MHHS PROGRAMME
Industry-led, Elexon facilitated

MHHS Open Day

2025

Document Classification: Public

MHHS-DEL3558

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Introduction & Housekeeping

Bushra Ali, PPC Lead

MHHS Programme

Agenda

Item	Description	Time	
Registration	Allow participants to register for the day and network	09:00 – 09:30	*30 minutes*
Introduction & housekeeping	Introduction to Open Day, run through agenda and safety briefing	09:30 – 09:35	*5 minutes*
Welcome & SRO perspectives	Welcome to Open Day, focusing on readiness for M10 & beyond	09:35 – 09:45	*10 minutes*
Ofgem update	Update from sponsor on Programme progress & directives	09:45 – 09:55	*10 minutes*
Programme update	Update on the current state of the Programme	09:55 – 10.10	*15 minutes*
Q&A session	Opportunity for participants to ask questions to Melissa, Helen, Keith	10:10 – 10.20	*10 minutes*
Break	Opportunity to network	10.20 – 10.50	*30 minutes*
26 weeks to go-live	A walkthrough of key Programme & participant activities in the lead-up to M10 with respect to the acceptance criteria	10.50 – 11.15	*25 minutes*
Q&A	Opportunity for PPs to ask questions on the above session	11.15 – 11:35	*20 minutes*
Participant journey to live operation	A clear walkthrough of what participants can expect post M-10	11:35 – 12:35	*60 minutes*
Q&A	Opportunity for PPs to ask questions on the above session	12.35 – 12.55	*20 minutes*
Lunch & stalls	Opportunity to network and visit stalls	12:55 – 14:00	*65 minutes*
Energiser	Short interlude to energise attendees following lunch break	14:00 – 14:15	*15 minutes*
Qualification health check	An update to all participants but specifically focused on Qualification. Topics: Current status of Qualification, upcoming dates, learnings/feedback from PIT, SIT LDSO QT, QTF beta testing, current available groups/training resources, DIP Manager overview	14:15 – 14:45	*30 minutes*
Q&A	Opportunity for PPs to ask questions on the above session	14:45 – 15:05	*20 minutes*
Feedback & close	Closing remarks from the Programme	15:05 – 15:20	*15 minutes*
The Refinery, Regent's Place		15.20 – 18:00	

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Please send your questions into Slido at #**MHHS**

Bathrooms

Bathrooms are located in reception next to the lifts

In case of an emergency

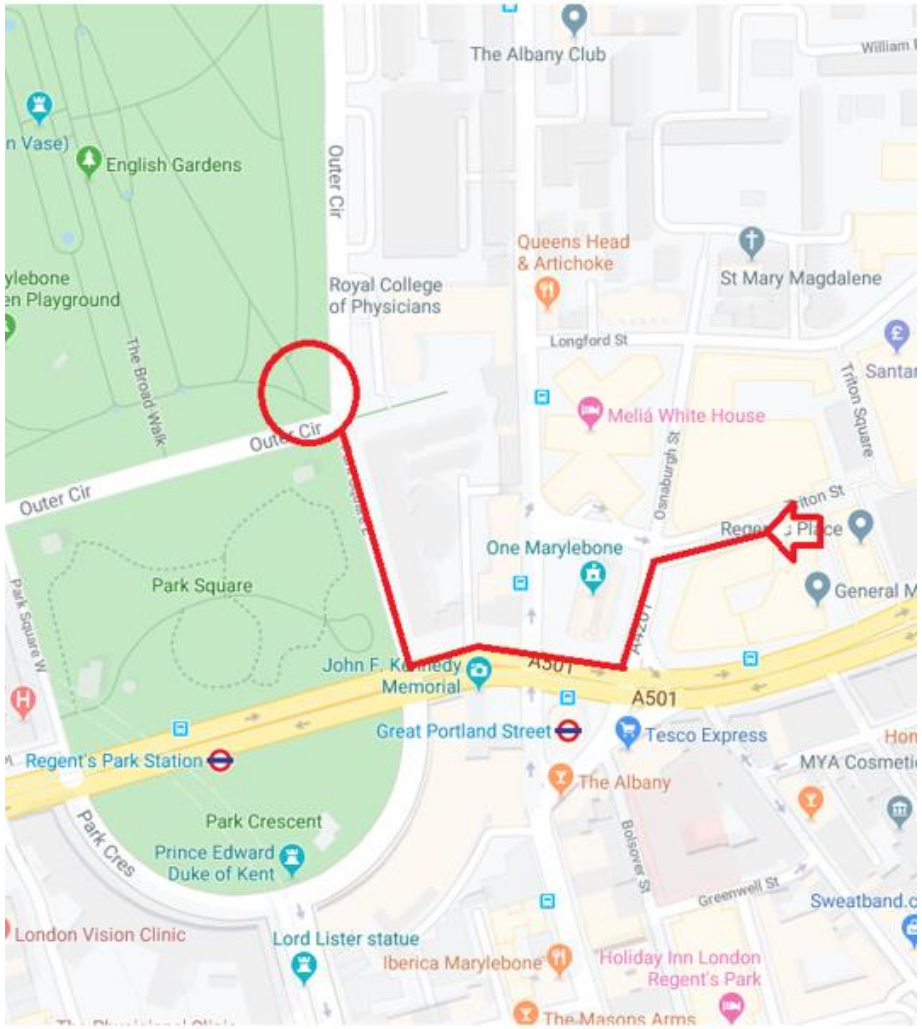
- An alarm will sound to alert you

Evacuating 350 Euston Road

- If you discover a fire, operate one of the fire alarms next to the four emergency exits
- Please do not tackle a fire yourself
- If you hear the alarm, please leave the building immediately
- Evacuate by the nearest signposted fire exit and walk to assembly point
- Please remain with a member of Elexon staff and await further instruction from a fire warden
- For visitors unable to use stairs, a fire warden will guide you to a refuge point and let the fire brigade know where you are

When evacuating please remember

- Do not use the lifts
- Do not re-enter the building until the all clear has been given by the fire warden or ground floor security
- **Our team on reception is here to help you, if you have any questions, please do ask them**



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Welcome & SRO Perspectives

Helen Adey, Programme SRO

MHHS Programme

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Ofgem Address

Melissa Giordano, Programme Sponsor

Ofgem

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Programme Update

Keith Clark, LDP Programme Director

MHHS Programme

In early December 2024:

Certainty

- ✓ Ofgem had just published its CR055 decision
- ✓ 'Assumed programme plan' being used in 2H 2024 was therefore confirmed
- ✓ Non-SIT LDSO QT was approved to start (per CR055) in early Jan-25
- ✓ 'Change freeze' was confirmed
- ✓ M7 was met
- ✓ Migration Consultation 3 started, and forward roadmap agreed
- ✓ S&A Qualification wave allocations were settled and final QAD version approved

Uncertainty

- ? Ofgem Directions were expected from CR055 decision
- ? Cycle 3 SITF / SITM was not progressing as needed under CR055 timeline
- ? IR8.4 was imminent – likely benefits and disruptions
- ? Further IRs were upcoming (IR8.5 and IR8.6 published)
- ? SIT Settlement testing was not progressing as needed in SIT-B
- ? Concern about readiness for SIT Service Management testing start still existed, despite CR055 having delayed the start date
- ? Concern existed about readiness of all LDSOs for non-SIT QT completion
- ? Early Life Support Model consultation was withheld until more clarity on performance assurance and service management arrangements was provided

Uncertainty in progress of activities in the programme's critical path to M10, putting the CR055 timeline (and M10) in question

March 2025 (Now):

Momentum

- ✓ Cycle 3 SITF / SITM outlook is now positive for many cohorts
- ✓ SIT Settlement testing in SIT-B was concluded as planned
- ✓ SIT Operational (Service Management) started on time
- ✓ SIT Non-Functional (Theme 1) started and completed on time
- ✓ Remaining SIT-B test stages are expected to start on time
- ✓ Interim releases and CRs are diminishing, test defects are reducing
- ✓ Ofgem Directions are now becoming clear
- ✓ Migration Consultation 3 was approved; Consultation 4 has been issued

Hazards

- ? Greater clarity of Service Management processes is required
- ? Further (as yet unplanned) Service Management testing will be required before M10 and will need to be accommodated by industry
- ? SIT-A Settlement testing will need to be completed within tight timelines
- ? All non-SIT LDSOs who are conducting QT need to complete ahead of M10
- ? Capacity to manage significant numbers of parties' qualification by M10 needs to be managed (potentially more parties than expected)
- ? All M10 parties need to be operationally ready
- ? More clarity of Early Life arrangements is required – consultation on the ELS Model will aid this

Real progress, greater momentum – meaning more confidence in the programme's ability to maintain CR055 timelines and to reach M10 on time

MHHS Programme – Moving in the right direction

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Early December 2024

- Change levels were still notable
- Resources and momentum were of concern
- Defect levels were higher than desired
- Eventual compliance with CR055 timeline was uncertain – even as CR055 approval was confirmed

March 2025 (Now)

- ✓ There is high momentum and good progress in SIT
- ✓ Most testing is on track, with some exceptions, and there is more confidence in complying with the CR055 critical path
- ✓ <u>There is now increasing scrutiny and focus on M10 readiness</u>

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Q&A

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Break 10:20 – 10:50

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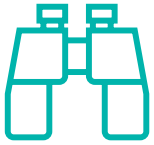
26 Weeks to Go-Live

Jason Brogden, Industry Programme Expert

MHHS Programme

- As the MHHS Programme approaches the M10 date, we need to track our readiness and preparedness for Go Live closely
- The Programme and industry needs to be confident that it is ready to switch on the new central systems and commence migration 1 month later at M11
- As a result, the attention of the Programme will gradually shift from test execution and towards operational readiness, transition and migration activities
- The central Programme are taking these necessary steps and, since the turn of the year, we have been putting in place the framework to:

1. Track and monitor progress against the plan

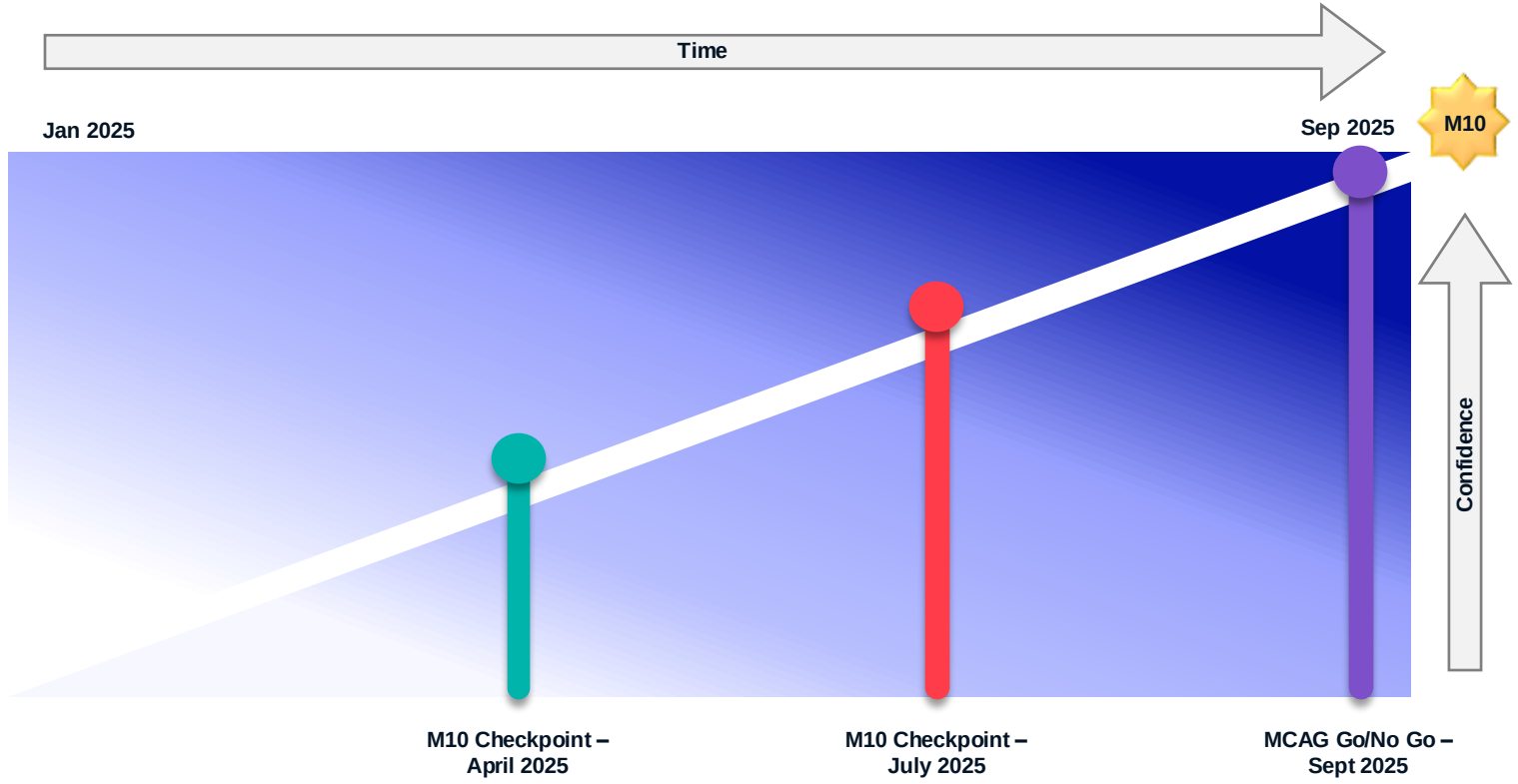


2. Identify risks and issues early

3. Build confidence in readiness

Building confidence in achieving M10

The M10 checkpoint(s) are a critical enabler to instilling confidence in the MHHS Programme's ability to meet the M10 date of 24 September 2025



Since the start of the year, we have set about putting the mechanisms in place to track our readiness and preparedness for the M10 milestone

The starting position is naturally of relative uncertainty and less confidence

Over time, as we track progress against the plan, using the M10 Acceptance Criteria as the backbone to this, we build confidence that we will achieve our target

Along-side the regular tracking mechanisms and governance meetings, we have 3 key checkpoints between now and M10:

1. M10 Checkpoint #1 in April
2. M10 Checkpoint #2 in July
3. MCAG Go/No Go in September

At each of these points, our level of confidence should increase

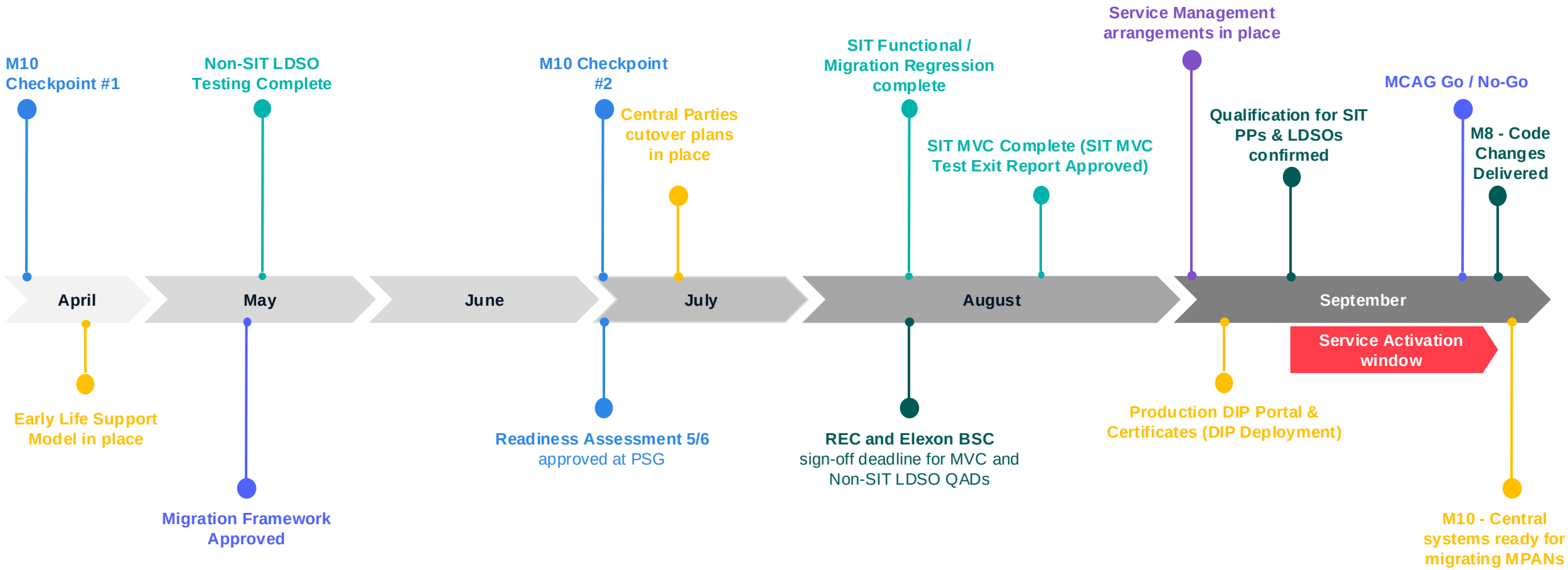
It also allows us to track progress since the previous checkpoint and take any interventional actions that might be required to ensure we meet the M10 date

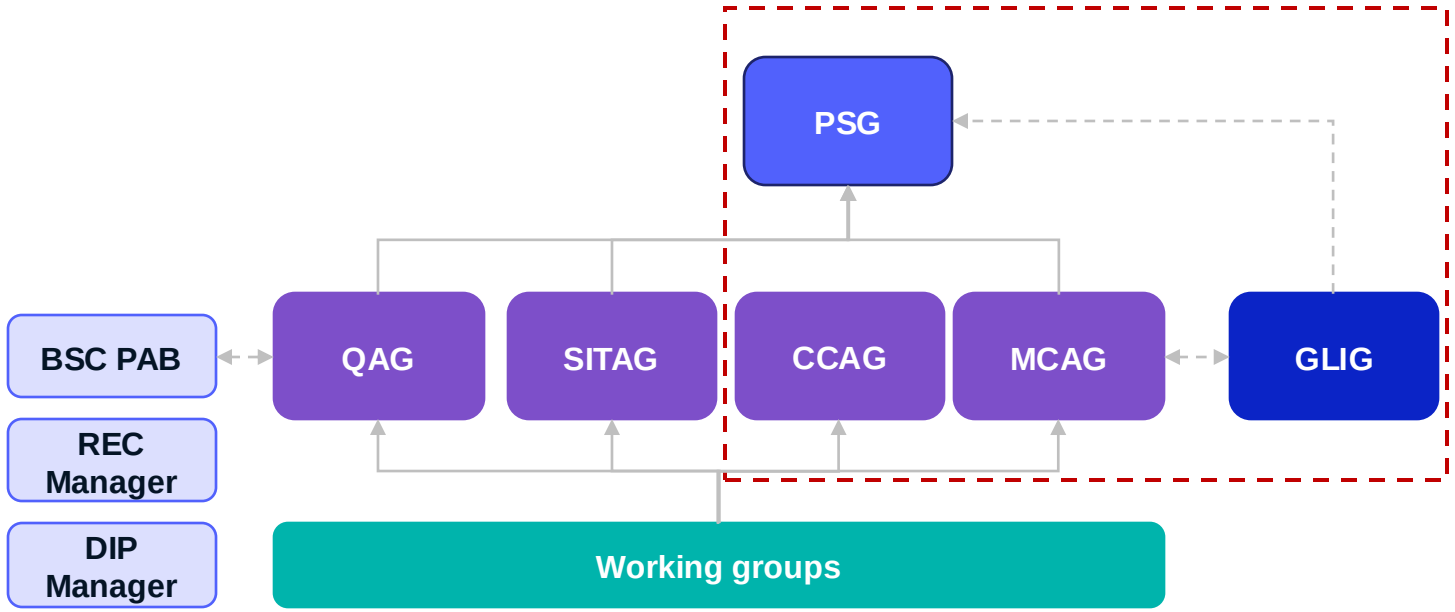
- To build confidence in our readiness for M10 we have implemented a tracking framework against each of the individual 32 acceptance criteria
- We have defined a clear benchmark for evidence and what good looks like at M10
- For each assessment criterion, we have provided an overall status and commentary supporting this justification
- We ask each central party and LDSO to provide an assessment in the same structure against their own readiness and this feeds into the Go Live Implementation Group (GLIG) on a fortnightly basis
- At each M10 Checkpoint we will use this information to assess our progress with where we would expect to be at that moment in time

									Programme
No.	Milestone	Workstream	Criterion	Evidence	Owners	What good looks like at M10		Overall RAG Status	Due date	Programme
1	M10	Testing	End of SIT MVC testing	T1-TE-2000 (SIT Minimum Viable Cohort Complete (SIT Minimum Viable Cohort Test Exit Report Approved)) complete and approved	All SIT Participants	T1-TE-2000 is approved on time in line with the Programme Plan and MVC Test Completion Report is signed off, ensuring all market roles required for migration to commence have completed testing elements of the qualification process		In Progress - On Track	22/08/2025	17/03: SIT remains on track to complete within the current planned timelines. • 7 of 8 cohorts projected to conclude Functional testing by Sprint 16. • Settlement exit in SIT-B has been confirmed. • SIT NF (Theme 1) is complete • SIT NF (Themes 2 and 3) and Operational (Themes 1, 2, 3 (Batch 2)) are on track to start in line with the plan • Service Management Testing has identified a number of defects and potential need for additional testing but it is believed this can be incorporated before M10 • CoA/CoS testing is scheduled to start on time after the regression window • Regression Test Approach and Plan has been approved via governance and Regression Pack being developed with industry. • Test data loading is on track
2	M10	Testing	IPA M10 Assurance Report developed and agreed	IPA have undertaken assurance all necessary assurance activities ahead of M10 decision making. Findings have been developed and shared with the Programme	IPA	IPA Assurance Report finds Programme are ready to proceed with M10 cutover and recommend to proceed This includes a view on consequential change post-M10 and any impacts this may have		In Progress - On Track	19/09/2025	17/03: IPA and Programme have been engaging on reporting requirements for M10 Readiness. M10 Assurance Report will be created and presented to PSG as input into decision making before M10

26 weeks to go-live: Key activities to reach M10

Testing | Migration | Serv Activ'n | Serv Mgmt | Transition & Data Cleanse | BAU | Con. Change | Qual





Overview

- All Advisory Groups will play a role in achieving M10 readiness, but this varies by each group
- MCAG has responsibility for the Cutover Plan, Migration and Transition activities
- MCAG will approve the Go/No-Go to commence M10 cutover
- CCAG will feed into the cutover decision making to ensure M8 is on track to go live with central systems
- PSG will formally approve M10 as complete
- The 'Go Live Implementation Group' (GLIG) will track programme readiness against the M10 Acceptance Criteria between now and Go Live
- GLIG is a non governance group and can only recommend and endorse
- Decisions will be made through the Advisory Groups (predominantly MCAG) and PSG
- BSC PAB, DIP Manager and REC Manager will approve qualification of SIT participants as they complete testing

Overview of IPA M10 Assurance Activities

Assurance activities IPA plans to undertake in the lead up to M10

	Review the Programme's M10 Acceptance Criteria Outputs: List of gaps and enhancements to Acceptance Criteria identified with recommendations fed back to the Programme	**Complete**
	Review the Programme's processes and governance for tracking M10 readiness Outputs: List of observations and recommendations for enhancement of M10 governance, raised through checkpoint reports or on-going embedded assurance	**Ongoing**
	Ongoing assurance over the Programme's assessment of M10 readiness Outputs: Ongoing, real-time reporting of the risks/issues that may impact M10 readiness alongside recommendations	**Ongoing**
	IPA M10 Checkpoint Reports (in April and July 2025) Outputs: IPA report on Programme's assessment of M10 Acceptance Criteria and Programme / Industry readiness for delivering M10 and with risks, issues and recommendations provided	**Checkpoint 1: Complete** **Ongoing**

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Q&A

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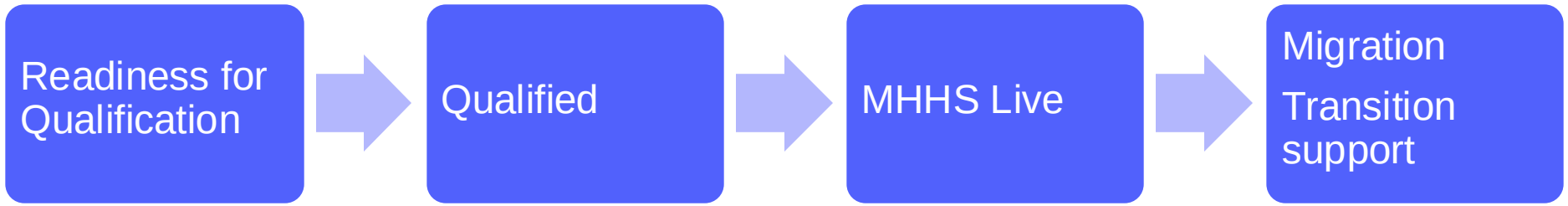
Participant Journey to Live Operation

MHHS Programme, Code Bodies, Elexon & DIP Manager

Participant journey



Programme / Industry / Code Body capabilities

Qualification Testing	Qualification Governance	Service Activation
Change Management	Service management	Early Life Support
Migration Management	Settlement Performance Assurance	

Critical Success Factors

- PPs commence Migration as planned
- PPs migrate as planned
- No material Settlement issues
- M15 is protected

Complexity:

- Multiple stakeholders / hand-offs / dependencies

Key preparatory focus areas:

- Ensuring clear roles, responsibilities, expectations
- Developing operational excellence - Integrated processes, controls, intelligence
- Ensuring PP support throughout journey
- Ensuring transparency and accountability

Participant Journey Summary

	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
Code Bodies	• Final Qualification Assessment Document reviewed and signed off by BSCCo and REC Code Manager	• REC Code Manager Qualification Approved • BSC PAB Qualification Approved		• Performance Assurance & Monitoring • Reporting
BSCCo	• BSC PAB date agreed & QAD submitted • Service Activation Preparation		• Service Activation Execution • ISD & MDD • DIP Onboarding complete and approved • MHHS Service Management	• MHHS Service Management
MHHSP	• Migration Planning	• MHHS Programme confirm PP can commence Migration	• Migration Planning	• Migration Sprint Execution • Post-M10 Change Management
All Participants				• Early Life Support • Hypercare

James Stokes
Team Lead

Jessica Davis
Service Owner

Robert Golding
Solutions Architect

Egidio Zindato
Market Designer

Ayi Edet
Product Owner

Jenny Sarsfield
Change Lead

The DIP Manager is holding a Q&A session in May where you will be invited to meet the team and submit questions to be answered in the session. Further information will be circulated about the event in April

Please direct all queries to the DIP Manager team via Elexon's Service desk

Qualification Journey Summary

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	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
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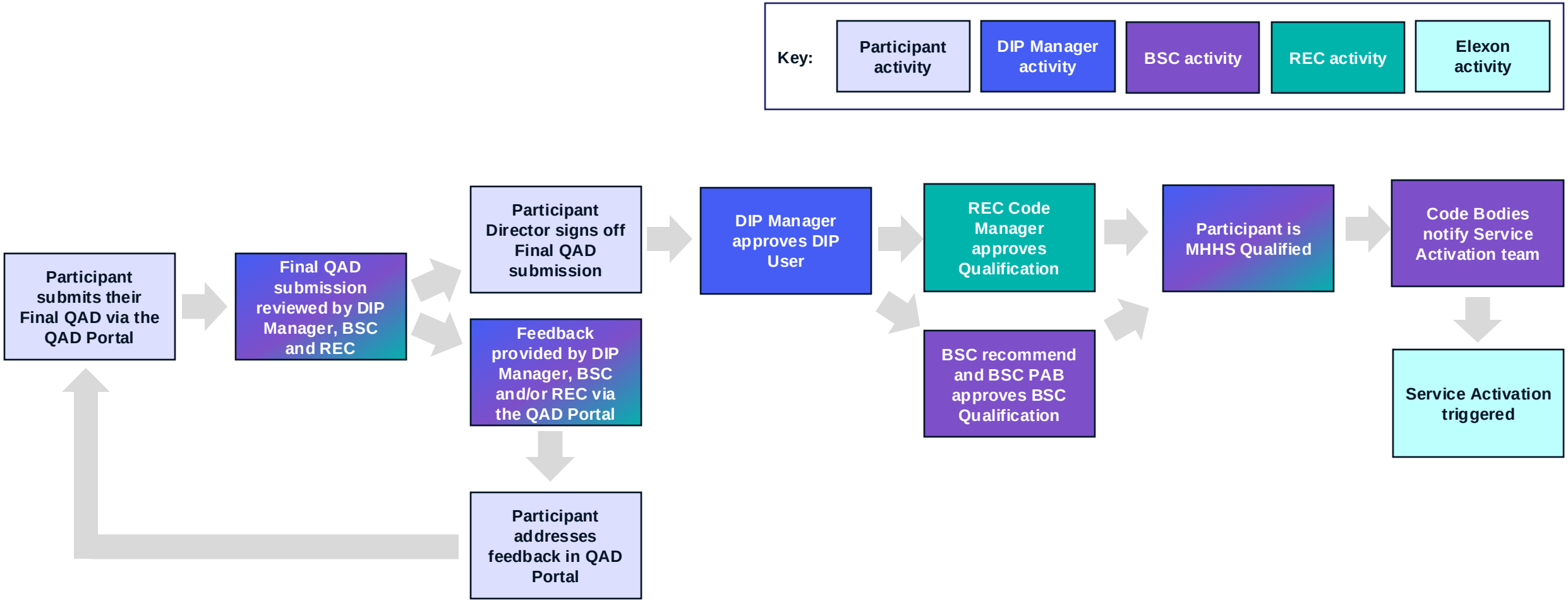
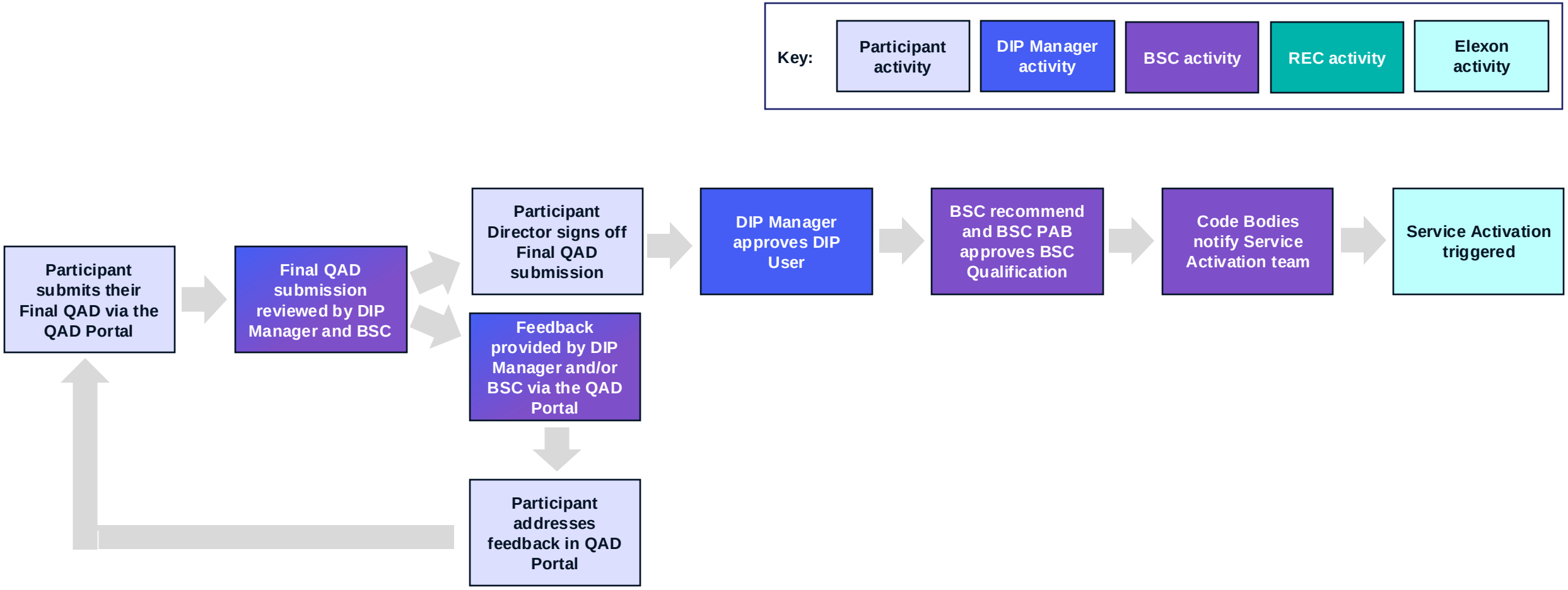

Key:
Participant activity
DIP Manager activity
BSC activity
REC activity
Elexon activity
Participant submits their Final QAD via the QAD Portal
Final QAD submission reviewed by DIP Manager, BSC and REC
Participant Director signs off Final QAD submission
Feedback provided by DIP Manager, BSC and/or REC via the QAD Portal
Participant addresses feedback in QAD Portal
DIP Manager approves DIP User
REC Code Manager approves Qualification
BSC recommend and BSC PAB approves BSC Qualification
Participant is MHHS Qualified
Code Bodies notify Service Activation team
Service Activation triggered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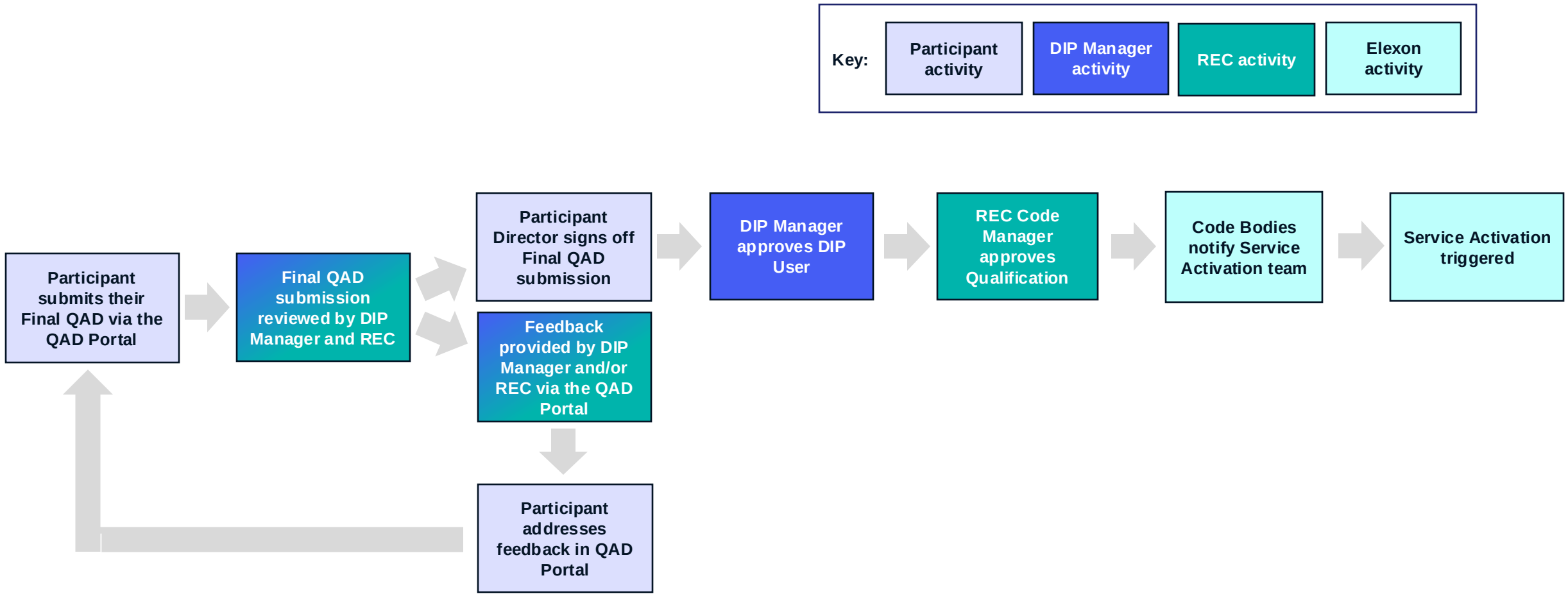
Code Bodies notify Service Activation team
Service Activation triggered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DIP Manager approves DIP User
REC Code Manager approves Qualification
Code Bodies notify Service Activation team
Service Activation triggered

Participant submits their Final QAD via the QAD Portal	Once complete, participants submit their Final Qualification Assessment Document (QAD) submission via the QAD Portal
Final QAD submission reviewed by DIP Manager, BSC and REC	The Final QAD submission is then reviewed by the Data Integration Platform (DIP) Manager, Balancing & Settlement Code (BSC) and/or Retail Energy Code (REC) against the requirements (depending on the Party role)
Feedback provided by DIP Manager, BSC and/or REC via the QAD Portal	If the answers provided in the Final QAD submission don't satisfy all requirements, feedback will be provided by the DIP Manager, BSC and/or REC via the QAD Portal for the participant to review and address
Participant addresses feedback in QAD Portal	The participant addresses the feedback and updates its submission in the QAD Portal. All participants should aim to address feedback as soon as possible, especially those participants aiming to qualify for M10/M11
Participant Director signs off Final QAD submission	Once all sections of a Final QAD are marked as accepted, the participant should provide Director sign off into the QAD Portal. This is required before formal approvals by Code Bodies and DIP Manager can commence
DIP Manager approves DIP User	For all roles, approval is first required by the DIP Manager team. Confirming all requirements in the DIP Rules have been sufficiently met, or work off plans agreed, for participant to become a DIP User
REC Code Manager Approves Qualification	For REC and joint BSC/REC roles approval is required by the REC Code Manager. This includes any exemptions requested and work off plans
BSC PAB approve submission	For BSC and joint BSC/REC roles, approval is required by BSC PAB. This includes any exemptions requested and work off plans
Code Bodies notify Service Activation team	Once all relevant approvals are received, the Service Activation team will be notified of the qualification
Service Activation triggered	Qualification team hand off to the Service Activation team

Service Activation Journey

	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
Code Bodies	• Final Qualification Assessment Document reviewed and signed off by BSCCo and REC Code Manager	• REC Code Manager Qualification Approved • BSC PAB Qualification Approved		• Performance Assurance & Monitoring • Reporting
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All Participants				• Early Life Support • Hypercare

Service Activation Journey

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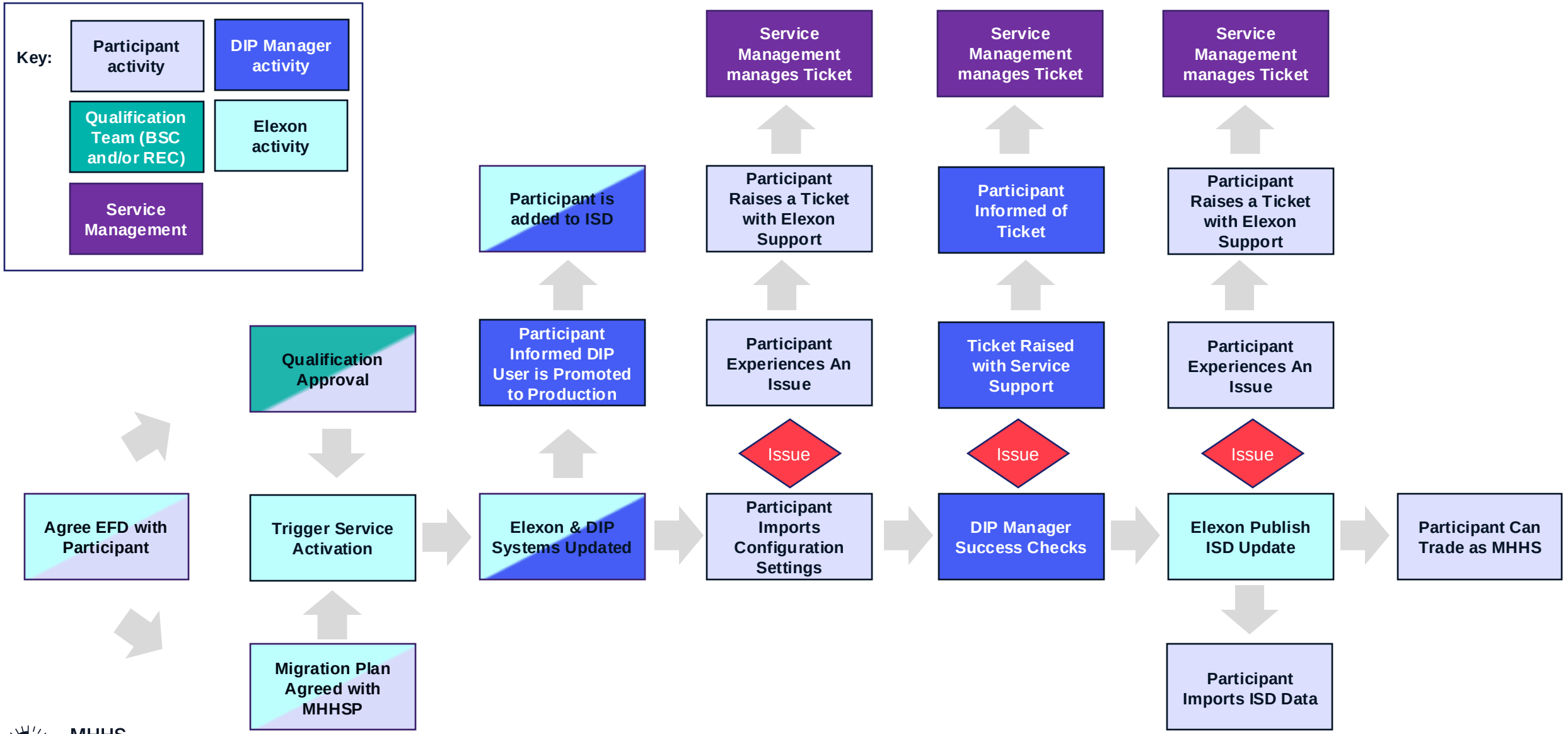

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Additional Information on Journey Activities

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Agree EFD with Participant	• Market Entry will agree a target Effective From Date (EFD) with the participant and record this offline
Qualification Approval	• The MHHS Qualification team will work with the participant to ensure that approval is achieved
Migration Plan Agreed with MHHSP	• MHHSP will agree a migration plan with the participant
Trigger Service Activation	• If the Participant has Qualification approved and are MHHS enabled, then Service Activation will commence
Elexon & DIP Systems Updated	• During Service Activation, the Elexon systems of customer solution, ISD and MDD will be updated. The new DIP system will be updated with the party details
Participant Informed DIP User is Promoted to Production	• The DIP operator will inform the participant of their progress within the DIP system
Participant Is added to ISD	• The DIP system will automatically update ISD to include the Participant
Participant Imports Configuration Settings	• The Participant will import the required technical settings to support the DIP integration
Participant Raises a Ticket with Elexon Support	• Where the Participant experiences an issue, they will raise a ticket with the Elexon Service Desk who will triage and root to the correct team for resolution
DIP Manager Success Checks	• The DIP operators will perform the required success checks to ensure the APIs are working between the DIP system and the participants. Any issues will be logged with the Elexon Service Desk
Elexon Publish ISD Update	• Elexon will publish the ISD Catalogue, 7 days before it is Live
Participant imports ISD Data	• When the ISD Catalogue is published the participant can load the ISD data into their systems
Participant Raises a Ticket with Elexon Support	• If the Participant experiences any issues with loading the ISD data, they will need to raise a ticket with the Elexon Service Desk
Participant Can Trade as MHHS	• When ISD is live the Participant can trade as an MHHS party and commence their migration with MHHSP
Service Management	• The Elexon Service Desk/SM will triage tickets and root to the correct team for resolution

	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
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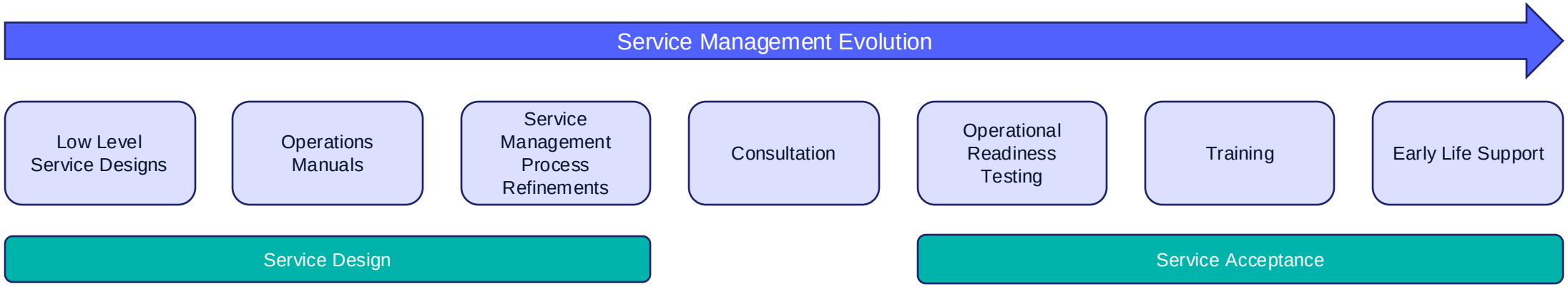
All Participants				• Early Life Support • Hypercare

Overview of Service Management:

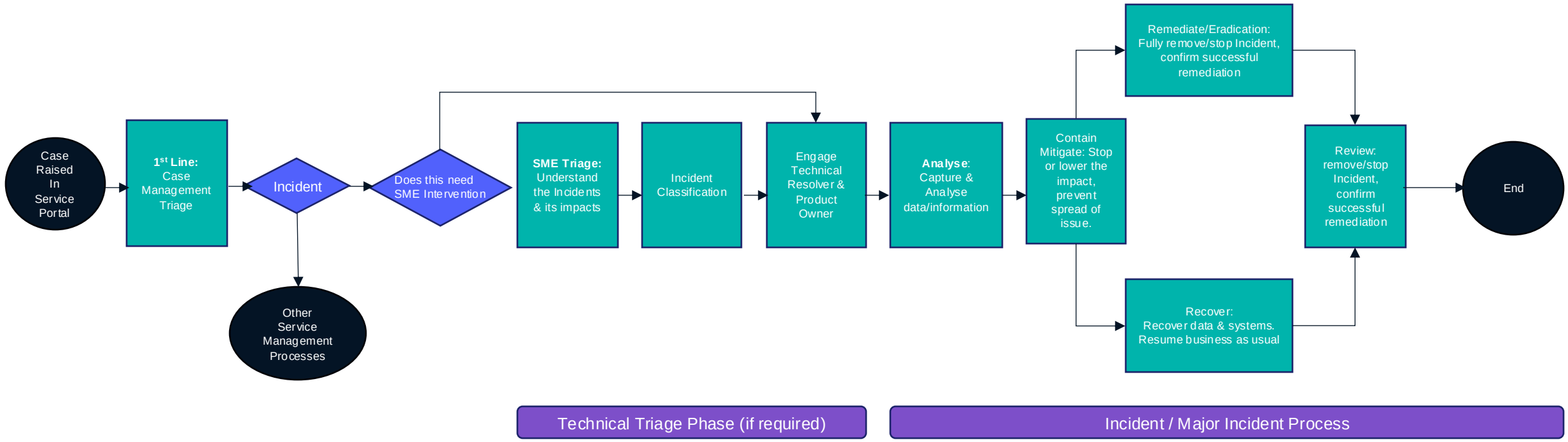
- Elexon Service Management supports the BSC Central Services elements of the MHHS TOM as well as co-ordinating potential impact to the wider model (e.g. major incidents)
- The Elexon Service Portal serves at the entry point, where cases are recorded, triaged and allocated to the appropriate support team

Scope of Service Management:

- Elexon Service Desk
- Incident Management
- Major Incident Management
- Problem Management
- Change Management
- Request Fulfilment
- Knowledge Management



- **Operations Manual and Low-Level Service Design (LLSD) Updates** – we will continue to update and amend the Ops Manuals and LLSDs for Service Users and Service Providers on a monthly cycle incorporating feedback from testing phases as well as the broader industry and Programme as it's received
- **Service Management Process Refinements (including Cross Party Service Desk interactions)** - work is ongoing to ensure processes are fit for purpose ahead of M10, especially in relation to where multi-party interactions are required
- **Consultation-** Throughout the process will continue engagement and consultation with Industry. E.g. On completion of Cross-Party Service Desk modelling with core Service Partners we intend to issue Industry Consultation
- **Operational Readiness Testing (ORT)** - a further testing phase will take place to validate processes and procedures and provide additional confidence in readiness for Go-Live
- **Training** – Training Needs Analysis (TNA) activity is underway to confirm the various training requirements across the different stakeholder groups (internal and external) to ensure upskilling takes place in a timely manner
- **Early Life Support (ELS)** – Service Management will input into the broader MHHSP and Elexon (Helix) ELS arrangements by providing processes and appropriate resourcing to support



1. As cases flow through the process, the Support Portal provides updates to service users via the portal which is Live today
2. We are in the process of establishing a robust triage team composed of experienced Subject Matter Experts and Architects to assist with case resolution at Go-Live
3. The Technical Triage Team is also shadowing the MHHS Triage Process in order to develop their knowledge further in advance of M10

Early Life Support and Hypercare

	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
Code Bodies	• Final Qualification Assessment Document reviewed and signed off by BSCCo and REC Code Manager	• REC Code Manager Qualification Approved • BSC PAB Qualification Approved		• Performance Assurance & Monitoring • Reporting
BSCCo	• BSC PAB date agreed & QAD submitted • Service Activation Preparation		• Service Activation Execution • ISD & MDD • DIP Onboarding complete and approved • MHHS Service Management	• MHHS Service Management
MHHSP	• Migration Planning	• MHHS Programme confirm PP can commence Migration	• Migration Planning	• Migration Sprint Execution • Post-M10 Change Management
All Participants				• Early Life Support • Hypercare

The Purpose of Early Life Support

1. To assure that the new systems and processes are working as expected across the TOM
2. To assure that the central systems are performing as expected
3. To ramp-up the number of Migrations in a controlled manner
4. To share overall performance with industry and to provide a means for industry to provide feedback and discuss performance across the TOM
5. To make informed decisions based on performance against defined measures

What isn't in scope?

The purpose of ELS is not to look at the performance of individual Programme Participants and make this performance known to industry

It is not to set out the means by which individual participants will get support, this is through Service Management

Hypercare vs Early Life Support

The key focuses for the Early Life Support Period are to ensure that the central systems and MHHS processes that have been implemented are performing as expected and to mitigate the risk associated to starting the migration of MPANs into the MHHS arrangements

Hypercare refers to the arrangements that each Central Party, Code Body and Programme Participant will have in place to support the resolution of issues that may arise at go-live / when they qualify and begin operating in the MHHS arrangements

How will performance be Measured?

1. Service Management Monitoring
2. Settlement Performance Monitoring
3. Central System Performance
4. Key Business Processes
5. Performance against the Migration Plan

Who will review performance and discuss issues?

- ✓ Performance Reporting will be made available to everyone
- ✓ Everyone will be able to submit feedback to the Programme and come to governance meetings to discuss performance
- ✓ Central Parties and Code Bodies will be expected to attend governance meetings to discuss the relevant reporting, along with all qualified parties

How will issues be resolved?

In addition to the reporting highlighted, key issues from across the TOM will be discussed at the TORWG

Issues will be dealt with via the relevant service management desk

Where major incidents occur and a response needs to be accelerated, the Programme is looking to set up an Issues Resolution Group to bring together experts from across the TOM and expedite a fix

Early Life Operating Phases – Governance Approach

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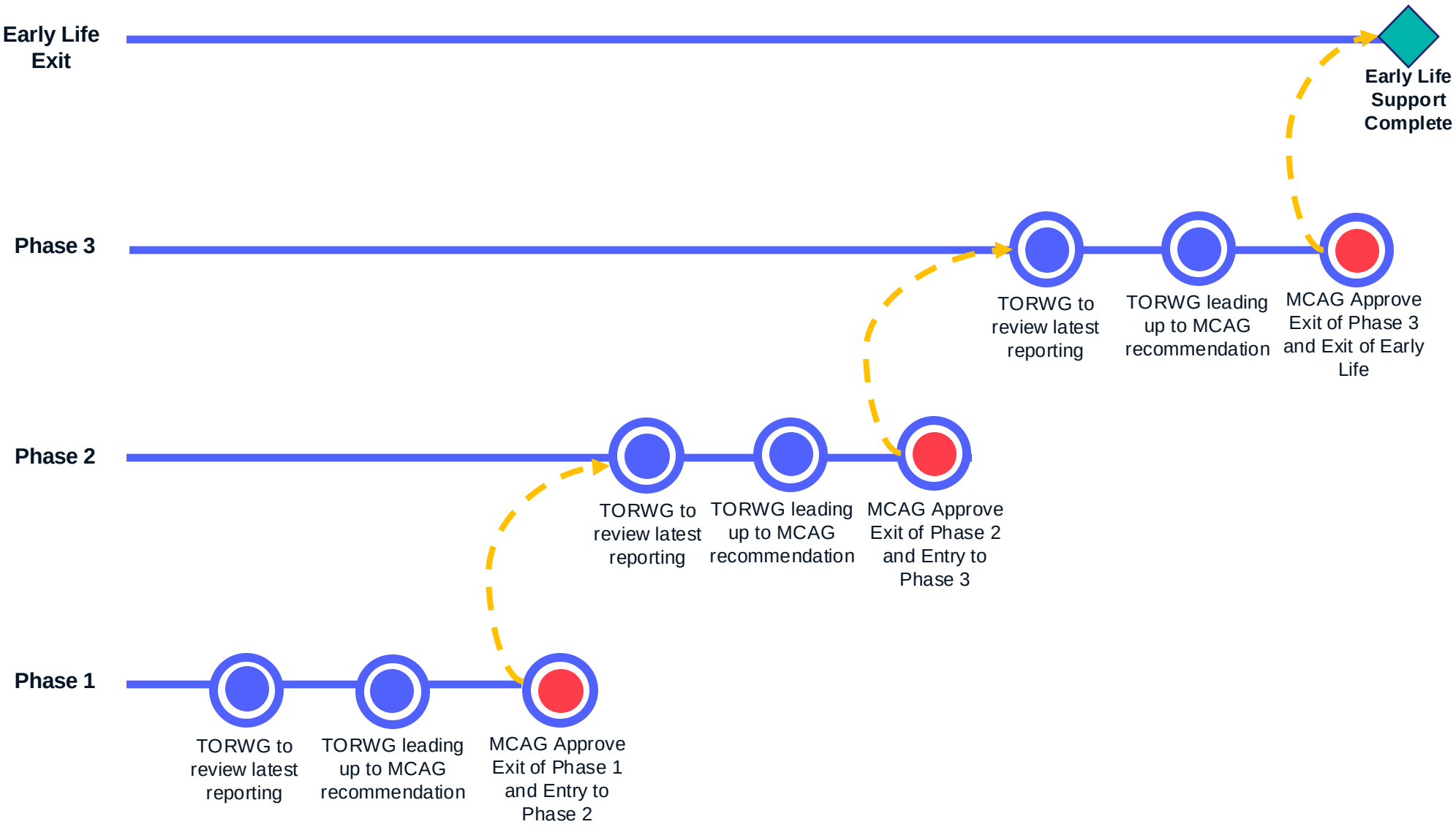

When this phase is achieved, the Early Life Support Period will end, as performance will have been proven during each phase, and it will have been demonstrated that all areas of the industry are performing to the required level of performance.

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 under exceptional circumstances.

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 within the Migration Framework.

This is the first phase that the industry will enter immediately after the Migration period starts at M11 / M12. This phase will give confidence that there are no unexpected issues that have arisen after the systems have been deployed to production.

In the best-case scenario, the migration ‘ramp-up’ from Phase 1 to Early Life Exit lasts 10 weeks

	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

Migration Journey

	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
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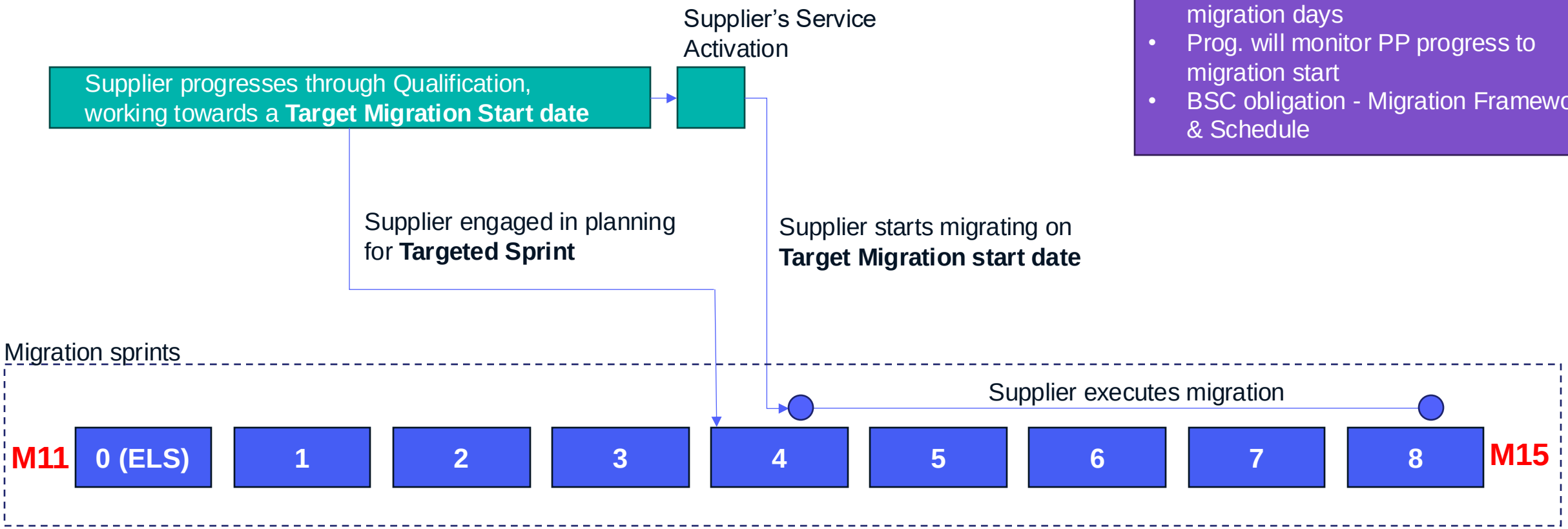
Migration Journey – Sprint Methodology

Reminder:
- 9 Migration Sprints
- Sprint calendar
- 90% of portfolio to be migrated in 132 migration days
- Prog. will monitor PP progress to migration start
- BSC obligation - Migration Framework & Schedule



Migration Control Centre:
- Responsible for planning, orchestration, reporting, supporting PP's and escalations
- MCC will have a front-office account management function, and back-office planning and intelligence function
- Currently implementing the TOM and preparing for Dress Rehearsals

Suppliers:
- Submit migration plans
- Achieve Migration start date (SIT/Qualification on time)
- Adhering to migration plans
- Early notification of issues to MCC
- Managing Agents/Service providers

Agents / Service providers:
- Achieve Migration start date (SIT/Qualification on time)
- Support migration demand from contracted Suppliers
- Early notification of issues to Suppliers

Central parties:
LDSOs, DIP, DCC:
- Support migration thresholds
- Effective Service management

BSCCo:
Effective, efficient and transparent:
- Qualification testing
- Service activation
- Service management
- Settlement performance assurance

Code bodies - Qualification
BSC PAB, REC Code manager:
- Effective, efficient and transparent Qualification Governance process

BSC PAB – Settlement Performance assurance
- Working with SRO to manage settlement risk and migration impact

MCC:
- Sprint planning - Monitoring PP Migration Start date, Capacity planning, Sprint allocation, Weekly / daily planning
- Sprint execution – Daily orchestration, managing exceptions, non-compliance, unused capacity re-allocation, escalations
- Sprint reporting – Daily, weekly, monthly to all Stakeholders via MCC Portal

- Migration Framework baselined – 22/04/25
- Migration Schedule approved (v1) – 22/07/25
- MCC Operational, Dress Rehearsals complete – 29/08/25
- ‘Sprint 0’ Migration Schedule baselined – 16/10/25

- Settlement Performance assurance / Migration engagement processes
- PP performance escalation management process

REC has reviewed the REC retail risks in the context of MHHS and are undertaking the following:

- Assurance of Suppliers and Meter Operator Agents who are currently live in the market to
    - Ensure that they have made the required changes for M10 to support transition to the new arrangements e.g. changes to support Forward and Reverse Migration and changes to the Supply Number Format. Details of the assurance approach documented in the QA&P section 7.3.2
- REC Code Manager assurance during transition and under the enduring new MHHS arrangements
    - Raised REC Change Proposal R0202 Performance Assurance Report Catalogue Updates (MHHS) to update the performance assurance monitoring reports that REC receive and facilitate REC Code Manager assurance during transition and under the enduring new MHHS arrangements

- During the Migration Period, Elexon will monitor Settlement Performance across both Legacy and MHHS arrangements. Key aspects of this monitoring include:
  - Holistic tracking per MPID of Settlement, including Energy Volumes Settled on actual and estimates (Legacy) and Accurate and Limited (MHHS)
  - Indicators of successful migration, such as a broad consistency in overall MSIDs and energy volumes
  - Settlement Performance improvements in Legacy as final reads are processed

- Elexon will not set fixed targets during Migration but will use thresholds which are set out in Migration Performance Standards Approach document

- Elexon will advise MCC where Settlement Performance data indicates potential Migration issues irrespective of whether Performance Standards in Annex S-1 of the code are being met. Elexon and the PAB will continue to deploy Performance Assurance Techniques as applicable

Enduring Performance Standards

- MHHS Standards to be set at 100% Accurate Data in both Smart/Traditional and Advanced Market Segments
  - Performance reporting will be weighted to reflect more granular data on estimation method: better quality estimation = higher Settlement Performance

Change Management Journey

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	Readiness for Qualification	Trigger Transition to MHHS Live Operation	Execute Transition to MHHS Live	Post Participant Go-Live
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Progress Update:

- It has been agreed that MHHS change post M8/M10 will be progressed through the existing BAU change governance process managed by the Code Bodies
- The MHHS Programme will monitor changes and engage in the BAU process to provide impact assessment against delivery timescales delay. In the event that a change is approved by the Code Body Panel that materially impacts delivery of MHHS, this will be escalated to Ofgem through Programme governance
- In order to mitigate this risk, the Programme and Code Bodies are working together to agree a collaborative process which takes into consideration the obligations on all parties to ensure there are no delays to delivery of MHHS
    - BSCCo are making a number of changes to their process in readiness for managing MHHS changes, including:
        - Raising a modification to enable Ofgem to overrule a panel decision for Change Proposals (CP's)
        - Updated the SVG Terms of Reference to acknowledge the MHHS obligations and revising attendance to ensure a balance of expertise between legacy and MHHS arrangements
    - Elexon, as DIP Manager, has constituted DCAB in alignment with the wider change governance process and ensuring that the MHHS Programme are represented. The Programme have started to attend and engage with the process
    - RECCo has confirmed that within its BAU process, REC Code Manager, with REC Change Panel oversight, plan and progress changes taking into account SCRs, Ofgem have the authority to suspend the progress of a REC Change Proposal that falls within scope of the SCR and can reject any change where it is the decision maker, or on appeal e.g. from the MHHS Programme, where it is a self-governance change

Next Steps:

- MHHS Change Board have completed a review of all deferred CR's to identify any required for implementation post M10 and will agree handover with the relevant Code Body
- Further engagement with the Code Bodies is ongoing with regard to the ability to enact Emergency Change processes pre-M8 and during the post M10 Transition period. This will form part of the Transition governance arrangements which will be progressed through TORWG and approved by PSG

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Please send your questions into Slido at **#MHHS**

Q&A

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Lunch & Stalls 12:55 – 14:00

Please visit the stalls for the opportunity to meet the Qualification, Transition, Migration and PPC Teams

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Qualification Health Check

Code Bodies & DIP Manager

There are three main constituency groups. Each has a different MHHS Qualification pathway.

SIT Parties

- Some Suppliers, Agents (including MEMs and Data Services) and LDSOs have volunteered to support central party E2E testing
- Testing is being managed by the MHHS Programme
- Code Bodies will MHHS Qualify the SIT Parties first

Non-SIT LDSOs

- Two LDSOs are part of SIT
- Non-SIT LDSOs are undertaking role-based testing – this is being managed by MHHS Programme
- Code Bodies will MHHS Qualify the Non-SIT LDSOs at the same time as the SIT Parties

Non-SIT Suppliers & Agents

- All Suppliers and Agents (including MEMs, Data Services, and Post M10 New Entrant LDSOs) that are not part of SIT must also be MHHS Qualified by Code Bodies
- These parties will undertake role-based testing – this is being managed by the Elexon Test Manager
- This will happen after the SIT Parties and Non-SIT LDSOs

What has been delivered

1. **Qualification Approach & Plan** inc. Annexes
2. **Qualification Assessment Document**
3. **Smart Exemption**
4. **Non-SIT Supplier & Agent Test Scenarios & Cases**
5. **Initial QAD Submission** for SIT & Non-SIT LDSO
6. **Non-SIT LDSO Qualification Testing**
7. **PIT Deliverables**
8. **Qualification Testing Framework**

Imminent dates

PIT Approach & Plan
Wave 4: 28 March

Initial QAD Completion
SIT: 4 April
NON-SIT LDSO: 4 April

Initial QAD Submission
Wave 1: 5 May
Wave 2: 9 June

Document Name	SIT MVC	SIT Non-MVC	Non-SIT LDSO	Wave 1	Wave 2	Wave 3	Wave 4
Initial QAD	06/01/2025 to 14/02/2025	06/01/2025 to 14/02/2025	06/01/2025 to 14/02/2025	05/05/2025 to 11/07/2025	09/06/2025 to 12/09/2025	11/08/2025 to 07/11/2025	20/10/2025 to 16/01/2026
Code Bodies Review	Within 6 weeks of submission or 04/04/2025	Within 6 weeks of submission or 04/04/2025	Within 6 weeks of submission or 04/04/2025	Within 6 weeks of submission or 22/08/2025	Within 6 weeks of submission or 17/10/2025	Within 6 weeks of submission or 19/12/2025	Within 6 weeks of submission or 27/02/2026
Final QAD	07/04/2025 to 09/05/2025	19/05/2025 to 19/09/2025	07/04/2025 to 23/05/2025	25/08/2025 to 16/01/2026	20/10/2025 to 06/03/2026	12/01/2026 to 22/05/2026	09/03/2026 to 24/07/2026
Code Bodies Review	06/06/2025	Within 6 weeks of submission or 24/10/2025	20/06/2025	Within 4 weeks of submission or 06/03/2026	Within 4 weeks of submission or 13/04/2026	Within 4 weeks of submission or 19/06/2026	Within 4 weeks of submission or 21/08/2026
Final Approval	10/09/2025	Within 1 month of QAD sign-off or 18/12/2025	10/09/2025	Within 1 month of QAD sign-off or 15/04/2026	Within 1 month of QAD sign-off or 28/05/2026	Within 1 month of QAD sign-off or 30/07/2026	Within 1 month of QAD sign-off or 24/09/2026

SIT Party Qualification Plan on a Page – QA&P v4.0

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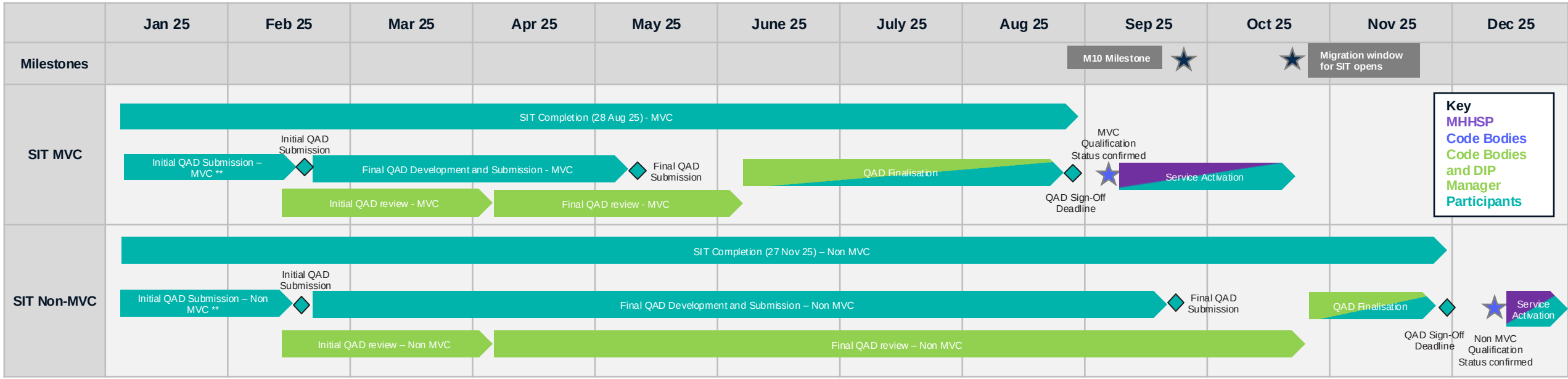

Summary Non-SIT LSDO Qualification Plan – QA&P v4.0

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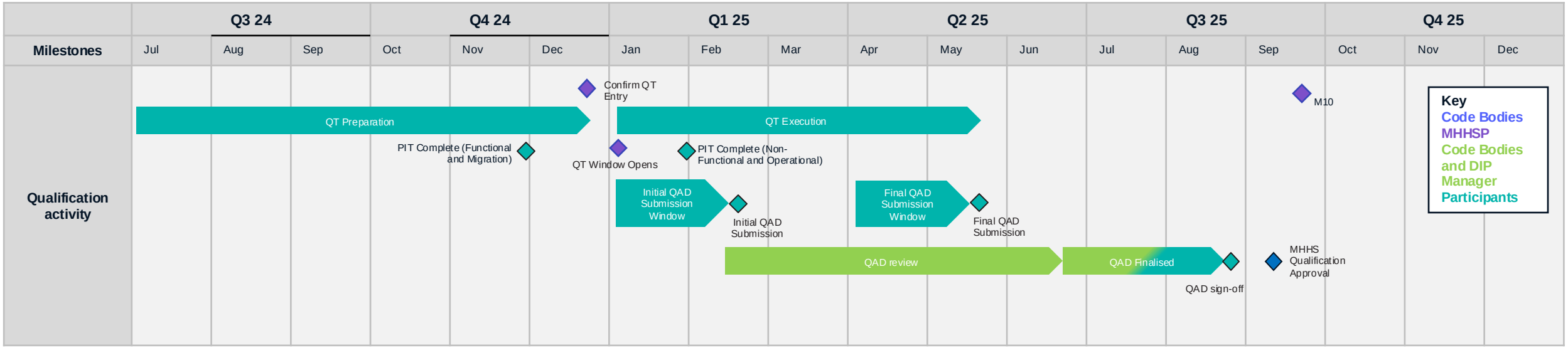

Non-SIT Supplier, Agent and new entrant LDSO Qualification Waves – QA&P v4.0

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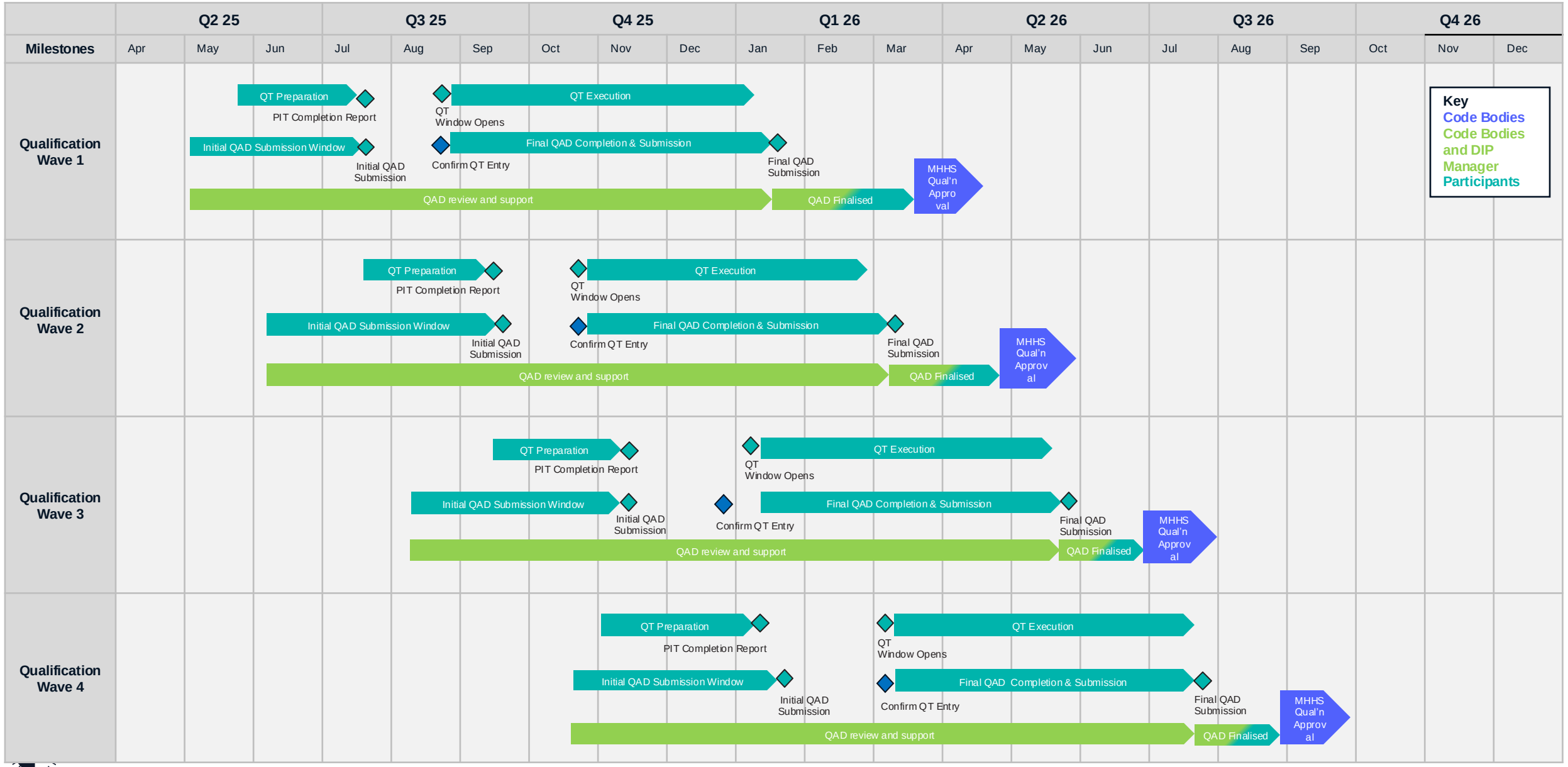
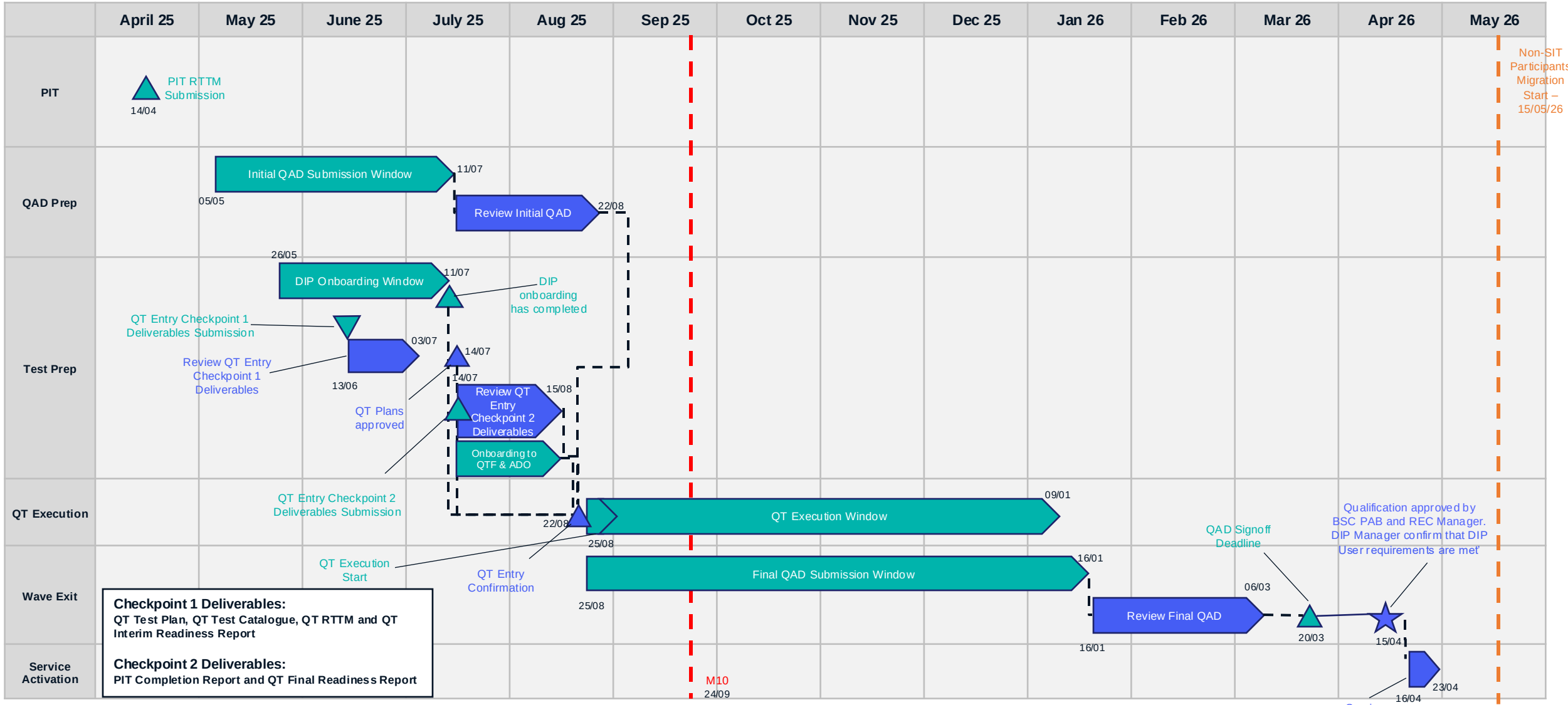


Participant Qualification Journey – Wave 1 as set out in Programme Plan

Key
Code Bodies and DIP Manager
Participants



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Qualification Status Updates

MHHS Qualification Deliverable	Total Participants	Outstanding	Code Body Review	Draft and Review	Completed
PIT Approach and Plan – Wave 1	17	0	3	4	10
PIT Approach and Plan – Wave 2	14	2	4	4	4
PIT Approach and Plan – Wave 3	19	2	3	7	7
Initial Qualification Assessment Document (QAD)	60	0	0	58	2

PIT Approach and Plan Lessons Learned

- **Meter Types -** Smart, Advanced, Traditional, and Unmetered
- **Interim Releases (IRs)** - Alignment with the latest version
- **Negative testing** will be completed as part of PIT
- **Mapping** between the testing and MHHS requirements at a requirement-level
- **Regression Testing** to be completed
- **Non-Functional Requirements (NFRs)** - Section 5.1 and 5.6 of the PIT Guidance
- **All Non-SIT Suppliers and Agents** are expected to submit a final PIT Approach & Plan

Qualification Assessment Document Lessons Learned

- **QAD Portal Login** - 1 Week before QAD Submission Window
- **Submit each section** of the QAD
- **Process Controls –** What is the Control, How does it Control, Then What occurs?
- **End-to-End business process** – Explain the steps
- **Third Party Providers** - Detail the assurance carried out
- **QAD Feedback** – Email Notification, Early Responses
- **Final QAD Submission conditions** – All Sections Approved, QT Results submitted

Qualification Testing Framework (QTF) - BETA Testing

Successes

- **MS Teams Channel** and Communications
- **DIP Onboarding** inc. GlobalSign
- **Migration** Qualification Test Cases
- **MPAN File Loading**

In Progress

- **Data Queries** with MHHS Design Team Collaboration
- **QTF User Interface**

Guidance

- **QTF FAQ Document and Demos**

Onboarding engagement

- Mid-April the DIP Manager is publishing detailed guidance to assist with the onboarding activities including step-by-step instructions on gaining the correct certificates to use the DIP
- Onboarding webinar to be held approximately 4 weeks prior to each wave of onboarding. The webinar will provide context and walk through the DIP onboarding guide which provides instructions to enable a Market Participant to complete all tasks required to successfully onboard to the DIP
- DIP Manager Q&A session will be held in mid-May

Guidance

- Qualification Approach and Plan
- MHHS Qualification Plan on a Page
- PIT Approach & Plan Guidance
- Qualification Assessment Document Guidance
- Qualification Testing Framework Demo
- Non-SIT Supplier & Agent Qualification Test Execution
- Non-SIT Supplier & Agent Test Data
- Non-SIT Supplier & Agent Qualification Testing Test Scenarios and Test Cases
- DIP Onboarding FAQs

Meetings/Workshops

- Qualification Working Group
- Qualification Advisory Group
- Non-SIT LDSO Qualification Testing Sub-Group
- Non-SIT S&A Qualification Testing Sub-Group

Engagement Contact

- MHHSQualification@elexon.co.uk

- Settlement Assurance Working Group

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Please send your questions into Slido at **#MHHS**

Q&A

Thank you