to be exited:

For at least two days, the peak volume of 200,000 migrations needs to have been successfully planned and attempted with no material impacts on the performance metrics stated further in this document.

*If required, these numbers will be re-visited in advance of M11 based on the number of qualified Suppliers that are in a position to start migrating MPANs at M11.

5.3 Phase 3 – Full Capacity – *up to 300,000 migrations per day and a minimum of 2.6m MPANs operating under the MHHS arrangements to exit this phase*

Summary:

During phase 3, the aim is to ensure that the industry can support the maximum number of daily migrations set out within the Migration Framework. It will be key to ensure that the industry can continue to perform to the required levels when this number of migrations is being carried out to ensure that this peak capacity can be used during the Migration Period.

Key Aim:

To validate that the industry is able to support the peak number of migrations that could be planned throughout the Migration Period.

Number of MPAN Migrations to be planned per day:

During this phase, the Migration Control Centre will be able to plan a maximum of 300,000 migrations per day.

Minimum Number of MPANs that need to be operating within the MHHS arrangements:

The minimum number of MPANs that will be required to be operating under the MHHS arrangements will be 2.6m for Phase 3 of the Early Life Support Period to be exited.*

Peak number of migrations that need to be carried out for this phase of Early Life Support to be exited:

For at least two days, the peak volume of 300,000 migrations needs to have been successfully planned and attempted with no material impacts on the performance metrics stated further in this document.

*If required, these numbers will be re-visited in advance of M11 based on the number of qualified Suppliers that are in a position to start migrating MPANs at M11.

5.4 Early Life Support Exit

Summary:

The final phase will denote the exit from the Early Life Support Period. When the Programme exits phase 3, the Early Life Support Period will end, as performance will have been proven during each phase, and it will have been demonstrated that the key areas of the industry are performing to the required levels of performance. At this stage, the Migration Control Centre will be able to plan the remainder of the Migration Period based on the Migration Framework.

Key Aim:

To complete the remainder of the MHHS Migration.

Number of MPAN Migrations to be planned per day:

During this phase, the Migration Control Centre will be able to plan the remainder of the Migration Period based on the Migration Framework.

6   Key Early Life Risk Areas, Monitoring and Performance Targets

The key aims for the Early Life Support period are:

- To prove that the newly implemented central systems and processes that make up the MHHS TOM are operating as expected.

- Mitigate the risk associated to beginning the Migration of MPANs over to the MHHS arrangements.

- Monitor the performance of central systems and new MHHS processes and make this monitoring transparent and available to industry.

With these aims in mind, the Programme has highlighted the key areas of focus and risk for the Early Life Support Period. This section highlights what the key focus areas are that will help to understand whether the central systems and processes are operating as expected and what the key areas of risk and associated risks are. In addition, we have highlighted what the performance targets are for each of these areas. Performance will be compared against these performance measures throughout the different phases of the Early Life Support Period.

To progress through the different phases of the Early Life Support Period set out in the previous section, the industry will need to be confident in the performance that it is seeing in each of these areas. As such, the monitoring that is carried out will be compared with the performance targets set below, which will be used as exit criteria for each phase of the Early Life Support Period. This means that the MCAG will base their decisions on these criteria when making decisions about entering the next phase of the Early Life Support Period. Within each phase, performance will be expected to reach the given performance targets so that MCAG can approve entry into the next phase. If performance does not reach these performance levels, then the MCAG may recommend that a work-off plan is required, which allows the next phase of Early Life to be entered but requires some remedial work in specific areas against specific performance metrics.

The performance targets that are set below have been set with the intention of identifying that there is a systemic issue within the MHHS arrangements. If issues are highlighted throughout the Early Life Support Period that highlight an issue with performance of a single party (Supplier, Agent or LDSO) rather than a systemic issue, this will not impact the decision making that is made by the Programme. Furthermore, the parties that are asked to provide monitoring to the Programme will be asked to highlight any additional issues that they are seeing that are not listed below but that they believe indicate that there is an issue with operations under the new MHHS arrangements. A systemic issue is defined as one that impacts a central system, or a core business process that impacts more than one participant rather than an issue specific to an individual market participant.

When creating the below list of performance measures, the Programme has worked with the BSCCo, the BSC Performance Assurance team, RECCo and the REC Code Manager. Each party was asked to highlight the particular areas of risk that they foresee during the Early Life Support Period and to suggest how those risk areas can be monitored and what measures we should use to compare performance against. The below section summarises the feedback we have received from those parties. With regards to the Settlement risks highlighted by the BSC Performance Assurance team, more information on the risk areas that they have highlighted can be found in the *Performance Assurance Monitoring during MHHS Migration v1.1* paper produced by Elexon and available as an appendix to this document.

The provision of REC monitoring information is dependent on approval of *R0202 Performance Assurance Report Catalogue Updates (MHHS)* which is currently progressing through the REC change management process.

6.1 Service Management / Service Performance

Risk Category	Risk Area	Detail	Proposed Monitoring	Party to Monitor	Frequency of Monitoring in Early Life	How will Performance be Measured?	Performance Target during each phase of Early Life Support Period
Service Management / Service Performance	Volume of Incidents	The total number of Incidents reported during ELS	Service Now Report / Dashboard	Elexon	Daily	Tracking the number of Incidents that are raised	No specific target, for information only
Service Management / Service Performance	Volume of Major Incidents	The total number of Major Incidents reported during ELS	Service Now Report / Dashboard	Elexon	Weekly	Tracking the number of P1 and P2 Incidents each month	No more than 5 P2's No more than 1 P1 during each month of ELS
Service Management / Service Performance	Major Incident Response Time	The time from Major Incident reporting to initial response	Service Now Report / Dashboard	Elexon	Weekly	Time taken from Incident reporting to initial response	No more than 15 minutes response time for any Major Incident
Service Management / Service Performance	Incident Resolution Time	The average time taken to resolve Incidents	Service Now Report / Dashboard	Elexon	Weekly	Average time taken to resolve P1-P4 Incidents	Average resolution times meeting the below targets: P1 - 6 hours P2 - 10 hours (1 business day) P3 - 50 hours (5 business days) P4 - 200 hours (20 business days)

							*Once the MHHS Service Design has been completed, the role of other Service Desks will be reviewed and this measure updated if necessary
Service Management / Service Performance	**Incident Reopen Rate**	The percentage of incidents reopened after closure	Service Now Report / Dashboard	Elexon	Weekly	The percentage of major Incidents and Incidents reopened after closure	Major Incidents = 0% Incidents less than 5%
Service Management / Service Performance	**Number of Changes Implemented**	The number of changes made to the system	Service Now Report / Dashboard	Elexon	Weekly	The number of changes made	No specific target, for information only
Service Management / Service Performance	**Failed Changes**	The overall volume of failed changes	Service Now Report / Dashboard	Elexon	Weekly	The volume of failed changes each month	No more than 1 failed change per month
Service Management / Service Performance	**System Uptime/Downtime**	Measure the availability of the MHHS systems: ECS (LSS, VAS, MDS, ISD) and DIP	System Monitoring	Elexon	Weekly	Report on total uptime/downtime	Performance of each system shall not drop below the availability levels set within the Programme E2E NFRs (MHHS E2E002 End to End Non-Functional Requirements)
Service Management / Service Performance	**Transaction Throughput**	Number of transactions processed per hour by the DIP	System Monitoring	Elexon	Weekly	Report on number of transactions processed per hour	No specific target, for information only
~~Service Provider Performance~~	~~Service Availability~~	~~If the EES loses connection to the DIP for a lengthy period~~	~~Monitor EES connection service availability via DIP monitoring/ Continue to monitor EES and~~	~~REC Code Manager~~	~~Monthly~~	~~- Percentage availability of EES interface to Data Integration Platform~~ ~~- In the event of an unplanned outage relating to the EES~~	~~EES interface with the DIP should have 98% availability (excluding Scheduled Maintenance)~~

		~~or on a frequent basis this could result in service availability issues*~~	~~CSS service availability through existing mechanisms~~			~~interface with DIP, how many instances had the system not resumed operation within one hour~~ ~~Number of instances where scheduled maintenance relating to the EES interface to DIP occurred between 16:00 and 01:00 hours~~	~~In the event of an unplanned outage relating to the EES interface with the DIP, the System shall resume operation within one hour~~ ~~Scheduled Maintenance relating to the EES interface with the DIP shall not occur between 16:00 and 01:00 hours~~
~~Service Provider Performance~~	~~Service Levels~~	~~Synchronous validation between EES and the DIP may not occur for a sufficient length of time leading to data misalignment*~~	~~Monitor synchronous validation time and duration between EES and DIP via DIP monitoring~~	~~REC Code Manager~~	~~Monthly~~	~~Where market messages from the DIP into the EES are at or below an average hourly volume what percentage of hours was synchronous validation for MHHS Metering points and a response provided with a mean response time of 2 seconds or less~~ ~~Where market messages from the DIP into the EES are at or below an average hourly volume what percentage of hours was synchronous validation for MHHS Metering points and a response provided with a 90th Percentile time of 4 seconds or less~~ ~~Where market messages from the DIP into the EES are above average and at or below peak hourly volume what percentage of hours was synchronous validation for MHHS Metering points and a response provided with a mean response time of 5 seconds or less~~	~~Up to average hourly volume mean response time of 2 seconds or less~~ ~~Up to average hourly volume 90th percentile response time of 4 seconds or less~~ ~~From average hourly volume and up to peak hourly volume mean response time of 5 seconds or less~~ ~~From average hourly volume and up to peak hourly volume 90th percentile response time of 8 seconds or less~~

						~~- Where market messages from the DIP into the EES are above average and at or below peak hourly volume what percentage of hours was synchronous validation for MHHS Metering points, and a response provided with a 90th Percentile time of 8 seconds or less~~	
~~Service Provider Performance~~	~~Service Levels~~	~~Asynchronous validation between EES and the DIP may not occur for a sufficient length of time leading to data misalignment*~~	~~Monitor asynchronous validation time and duration between EES and DIP via DIP monitoring~~	~~REC Code Manager~~	~~Monthly~~	~~- Where market messages from the DIP into the EES are at or below an average hourly volume what percentage of hours was asynchronous validation for MHHS Metering points, and a response provided with a mean response time of 6 seconds or less~~ ~~- Where market messages from the DIP into the EES are at or below an average hourly volume what percentage of hours was asynchronous validation for MHHS Metering points, and a response provided with a 90th Percentile time of 12 seconds or less~~ ~~- Where market messages from the DIP into the EES are above average and at or below peak hourly volume what percentage of hours was asynchronous validation for MHHS Metering points, and a response provided with a mean response time of 10 seconds or less~~ ~~- Where market messages from the DIP into the EES are above average and at or below peak hourly volume what percentage of hours was asynchronous~~	~~Up to average hourly volume – mean response time of 6 seconds or less~~ ~~Up to average hourly volume – 90th percentile response time of 12 seconds or less~~ ~~From average hourly volume and up to peak hourly volume – mean response time of 10 seconds or less~~ ~~From average hourly volume and up to peak hourly volume – 90th percentile response time of 16 seconds or less~~

							~~validation for MHHS Metering points, and a response provided with a 90th Percentile time of 16 seconds or less~~	
Service Management / Service Performance	**Volume of Service Requests**	The number of pending service requests	Service Now Report / Dashboard	Elexon	Weekly	Report on the total number of service requests	No specific target, for information only
Service Management / Service Performance	**Service Request Fulfilment Time**	Average time to fulfil service requests	Service Now Report / Dashboard	Elexon	Weekly	Report on the average time to fulfil service requests	All Service Requests fulfilled within 5 days

~~*Availability of this reporting is dependent on:~~

- ~~the DIP Manager providing the required information to the REC Code Manager as listed in REC Change R0202,~~

- ~~permissions being in place to allow this data to be shared with the MHHS Programme,~~

- ~~agreement on the use and access to the data provided to MHHS Programme.~~

~~The MHHS Programme is also exploring the potential to receive this information directly from the DIP Manager which could negate the need for the REC Code Manager to forward the EES performance data noted in this section.~~

6.2   Settlement Reporting

Risk Category	Risk Area	Detail	Proposed Monitoring	Party to Monitor	Frequency of Monitoring in Early Life	How will Performance be Measured?	Performance Target during each phase of Early Life Support Period
Settlement Reporting	Settlement Performance Reporting	Measure the Actual vs Estimated Volumes reported into Settlement for each Supplier across both MHHS and legacy arrangements	**Taken From the IF-021** performance % = (sum of Actual volume / sum of Total volume) *100	Elexon	Live data will be available daily at industry and individual Supplier levels through the Confidential Assurance Reporting Platform (CARP)	Comparing actuals vs estimates on a daily basis	A week-on-week decline of ~2.0% or more in Settlement Performance (expressed as the percentage of overall volume settled on either actual HH data or (where a meter is not HH capable) a meter advance on a given Settlement Date and run) across both MHHS and Legacy CCC IDs ; and/or Evidence that final reads from migrated MSIDs have not been processed into Legacy Settlement, including but not limited to the absence of an associated improvement in Legacy Settlement Performance for NHH CCC IDs may indicate that there is an issue that needs to be investigated.

Settlement Reporting	**Settlement MSID Count Variation Reporting**	Measures the number of MSIDs reported into Settlement at each Settlement run across both MHHS and legacy arrangements	**Taken From the IF-021** MSID variance = (count MSID at latest run) - (count MSID at previous run)	Elexon	Live data will be available daily at industry and individual Supplier levels through the Confidential Assurance Reporting Platform (CARP)	Comparing the number of MSIDs being settled in legacy and MHHS arrangements	A variation between the day-by-day decrease in MSID count across both Legacy and MHHS arrangements of: − No Greater than 1% and/or 5 MSIDs for Advanced Meters; and/or − No Greater than 1% and/or 500 MSIDs for Smart and Traditional Meters may indicate that there is an issue that needs to be investigated.
Settlement Reporting	**Settlement Volume Variation Reporting**	Measures the total volume reported into Settlement at each Settlement run across both MHHS and legacy arrangements	**Taken From the IF-021** volume variance = (sum volume at latest run) - (sum volume at previous run)	Elexon	Live data will be available daily at industry and individual Supplier levels through the Confidential Assurance Reporting Platform (CARP)	Comparing volumes across Settlement runs	A variation of ~1.15% or greater in total reported week-on-week Settlement Volumes for MSIDs across both MHHS and Legacy CCC IDs may indicate that there is an issue that needs to be investigated.

These Settlement Performance Targets are *prima facie* and non-exclusive that the migration of MPANs to the MHHS arrangements *may* be having an adverse impact on settlement performance or otherwise not progressing as intended. They are based on the best available data from existing Settlement processes and may be revised as necessary as the Early Life Support Period and the MHHS Migration progress.
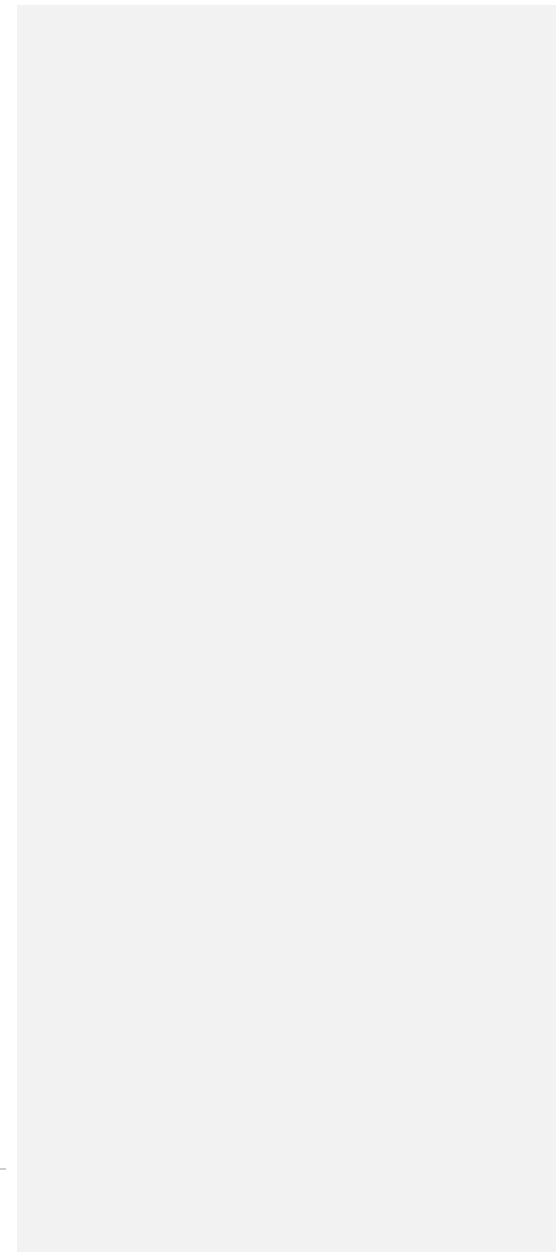
6.3   Industry Risks

The below end-to-end industry processes have been highlighted as key areas of complexity and risk by the REC Code Manager and the REC PAB. During the Early Life Support period, we would expect each service desk across the MHHS TOM to highlight any issues that they see with these key industry processes to feed into the reporting we require to support the Early Life Support Period. During this period, it will be of particular importance that industry participants escalate issues that they experience with these processes into the relevant service desks, to enable the Service Desks to escalate these issues into the TORWGs that will be running during the ELS period to review performance. It is important to note that this is not an exhaustive list of issues that may arise during the Early Life, and Central Parties and their service desks will be expected to escalate any systemic issues they are experiencing across the TOM.

6.3

Risk Category	Risk Area	Detail	Proposed Monitoring	Party to Monitor	Frequency of Monitoring in Early Life	How will Performance be Measured?	Performance Target during each phase of Early Life Support Period
Industry Risk	**Meter Technical Details**	As Meter Points are migrated to the MHHS arrangements or returned to legacy arrangements, there is a risk that Meter Technical Details (MTDs) will not to be transferred completely and accurately impacting data quality of MTDs across the market. During enduring operations, there is a risk that following meter works, MTDs are not updated completely and/or accurately.	Monitoring of Meter Asset Installation/ Removal/ Exchange process. Use reconciliation of MEM data with EES data items. Data items include: MPAN Core, Meter Id (Serial Number), Meter Type, Energisation Status, Meter Asset Provider Id, Number of Register Digits, Date of Meter Installation, Meter Location, Electricity Smart Meter Equipment (ESME ID)	~~REC Code Manager~~All Parties to monitor for these issues	~~Monthly*~~Any issues to be escalated weekly	~~Percentage of MPANs for which Meter Technical Details have been reconciled.~~Parties should escalate any issues that they are seeing with the transfer of MTDs across the TOM.	Parties should escalate any issues that they are seeing with the transfer of MTDs across the TOM. ~~During Early Life this risk will be actively monitored by the REC Code Manager and if any issues are observed, these will be highlighted to industry and to the Programme, to be considered within the Early Life Governance framework. Any information shared with the Programme will be at an aggregated level and will not name an individual party. A specific performance target cannot be set at this stage as benchmark data will only become available following M11. Monitoring by the REC will look at participant performance however, monitoring will have~~

| Industry Risk | MEM Appointments | ~~During migration there is a risk that MEM appointments are not in place. This could be due to appointing the wrong MEM or the MEM being de-appointed on change of market segment During enduring operations, there is a risk that MEM appointments are not in place meaning required meter fault resolution and other meter related activities cannot be performed~~ | ~~Monitoring of MEM appointment process via exception DIP IF-045 flow~~. | ~~REC Code Manager~~ | ~~Monthly*~~ | ~~Percentage of migrated MPANs without an appropriate MOA appointment~~ | ~~to suggest that there is a systemic issue, rather than an issue being caused by a failure by a single party for this to be considered as part of the Early Life decision making process. The REC Code Manager has confirmed that its monitoring will cover all MPANs, irrespective of their MHHS migration status. It will explore the potential to use information sources to isolate MHHS information. However, if this is possible, it is expected to have limitations e.g. on whether exceptions resulted from legacy or MHHS related issues.~~ |
| | | | | | | | ~~During Early Life this risk will be actively monitored by the REC Code Manager and if any issues are observed, these will be highlighted to industry and to the Programme, to be considered within the Early Life Governance framework. Any information shared with the Programme will be at an aggregated level and will not name an individual party. A specific performance target cannot be set at this stage as benchmark data will only become available following M11. Monitoring by the REC will look at participant performance however, monitoring will have to suggest that there is a systemic issue, rather than an issue being caused by a failure~~ |

Commented [MB1]: This Risk will be monitored via reporting from the MCC which will be looking at the successful appointment of MHHS Metering Services and Data Services. If there are any issues with the appointment of Data Services and Metering Services outside of the Migration Change of Agent processes, this would be escalated via Service Management reporting.

							~~by a single party for this to be considered as part of the Early Life decision making process. The REC Code Manager has confirmed that its monitoring will cover all MPANs, irrespective of their MHHS migration status. It will explore the potential to use information sources to isolate MHHS information. However, if this is possible, it is expected to have limitations e.g. on whether exceptions resulted from legacy or MHHS related issues.~~
Industry Risk	**Switch Meter Reads**	With the introduction of new settlement arrangements, there is a risk that switch meter read dispute processes are not transferred across correctly leading to issues impacting consumer switching	Continue with DTN data request to monitor disputes process following a switch (D0300). Internal monitoring process to be amended to capture additional data items (market segment) introduced by MHHS	~~All Service Desks to~~<u>Parties monitor for these issues</u> ~~REC Code Manager~~	<u>Any issues to be escalated weekly</u> ~~Monthly*~~	~~Service Desks~~<u>Parties should escalate any issues that they are seeing with</u> ~~the transfer of MTDs across the TOM.~~ <u>The provision of switch meter reads</u> ~~Percentage of Switches resulting in a Switch Meter Read dispute~~	<u>Parties should escalate any issues that they are seeing with The provision of switch meter</u> ~~During Early Life this risk will be actively monitored by the REC Code Manager and if any issues are observed, these will be highlighted to industry and to the Programme, to be considered within the Early Life Governance framework. Any information shared with the Programme will be at an aggregated level and will not name an individual party. A specific performance target cannot be set at this stage as benchmark data will only become available following M11.~~ ~~Monitoring by the REC will look at participant performance however, monitoring will have~~

							~~to suggest that there is a systemic issue, rather than an issue being caused by a failure by a single party for this to be considered as part of the Early Life decision making process.~~ ~~The REC Code Manager has confirmed that its monitoring will cover all MPANs, irrespective of their MHHS migration status. It will explore the potential to use information sources to isolate MHHS information. However, if this is possible, it is expected to have limitations e.g. on whether exceptions resulted from legacy or MHHS related issues.~~
Industry Risk	**Supplier Meter Operations**	During the migration period some Metering Points across the industry will operate in MHHS whilst others will remain in legacy arrangements. There is a risk that REC Parties do not apply the correct process (Energisation status and Address updates) and timelines for each Meter Point they serve, depending on the arrangements that the Meter Point is being settled in. During enduring operations, there is a risk that REC Parties	Query EES to determine the timely changes using below triggers: Energisation (D0134, D0139), Address (D0381)	~~All Service Desks~~<u>Parties to monitor for these issues</u> ~~REC Code Manager~~	<u>Any issues to be escalated weekly</u> ~~Monthly*~~	~~Percentage of MPANs where energisation changes and address updated are not reflected in EES~~ <u>Parties should escalate any issues with the correct updates of Energisation statuses and Address updates</u>	<u>Parties should escalate any issues with the correct updates of Energisation statuses and Address updates</u> ~~During Early Life this risk will be actively monitored by the REC Code Manager and if any issues are observed, these will be highlighted to industry and to the Programme, to be considered within the Early Life Governance framework. Any information shared with the Programme will be at an aggregated level and will not name an individual party. A specific performance target cannot be set at this stage as benchmark data will only~~

		do not follow the correct process (Energisation status, Address updates) for each Meter Point they serve.					~~become available following M11.~~ ~~Monitoring by the REC will look at participant performance however, monitoring will have to suggest that there is a systemic issue, rather than an issue being caused by a failure by a single party for this to be considered as part of the Early Life decision making process.~~ ~~The REC Code Manager has confirmed that its monitoring will cover all MPANs, irrespective of their MHHS migration status. It will explore the potential to use information sources to isolate MHHS information. However, if this is possible, it is expected to have limitations e.g. on whether exceptions resulted from legacy or MHHS related issues.~~

~~*While the frequency of reporting is expected to be monthly (subject to approval and implementation of REC Change Proposal R0202), there will be a two-month time lag between the reporting period and the time that this information is available. This allows for parties to provide information and for it to be processed. For example, reporting for the period January 2026 will be made available to the MHHS Programme at the end of March 2026.~~

~~*Where this information is not available during the Early Life Support Period, decision making will be limited to the criteria where information is available i.e., if all other performance criteria have been met but this information is not yet available to the Programme, this will not limit the Programme's ability to enter the next phase of the Early Life Support Period.~~

6.4　Migration Process Reporting

Risk Category	Risk Area	Detail	Proposed Monitoring	Party to Monitor	Frequency of Monitoring in Early Life	How will Performance be Measured?	Performance Target during each phase of Early Life Support Period
Migration Process Reporting	**MSIDs Migrated (CoA Migration)**	Reporting on the number of MSIDs migrated via a CoA migration	Reporting via the MCC	MCC	Weekly	Performance against Plan	This will be based on the Phase of Early Life, with a minimum number of Migrations required to be carried out for a number of days based on the phase of Early Life.
Migration Process Reporting	**MSIDs Migrated (CoS Migration)**	Reporting on the number of MSIDs migrated via a CoS migration	Reporting via the MCC	MCC	Weekly	N/A~~Performance against Plan~~	~~This will be based on the Phase of Early Life, with a minimum number of Migrations required to be carried out for a number of days based on the phase of Early Life.~~For information
Migration Process Reporting	**MSIDs Reverse-Migrated**	Reporting on the number of MSIDs reverse migrated	Reporting via the MCC	MCC	Weekly	N/A	~~This will be based on the Phase of Early Life, with a minimum number of Migrations required to be carried out for a number of days based on the phase of Early Life.~~ For information

6.5 DIP Monitoring

Risk Category	Risk Area	Detail	Proposed Monitoring	Party to Monitor	Frequency of Monitoring in Early Life	How will Performance be Measured?	Performance Target during each phase of Early Life Support Period
Platform Availability	**Platform availability outside scheduled maintenance periods**	Reporting on the availability of the DIP outside of scheduled maintenance periods	DIP reporting	DIP Manager	Weekly	Percentage availability of the DIP	> Ninety-nine point nine five (99.95%)
Message Channel Performance	**Service Levels**	Platform Message Channel Performance (90%) - Message delivery within three (3) seconds of receipt	DIP reporting	DIP Manager	Weekly	The total number of successfully accepted messages	Ninety percent (90%) of successfully accepted messages delivered < three (3) seconds of receipt
Message Channel Performance	**Service Levels**	Platform Message Channel Performance (100%) - Message delivery within thirty (30) seconds of receipt	DIP reporting	DIP Manager	Weekly	The total number of successfully accepted messages	One hundred percent (100%) of successfully accepted messages delivered < thirty (30) seconds

7   Risks, Assumptions and Dependencies

7.1   Risks

- There is a risk that achieving proven performance may take longer than anticipated, delaying the overall Migration timeline.
- There is a risk that the reporting shared to the Programme by Participants is not received in time to inform the relevant Programme decisions.
- ~~There is a risk that the reporting from the REC Code Manager is not received in time to highlight performance issues against the criteria within section 6.3 and that decisions are made by the Programme to progress through the Early Life Phases without the REC Code Manager having been able to assure performance in these areas.~~ There is a risk that an issue arises during the MHHS Migration Period which prevents suppliers from migrating MPANs and delays Migration timelines.

7.2   Assumptions

- There is an assumption that the performance criteria will not change during the Early Life Support Period.
- There is an assumption that no new risk areas will be highlighted during the Early Life Support Period that will be added to the decision-making criteria.
- Elexon will actively monitor that all relevant settlement reports are created and sent to the required parties following each settlement run.
- MHHS Change of Agent ~~and~~ Change of Supplier and New Connection processes are a part of Elexon's BAU performance assurance monitoring. Any issues with these processes would be highlighted through the Elexon Service Management arrangements.
- There is an assumption that the Early Life Support Period will need to last for 10 weeks. This is sufficient time to evidence stability of both the new and updated systems and new ~~settlement~~ industry processes. If the Early Life Support Period needs to be extended beyond this window, then the governance arrangements and performance criteria set out in this document will need to be reviewed.

7.3   Dependencies

- There is a dependency on the parties listed within this artefact sharing their reporting with the Programme on Mondays by 3pm to facilitate regular decision making throughout the Early Life Support Period.
- There is a dependency on the listed parties to share accurate and reliable reporting with the Programme.
- There is a dependency on the relevant parties being able to monitor performance for each of the specific risk areas highlighted.
- There is a dependency on the Migration Control Centre determining how capacity is split across Suppliers throughout the Early Life Support Period.
- There is a dependency on the Issues Resolution Group being developed and stood up ahead of the start of the Early Life Support Period.