



MHHS IPA

Consequential Change PPIR Guidance Pack

Draft
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Contents

01	PPIR Background and Scope	3
02	PPIR Timeline	4
03	PPIR Questions & Answers	5
04	PPIR Evidence Guidance	6

1. Background and Purpose

Background

The objective of IPA Consequential Change assurance is to assess whether Consequential Changes (previously known as DBT2 changes) are being delivered by Participants in line with overall MHHS milestones and Participant migration timelines. These changes encompass any technical changes which are necessary for Industry Participant's systems to support the end-to-end MHHS processes (see examples on page 6). If these changes are not delivered on-time and to quality, there could be a material impact to the anticipated MHHS benefits and the consumer experience, as they are linked to key areas such as consumer bills accuracy, charging arrangements and contract pricing. Consequential Changes are the responsibility of Industry Participants to deliver and not in scope for the MHHS Central Programme Team to deliver. The IPA is responsible for providing assurance over Consequential Change and to assess whether evidence provided by Participants demonstrates their readiness to deliver Consequential Change.

The IPA previously utilised the Programme's Readiness Assessment 5/6 to conduct a sample-based assurance review against Participant's self-assessment of Consequential Change readiness. The IPA has now agreed to use the MHHS Central Programme Team's PPIR tool to obtain responses and evidence from Participants.

The PPIR will be issued to those Programme Participants in Migration Pathways 1 - 12, which will cover Suppliers & Agents and Third-Party Service Providers. It is mandatory for those Participants to provide a response to the PPIR agreed. Timelines for the issuance and completion of the PPIR are detailed on the following page.

The IPA will assess all PPIR responses which will be reviewed along with the supporting evidence provided. The IPA may contact individual Participants if evidence is not provided or follow-up questions are required.

Purpose

This document provides an overview of the IPA Consequential Change PPIR to support Participants in completing the PPIR and providing appropriate supporting evidence. This document includes: background and scope (see above), timelines (see page 4), questions and answers (see page 5) and guidance for Participants on the evidence being requested through the PPIR (see page 6).

Outputs:

Following analysis of PPIR responses, the IPA will provide the following outputs:

- A final written assurance report to the MHHS SRO and Ofgem. This will include an executive summary, key observations and themes and actions/or recommendations.
- A summary of the outputs may be presented in QWG, QAG and/or PSG as required.

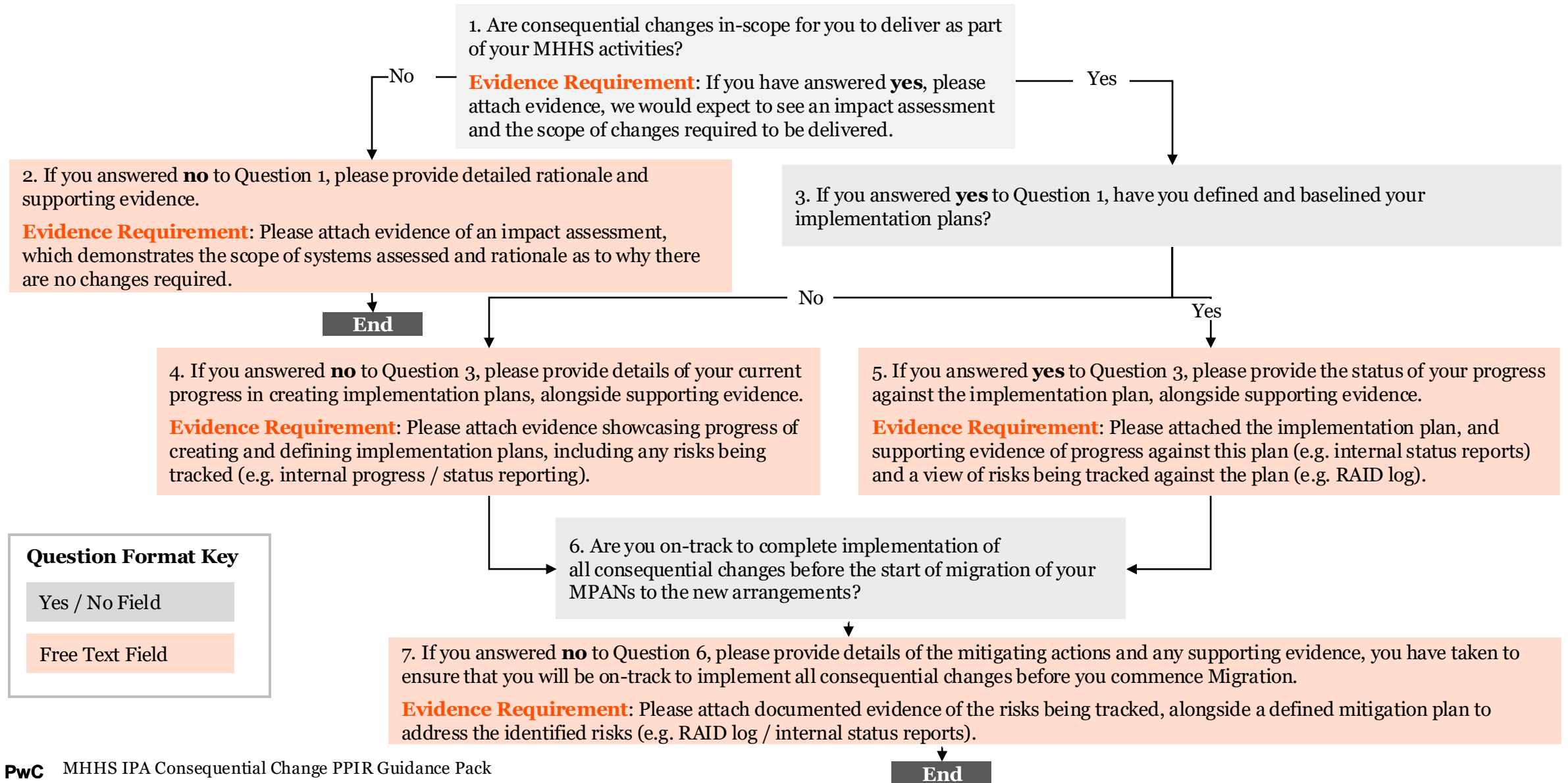
Out of scope:

- The IPA will not provide a formal confirmation over individual Participant readiness to commence migration activities, both in relation to completion of consequential change or more broadly.

2. Consequential Change PPIR Timeline

Timeline	Activity
Thursday 23 April	<p><i>1. IPA Webinar</i></p> <p>The IPA will deliver an Industry Webinar to walkthrough this guidance document and answer questions from Industry Participants.</p>
Friday 1 May	<p><i>2. PPIR Issued</i></p> <p>SRO will issue the PPIR to applicable Programme Participants (those Participants who are on Migration Pathways 1 - 12) via MS Forms. It is mandatory for those Participants to provide a response to the PPIR.</p>
Monday 18 May	<p><i>3. PPIR Responses Received</i></p> <p>Programme Participants will have 10 working days to review and respond to the PPIR. The deadline for submission is by close of play on Monday 18 May. During this period, the IPA will be available to assist Participants with any questions they may have. They can contact the IPA via uk_mhhs_ipa@pwc.com.</p>
Monday 1 June	<p><i>4. Responses and Evidence Reviewed by IPA</i></p> <p>The IPA will analyse the complete data set of PPIR responses. Participant responses will be reviewed along with the supporting evidence. If evidence is not provided, the IPA will contact those Participants individually.</p>
Monday 15 June	<p><i>5. IPA Assurance Review & Reporting</i></p> <p>The IPA will draft an assurance report based on the findings of the review. This report will provide an independent assessment on the progress of Participants in implementing consequential changes.</p>
Monday 22 June	<p><i>6. IPA Issue Assurance Report</i></p> <p>The IPA will send the final assurance report to the MHHS SRO Team and Ofgem for their review. A summary of the report will also be shared with PSG.</p>

3. Question Structure and Evidence Requirements



Question Format Key

- Yes / No Field
- Free Text Field

4. Guidance on PPIR Evidence Request

Evidence Request

As part of the PPIR submission, Programme Participants will be asked to provide supporting evidence alongside the answers they provide. This will enable the IPA to form an evidence-based independent assessment of the responses and assess whether evidence supports the answers provided. The MS Forms tool will allow Programme Participants to upload up to 10 pieces of supporting evidence.

Provided below is a summary of the typical consequential changes that Participants have been required to implement. Please note that this is not an exhaustive list and each Participant will have differing scopes of consequential change. We have also provided a list of supporting evidence that we would expect to receive. We do not expect Participants to submit evidence for each of the individual consequential changes, but as a complete, holistic view across all their consequential changes.

Examples of Consequential Change

Customer Billing: Participants are having to change how customers are billed to ensure there is alignment across legacy and MHHS systems.

Settlement Billing: Participants are making changes to ensure that their billing processes include an increased level of settlement data.

Exceptions Management: Participants are making changes to the process used to manage their exceptions, such as erroneous data.

Complaints: Participants are adjusting their complaints process to incorporate any issues with MHHS related business processes.

PPIR Evidence Required

Impact Assessment: We would expect Programme Participants to have undertaken an impact assessment across of their key business processes and systems to identify the scope of changes required. We understand that each organisation would have an individual way of undertaking an impact assessment, therefore there is no standard template or format that we would expect to see.

Scope of Changes: Once an impact assessment has been completed, the scope of changes should have been identified. We would expect evidence to be submitted, which documents the identified changes.

Implementation Plan: Following identification of the changes required, we would expect Programme Participants to have defined and baselined their required consequential changes within implementation plan. We would expect the implementation plan to be submitted as evidence.

Progress against Plan: Whilst the implementation plan is being delivered, we would expect evidence to be submitted such as an internal status report and any risks or issues being tracked.

4. IPA Support on PPIR

PPIR Webinar

As part of the PPIR process, the IPA will be hosting a webinar on Thursday 23 April, where the supporting guidance pack will be spoken through and how the consequential change process will operate.

Programme Participants will be able to ask any questions they have regarding the process and address any concerns or queries.

IPA Contact

Following the webinar and once the PPIR has been issued, if Programme Participants have any questions on the process, form or evidence submission, they are able to contact the IPA team at uk_mhhs_ipa@pwc.com.

Thank you

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