MHHS PROGRAMME
Industry-led, Elexon facilitated

Programme Steering Group #58
01 July 2026

Version 1.0

MHHS-DEL4562

Document Classification: Public

Agenda

#	Item	Objective	Type	Lead(s)	Time	Page
1	Welcome		-	Chair	10:00-10:05 *5 mins*	1
2	Headline Report and Actions	Approve Headline Report of Previous Meeting and Review Actions	Decision	Chair & Secretariat	10:05-10:10 *5 mins*	3
3	Ofgem Update	Message from Programme Sponsor	Information	Ofgem (Jenny Boothe)	10:10-10:15 *5 mins*	5
4	CR065 Update	Update on alignment of Migration Baseline Documents to MOD P487 and approval of MHHS Migration Framework Foundations document changes	Decision	Programme (Lewis Hall)	10:15-10:25 *10 mins*	6
5	Programme Status Update	• Update on Programme Workstreams • Critical Path • RAID • Outstanding (M11) Work-Off Items	Information	Programme (Lewis Hall)	10:25-10:35 *10 mins*	14
6	Migration Update	Update on Migration Progress	Information	Programme (Warren Fulton)	10:35-10:45 *10 mins*	24
7	Qualification Update	Update on Qualification Progress	Information	Code Bodies (David Moss)	10:45-10:50 *5 mins*	29
8	M16 Update	Update on M16 Progress	Information	Programme (Ian Smith)	10:50-10:55 *5 mins*	31
9	Elexon Progress on IPA Service Management Strategic Actions	Update on Progress against IPA's Strategic Actions	Information	Elexon (Ian Giles)	10:55-11:00 *5 mins*	38
10	M14 Acceptance Criteria	Update on Progress against the M14 Acceptance Criteria	Information	Programme (Jason Brogden)	11:00-11:05 *5 mins*	40
11	IPA Update	Overview of: • Status of Programme and Risks for Key Milestones • Lessons Learned	Information	IPA	11:05-11:25 *20 mins*	42
12	Delivery Dashboards	Overview of Delivery Dashboard Content	Information	Chair	11:25-11:25 *0 mins*	53
13	Summary and Next Steps	Summarise Actions, Decisions and Look Ahead to Next Meeting	Information	Chair & Secretariat	11:25-11:30 *5 mins*	71
	Appendix	• Elexon Progress against ELS Recommendations				

Headline Report and Actions

DECISION: Approve Headline Report of Previous Meeting and Review Actions

Chair & Secretariat

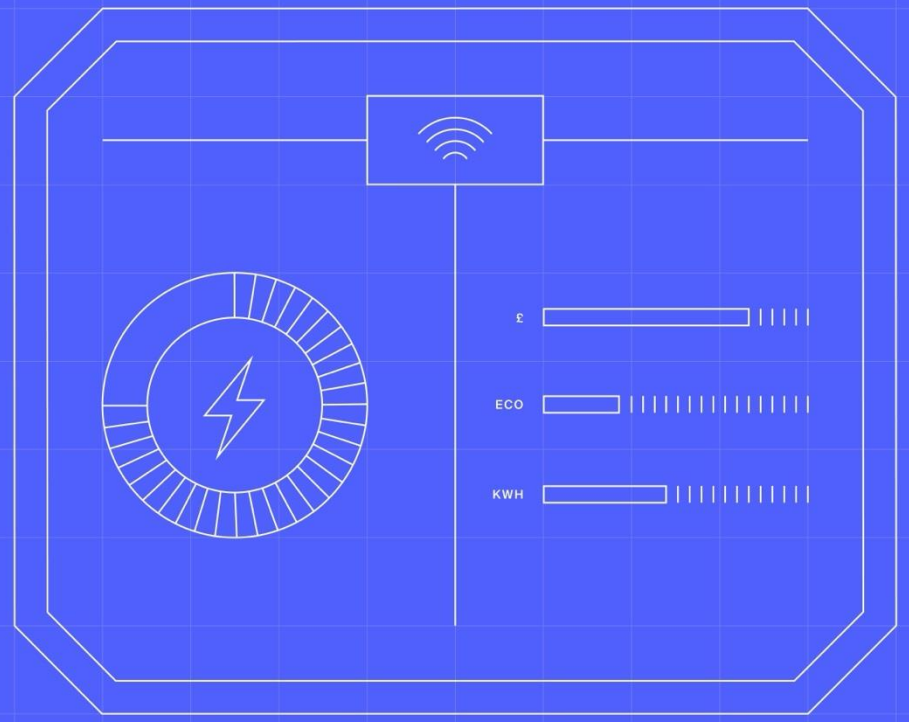
5 mins

Headline Report and Actions

1. Approval of PSG 03 June 2026 Headline Report
2. Review of actions:

Ref	Action	Owner	Due	Latest Update
No current open actions.				

Ofgem Update



INFORMATION: Message from Programme Sponsor

Ofgem (Jenny Boothe)

5 mins

CR065 Update

DECISION: Update on alignment of Migration Baseline Documents to MOD P487 and approval of MHHS Migration Framework Foundations document changes

Programme (Lewis Hall)

10 mins

CR065 – Impact Assessment Summary (Page 1)

Headlines:

- Overall: **There were 15 respondents, 13 supported the change; 0 respondents rejected the change; 1 respondent abstained, 1 stated no impact.**
- **Those who supported the implementation of the Change Request did so on the following basis. They stated that CR065:**

  - "The change is essential to ensure P487 operates fairly and predictably from its implementation date".
  - Reduces regulatory and operational risk.
  - Protects suppliers and consumers from unintended acquisition-ban consequences.
  - Supports M15 delivery while allowing flexibility for circumstances outside supplier control.
  - Creates clearer governance, transparency and appeal routes.

- **Further comments:**
  - Respondents raised several points for refinement including ensuring the exemption process is clear, controlled and proportionate, with defined evidence requirements, decision criteria, timescales and backstop dates. This included items such as:
    - Clear provisions for handling problematic MPANs
    - The BSC Section C wording needing to be more explicit
  - Respondents also highlighted the need to avoid unintended impacts on competition, customer switching and disconnection-related scenarios.
  - Respondents also highlighted that in order to avoid confusion, additional detail is required to clearly illustrate the applying and lifting of the Customer Acquisition Ban, along with the parties involved.

CR065 – Impact Assessment Summary (Page 2)

Headlines:

- **Implementation:**
  - Implementation of CR065 will require one change to the Migration Framework Foundations document following Impact Assessment
    - Following IA, it was recommended that section 2.1 of the Migration Framework Foundations document was amended to be more explicit. This is in order to direct participants to the specific section of the BSC section C (Section 12.16.2) and to be more closely reflect the intent of P487. These changes have been made post IA.

- **Blue lining reflecting the changes made post IA to the CR065 redlining**
  - This document, together with those documents expressly identified in the References section and the Migration Timetable (together, the MHHS Migration Plan), constitutes the 'MHHS Migration Plan' for the purposes of Section C12.16.2 of the Balancing and Settlement Code. In accordance with SectionC12.16.2, each Supplier must comply with the MHHS Migration Plan, including all requirements, obligations and timetables set out in or incorporated into it. Failure to comply fully with the Migration Framework may result in a customer acquisition ban from the baselined date for M15 until a Supplier's portfolio has fully met the M15 Acceptance Criteria except where the SRO has issued an exemption.

CR065 – Impact Assessment Summary (Page 2)

Headlines:

- **Implementation:**
  - The Programme recognises responses from participants, however, will not be making changes to the following:
    - The BSC section C wording approved as part of Modification P487 is out of scope of CR065. CR065 looks to make changes to the Migration Framework to align to Mod P487. Any changes to the BSC section C wording would require participants to raise a modification.
    - Problematic MPANs are currently being progressed via the Exclusion and Remediation List. The Programme recognises that to date, Item 1 and Item 2 of the Exclusion list contain MPANs that are not functionally migratable until the implementation of CP1628 in the November Implementation. Should, for whatever reason, CP1628 not be implemented and these MPANs were to remain unmigratable, this would qualify as circumstances outside of a Supplier's control and would be legitimate grounds for an SRO exemption. All other remaining data cleanse activities accounted for within the Remediation List are BAU activities that are currently possible to cleanse. The SRO would not look to provide an exemption due to a supplier not completing their required data cleansing.
      - Ofgem withheld their decision on Modification P487 until the Migration Troublesome MPANs PPIR report was completed. It was agreed by Ofgem that these MPANs did not contribute material risk to a supplier completing migration by M15.
    - The Programme recognises that industry would benefit from additional detail to the choreography relating to the SRO exemption process and the Customer Acquisition Ban. This is being progressed via the programme separately from CR065 and will be shared with MWG and MCAG in due course.

Recommendation:

- Change Board recommended the SRO to approve the Change Request at PSG subject to clarifying implementation guidance and controls.
- Rationale: No respondents rejected the change request. Abstentions/no-impact responses were due to either limited/no direct impact or inability to assess specific change-freeze criteria. Implementing CR065 should strengthen Programme governance, reduce risk of unfair supplier/customer detriment, and support P487/M15 delivery with proportionate flexibility.

CR065 – Submitted Impact Assessments

Programme Parties	CR065 Recommendations			
	Agree	Disagree	Abstain	No Reply
Large Suppliers	2	0	0	3
Medium Suppliers	0	0	0	5
Small Suppliers	0	0	0	12
I&C	8	0	1	46
DNOs	2	0	0	4
iDNOs	0	0	0	20
Ind. Agents	0	0	0	16
Supplier Agents	0	0	0	6
S/W Providers	0	0	0	20
REC Code Manager	1	0	0	0
National Grid ESO	0	0	0	1
Consumer	0	0	0	1
Elexon (Helix)	0	0	0	1
Elexon (DIP Manager)	0	0	0	1
DCC	0	0	0	1
SRO / IM & LDP	0	0	0	1
IPA	0	0	0	1
Avanade	0	0	0	1
Totals	**13**	**0**	**1**	**140**

CR065 Impacts – Views on the Proposed Approach (Page 1)

Programme Parties	Range of respondents' views on benefits and concerns (related to the approach in CR065)
Large Suppliers	+ Supportive of CR065 as a transparent governance route to operationalise P487 and protect suppliers from circumstances outside their control. ▪ Raised concerns that acquisition bans could reduce competition and customer choice if exemptions are not applied effectively. ▪ One Large Supplier noted implementation will require internal monitoring and final checks against EES data, creating a marginal resource overhead.
Medium Suppliers	*Did not respond.*
Small Suppliers	*Did not respond.*
I&C	+ Supported the SRO exemption process as fair, proportionate and necessary to reduce regulatory/operational risk. ▪ Raised concerns focused on exemption criteria being too narrow, particularly for problematic MPANs, and the risk that acquisition bans could create customer detriment, deemed tariff exposure, contractual risk and reduced competition.
DNO	+ Generally supportive, with minor impact expected. ▪ Requested controls to ensure suppliers cannot blanket-request MPAN disconnections outside existing BSC processes.
iDNO	*Did not respond.*
Agents	*Did not respond.*
S/W Providers	*Did not respond.*

CR065 Impacts – Views on the Proposed Approach (Page 2)

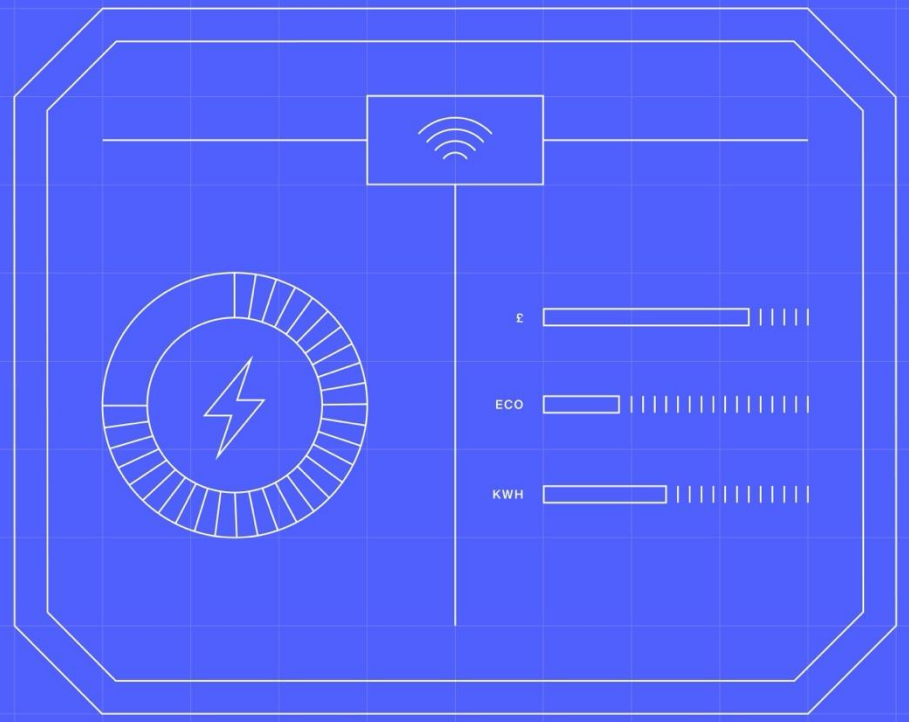
Programme Parties	Range of respondents' views on benefits and concerns (related to the approach in CR065)
REC Code Manager	+ Supported the proposed amendments and recognised that CR065 is needed to align the Migration Framework with P487. ▪ Raised detailed implementation clarifications: REC Code Manager role in applying/lifting acquisition bans, data challenge responsibilities, EES data references, MPID-level sanction instructions, supplier notification timings, dry-run activity, defined terms, and ensuring sanctions/exemptions are tied to the baselined M15 date or MHHS Migration Plan rather than suggesting migration can occur post-M15.
National Grid ESO	*Did not respond.*
Consumer	*Did not respond.*
Elexon	+ Supported the proposed amendments and recognised that CR065 is needed to align the Migration Framework with P487. ▪ Raised a recommendation to update the wording within section 2.1. This is in order to make the signposting to the BSC Section C wording more explicit and to more closely align to the content within section C12.16.2.
SRO / IM & LDP	*Did not respond.*
IPA	*Did not respond.*
Avanade	*Did not respond.*

Recommendation:

- Change Board recommends the SRO to approve the Change Request at PSG subject to clarifying implementation guidance and controls.
- Rationale: No respondents rejected the change request. Abstentions/no-impact responses were due to either limited/no direct impact or inability to assess specific change-freeze criteria. Implementing CR065 should strengthen Programme governance, reduce risk of unfair supplier/customer detriment, and support P487/M15 delivery with proportionate flexibility.

DECISION	SRO to approve CR065: Alignment of Migration Baseline Documents to Mod P487.

Programme Status Update



INFORMATION:
- Update on Programme Workstreams
- Critical Path
- RAID
- Outstanding (M11) Work-Off Items

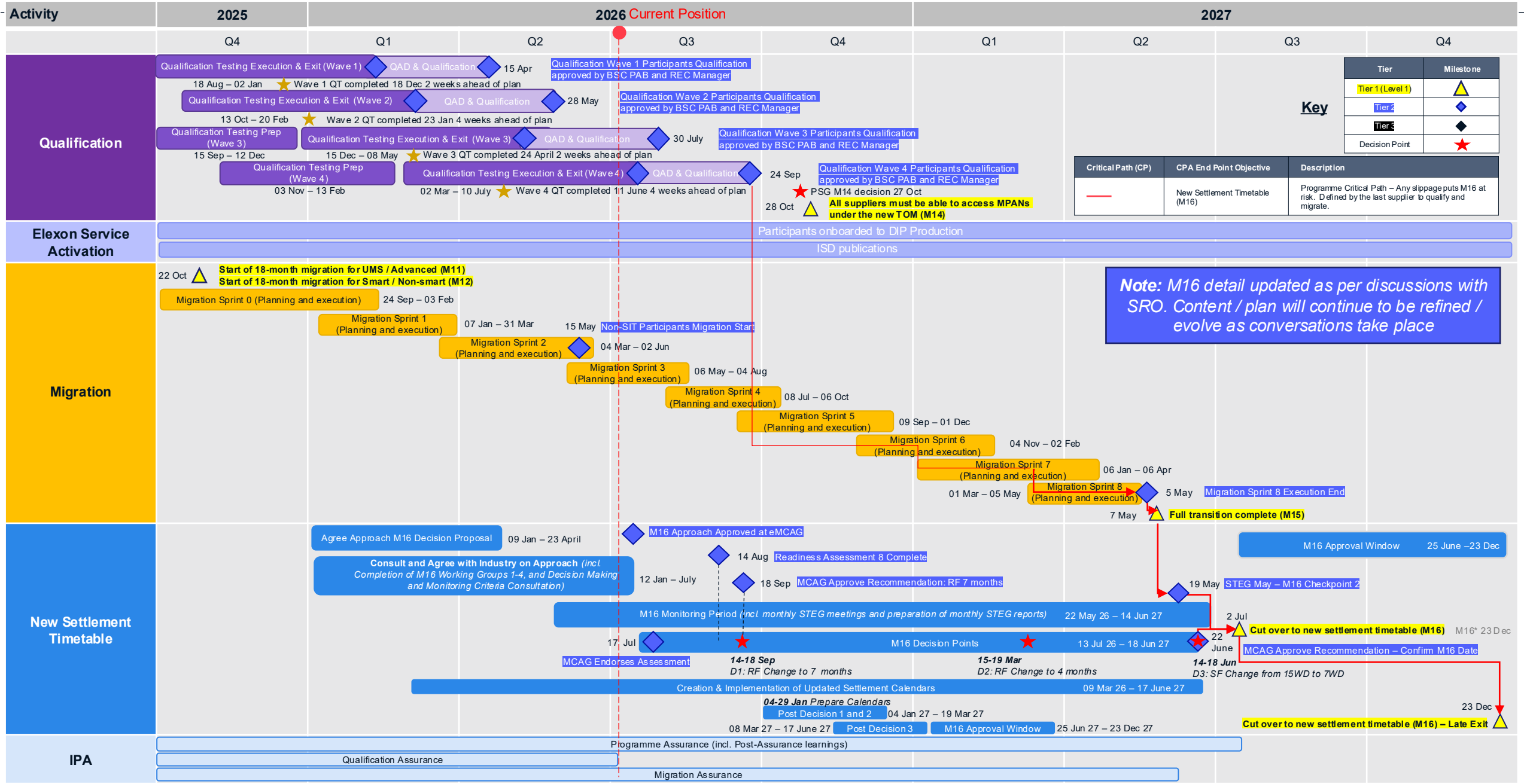
Programme (Lewis Hall)

10 mins

The POAP has been aligned to Programme Plan v6.52 and has been updated to include further detail. No activity dates have been changed.

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

Document Classification: Public



Programme Status by Workstream

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

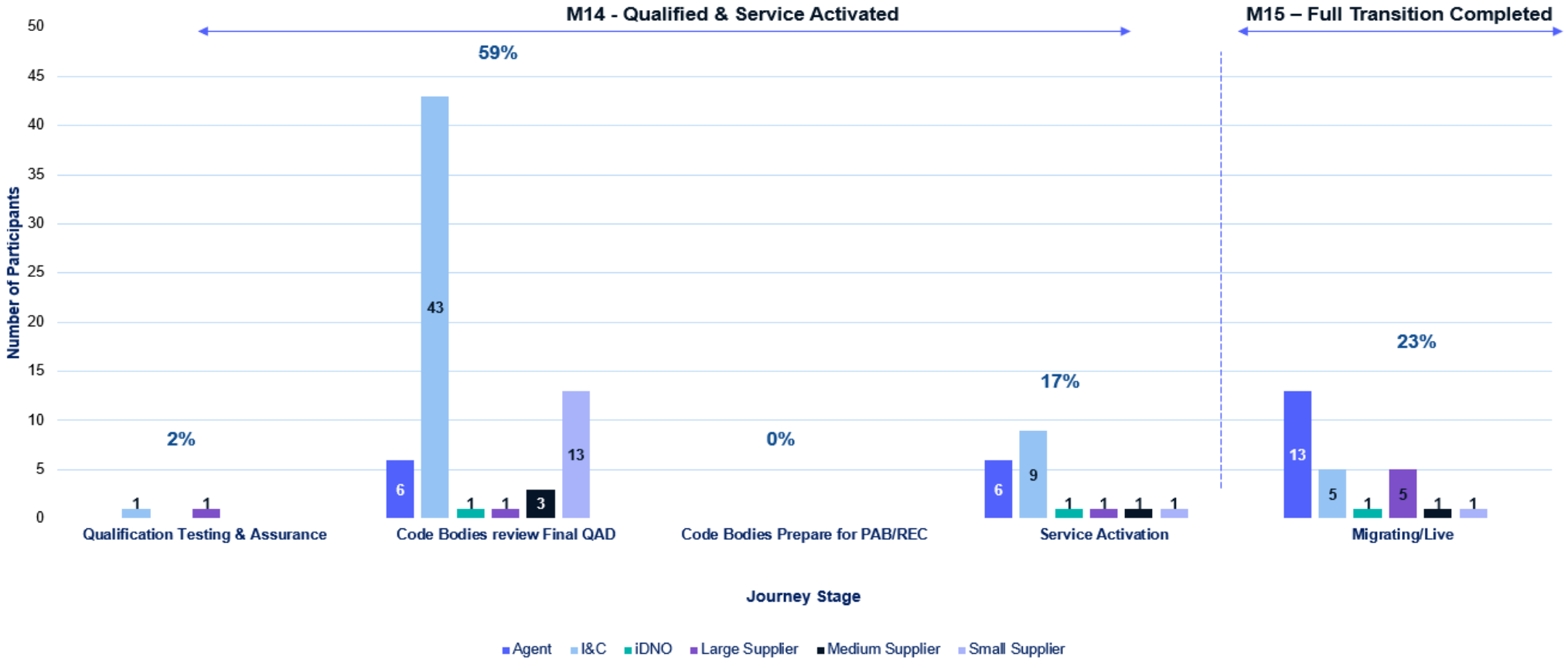
Workstream		Last month (June)	This month (Jul)	Next Month (Aug)	Commentary on status and path to green
Supplier & Agent Qualification	Qualification				• All W1 & 2 PPs have Qualified, Wave 3 and 4 PPs are being closely tracked through their respective Migration Pathways. • M14 remains on track with no central issues with Qualification affecting Suppliers' ability to hit M14. • A small number of PPs remain at risk of not qualifying by M14, but these are all being proactively supported by the Programme and Code Bodies to give them the best chance to hit M14.
	Qualification Testing				• Wave 4 test execution completed four weeks ahead of the QT window and test assurance nearing completion.
Migration	Readiness				• All non-SIT suppliers scheduled to begin migration have now commenced as planned
	Execution				• 12.2m migrations completed as of 19 June • Consistent delivery against Sprint 3 plan - 1.4% variance • Growing number of Non-SIT Suppliers starting migration, with positive progress • Exception volumes remain low • No LDSO, DCC, or DIP threshold breaches
M16					• Consultation complete for Settlement Calendar Change Decision criteria RF • STEG has approved updated Decision criteria following consultation – will now go to MCAG Approval • A number of concerns have been raised on behalf of CVA parties that may require further analysis

Programme Participants Journey Stages (M14 & M15)

Date 22nd June 26

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

- **2%** of total Participants are in **Qualification Testing & Assurance** steps (decreased by 12% since last PSG). Qualification Testing has now been completed, and the remaining Participants are completing assurance.
- **59%** of total Participants are in **Final QAD Review** (increase by 7% since last PSG)
- **17%** of total Participants are in **Service Activation** (increase by 13% since last PSG)
- **23%** of total Participants are **Migrating/Live** (grew by 1% since last PSG)



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Strategic Risk Themes affecting the Programme

Theme	Risk statements	Programme actions	RAID references	RAG / Trend
Central Party Capabilities to Support PP Volumes	• There is risk that Central Parties may not have the capabilities to support peaks in the volume of PPs going through the journey through Qualification to Migration Start, particularly at the end of Migration Pathway 8 and 12 or migration volumes • There is a risk that Service Management operation (not just ITSM, but assurance, market design, settlement etc.) cross-industry cannot support new PPs entering MHHS which is a key dependency for successful Migration	• Readiness Assessment 7 follow up results confirmed contingency action in place • Central Party monitoring via PP tracker • Ongoing Service Management reporting at TOG and SMF post-ELS – Confidence in Service Management robustness is dependent on completing ELS recommendations and observations from IPA review, which are in progress, therefore we retain this risk at Amber until they are resolved	**Milestone impacted:** M14/M15 **Linked Risk/Issue IDs:** R1215, R1175, R1251, R1220, R1221, R1160, i246	
PPs' ability to hit Programme Timescales	• There is a risk that Programme Participants may not have the ability to hit their timescales to Qualify and/or start migrations • There are a small number of participants being proactively monitored that are putting themselves at risk of not meeting M14 deadlines	• Monitoring and escalating PPs via PP tracker to their Migration Pathways with Qualification, DIP Manager, ISD and MCC teams. • Participants at risk are in escalation. We have seen improvements following proactive intervention from the Programme and Code Bodies, but risks remain	**Milestone impacted:** M14/M15 **Linked Risk/Issue IDs:** R1215, R1265, R1160, R1175	
Programme's ability to approve M14	• There is a risk that there are central issues that affect a Suppliers' ability to hit M14 that therefore require the Programme to consider its options in setting M14 or consider any exceptions to sanctions being applied	• M14 acceptance criteria and choreography approved, and criteria are now being tracked through QAG • Currently no central issues or significant risks with Qualification affecting Suppliers' ability to hit M14 • BSC Mod P514 in Report stage to resolve an issue in BSC Section C12.12.6 [I276]	**Milestone impacted:** M14 **Linked Risk/Issue IDs:** R1251, R1209, R1277, R1264, i276	
PPs' ability to complete Migration	• There is a risk that Programme Participants may not have the ability to execute and complete their Migrations before M15	• Proactive monitoring and escalation through MCC, and proactive dependency management. Suppliers Migrating to plan, RAG trend Green and stable • Identify & manage problematic MPANs – MCC awaiting end of June quarterly review response results • Exclusions List shared at every MWG; owners and target dates assigned; troublesome MPAN remediation plans in progress	**Milestone impacted:** M15 **Linked Risk/Issue IDs:** R828, R1202, R703, R1225	
M16 Strategic risks	• There is a risk that the timing and conditions required to support a successful M16 decision may not be achieved due to dependencies on M16 Decision Approach and Monitoring Criteria, Monitoring Period results, Migration progress and the stability of MHHS operations	• Proactive monitoring of RAID items by M16 Workstream and discussions through STEG. Assessing M16 RAID landscape following M16 Consultation Period • We have received feedback via STEG from suppliers on the potential link with supplier charges (R1281). Progress achieved on confirming Programme Position on these concerns for inclusion as part of Consultation response. Trending up Amber, which will be back to green once consultation response is published and the Proposed M16 Decision Making Criteria is approved by MCAG	**Milestone impacted:** M16 **Linked Risk/Issue IDs:** R1254, R1256, R1258, R1259, R1260, R1281	
Regulatory/external change	• There are several industry Code changes required to complete or de-risk migration and there is a risk that these are not implemented when needed	• Support from Programme in drafting CPs to feed into industry change, but Programme dependent on Code bodies progressing • Design Authority proactively chasing through Code Body bilaterals, Expert Group, Working Groups and responding to consultations • Migration workstream reporting change items as dependencies at MCAG • Trending Green improving based on the confirmed implementation date for CP1628, which is a key dependency on Migration. Overall RAG now Green given progress made on BSC Mod P514 – noting the dependency on I276	**Milestone impacted:** M15 **Linked Risk/Issue IDs:** R1252, R1226, i234 i217. i276	

High Scoring Open Issues

Key	
P	Previous
C	Current

Issue ID	Issue	Milestone impacted	Issue score (1 / 2 / 3 / 4 / 5)	Resolution Plan	Latest Updates
I276	An issue has been identified in BSC Section C12.12.6 where sanctions are defined to be lifted when Qualification is completed, but any affected Supplier will not be live in MHHS until the next ISD goes live	M14	C ← P	• 1) Progress BSC Modification to resolve sanction lifting misalignment under C12.12.6 • 2) Engage Elexon BSC Change Team, Ofgem and IPA to agree solution and ownership • 3) Update and refine modification proposal through governance feedback loops • 4) BSC Mod P514 to complete for August Implementation • 5) Consider measures to mitigate delays to service activating Suppliers with sanctions lifted	• Positive discussion held with Ofgem at QAG 20/05, which we will reflect in the modification proposal. BSC Mod out for Elexon Internal Impact Assessment in advance of Panel. Requesting meeting with Ofgem to discuss • Briefing scheduled to be held with IPA and Ofgem 28/05 to brief on content and next steps • IPA and Ofgem briefed on issue, continues to be monitored • BSC Mod proposed to Panel 11 June to go straight to Report Stage • BSC Mod P514 'Clarification of timings for lifting M14 sanctions for MHHS' raised to report phase and on target for August Implementation. BSC Panel requested measures are considered to mitigate delays to service activating Suppliers with sanctions lifted**. Issue reduced from 4 (high) to 3 (medium) on this basis**
I217	There is an issue that there are traditional meters installed on CT connections. The design does not currently support this, so those MPANs won't be able to be migrated unless changes are made to the design	M15	P C	• 1) Elexon to Implement BSC CP1628 in Nov'26 via existing governance arrangements • 2) MCC to Monitor residual Supplier remediation planning and Migration activity for all impacted MPANs prior to M15 (migration activity is dependent on the implementation of CP1628)	• Traditional meters installed on CT connections remain the standout item, creating the largest risk across the Exclusion and Remediation list. This is due to an increase in volume since the Data Cleanse Report, resolution being dependent on BSC CP1628 implementation, and the industry target resolution being later than expected. Supplier plans show ambition to attend sites and exchange meters where possible or proceed with migration; however, they remain dependent on BSC CP1628 implementation to resolve all MPANs • CP1628 has now received SVG approval, with implementation scheduled for 5 November. On this basis, the risk score has been reduced from High (4) to Medium (3). CP1628 remains a key dependency for M15 and will continue to be closely monitored through to implementation, as the November delivery date represents the latest viable point before programme impacts would materialise • **Issue to be re-assessed end of June once first quarterly progress reviews are in**
I234	Related MPANs with meters in the Advanced and Traditional or Smart Meter Groups - There is an issue that the current design doesn't support related MPANs which have different market segments. Until resolved these MPANs should not be migrated as they will result in appointment errors which will result in billing and settlement issues. A solution will need to be agreed with industry before these MPANs can be migrated	M15	P C	• 1) Elexon to Implement BSC CP1628 in Nov'26 via existing governance arrangements • 2) MCC to Monitor residual Supplier remediation planning and Migration activity for all impacted MPANs prior to M15 (migration activity is dependent on the implementation of CP1628) • 3) RECCo to issue guidance for reviewing relationships including with Smart Meters via I0275	• Related MPANs with different meter types remain a risk across the Exclusion and Remediation list. This is due to an increase in volume since the Data Cleanse Report (circa 14.5K), resolution being dependent on BSC CP1628 implementation, and the industry target resolution being later than expected. Supplier plans show ambition to attend sites and exchange meters where possible or proceed with migration; however, they remain dependent on BSC CP1628 implementation to resolve all MPANs. • CP1628 has now received SVG approval, with implementation scheduled for 5 November. On this basis, the risk score has been reduced from High (4) to Medium (3). CP1628 remains a key dependency for M15 and will continue to be closely monitored through to implementation, as the November delivery date represents the latest viable point before programme impacts would materialise • **Issue to be re-assessed end of June once first quarterly progress reviews are in**

Risk Assessment – M14

Risk ID	Risk	Mitigation Plan	Latest Updates	Previous Score	Current Score	Risk Status
R1251	There is a risk to Code Bodies and DIP Manager capacity to support the qualification of all PPs by M14, because there will be peaks of PPs qualifying at the end of Wave 3 (Migration Pathway 8) and the end of Wave 4 (Migration Pathway 12).	1) Monitor Code Body and DIP Manager capacity through Readiness Assessments (RA7/RA8) 2) Code Bodies encouraging PP use of earlier Migration Pathways 3) Engage DIP Manager on DIP CR021 to enable earlier onboarding of participants in high-volume pathways 4) Review risk score following RA outputs, DCAB decision, and confirmed implementation approach	• RA7 checkpoints positive; risk score reduced to 14 (probability reduced to 2, impact increased to 4). • DIP Manager investigating mechanism to enable earlier onboarding; DIP CR0021 raised and taken through consultation and DCAB decision. • DCR0021 approved 24 June for implementation 25 June. • MP8 reduced to 13 participants to ease capacity concerns. • MP12 reduced to 28 participants	16	14	Open
R1266	There is a risk that parties' internal consequential changes (e.g., billing, CRM, settlement validation processes) are not delivered on time or aligned with MHHS design assumptions.	1) Strengthen dependency mapping and participant planning controls. 2) Increase engagement with at-risk participants (amber/red delivery confidence). 3) Use escalation mechanisms (PSG, bilateral engagement, director-level escalation).	• Reinforced dependency mapping and increased engagement with amber/red participants; escalation mechanisms in place. • Risk monitored through QA&P governance, director-level bilaterals, and forecast vs actual tracking across Waves 2–4. • 10/06: IPA following up with participants on consequential change PPIR; continuing to monitor.	13	13	Open
R1216	There is a risk the DIP Manager team does not have the resource to onboard PPs to the DIP Production environment in time for PPs to meet their ISD entity M16 effective from dates	1) Progress DIP CR21 to enable earlier onboarding during peak migration periods. 2) Explore early onboarding options for high-volume pathways. 3) Review risk score following RA outputs, DCAB decision, and confirmed implementation approach	• PPIR responses provided onboarding visibility; RA7 checkpoint positive with probability reduced to 2 and impact increased to 4. • DIP CR0021 raised and published for consultation to enable earlier onboarding; programme provided positive response. • DCR0021 approved 24 June for implementation 25 June.	13	12	Open
R1265	There is a risk that Market Participants, particularly smaller Suppliers and Agents, do not fully understand or complete their Service Activation activities ahead of Qualification.	1) Provide clear and ongoing Service Activation guidance and communications to Market Participants (including targeted clarification via QWG and programme channels), ensuring requirements for parties, agents, and new entrants are clearly understood 2) Monitor participant readiness through trackers and readiness dashboards, with proactive engagement and escalation of delays or emerging issues as they arise across Waves 3 and 4 3) Enable earlier onboarding to the DIP production environment (via proposed CR) and embed onboarding process improvements through the Elexon PMP-led qualification approach to reduce lead times and support timely completion of Service Activation activities	• Clear guidance issued, deep-dive sessions held, and progress tracked via Readiness Dashboard with escalation where required. • Ownership transferred to Elexon PMP Team; process re-communicated at QWG with positive engagement (service desk tickets raised). • 04/06: Limited participants impacted; probability reduced from 3 to 2; clarification provided on MDD requirements; continued monitoring through Waves 3 and 4.	16	12	Open
R1270	There is a risk that delays in, or poor-quality submissions for Qualification Testing or QAD reviews, result in rework cycles, additional assurance checks, or failed test outcomes.	1) Maintain structured Qualification Testing and QAD engagement process. 2) Provide escalation routes for poor-quality submissions. 3) Ensure resourcing aligns with Waves 2–4 demand.	• Structured QT/QAD engagement and escalation routes in place; resourcing aligned to Waves 2–4 demand. • Risk accepted (no contingency required); monitored via RAD log; Wave 3 QT complete and Wave 4 nearing completion. • 10/06: Risk remains open; QT TCR risk reducing; focus on QAD reviews for Waves 3 and 4.	12	12	Open
R1059	There is a risk that unplanned and planned outages from DIP in UIT impacts Participants QT testing progress as PPs are not able to test whilst DIP is down.	1) Monitor DIP availability and outages during QT execution phase. 2) Maintain defect tracking and incident resolution processes. 3) Apply lessons learned from SIT/UIT outages to improve resilience. 4) Continue monitoring until QT/UAT environments are fully closed or stable.	• Ongoing monitoring of DIP availability; P1 defect resolved with lessons learned incorporated. • Probability reduced following root cause identification; impact reduced from 4 to 2 as risk will not prevent M14. • 10/06: Risk remains until all M14 participants have completed QT; continuing to monitor.	13	9	Open
R502	There is risk of Software Provider failure throughout the programme	1) Continue monitoring Software Provider performance and programme impacts.	• Risk monitored continuously with no change in mitigation approach. • No material programme or performance issues identified. • 21/05: Risk monitored; no material change reported.	9	9	Open
R1215	There is a risk that Qualification participants (particularly Wave 4) will not be able to complete QT in time to go through the E2E journey to Qualification for M14	1) Communicate accelerated QT timelines to participants. 2) Escalation process for at-risk participants. 3) PPIR collection and analysis. 4) Ongoing monitoring and intervention for delayed participants.	• PPIR analysis and escalation improved confidence; probability reduced to 2 and impact reduced to 2. • QT progress across Waves 3 and 4 has been positive with continued governance and monitoring. • 15/06: Wave 4 complete; monitoring M14 Suppliers in Enduring Qualification.	7	7	Open

Risk Assessment – M15

M15 Umbrella	Risk ID	Risk	Mitigation Plan	Latest Updates	Previous Score	Current Score	Risk Status
MHHS TOM Performance	R1250	The DIP Assurance regime [https://www.elexon.co.uk/data-integration-platform/assurance/] defines a process to follow to email non-compliant DIP Users, but there are no escalations, incentives, sanctions or performance board to answer to. This raises the risk that DIP Users continue to remain non-compliant with a consequential impact on DIP performance	Referenced in IPA MHHS TOM Service Arrangements and Operations Review as both a tactical (Ref 3.1 – high priority) and strategic (Ref 2.2) observation with associated recommendations: - Updates will be tracked against IPA recommendations. Referenced as ELS Exit Recommendation 3 to be addressed : - Updates will be tracked in TOG against ELS Exit recommendations Latest Mitigation Plan: 1) DIP Manager Team to provide further detail within the overall assurance process 2) DIP Manager Team to provide updates on process / review with IPA and MHHS Programme following June PSG 3) DIP Manager Team alignment with Elexon BSc Assurance fortnightly on overall process implementation and refinement	• Escalation routes, risk operating model and DIP Manager processes developed, but gaps remain in timelines, governance ownership and consequences/sanctions clarity; IPA and ELS exit recommendations tracking ongoing. • DIP Manager confirmed removal of DIP access as a sanction, but lack of defined escalation criteria and intermediate actions remains an issue; ongoing assurance alignment sessions (DIP, REC, BSC). • 11/06: TOG-93 and PSG actions progressing; additional documentation being developed by DIP Manager to address gaps for IPA and Programme by end of June.	21	21	Open
Migration Execution	R1275	There is a risk that some participants Migration Plans show planned volume up to the last week of the migration window, which means that there is little or no time available to manage exceptions before M15.	1) Programme to socialise risk via MWG for discussion to develop potential mitigation. Following working group, the programme will assess industry discussion and begin to develop mitigation plan. Once mitigation plan is drafted, the programme will report this back to the working group for consideration of implementing the proposed mitigating actions 2) Supplier Migration Plans need to recognise this and demonstrate consideration of this risk and manage the risk accordingly.	• Risk raised at MWG with proposal for a pre-M15 exception-only window to manage late migration risks. • Migration team developing guidance for suppliers to address concentration risk in plans. • 15/06: Guidance in development to be socialised at future MWG.	16	16	Open
MHHS TOM Performance	R1269	There is a risk that participant capability varies significantly across the industry, particularly as issue volumes increase during peak migration periods. Some participants may misunderstand processes, misroute incidents, or be overly reliant on Code Bodies for operational support.	1) Ensure contingency measures are in place 2) There are flexible resourcing models set out for operational teams and preparation should be made to trigger these early before back-logs build up. 3) Additional measures such as extending contractor resource should be considered	• Risk relates to varying participant capability and reliance on Code Bodies, particularly during peak migration. • Mitigations include contingency, flexible resourcing and contractor support; no change in position. • 29/05: No further update; continuing to monitor.	15	15	Open
Migration Execution	R1202	There is a risk that delays in closing out the items recorded on the "Migration Exclusions List" , by the relevant owners and in line with the defined remedial actions dates will extend the migration timeline and potentially have an adverse impact on achieving the M15 milestone.	1) Monitor Supplier progress in resolving Migration Exclusions List MPANs through regular reporting cycles, including review of remaining volumes and forecast completion dates, to ensure sufficient progress towards M15 is maintained. 2) Track delivery of approved industry changes required to support closure of exclusion categories and assess any impacts from changes not due for implementation until November. 3) Analyse Supplier forecasts, PPIR outputs and emerging trends in “troublesome MPAN” volumes, escalating material delays or systemic issues through governance forums to agree mitigating actions and protect migration timelines.	• Industry changes raised/approved; some not implemented until November; supplier progress tracking and PPIR analysis ongoing. • Forecast shows remaining MPANs extending into 2027; progress limited to date, linked to challenges (e.g. Traditional CT meters). • 17/06: Initial updates underway; limited progression observed, expected to improve post CP1628 implementation.	12	15	Open
MHHS TOM Performance	R1154	There is a risk that Elexon may not have a robust enough Triage team in both capacity and capability when wave 1-4 PPs start migrating.	1) Ongoing review of triage capacity and capability, supported by Service Management enhancements (incident, problem management and continuous improvement) to ensure adequate support as Wave 1–4 migration volumes increase 2) Active monitoring and use of operational data (incident volumes, resolution times, throughput and migration performance) to identify emerging constraints, assess control effectiveness, and inform risk reassessment through the migration period 3) Delivery of ELS Exit Recommendation 7 actions and incorporation of IPA feedback (once received), including any additional measures required to strengthen triage arrangements.	• Concerns remain around triage capacity and SME capability, with reliance on Programme support and ongoing CI/process improvements. • Migration activity (non-SIT suppliers) now started; key risk period under review, with reassessment planned post Sprint 3. • 29/05: Risk expected to materialise during migration period; monitoring over next 8 weeks and awaiting IPA feedback.	15	15	Open
MHHS TOM Performance	R1220	There is a risk that the Service Delivery function, including Service Management, Performance Assurance, Market Design, OSMs, is unable to scale or operate at sufficient maturity to manage the increased volume and complexity of issues during peak migration periods impacting achievement of M15	1) Elexon to ensure resourcing in place to support additional participants as they begin migration and ensure knowledge base is kept up to date through early weeks of migration and applying any lessons learnt. 2) Monitor and review risk during peak periods (E.g., Sprint 3) in case it materialises	• Risk linked to ELS recommendations and Service Management maturity; resourcing and process improvements under review. • Migration activity has begun, representing peak period where risk may materialise; monitoring aligned to Sprint 3. • 29/05: Continuing to monitor through migration; re-review planned post Sprint 3 (04/08).	11	15	Open

Risk Assessment – M16

Risk ID	Risk Description	Mitigation	Previous Score	Current Score	Risk Status
R1260	The NESO Manifest Error Process managed via BSCP014 has a timeline of 10 days for completion or 2 days before IR run. The M16 workstream will reduce IR timescales from 16 to 8 days. This means the current ME timescales are incompatible with the post M16 settlement timetable timescales.	1) Participant to raise change/issue to align BSCP014 Manifest Error timelines with MHHS settlement timetable. 2) Elexon change team to progress issue or modification in line with existing governance arrangements for implementation prior to M16.	11	11	Score to be re-assessed following M16 consultation period
R1254	There is a risk that when considering consultation responses to the pre M16 decision points being discussed by the Settlement Timetable Expert Group (STEG), that any objections raised by participants are not evidence based and don't clearly demonstrate appropriate rationale for the defined decision criteria (agreed via STEG) being not achieved or breached.	1) The publication of the consultation response and subsequent approval of the Proposed M16 Decision Making Criteria by MCAG act as mitigation for this risk.	15	9	Score to be re-assessed following M16 consultation period
R1237	There is a risk that there is not an agreed framework in place to support implementation and decision making for M16	1) The publication of the consultation response and subsequent approval of the Proposed M16 Decision Making Criteria by MCAG act as mitigation for this risk.	13	9	Score to be re-assessed following M16 consultation period
R1242	There is a risk that the M16 approach using the Transition design cant be agreed with Industry via STEG with enough time to successfully action the agreed approach and monitor the agreed data points ahead of Decision Point 1 in Oct '26	1) The publication of the consultation response and subsequent approval of the Proposed M16 Decision Making Criteria by MCAG act as mitigation for this risk.	13	9	Score to be re-assessed following M16 consultation period

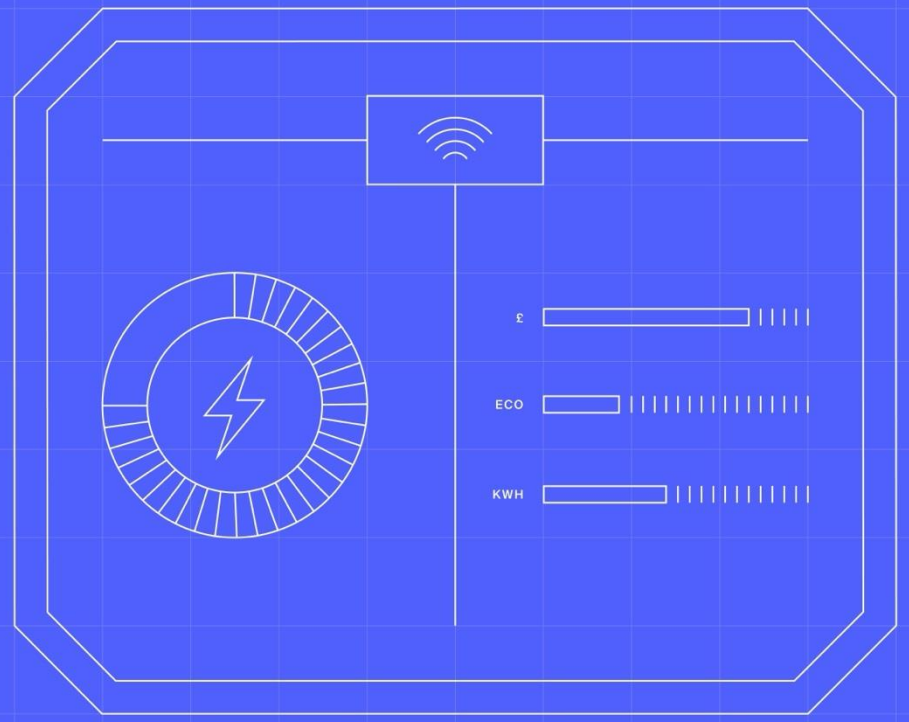
- No ***Critical*** or ***High*** Risks within RAID log
- All ***Medium*** Risks shown in table

- **Note:** All M16 risks to be re-assessed following M16 Consultation Period
- Note: 8 additional **Low** risks exist but not shown in table

M11 Work-Off Plan

#	Work item	Due date	Owner
1	Delivery of deferred P Flows (P0275, P0276 and P0277)	30-Nov-25 [Completed 19-Feb-26]	Elexon
2	Decision provided on migration incentives (Mod P487)	Q1 2026 [Completed 11-May-26]	Ofgem
3	Outstanding SAT testing for M16 transition	30-Jun-26	Elexon
4	Outstanding Helix SIT-Ops PIT work-off plan items	26-Nov-25	Elexon
5	Elexon undertake a full post incident review of ISD v14 and v15 issues	03-Dec-25	Elexon
6	Programme to convene IRG to consider all of the issues associated with the publication of ISD v14 & v15	03-Dec-25	Programme
7	ISD v15 (emergency release) is published, validated and successfully loaded by relevant industry participants	21-Oct-25	Elexon M11-ready PPs
8	All Elexon ‘readiness and stability’ resolution activities (per slide 70 in appendix) are completed as agreed	03-Dec-25	Elexon
9	Obtain final M11 readiness declarations from outstanding parties	22-Oct-25	Programme M11-ready PPs
10	Major incident related to ISD has been closed	22-Oct-25	Elexon

Migration Update



INFORMATION: Update on Migration Progress

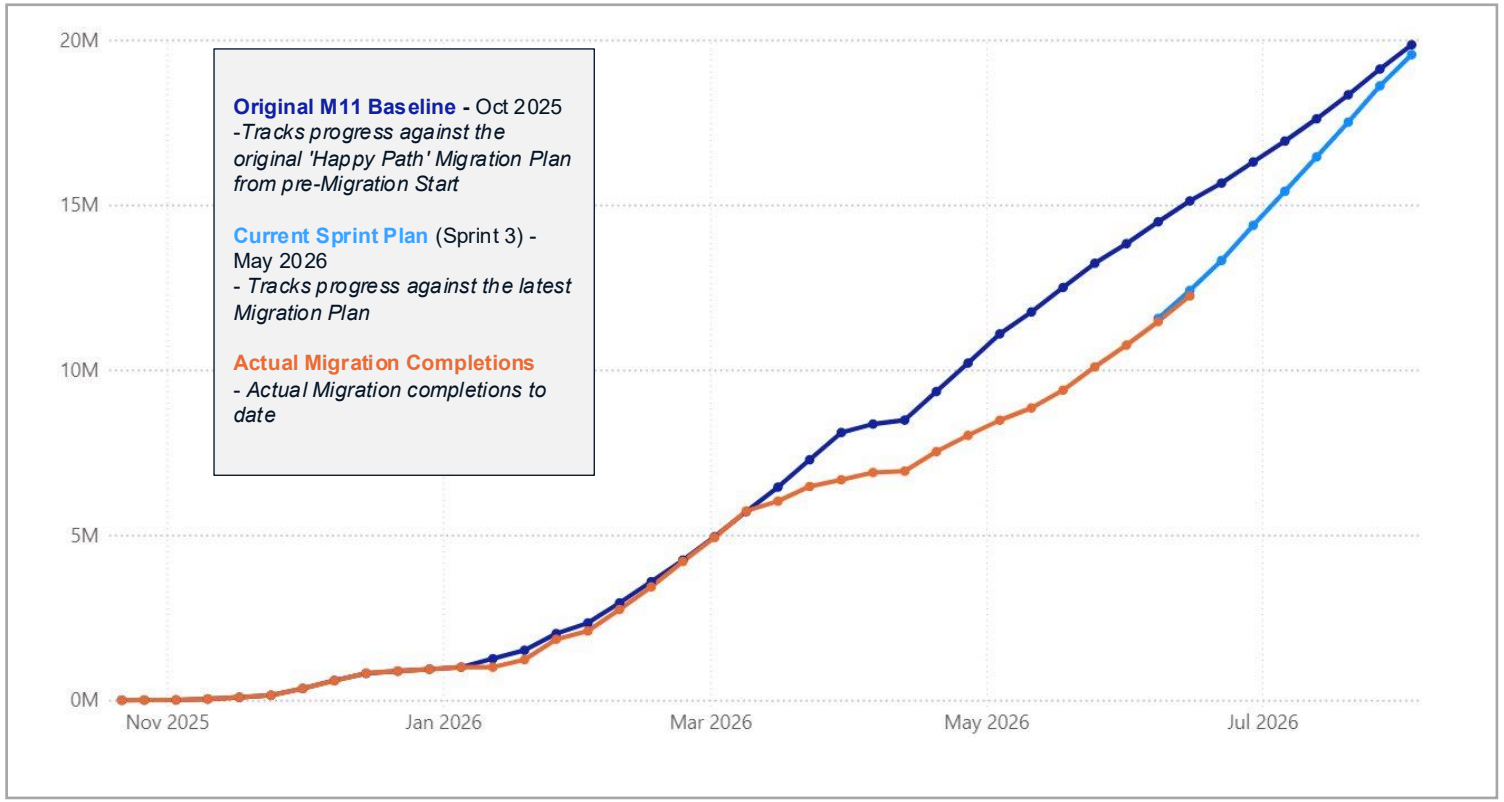
Programme (Warren Fulton)

10 mins

Migration Execution

Data as of 19 June 2026

1. 12.2m migrations complete as of 19 June 2026
2. Sprint 3 underway (since 3 June) – high-volume sprint targeting 8.9m MPANs, including recovery from Sprints 1 & 2
3. ~80% of MPANs forecast migrated by M14 (Oct 2026)
4. Majority of Suppliers on / ahead of plan and within framework tolerances
5. At-risk Suppliers actively working with MCC on recovery plans
6. 6 Non-SIT Suppliers have started migration, with 4 more due in Sprint 3. Overall experience has been positive, with some localised issues now being resolved via recovery plans
7. Exception volumes remain low overall, with a recent uptick driven by isolated Supplier system issues, currently being resolved.
8. No LDSO, DCC, or DIP threshold breaches
9. Migration exclusion / remediation MPANs reduced by 65% (258k to 95k)



Progress against Plan(s) as of 19 June 2026

	Planned Migrations	Actuals to Plan - % Delta
Actual migration completions	12,241,619	*n/a*
Current Sprint Plan (Sprint 3) - May 2026	12,423,914	*- 1.47%*
Original M11 Baseline – Oct 2025	15,427,577	*- 18.90%*

Available Capacity to M15

Total MPANs Migrated (as of 19/06/26)	Total MPANs in Legacy (as of 19/06/26)	Total Available Capacity (between 19/06/26-07/05/27)
12,241,619	21,603,603	58,520,000

Core Migration Dependencies (1)

ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D359	Supplier Migration performance	There is a dependency on Suppliers adhering to the Migration Framework and Migration Plan	G	G	G	Migrating Suppliers are compliant with the Migration Framework and Plan. Some Non-SIT suppliers had experienced localised issues which caused them to reduce migrations. The applicable Suppliers are in the process of agreeing recovery plans with MCC. Non-SIT Suppliers are still in Ramp up phase and in discussions to agree recovery plans, so this is not currently considered a material risk to completing their migrations prior to M15.
D419	Suppliers resolving problematic MPANs	There is a dependency on Suppliers to proactively identify, assess and resolve potential problem MPANs before M15 (noting D418 on Code Bodies)	G	G	G	There are no known issues affecting Sprint 3 progress. The findings from the Exclusion and Remediation list item Progress Reviews are showing a marked improvement with total volumes reducing by 65%
D220	Supplier and Agent qualification	There is a dependency on Suppliers and Agents to complete Qualification in alignment with their planned migration start dates.	G	G	G	There are no known Supplier or Agent Qualification issues materially affecting the planned migration start dates.
D340	Qualification Testing performance	There is a dependency on Elexon's Qualification Testing capability for Participants to qualify in line with their planned Migration Start date	G	G	G	There are no known Qualification Testing performance issues affecting planned migration start dates.
D361	Agent dependencies	There is a dependency on Suppliers managing their agent dependencies to meet the agreed Migration Schedule	G	G	G	There are no known Agent Qualification issues affecting Supplier planned migration start dates.
D341	BSC Qualification Governance performance	There is a dependency on the BSC PAB governance process for Participants to qualify in line with their planned Migration Start date	G	G	G	There are no known BSC Qualification Governance performance issues affecting planned migration start dates.
D415	REC Qualification Governance performance	There is a dependency on the REC Code Manager governance process for Participants to qualify in line with their planned Migration Start date	G	G	G	There are no known REC Qualification Testing performance issues affecting planned migration start dates.

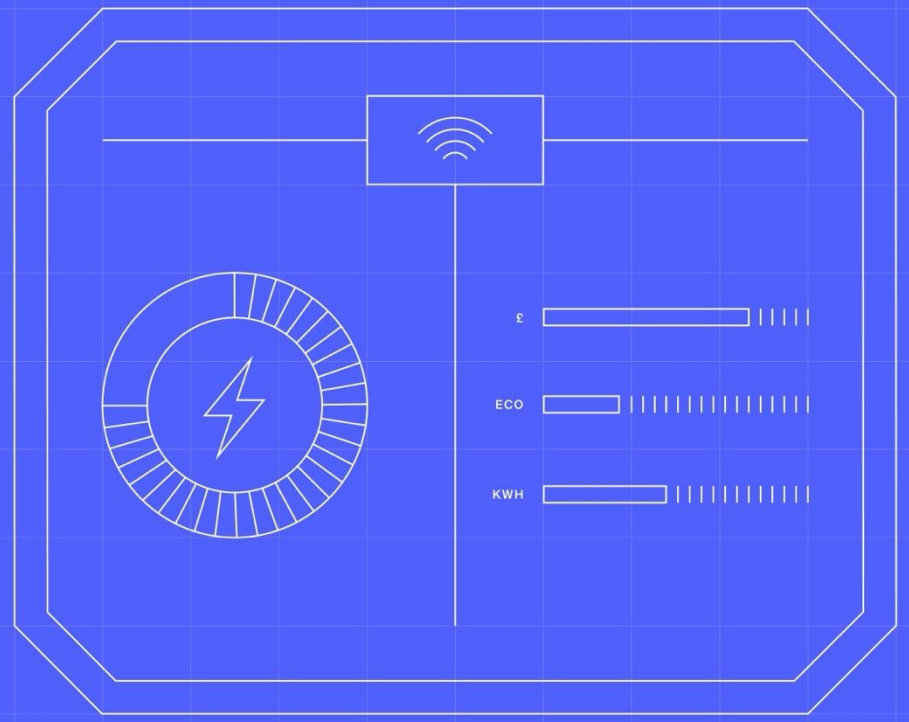
Core Migration Dependencies (2)

ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D221	Service Activation performance	There is a dependency on Elexon's Service Activation capability for Participants to start migration in line with their planned Migration Start	G	G	G	There are no known issues affecting Migration.
D342	DIP Onboarding performance	There is a dependency on Elexon's DIP onboarding capability for Participants to start migration in line with their planned Migration Start	G	G	G	There are no known issues affecting Migration.
D417	Service Management performance	There is a dependency on Elexon Service Management adhering to SLAs for Participants to migration in line with their baselined Migration plans	G	G	G	There are no known issues affecting Migration.
D416	DIP migration performance	There is a dependency on Elexon DIP performance adhering to requirements and SLAs for Participants to migration in line with their baselined Migration plans	G	G	G	There are no known issues affecting Migration.
D343	Settlement performance	There is a dependency on the new MHHS settlement processes working as expected and not causing any reason for Migrations to be stopped	G	G	G	There are no known issues affecting Migration.
D373	LDSO migration performance	There is a dependency on LDSO's performing as per the agreed Migration Thresholds for Participants to migration in line with their baselined Migration plans	G	G	G	We are observing sporadic LDSO issues; however, LDSOs are proactively informing the MCC and taking steps to resolve them. These appear to be isolated rather than widespread, and at this stage we do not consider an Amber rating to be necessary.

Core Migration Dependencies (3)

ID	Title	Description	Previous RAG	Current RAG	Forecast RAG	Commentary
D369	DCC migration performance	There is a dependency on DCC performing as per the agreed Migration Thresholds for Participants to migration in line with their baselined Migration plans	G	G	A	RAG updated to reflect the Amber RAG status reported at TOG 19/6 due to issues with DSP outbound connectivity to CSS failing which impacted ~94k CSS07000 messages. Service has been restored. 19.7k messages have been resubmitted as of 12/06/2026. One Supplier reported not being able to obtain meter reads but this has resolved since receiving PUB35. Majority of Suppliers have not reported this as impacting migration activity.
D352	Industry change – Preventing Migration	There is a dependency on Code Bodies to ensure that industry change does not impede Participants from fulfilling their MHHS obligations and/or delay migration	G	G	G	The Programme is monitoring CP1632 progress as some Suppliers have flagged that implementation timelines may affect when they will migrate parts of their portfolio. The Programme's position is that this issue does not block MPAN migrations, though some suppliers may defer until the change is implemented. November delivery still allows enough time to complete migration before M15.
D418	Industry change – Enabling Migration	There is a dependency on Code Bodies to implement changes to allow Suppliers to migrate MPANs on the Migration Exclusion list. (Noting the volume of affected MPANs is relatively low)	G	G	G	The Programme continues to monitor the progress of CP1628 which is currently expected to be implemented in November 2026. November '26 is the latest viable implementation date for this change that will still enable Suppliers the required time to complete migrations for the impacted sites in sufficient time to meet the M15 milestone.

Qualification Update



INFORMATION: Update on Qualification Progress

Code Bodies (David Moss)

5 mins

PSG – Monthly Qualification Update

Overall Status / Progress

Overall Qualification:

- Overall Qualification on-track with focus on Wave 3 and 4 Final QAD submissions and approvals.
- Escalation process in place and being utilised to identify at risk participants and support a return to green.
- Code Bodies working with existing participants without a route to Qualification to manage them through Market Exit ahead of M14.
- There are a small number of Suppliers in the Enduring Qualification process and outside the Wave process than need to Qualify for M14. These are being proactively supported through the Enduring process to manage risks to the Suppliers' unique timelines.

SIT Qualification:

- Pathway 6 – Final participant on-track for PAB qualification on 30/07/26.

Non-SIT Supplier & Agent Test Execution:

✓ Wave 4 – QT execution complete.

- Wave 4 – 14 of 16 participants have completed QT assurance.

Qualification:

✓ Wave 1 – MHHS Qualification complete.

✓ Wave 2 – MHHS Qualification complete.

On-going engagement with participants to ensure QAD submissions are received, reviewed, and approved:

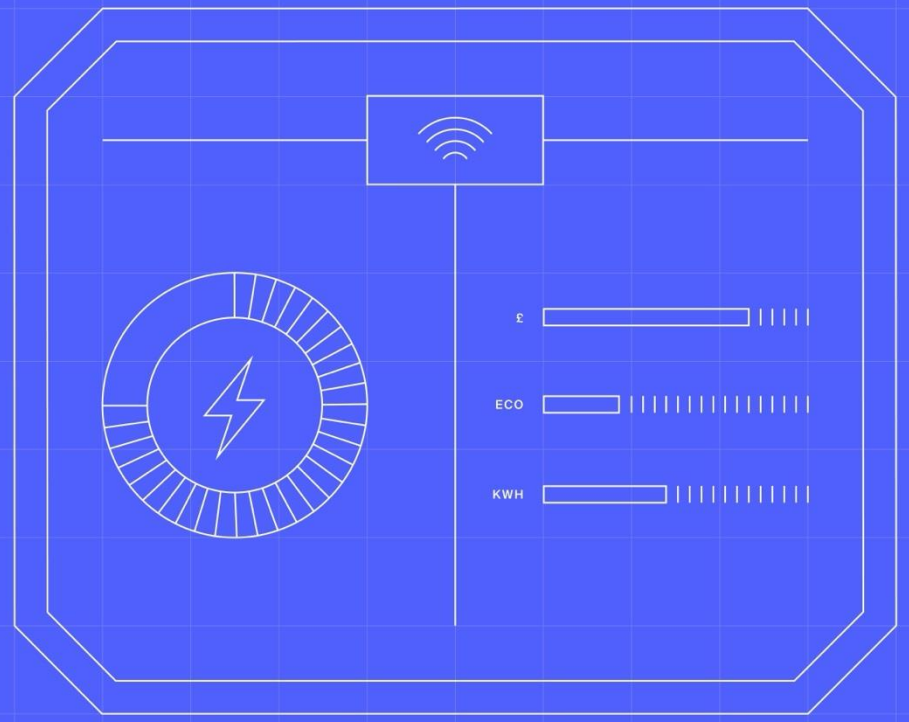
- Wave 3 – 30 of 31 Final QADs received and 20 approved. Final Wave 3 PAB on 30/07/26.
- Wave 4 – 42 of 43 Initial QADs received and 20 approved. 7 Final QADs received and 3 approved. Final Wave 4 PAB on 24/09/26.
- Enduring – PQS submissions in progress within defined timescales.

Key upcoming milestones (Wave Qualification not Enduring)

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

Qualification Cohort	Key Concern or Risk	Mitigation or Resolution	RAG
Non-SIT Suppliers & Agents	**Non-SIT participant does not meet wave requirements which delays its Qualification timelines**	Although some participants need additional support in their QAD submissions, more than 80% are on time (or within tolerance) and on-quality.	G
Non-SIT Suppliers & Agent	**There is a risk to Code Bodies capacity to support Qualification of all PPs by M14 if PPs continue to move from earlier waves into Wave 4.**	Continuing to monitor capacity and resourcing throughout waves to ensure they can be supported. Work with participants to support maintaining their assigned wave. QAG on 17/12/26 formally closed transitional arrangements for MHHS Qualification, effectively 'capping' the total number of participants qualifying via Waves. Number Roles qualifying in Wave 4 remains stable at c.43 with no new movements of Participants into Wave 4.	G

M16 Update



INFORMATION: Update on M16 Progress

Programme (Ian Smith)

5 mins

MCAG Update

1. Initial Consultation Document was issued on the 29th April and closed on the 26th May

2. Webinar 1 was held on the 29th April:
   - Over 150 Attendees present/11 Questions raised

3. M16 Settlement Timetable FAQs were produced on the 5th May and updated throughout the drop-in sessions:
   - See Consultation Log doc

4. First drop-in Q&A session was held on the 6th May:
   - Over 70 Attendees present/ 2 Questions raised

5. Second drop-in Q&A session was held on 13th May:
   - Over 50 Attendees present/ 4 Questions raised

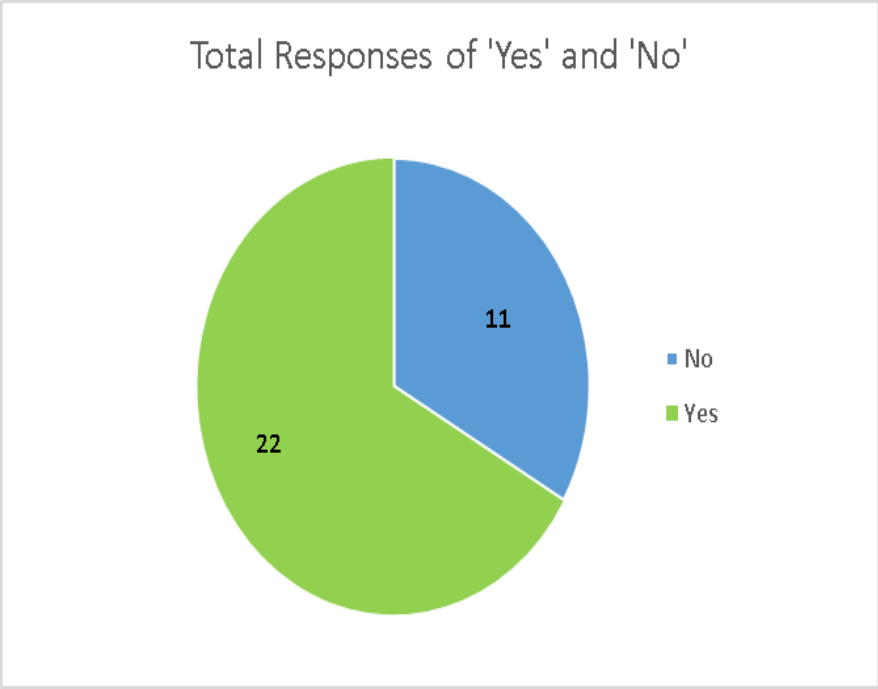
6. Third drop-in Q&A session was held on 20th May:
   - Over 50 Attendees present/ 10 Questions raised

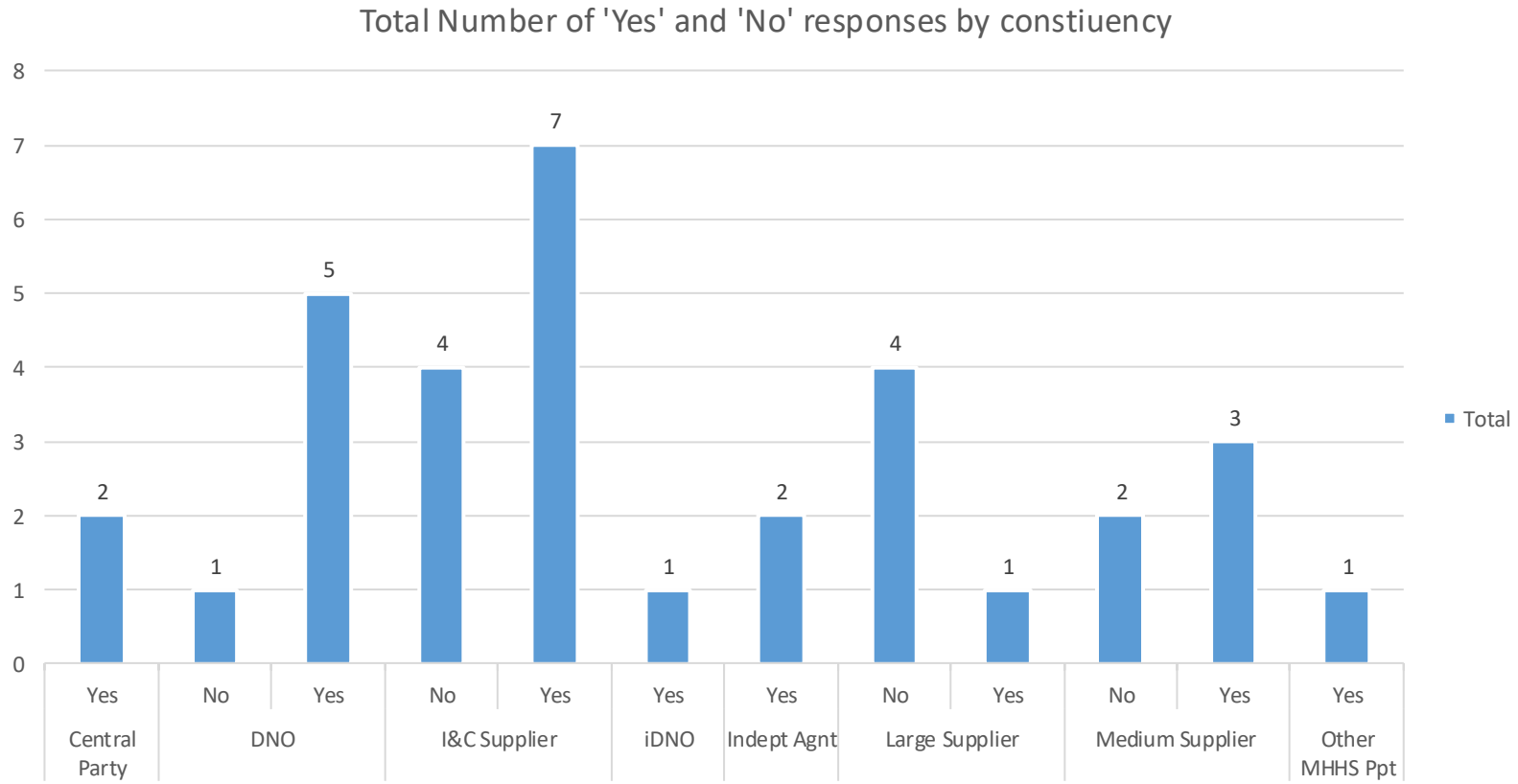
7. STEG meeting held on 10/06/26 (see next slides):
   - Overview of the RF consultation responses
   - Consultation themes presented with initial Programme views
   - Updated SVA & CVA Settlement Delta volume presented with Q1 '25 data; deltas still within tolerance

M16 Settlement Timetable Consultation: Outcome on Reduction of RF to Seven Months

The first chart shows the breakdown of ‘Yes’ and ‘No’ for the first question: "Do you agree that the reduction in RF to 7 months should be applied to the Settlement Timetable from the Settlement Date of 1 October 2026 onwards....”

The second graph shows the breakdown of ‘Yes’ and ‘No’ per constituency for the first question.



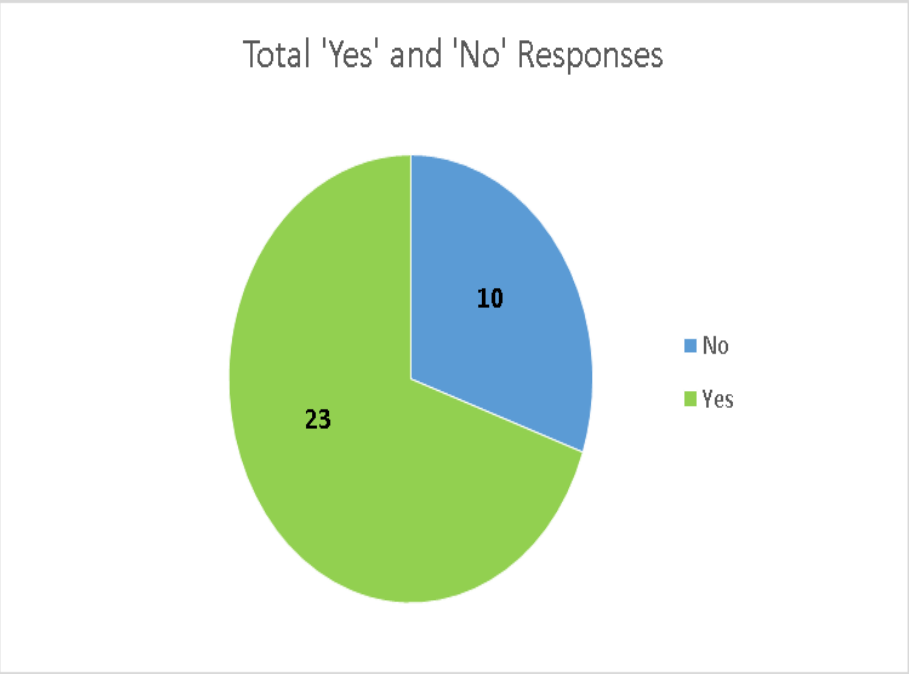


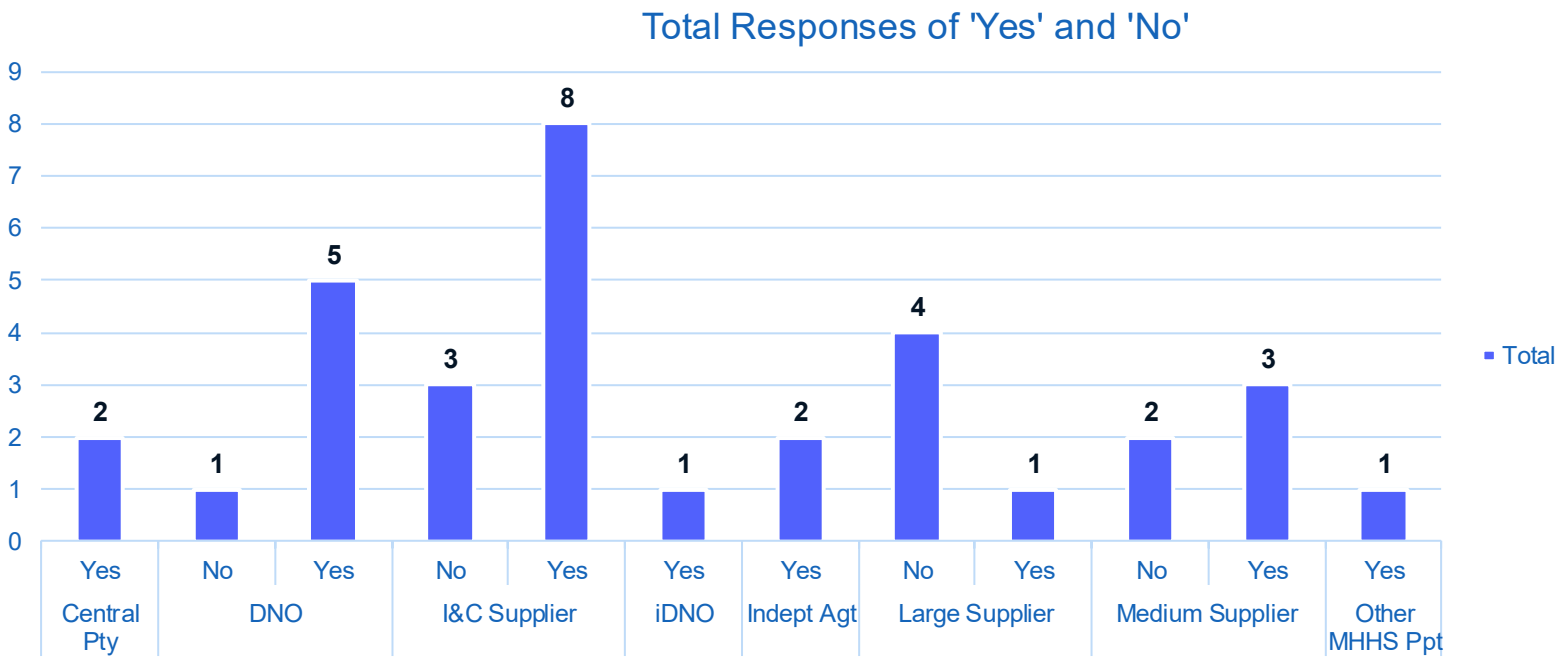
Note that some responses covered more than one constituency but to avoid double-counting discretion has been used to count in only one of those constituencies

M16 Settlement Timetable Consultation: Outcome on Reduction of RF to Four Months

The first chart shows the breakdown of ‘Yes’ and ‘No’ for the second question: "Do you agree that the reduction in RF to 4 months should be applied to the Settlement Timetable from the Settlement Date of 1 April 2027 onwards...“

The second graph show the breakdown of ‘Yes’ and ‘No’ per constituency for the second question.

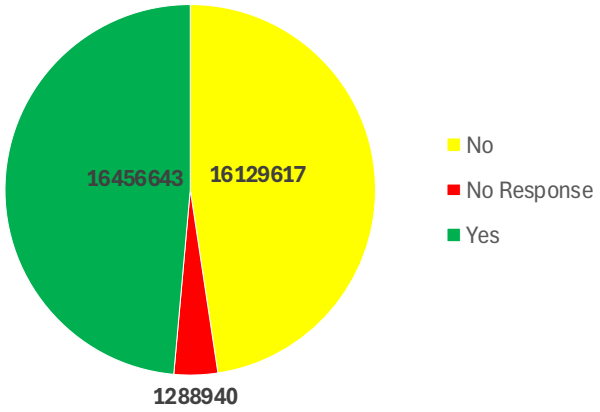




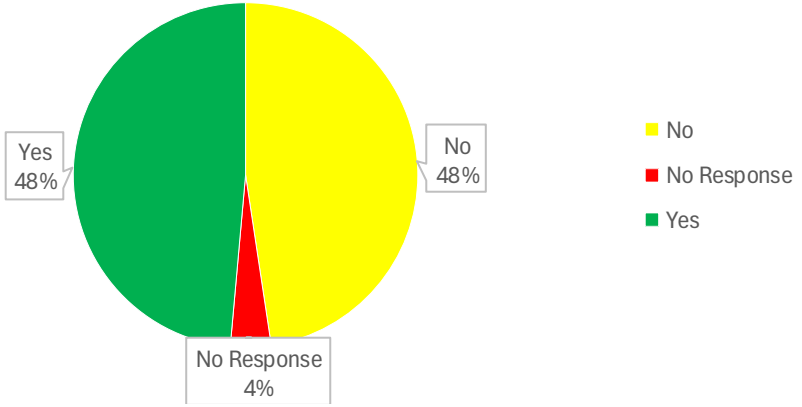
Note that some responses covered more than one constituency but to avoid double-counting discretion has been used to count in only one of those constituencies

Responses by Total Number of MPANs per Supplier Response

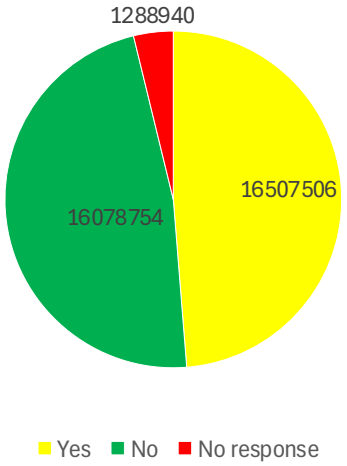
Reduction to 7 months responses represented by number of MPANs



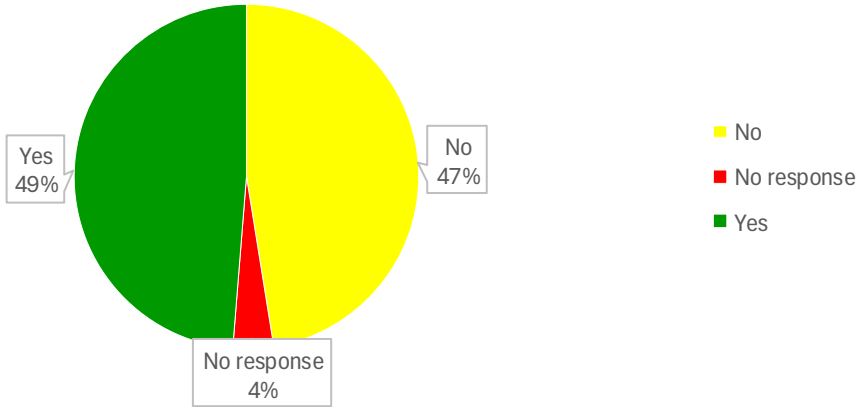
Reduction to 7 months responses represented by total number of MPANs percentages



Reduction to 4 month responses represented by total number of MPANs



Reduction to 4 months responses represented by total number of MPANs percentages



M16 Settlement Timetable Consultation – Key Themes on not Agreeing to RF Reduction to 7 Months

'No' to RF at 7 months from October 26 themes:

- PAF and Supplier Charges impact is a potential significant increase:
  - Need further modelling, as third party modelling outcome not known
  - Will drive increase in Trading Disputes
  - Need change to PAF performance thresholds (100% Performance metric)
  - Need to look at Supplier Charges calculation

- Timing of decision and implementation from October 2026:
  - Some support in principle but change to later implementation date, e.g. Apr. '27, M15/M16 or % MPAN migrated trigger
  - PPs still migrating are impacted more and market unstable as still transitioning

- Settlement Monitoring:
  - Use of % v absolute Volume differences
  - Model individual supplier impacts and distributional impacts, import/export
  - Lower % delta required e.g. 0.25%, 1% too high
  - CVA issues – resolution of metering issues, estimation issues, need greater assurance in reduced timetable

- Other Matters:
  - Increased financial risk/ exposure
  - Current economic and geopolitical climate
  - Benefits of reduction of window may not be achieved
  - More Trad Meters remaining than was envisaged (plus non communicating smart/ advanced)
  - No GVC process under MHHS to correct issues
  - Reduced timeframes for resolution of CoS issues (D0300 process - noting this sits under REC)

The following decision criteria have been approved by STEG on 24/06 for recommendation to MCAG – extraordinary MCAG to be convened as soon as availability permits

1. Reduction in RF to 7 months should be applied to the Settlement Timetable from the Settlement Date of 01 October 2026 onwards, if:

the settlement performance monitoring metric shows less than 1 per cent change in the settlement volume delta (by Measurement Class, excluding UMS Measurement Classes B and D) from R3 to RF, This is an absolute value, averaged over the last four quarters by Measurement Class (the last 4 quarters delta volumes will be shown).; and

Migration Completion Level > 60% OR Migration Completion level between 50% and 60% with endorsement from MCAG following review of MCC Migration Completion assessment.

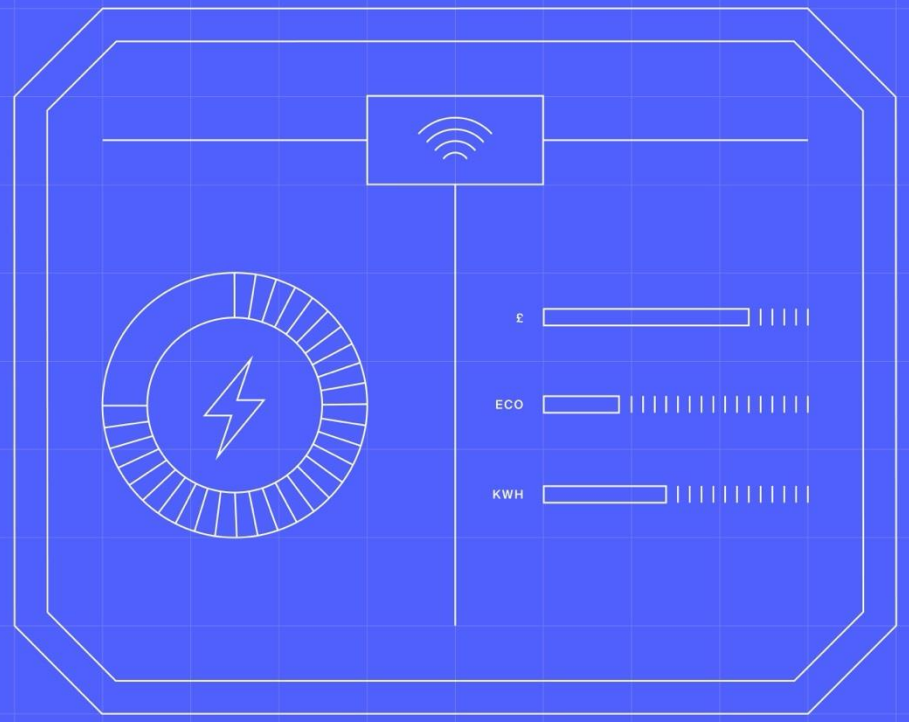
2. Reduction in RF to 4 months should be applied to the Settlement Timetable from the Settlement Date of 01 April 2027 onwards, if:

the settlement performance monitoring metric shows less than 1% change in the settlement volume delta (by Measurement Class, excluding UMS Measurement Classes B and D) from R2 to RF. This is an absolute value, averaged over the last four quarters by Measurement Class (the last 4 quarters delta volumes will be shown); and

Migration Completion Level > 90% (noting this decision is taken later).

It should be noted that if additional matters come to light in the period prior to the decision being taken these may be discussed in STEG and if required a Programme CR raised to modify can be processed.

Elexon Progress on IPA Service Management Strategic Actions



INFORMATION: Update on Progress against IPA's Strategic Actions

Elexon (Ian Giles)

5 mins

Document Classification: Public

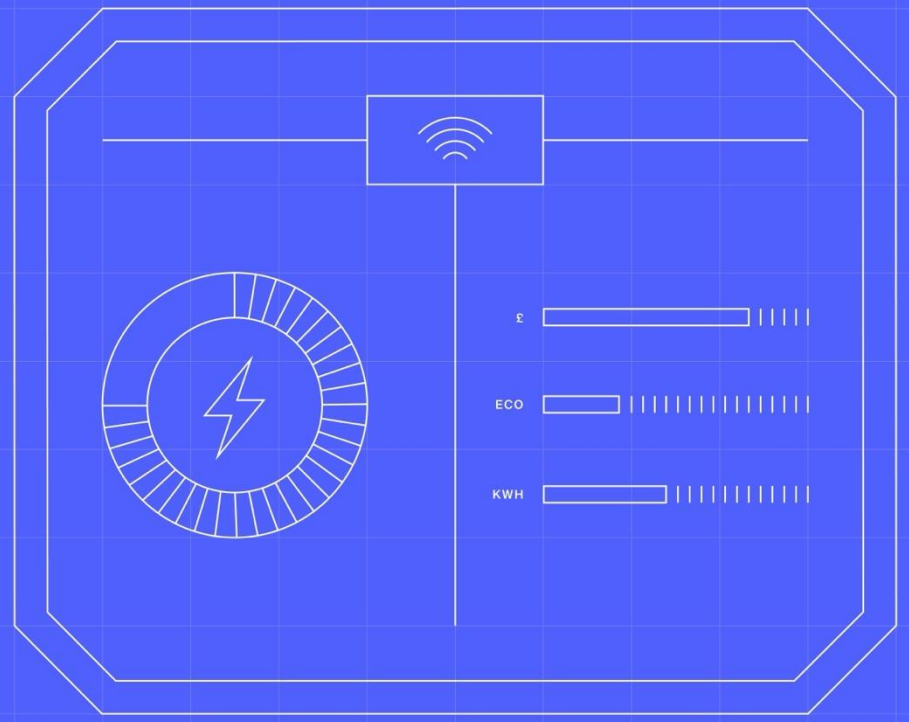
IPA Strategic Recommendations: PSG Progress Update

Recommendation 1 is complete; Recommendations 2 and 3 are progressing through an agreed approach; Recommendations 4 and 5 remain dependent on role-clarity and industry-validation findings.

1	**Complete**	Industry expectations reconfirmed
2-3	**In progress**	Role clarity and targeted validation
4-5	**Dependent**	Codification and roadmap to follow

Ref	IPA recommendation title	Status	PSG update / next step
1	**Communicate and reconfirm current expectations for cross-party / major incidents**	Complete	Complete following engagement sessions. Current expectations have been reconfirmed and embedded into the tactical service management approach.
2	**Document the current service operations roles and responsibilities across the MHHS TOM**	In progress	Approach agreed. Elexon to contact participants to confirm understanding of TOM.
3	**Validate roles and responsibilities with Industry**	In progress	Validation with a selected number of parties agree.
4	**Determine the approach for codifying service operations obligations**	Not started	Dependent on outputs from Recommendations 1–3. Formal route to be considered once role clarity and validation findings are confirmed.
5	**Define the change roadmap**	Not started	Dependent on Recommendations 1–3. Roadmap will reflect any required changes to operating model, obligations, governance and service management processes.

M14 Acceptance Criteria



INFORMATION: Update on Progress against the M14 Acceptance Criteria

Programme (Jason Brogden)

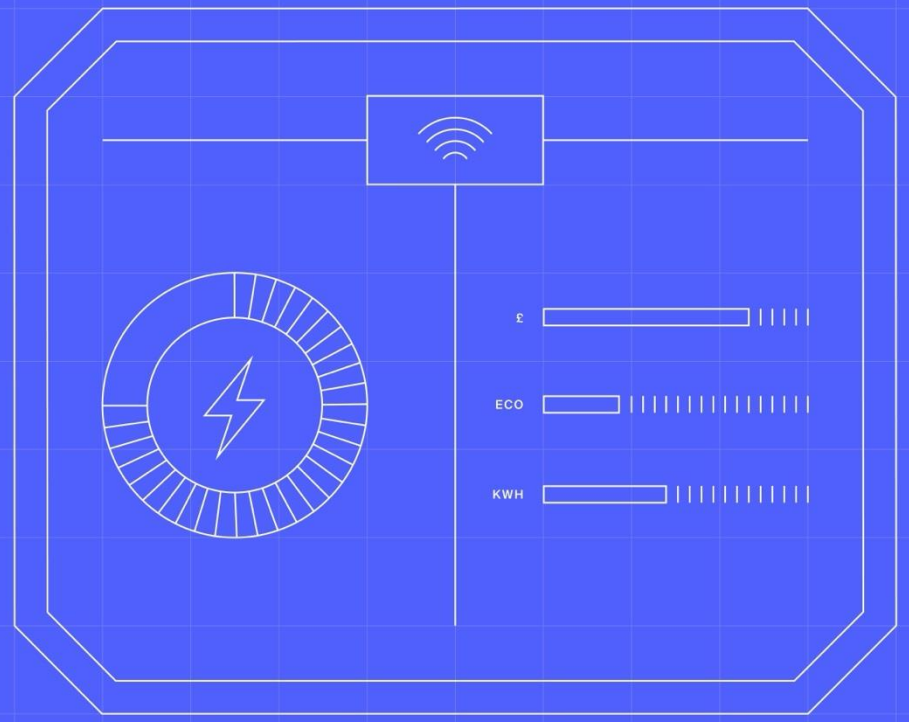
5 mins

The M14 Acceptance Criteria

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

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

IPA Update



INFORMATION: Overview of:

- Status of Programme and Risks for Key Milestones
- Lessons Learned

IPA

20 mins

MHHSP IPA

PSG Assurance Update

June 2026

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IPA PSG Update: Assurance Status Overview

Key Messages (*as @19 July 2026*)

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

Migration remains off baseline plan due to earlier internal supplier issues which are now resolved. A recovery plan is in place and in recent weeks migrations have met expected weekly volumes. This is building early confidence in the recovery plan which aims to recover migration volumes back to baseline plan by the end of Sprint 3 (4 August 2026). The risk to achieving M15 remains low as there are currently no central issues preventing Supplier migration.

Where risks and issues exist, they are being proactively identified, logged and mitigated through appropriate actions.

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

Programme Workstream	Assurance Summary *As @19 July 2026*	RAG	IPA Risk Watch Area	Risk/ Observation	Impact	Key actions	Assurance Confidence	Confidence Trend
Qualification (M14)	Qualification activity across all four Qualification Waves remains on plan. Qualification Wave 1 and Wave 2 have completed, with all 33 Participants MHHS qualified. IPA retrospective assurance on the Code Body Wave 1 Qualification decisions concluded on 29 May 2026. Three low risk findings were identified and accepted by Code Bodies, relating to documentation hygiene and audit trail. Three Participants are currently reported as at risk of missing M14 qualification timelines. Programme and Code Bodies are managing these Participants through the agreed escalation process, with targeted support in place to mitigate qualification and sanction risks. There are currently no central issues preventing delivery of M14.	G	**Participant Qualification Delay (Risk)**	There is a risk that Participants may not complete qualification activities in line with M14 timelines.	Migration sequencing and supplier readiness may require replanning.	Programme and Elexon have appropriately escalated to IPA and Ofgem where required and are actively supporting at-risk Participants [On-going]	**High** – At-risk Participants are responding positively to Programme escalation measures and on-going support provided by Elexon and Programme teams. Two Participants have moved from at-risk to on-track as a result of these interventions.	↗

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

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

IPA PSG Update: Assurance Risk Watchlist

Programme Workstream	Assurance Summary *As @19 July 2026*	RAG	IPA Risk Watch Area	Risk/Observation	Impact	Key actions	Assurance Confidence	Confidence Trend
Migration (M15)	Migration completions are 22.1% behind the M11 baseline. This is an improvement from 31.5% below plan reported in the previous PSG, demonstrating that migration volumes are in line with agreed recovery schedules following a supplier pause in Sprint 2 (now resolved). If the Migration schedules continue to be met, completed migrations will return back to baseline plan by the end of Sprint 3 (4 August 2026). The IPA is aligned with the Programme that there is currently a low risk to achieving M15. This is due to there being no central issues and capacity in Migration schedules to return to plan.	A	**DIP Assurance Mechanisms (Issue)**	DIP assurance arrangements currently lack a formally defined sanction and enforcement mechanism for Participant non-compliance.	Non-compliant Participant activity within the DIP could adversely impact DIP performance and, in turn, migration stability and performance.	DIP Manager presented draft non-compliance procedure documented to IPA 19 June 2026. Non-compliance procedures to be finalised by 30 June 2026 [In-progress].	**Medium –** DIP Manager has made progress in drafting non-compliance procedures, due to be finalised by 30 June 2026. However, the risk increases as more Participants qualify and start migration without an agreed and published framework for DIP escalation / compliance.	↗
			Consequential Change Delivery (Risk)	There is a risk that participant consequential changes may not be delivered in line with MHHS timelines and requirements.	Delays to Participant qualification timelines and impact on central system stability and migration performance.	IPA assessment of the current progress of Participants' consequential change activities is on track to complete by 22 June. A summary will be presented to August PSG [In-progress].	**Medium –** Out of 90 organisations, there were 26 non-responses and eight responses which lacked supporting evidence. Where evidence is available, IPA identified four organisations at risk of not meeting consequential change timelines.	↘
			Non-SIT Participant commencing Migration (Risk)	There is a risk that Non-SIT Wave 1 Participants, entering migration in May 2026, could have increased queries to Service delivery teams and could discover system issues after their go-live.	Increased operational support demand and migration performance instability.	Enhanced Elexon service management tactical controls and materials. 8 out of 12 IPA tactical recommendations complete [In-progress]. Participant DIP compliance and Migration performance monitoring is required [On-Going].	**High –** No significant service performance impact noted to date since the first wave of non-SIT Participants commenced migration. Tactical service management improvements, increased Participant support / guidance and ongoing close monitoring of migration performance from MCC.	↗

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

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

IPA PSG Update: Assurance Risk Watchlist

Programme Workstream	Assurance Summary *As @19 July 2026*	RAG	IPA Risk Watch Area	Risk/Observation	Impact	Key actions	Assurance Confidence	Confidence Trend
Migration (M15)	*See previous page*		**Service roles within the MHHS TOM, Service Obligations and Codification (Issue)**	Our service arrangements review identified gaps in defined responsibilities within the MHHS TOM and responsibilities are not formally codified.	Unclear service responsibilities and uncodified obligations, may delay issue resolution, which could in turn impact migration performance	IPA and Elexon met on 16 June 2026 to discuss Service Arrangements Review strategic recommendations to agree progress and approach. Elexon in-progress with completion of remaining actions [In Progress].	**Medium** – Positive Industry feedback to Elexon indicates increasing clarity on roles and responsibilities. Elexon to further validate roles and responsibilities with Industry as per IPA recommendation. Gaps remain surrounding formal obligations for Service Management Processes.	
Transition to new Settlement Timetable (M16)	Industry M16 consultation responses and Settlement Timetable Expert Group (STEG) feedback highlighted Industry concerns, such as BSC supplier charges. The appropriate route for Industry to raise this issue was communicated in STEG and confirmed by Elexon as through the BSC issue / modification process. The Programme team are currently formalising their assessment of consultation responses and finalising M16 decision criteria for presentation at MCAG on 23 June 2026.	G	**Participant Engagement / Understanding (Risk)**	There is a risk that Programme decision-making and milestone achievement may be impacted by a lack of Participant engagement and consultation responses.	Reduced confidence in Industry readiness and alignment.	Programme presented a summary of Industry consultation responses in STEG on 10 June 2026. The assessment of responses will be presented to Industry at MCAG on 23 June 2026 [In Progress].	**High** – Positive on-going Participant engagement by the Central Programme Team through STEG. A high proportion of Industry Participants provided consultation responses, indicating strong engagement.	

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

Confidence Trend: Increasing Confidence | Maintaining Confidence | Decreasing Confidence

MHHSP IPA

Post-Assurance Learnings Interim Report

July 2026

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Executive Summary

Overall Summary

The MHHS Programme combined sector-wide reform with significant system and process change, delivered across a complex network of Industry Participants. As such, it is intended to serve as a blueprint for future UK energy Industry programmes. This blueprint is being developed by the MHHS Programme's SRO team, and the lessons learned captured in this report are intended to complement the MHHS Programme blueprint by supporting the planning and delivery of future Industry change.

The IPA lessons learned exercise identified several positive learnings that were central to the MHHS Programme's successful go-live and early migration progress. This included the overall delivery philosophy and engagement from key Participants and Central Parties.

As with any programme of this scale, stakeholders also highlighted areas for improvement. The IPA has analysed these inputs and set out the key strategic improvement learnings within the 10 strategic themes, alongside further improvement areas linked to programme phases and programme domains in Sections 3 and 4 of this report.

Findings Overview

- Our lessons learned exercise identified **10 strategic themes** (see right) that emerged consistently across the stakeholder workshops and from what the IPA observed through our assurance activities. The positive learnings represent the key drivers that supported the success of the MHHS Programme, while the remainder identify areas for improvement which can be learnt from in future Industry programmes of a similar scale and nature.
- In the detailed Sections of our report, we have highlighted 22 **positive learnings**, 16 **improvement learnings** and 3 **positive/improvement** learnings across the Programme Phase and Programme Domain views.

Strategic Themes (see Pages 8 - 9)

The following 10 items represent IPA's key strategic learnings from the MHHS Programme to date, based on inputs from Stakeholders throughout the lessons learned exercise. Further detail against each learning is provided on the following Page:

Strategic Learning Theme	Type
1. Programme Delivery Philosophy	Positive
2. Delivery Pace Driven by Clear Incentives	Positive
3. Participant Engagement and Communication	Positive
4. Strong Leadership and Collaboration	Positive
5. Comprehensive Assurance Model	Positive
6. Programme Governance Model	Positive
7. Upfront Understanding of Change and Impact	Improvement
8. Test Phase Preparation and Coordination	Improvement
9. Service Management Process Design and Testing	Improvement
10. Planning Alignment Between Multiple Parties	Improvement

Strategic Themes - Positive Learnings (1 of 2)

Theme	1. Programme Delivery Philosophy	2. Delivery Pace Driven by Clear Incentives	3. Participant Engagement and Communication	4. Strong Leadership and Collaboration	5. Comprehensive Assurance Model
MHHS Learning	The MHHS Programme had a clear delivery philosophy from the outset (e.g. "design-led approach", "take a risk-based approach", "move at the pace of the fastest", "bring it back to the real world"). There was collective buy-in and commitment from Programme and Industry stakeholders which helped navigate challenges and unify different stakeholder groups at key decision points.	The MHHS Programme was able to build delivery pace and momentum, particularly where Participant action was required, through a combination of clear incentives for Participants who elected to be part of early Testing phases (e.g. SIT), driving healthy competition between Industry Participants and having clear Programme Milestones with sanctions applied if timelines were missed (e.g. M14).	Industry Participant readiness and delivery were critical to achieving MHHS Programme milestones. Industry Participant engagement continually improved through the lifecycle of the Programme. This was supported by the advisory and working group structure, along with a dedicated Programme Participant Coordinator (PPC) function, enabling bilateral engagement and maintaining clear focus on Participant-led activity across programme reporting, forums, and communications.	The MHHS Programme brought together experienced leaders who had a track record of delivering Industry Programmes. Strong leadership was evident across different teams and came together collaboratively to solve Programme issues. The leadership team combined experience from previous programmes with broader Industry expertise, bringing both proven lessons and fresh perspectives to adapt approaches where required by the MHHS Programme.	Assurance was built into the MHHS Programme delivery model, with the SRO and LDP undertaking ongoing review and challenge, supported by an Independent Programme Assurance (IPA) provider. This approach strengthened assurance across the Programme by ensuring that risks, issues and Participant progress were reviewed from different perspectives, supporting objective challenge and timely intervention where there was misalignment on key decisions.
Lesson for Future Programmes	Future Programmes should define clear delivery principles at the outset which should continuously inform decision-making.	Future Programmes should incentivise Industry Participants who self-elect to be champions or early adopters, consider mechanisms to drive healthy competition across Industry and implement clear milestones with sanctions.	Future Programmes should adopt a mix of engagement approaches, including bilateral interactions, structured working groups, and a PPC model, to maintain strong Industry Participant relationships, enable regular and open information sharing, and assess progress and readiness.	Future Programmes should put experienced leaders in place early and set them up with clear roles, accountabilities and decision rights to support collaborative, adaptive delivery.	Future Programmes should embed a comprehensive assurance model from the outset, combining delivery-led review with independent assurance to enable objective challenge and timely intervention.

Strategic Themes – Improvement Learnings (2 of 2)

Theme	6. Programme Governance Model	7. Upfront Understanding of Change and Impact	8. Test Phase Preparation and Coordination	9. Service Management Process Design and Testing	10. Planning Alignment Between Multiple Parties
MHHS Learning	MHHS used a tiered governance model, which flexed to adapt to Programme needs, and ensured information and decisions flowed through a hierarchy of working, advisory and steering groups. This model continually improved over time, following early challenges surrounding decision-making e.g. through the Design Authority Group (DAG). Overall, the model allowed issues to be handled at the right level, maintaining flexibility and progress.	At the outset, there was not a common understanding of the change that MHHS would introduce or the impact it would have on individual organisations across all impacted parties. As a result, ambiguity emerged over responsibilities, for example Elexon's enduring role and Ofgem's role as Programme Sponsor, leading to misaligned expectations between stakeholder groups.	Requirements traceability issues delayed the baselining of test scope and caused scope changes throughout the phase. This, combined with inaccurate planning assumptions and lack of rigour in Participant progress tracking earlier in the phase, contributed to overall programme delay. These issues were later addressed enabling re-planned milestones to be met. Other factors such as test case complexity and test script defects also contributed to reduced test velocity in the early stages.	Enduring BAU service management processes were designed and tested late in the Programme lifecycle, leading to reduced time for feedback and a condensed operational testing phase. This, combined with some misaligned expectations regarding service responsibilities (see Strategic Learning 7) and the need for service teams to learn and adapt in a live operational environment, impacted service performance during go-live and the Early Life Support period.	With multiple Participants responsible for delivering change, effective central oversight and coordination were essential. However, consistent planning standards across Participants and central service were not always applied. This led to inconsistencies between plans, made it harder to align dependencies and milestones, and reduced the Programme team's ability to maintain effective oversight of delivery.
Lesson for Future Programmes	Future Programmes should implement a tiered governance model, aligned to the risk-profile of the programme, and ensure that decisions and discussions flow effectively through the groups.	Future Programmes should bring key parties together to define the change upfront, set out the expected impact on each organisation or stakeholder group, and agree clear roles, responsibilities and accountabilities from the outset.	Future Programmes should establish clear test entry criteria, evidence requirements and formal stage gates from the outset, with Participant readiness and progress tracked on an evidence-basis and reported regularly.	Future Programmes should consider Service arrangements early in the Programme lifecycle and schedule adequate time for robust operational testing and Industry consultation.	Future Programmes should define a clear consistent framework and principles for planning for all third parties / Participants to ensure alignment on standards across the end-to-end programme.

Timeline and Next Steps

Next Steps

The findings in this interim report are derived from Part 1 of the two fieldwork periods. The next steps below cover the socialisation of the interim Lessons Learned report and the commencement of the second fieldwork period following M14.

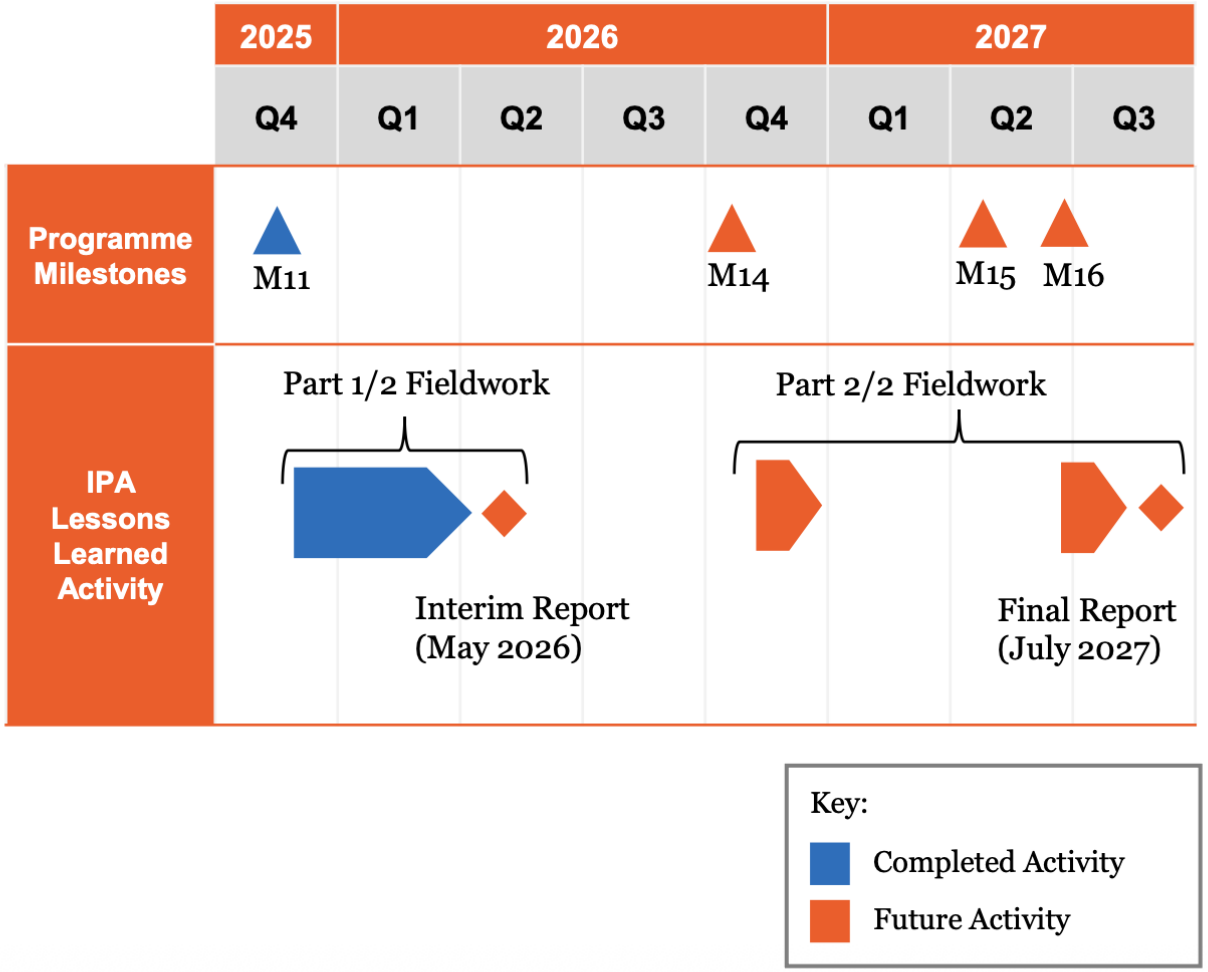
Next Steps

1. IPA to issue full draft interim report to Ofgem and MHHS Central Programme Team for comment (8 May 2026).
2. IPA to finalise the interim report and issue as final to Ofgem and MHHS Central Programme Team (15 May 2026).
3. IPA to present Strategic Themes to July PSG (1 July 2026).
4. IPA to commence Part 2 Fieldwork following completion of M14 (see below).

Fieldwork Part 2 Overview

- Part 2 of fieldwork will commence following M14 and then again following M15 and M16
- Within these periods IPA will deliver a series of short, targeted workshops with key MHHS stakeholders to gather lessons learned during the post ELS period.
- Findings from these fieldwork activities will be analysed and used to inform updates to this interim report.
- An updated final report will be issued in July 2027.

Indicative IPA Lessons Learned Timeline



Thank you

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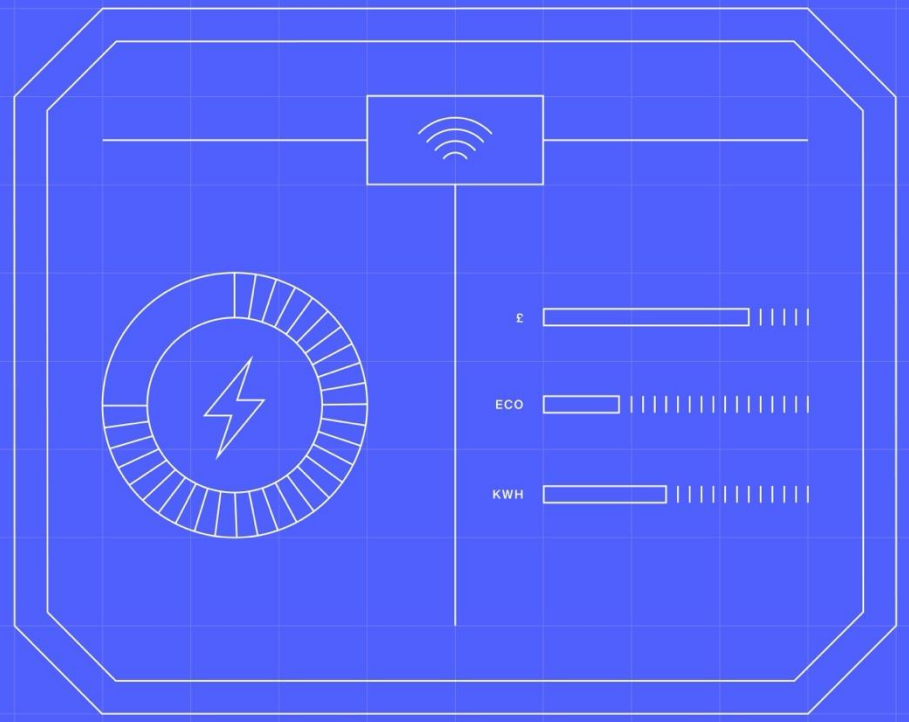
Delivery Dashboards



INFORMATION: Overview of Delivery Dashboard Content

Chair

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

Look Ahead – Key Milestones Status at 23 June 26

To align to weekly reporting, the previous, current and forecast RAGs reflect milestone status from last week, this week and next week, respectively.

Milestone	Milestone Title	Forum	Baseline Date	Forecast Date	Responsible	Previous RAG	Current RAG	Forecast RAG	Commentary
T2-QU-0200	All M14 Critical Wave 2 Participants Qualification approved by BSC PAB and REC Manager	QAG	28 May 2026	28 May 2026	Code Bodies				10/06/26: Milestone complete following qualification of all remaining Wave 2 PPs at 10/06/26 PAB.
T3-QU-0135	80% of M14 Critical Wave 2 Participants Qualification approved by BSC PAB and REC Manager	QAG	28 May 2026	28 May 2026	Code Bodies				10/06/26: Milestone complete following qualification of all remaining Wave 2 PPs at 10/06/26 PAB.
T3-MI-0500	M16 Approach Approved at MCAG	MCAG	23 June 2026	23 June 2026	SRO				22/06/26: Delayed pending resolution of issues raised through the initial Consultation. Updated Decision Criteria and Consultation responses are targeted for 24/06/26, with eMCAG expected in early July.
T3-QU-0057	Qualification Wave 4 Projected Execution End	QAG	10 July 2026	10 July 2026	Participants				11/06/26: Wave 4 testing completed 4 weeks ahead of plan.
T2-MR-0500	MCAG Endorses Assessment	MCAG	17 July 2026	17 July 2026	SRO				22/06/26: Activity on track
T3-QU-0109	Qualification Wave 4 Participants have submitted their Final QAD	QAG	24 July 2026	24 July 2026	Participants				22/06/26: Activity on track
T2-QU-0250	All M14 Critical Wave 3 Participants Qualification approved by BSC PAB and REC Manager	QAG	30 July 2026	30 July 2026	Code Bodies				22/06/26: Activity on track
T3-QU-0086	SIT Participants are Qualified	QAG	30 July 2026	30 July 2026	Code Bodies				22/06/26: Activity on track
T3-QU-0136	80% of M14 Critical Wave 3 Participants Qualification approved by BSC PAB and REC Manager	QAG	30 July 2026	30 July 2026	Code Bodies				22/06/26: Activity on track
T2-MR-0200	M14 milestone checkpoint - date approval	PSG	06 August 2026	06 August 2026	CPT				22/06/26: Activity on track
T2-RA-0700	Readiness Assessment 8 - Ready for New Settlement Timetable - Completed (incl. Readiness Assessment Report approval)	PSG	14 August 2026	14 August 2026	CPT				22/06/26: Activity on track

MHHS PROGRAMME
Industry-led, Elexon facilitated

Document Classification: Public

Milestone RAG definitions

Complete	On track	Likely to be met if issues / risks are resolved / mitigated	Date missed or unlikely to be met without escalation

Look Ahead – Key Milestones Status at 23 June 26

To align to weekly reporting, the previous, current and forecast RAGs reflect milestone status from last week, this week and next week, respectively.

Milestone	Milestone Title	Forum	Baseline Date	Forecast Date	Responsible	Previous RAG	Current RAG	Forecast RAG	Commentary
T3-QU-0127	Sandbox Testing End (UIT) - Supplier & Agent Participants	QAG	28 August 2026	28 August 2026	SI Test				22/06/26: Activity on track
T2-EL-0200	MCAG Approve Recommendation to change to RF 7 months calendar	MCAG	18 September 2026	18 September 2026	SRO				22/06/26: Activity on track
T2-QU-0300	Qualification Wave 4 Participants Qualification approved by BSC PAB and REC Manager	QAG	24 September 2026	24 September 2026	Code Bodies				22/06/26: Activity on track
T1-MI-5000	All suppliers must be able to access MPANs under the new TOM (M14)	PSG	28 October 2026	28 October 2026	CPT				22/06/26: Activity on track

MHHS PROGRAMME
Industry-led, Elexon facilitated

Document Classification: Public

Milestone RAG definitions			
Complete	On track	Likely to be met if issues / risks are resolved / mitigated	Date missed or unlikely to be met without escalation

Delivery Dashboards Overview

Area	Title	Purpose
Industry Delivery Status	Core Capability Provider Delivery Reports	Provide an overview of Helix, RECCo and DCC and delivery plans and progress against them
	LDSO Delivery Updates	Provide the combined status and progress of LDSO delivery (DNOs and iDNOs)
	Central Party Finances	Provide high level Central Party budgets and expenditure
Programme Workstream Updates	Level 2/3 Advisory Group Updates	Update on key discussion items and outcomes from recent Level 2/3 Advisory Groups and provide a forward look of agenda items
	PEC Activity	Provide information on PEC activity and participant engagement – includes a summary from the recent open day
	Industry Change	Summarise items raised to the Programme horizon scanning process
Assurance	Independent Programme Assurance (IPA)	Provide a progress update on in-flight and planned assurance activities

MHHS - Monthly Delivery Report (Helix)

Report Date: 19-06-26

Core capability provider
Helix

RAG Status

Key call outs

- Good progress made to close out 2 deferred Settlement Acceptance Testing (SAT) test cases. 1 test successfully completed and second test is in flight and on track to complete by the end of June.

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

This period

Summary Activities

Qualification – *Covered in detail on separate slide.*

DIP Transition

- DCR0015 (L3/L4 DIP Rules Amendment) Consultation Outcome was presented to TOG on 29th May for implementation in November.
- DCR0020 (reduce the retention period for data from 2 years to 90 days as part of the Replay/Requeue review) consultation outcome presented in ad-hoc DCAB on 1st June. Decision made to defer the implementation of this whilst further review on industry behaviour is performed to refine the implementation.
- DCR0021 (Pre-qualification Production DIP Onboarding) consultation outcomes reviewed in the June DCAB meeting, this will be approved with small amendments to the original proposed DIP Rules text.
- Data Storage Change review successful in DIP Test Environments

M11 work-off items – deferred SAT tests

- Execution of 2 SAT test cases is on track.
- DP1 checkpoint passed through successfully on 11th June
- DP2 checkpoint scheduled for 22nd June and test team is on track to achieve this milestone
- On track for test completion and addition of an addendum to SAT test report to include outcomes of these 2 deferred test cases.

Next period

Summary Activities

Qualification – *Covered in detail on separate slide*

DIP Transition

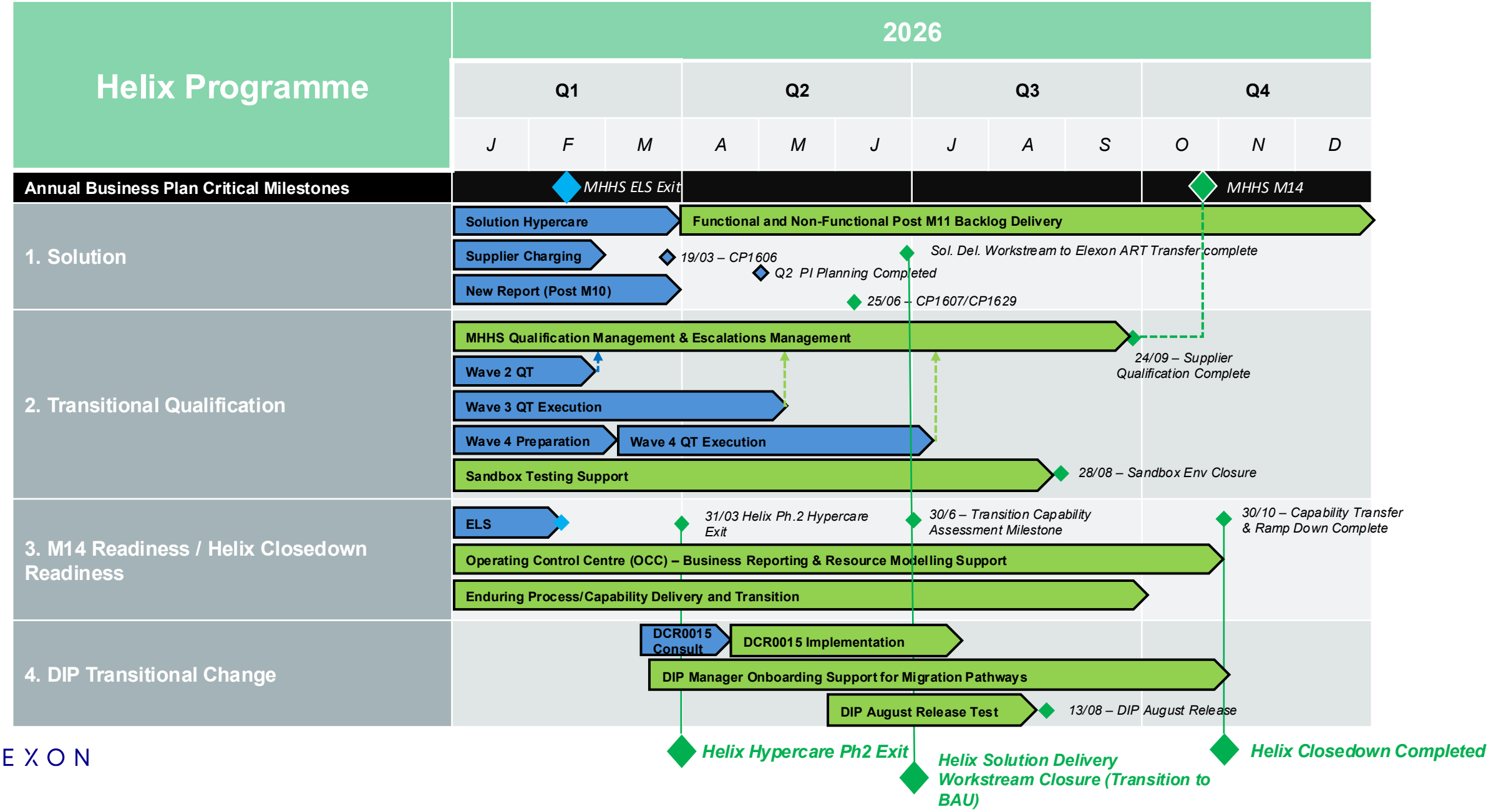
- DCR0021 to be implemented on 25th June following approval
- Publish and present Performance Assurance Consequences document via TOG
- Data storage change (Blob storage with index tags to Cosmos storage) deployment planned for Production DIP 15th July
- Continue Review Replay/Requeue cost and performance optimisation with industry collaboration on use-cases and scenarios for longer data retention requirements
- Continue support for the Waves Qualification and Migration processes

M11 work-off items – deferred SAT tests

- DP2 checkpoint scheduled for 22nd June – seek ratification of test outcomes from MHHS Assurance
- Issue revised SAT test report to reflect test outcomes
- Seek approval for close out of these deferred M11 work-off items via Helix Programme Board and MHHS Governance

RAID	RAG	Type	Elexon response and mitigating or resolving actions	Next Update
There are two Migration Pathways that have significantly higher volumes of participants than others (MP8 in June and MP12 in September). There is a risk that there will be increased support required during these peak periods which could result in longer response times and reduced quality of service for the Participants in those 2 migration pathways.	GREEN	RISK	1. MCC is working with Elexon to pull some participants from MP8 and MP12 into earlier, less congested migration pathways to 'flatten' the peaks. 2. DCR0021 raised to cover the amendments to the DIP Rules to allow this. Target implementation on 25th June.	PSG 01/07/26

Helix Programme Plan-on-a-Page



ELEXON

MHHS - Monthly Delivery Report [*RECCo*]

Report Date: 19-06-26

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- REC Qualification activities remain on track. Escalating parties as required where Qualification milestones not met.
- Ongoing operational readiness engagement with DIP Manager on testing/release management, change management, performance assurance, and approach for management of significant DIP incidents.
- Progression of Migration impacting REC CPs Including R0300 which clarifies the population rules around the number of register digits.

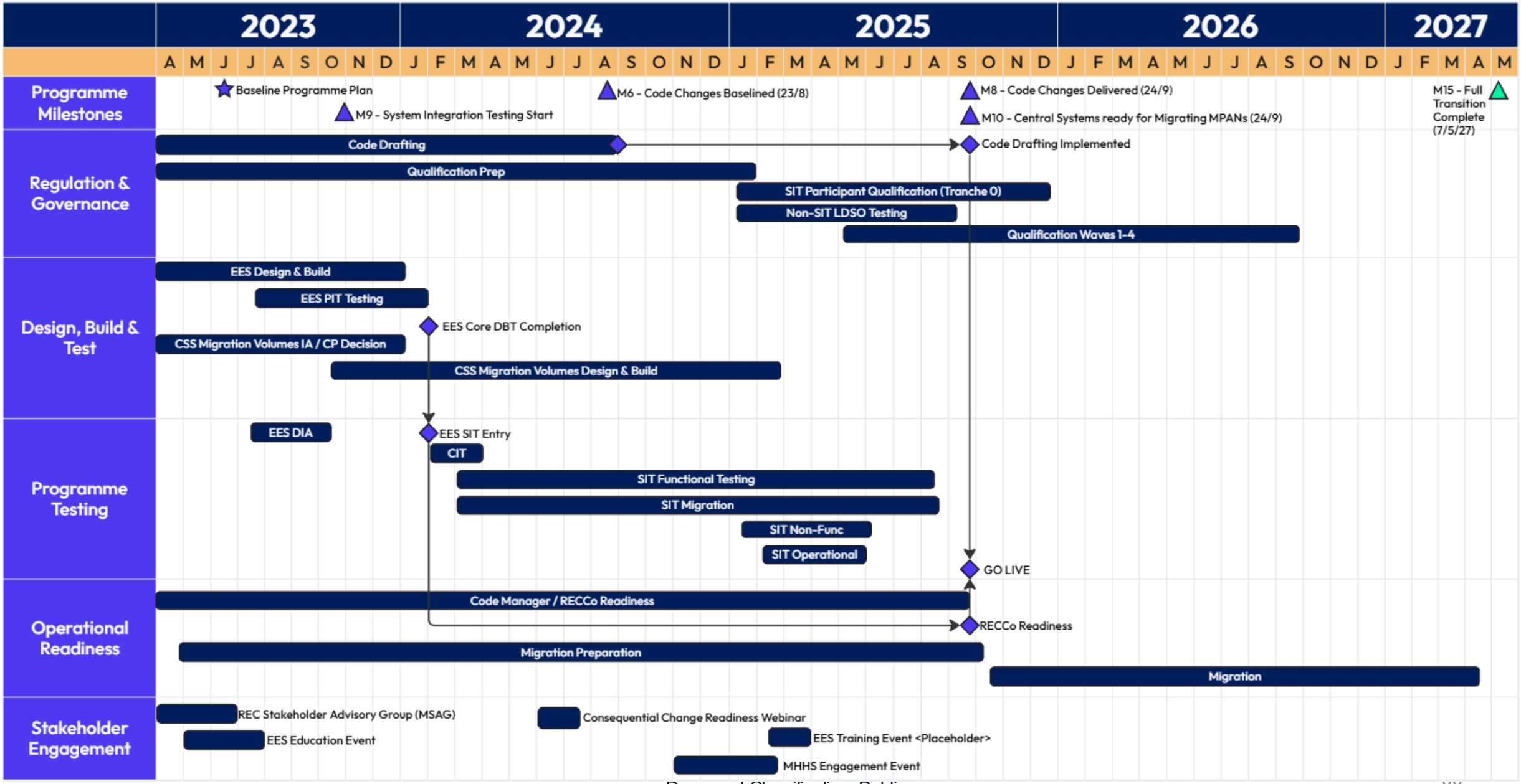
Progress expected in the coming month:

- Ongoing operational readiness engagement with DIP Manager.
- Continue to progress Wave 1 to 4 Qualifications to plan.
- Progress and implement required Code Change / Guidance to resolve Migration issues and items on the exclusion list.

Party Milestones & Deliverables	Original or Baseline Date	Forecast date & RAG
Qualify Wave 1 parties	15/04/26	Completed
Qualify Wave 2 parties	28/05/26	Completed
Qualify Wave 3 parties	30/07/26	30/07/26

Decisions required	From whom?	By when?
None		

RAID & RAG	Type	Mitigating or resolving action required	Date for action to be resolved	Action owner
RECCo not able to meet its obligations to Qualify all REC Parties by M14, leading to delay in parties starting Migration and delay in programme closure.	Risk	RECCo resources in place to meet Qualification requirements. Resource requirements reviewed and updated following experience in managing SIT Parties. Qualification activities continue to track to plan. Reporting and escalation arrangements in place to support parties in meeting Qualification milestones.	Oct 26	Jonny Moore
DIP release management arrangements not fully established to support testing of changes to DIP Interfaces which could lead to issues when deployed to live operations.	Issue	Code Body engagement with DIP Manager on release management and test environments. DIP Manager held industry workgroups in Jan and March 2026 with full solution expected mid 2026.	Jun 26	Jonny Moore


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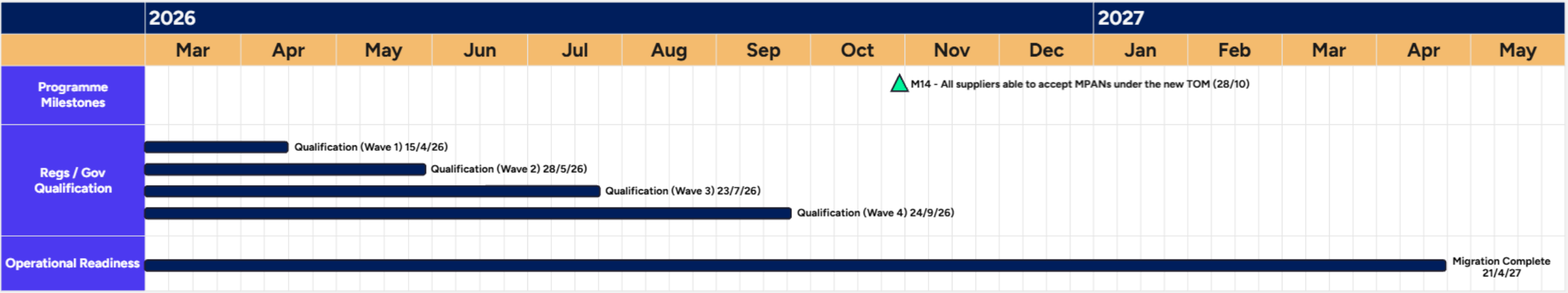
Programme Milestones
Baseline Programme Plan
M9 - System Integration Testing Start
M6 - Code Changes Baselined (23/8)
M8 - Code Changes Delivered (24/9)
M10 - Central Systems ready for Migrating MPANs (24/9)
M15 - Full Transition Complete (7/5/27)
Regulation & Governance
Code Drafting
Code Drafting Implemented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


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

MHHS - Monthly Delivery Report (DCC)

Report Date: 19-06-2026

RAGs	Overall	Approach	Plan	Resources	Budget	Risk	Stakeholders	Suppliers

Status & Outlook

Progress last month:

- Ongoing BAU Monitoring

Progress expected in the coming month:

- Ongoing BAU Monitoring
- Issues / risk reporting by exception

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

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

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

Assumption & RAG	Action required to remove assumption	Date for action to be resolved	Action Owner
No New Assumptions			

Dependency & RAG	Managing action required	Date for action to be resolved	Action Owner
No New Dependencies			

MHHS Supplier Arranged Appointment CSS07000 (INC0364411)

DCC Operations
Your Smart Partner

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

Downstream impact

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

Update on Impact (18/06/26)

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

Impact volume	Volume resubmitted (18/06/26)
94,000	57,726

Next Steps

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

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

MHHS - Monthly Operational Update Report – Consolidated DNO Report

Report Date: July 2026 PSG

Key call outs requiring PSG Discussion

- Successfully loaded ISD via automated processes in systems.
- Agreed Service Management improvements and recommendations to be followed through and progress tracked
- Settlements data requires ongoing monitoring for accuracy and completion
- DIPCR0015 scope and timeline for implementation agreed and effecting the required change for November 206 (latest)

RAG Status

Overall Operating Risk

This period

Summary Activities

- **ELS**
  - No material issues reported
  - External vendor and interval teams plans in place to support impacted systems
  - People & System Readiness, confirmed to programme
- **Migration**
  - Support arrangements in place
  - Reactive and proactive plans in place to manage any system incidents
  - Lack of clarity on expected supplier migration volumes
  - Daily monitoring in place
  - Formal ELS exit achieved (including final Peak of Peaks migration)
- **Change**
  - Actively monitoring with DNO system provider post M10/M11 change and timelines
  - Deploying patches (R9.1.0.4) to MPRS and other impacted MHHS facing systems as necessary

Next period

Summary Activities

- **ELS**
  - Error Status messages / L3/4 validation DIPCR0015
  - Open issues to be tracked at TOG & Expert Groups
- **Migration**
  - Ambition to see Migration volumes settle into agreed cadence of Kestrel Reporting
  - Reactive and proactive plans in place to manage any system incidents via BAU support & project resources
- **Change**
  - All DNOs planning for R9.2 by end June
  - Expecting further MPRS patches / releases
  - Future MPRS releases to be aligned to BSC timeline (Feb, June & Nov)

RAID	Rating	Type	Mitigating or resolving action required	Next Update
New Systems don't perform as expected post M10/M11/M12.	Low	Risk	Monitor by Programme, Code Parties and Programme Participants.	
Known Work Off List items (especially if manual in nature) are not resolved in a timely manner which either increases the risk of further issues or reduces resources available to focus on any new issues/defects that may arise.	Medium	Risk	Timely close out of work Off List/known defects.	
Migration volumes behind schedule and therefore migration period is extended or increased risk of reaching/breaching Migration thresholds. Difficult for DNOs to reconcile progress. 2 weeks of migration post the agreed 12 noon timeline	Low	Risk	Work with suppliers to remain on track	
Elexon continue to issue 'invalid' ISD which may get loaded into systems resulting in 'downtime' of systems to correct data. PPIR to change ISD further complicates this issue.	Low	Risk	Potential to look at removing automated loading by introducing manual checkpoints/ processes. However, this will come with its own risks.	

Key call outs requiring PSG Discussion

No key call-outs for discussion

RAG Status

Overall Operating Risk

This period

Summary Activities

Migration

- Continued monitoring of systems to ensure processes are working as anticipated as number of suppliers/agents entering MHHS increases.
- Continuous monitoring of actual migrations vs expected.
- Continuous monitoring of settlement as MPAN numbers increase.
- Managing increase in SDEP messages from Suppliers.
- Working with service provider to resolve 'Sender Unique Reference Duplicated' issue with DIP.

Change

- Continued patches for MPRS for know issues.

Next period

Summary Activities

Migration

- Continued monitoring of systems to ensure processes are working as anticipated as number of suppliers/agents entering MHHS increases – Particularly as Non-SIT Suppliers will be starting migration this month.
- Continuous monitoring of actual migrations vs expected as migration.
- Continuous monitoring of settlement as MPAN numbers increase.
- Monitor ISD.
- Management of increase in DIP Status Message volumes.

Change

- Continue engagement to improve DIP Manager Change Process.
- Continued patches for MPRS for known issues
- Await release of Readiness Assessment 8

RAID	RAG	Type	Mitigating or resolving action required	Next Update
Migration ramp-up. Risk of further issues being encountered as more suppliers begin migrating MPANs with different systems and processes etc. Particularly as non-SIT Suppliers join migration.		Issue	Raise concerns as soon as they occur and engage with resolution action.	
ISD Publications.		Issue	Risk of further issues being encountered as more suppliers begin migrating MPANs with different systems and processes etc.	

Central Party Finances – 26/27

Overarching Costs for MHHS Central Parties FY 26/27

Financial Measure	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	Totals (£m)*
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	Total
MHHS Budget	1.33	1.23	1.22	1.17	1.10	1.11	1.08	0.98	0.96	0.94	0.94	4.23	**16.29**
MHHS Forecast	1.12	1.04	1.06	1.02	1.01	1.03	1.00	0.84	0.83	0.82	0.82	4.23	**14.82**
Helix Budget******	0.84	0.83	0.89	0.81	0.77	0.74	0.67	0.24	0.21	0.16	0.16	0.16	**6.48**
Helix Act/Forecast******	0.62	0.60	0.74	0.82	0.80	0.75	0.83	0.40	0.28	0.18	0.18	0.18	**6.38**
RECCo Budget	0.14	0.16	0.06	0.17	0.06	0.38	0.06	0.02	0.02	0.02	0.02	0.02	**1.13**
RECCo Forecast	0.70	0.00	0.06	0.17	0.06	0.38	0.06	0.02	0.02	0.02	0.02	0.02	**1.53**
Total Budget	2.31	2.22	2.17	2.15	1.93	2.23	1.81	1.24	1.19	1.12	1.12	4.41	**23.9**
Total Act/Forecast	2.44	1.64	1.86	2.01	1.87	2.16	1.89	1.26	1.13	1.02	1.02	4.43	**22.73**

Please note:

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

Central Party Finances – Colour Key
Actuals data

Level 3 Advisory Groups Updates

Advisory Groups
Updated to 24/06/2026

Governance Group Updates

Programme Steering Group (PSG)

PSG 03 June 2026

Ofgem Update: Ofgem confirmed MHHS's strong position and noted the shifting attention from DESNZ towards consumer benefits.
Mod P487 Next Steps: Ofgem has approved Mod P487. The Programme has raised CR065 for Impact Assessment closing on 12 June 2026.
Programme Status Update: RAG statuses were provided against each workstream, as well as an overview of key strategic risks.
Migration Update: 10.5+ million MPANs are now migrated. Non-SIT suppliers have commenced Migration.
Qualification Update: Qualification continues to perform strongly, with delivery on track across all waves and no material programme issues.
M16 Update: The RF Decision consultation has closed. Programme provided an initial high level view of responses.
Elexon Progress against IPA Tactical Actions: Elexon provided an update on the IPA's 17 tactical actions on Elexon's Service Management.
M14 Acceptance Criteria: Programme presented the criterion required to meet M14, as well as the update and status against each.
IPA Update: The IPA presented an assurance update, including assurance status overview and an assurance risk watchlist by workstream.

PSG papers available here.

Migration & Cutover Advisory Group (MCAG)

MCAG 23 June 2026

Settlement Timetable Update: RF consultation showed mixed views, with next steps progressing from the next STEG.
ELS Recommendation Update: Most ELS recommendations are progressing well, with remaining items on track for closure.
Migration Execution: Migration remains on track with 12.2m MPANs completed, most Suppliers progressing to plan, with recovery actions in place for those behind.
Participant-Driven Migration Dependencies: All migration dependencies remain Green, with no current risk to achieving M15 despite minor Supplier issues.
CR065 Update: CR065 has strong support and is progressing to PSG approval, with only minor clarifications required to the Migration Framework.
Migration Exclusion List: Significant progress has been made in reducing exclusion volumes by ~65%, with a more detailed breakdown expected in the next MCAG.
External Change Log: Over 90% of external changes have been approved or implemented, with only a small number outstanding.
MWG Update: Sprint learnings show improved migration performance and issue resolution, with remaining risks being actively managed through MWG.
Programme Milestones Related to MCAG: M16 milestone remains red due to the approval date being passed, with resolution dependent on further consultation response analysis and the next STEG outcomes, with an eMCAG likely to follow.

MCAG papers available here.

Qualification Advisory Group (QAG)

QAG 17 June 2026

Programme Milestones Related to QAG: Wave 2 Qualification (T3-QU-0135 and T2-QU-0200), Wave 3 80% Final QAD submission (T3-QU-0105) and Wave QT Execution End (T3-QU-0057) milestones were approved.

MHHS Qualification Approach and Plan – Annex 4: Updated v4.0 Annex 4 documents were approved.

M14 Acceptance Criteria: Programme outlined criterion #1 is Green with no central issues impacting M14, criterion #2 is expected to move from Amber to Green following MOD P514 being out for consultation and criterion #3 is Green with no issues to ISD publication and DIP onboarding.

QAG papers available here

Wider Programme Updates

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

1. NEW! Upcoming deadlines for Migration Pathways (MPs) - **please note the key deadlines for your Migration Pathway over the next week, as set out in the article below**
2. REMINDER: Qualification Approach & Plan: Annex 5 Consultation – the deadline is **Friday 26 June 2026**
3. NEW! Migration Update

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

Upcoming Governance Meetings:

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

- **Wednesday 1 July 2026:** Programme Steering Group (PSG) at **14:00**

Key Participant Experience & Communications Activities

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

- Regular communication of key Qualification timelines and deadlines for each Wave/Migration Pathway across all communication channels
- Proactive publication of guidance documentation and lessons learned across the end-to-end participant journey
- Proactive communication to provide clarity around Participant obligations and M14 criteria and sanctions
- Build momentum towards M14 by maintaining a countdown to the final Performance Assurance Board and highlighting Participant progress.
- **Next steps:** Greater focus on targeted communication of guidance and lessons learned for the Service Activation and particularly Migration readiness stages of the journey.

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

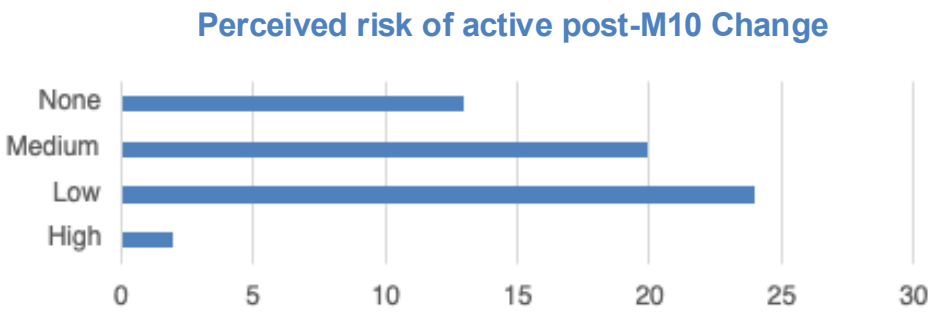
- Regular communication of key Migration timelines and deadlines for each Wave/ Migration Pathway across all communication channels
- Proactive publication of guidance documentation and lessons learned across the end-to-end journey.
- Build momentum towards M15 by highlighting key migration milestones and successes, such as the first Non-SIT participants to start migrating MPAN's and reaching 50% migration.
- **Next steps**: Greater focus on capturing Lessons Learned and other reinforcing measures to ensure that any blockers to successful migration on the end-to-end participant journey are removed.

M16- Cutover to the new Settlement Timetable

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

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

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



Horizon Scanning Process

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

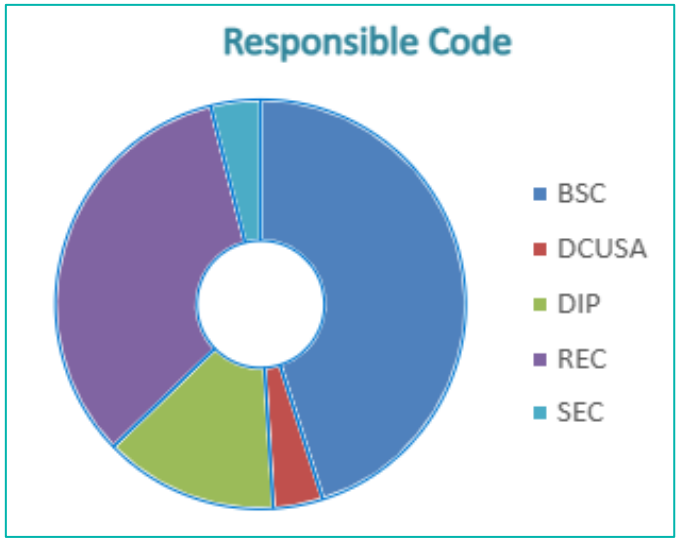
The Programme is still accountable for protecting programme deliverables until M15 which includes ELS, Qualification and Migration. The Code Forum, attended by Code Bodies, MHHSP and Ofgem, collaborate to populate the Horizon Scanning Log and review changes.

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

Active post-M10 change by code: **61** – BSC: 28, REC: 19, DIP: 10, DCUSA: 2, SEC: 2

Perceived risk of active HS items: High: 2, Medium: 20, Low: 24, No impact: 13

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



MHHS IPA Monthly Assurance Dashboard

Reporting Period: July 2026

Dashboard Objective: To provide PSG with a progress update on in-flight and future planned assurance activities

Assurance Activities In Progress / Completed During Month

Theme-Based Assurance

- **Ongoing Embedded Assurance Activities (WP1) - In Progress** - Monthly cadence of regular interactions with MHHSP, review of MHHS RAID log, working group and advisory group papers and tracking of IPA open actions. Tracking and monitoring of settlement timetable transition activities through STEG and monitoring of risks ahead of M14/M15/M16. Engagement with Helix, Elexon and DIP Manager leadership.
- **Separation Plan Review (WP5) - In Progress** –IPA confirmed closure of the remaining Separation Plan actions with SRO.

Stage-Based Assurance

- **Qualification Testing Progress Tracking (WP12) – In Progress** – Ongoing monitoring and tracking of Qualification progress and risk areas ahead of M14. Review of the Central Programme Team monthly Qualification reporting and supporting evidence and issue of IPA Monthly Qualification Report as per Ofgem Directions. Finalised and issued report for Qualification Decision Assurance for Wave 1 and commenced fieldwork activities for Qualification Decision Assurance Wave 2 including review of RECCo and BSC evidence.
- **Migration/Transition Readiness Progress Tracking (WP13) – In Progress** – Monitoring of Migration progress and risk areas ahead of M15. Issue of IPA Fortnightly Migration Reporting as per Ofgem Directions. Ongoing engagement with DIP Manager regarding BI-Monthly observation themes and SAR actions.
- **Ad-Hoc Assurance (WP14) – In Progress**
  - **Service Arrangements Review**: Ongoing monitoring and tracking of Elexon's action plan in response to IPA SAR tactical actions. Engagement with Elexon leadership on 16 June 2026 to align on action plan to address IPA strategic recommendations.
  - **MHHS Benefits Plan**: Ongoing fieldwork and analysis of MHHS Benefits and documentation of Realisation Plan.
  - **Consequential Change Assurance:** Finalisation of Consequential Change PPIR Assurance fieldwork and Industry bilaterals. Draft report to be issued to the MHHS Programme Team and Ofgem in week commencing 22 June. Executive Summary to be taken to August PSG.
- **Lessons Learnt (WP15) – In Progress** – Incorporation of MHHS Programme and Elexon feedback into Post-Assurance Learnings Report. Executive Summary to be included in July PSG papers.

Upcoming Assurance Activities

- **Ad-Hoc Assurance (WP14):** Continued monitoring of Elexon's action plan in response to IPA issued SAR recommendations. Follow-up action tracking from IPA Consequential Change assurance. Documentation of draft MHHS Benefits Realisation Plan.
- **Ofgem Reporting Directions (WP12/13):** Completion of IPA reporting for Qualification and Migration.
- **Qualification Decision Assurance (WP12):** Deliver fieldwork for Qualification Decision Assurance Wave 2.
- **Migration/Transition Readiness (WP13):** Monitoring of Migration progress and risk areas ahead of M15/M16.
- **Lessons Learned (WP15):** Finalise full Post-Assurance Learnings Report for 26 June issue.

Assurance Action Status

	Post-M11	Pre-M11	Total
Total IPA Actions Raised	42	398	440
Actions Closed	37	397	433
Actions Open	5	1	6
Actions Overdue	3	1	4

- 5 actions raised post-M11 are open with 3 overdue. One overdue action relates to Consequential Change evidence request. Remaining open actions relate to IPA's SAR tactical recommendations tracking.
- 1 action raised pre-M11 is open and overdue relating to the codification of service management.

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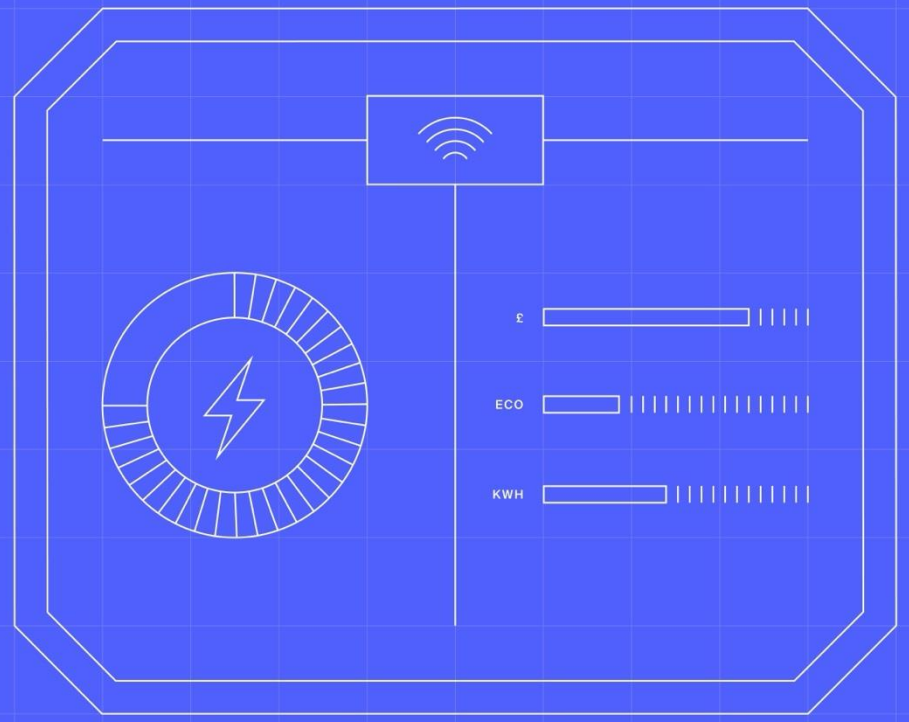
Summary and Next Steps



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

Chair and Secretariat

5 mins

Summary and Next Steps

1. Confirm actions and decisions from meeting
2. Next PSG meeting:
    1. **05 August 2026 10:00 – 11:30 (online)**

Meeting dates	05 August 2026
Relevant milestones or activities	
Agenda items	• Ofgem Messaging • Migration Update • Qualification Progress • M16 Update • M14 Acceptance Criteria
Standing items	• Minutes and Actions • Programme Reporting • Delivery Dashboards • Summary and Next Steps

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

Thank you

MHHS PROGRAMME
Industry-led, Elexon facilitated

Appendix 1 – Elexon Progress against MHHS ELS Recommendations

Progress against MHHSP ELS Exit Recommendations (1/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
1	• TOG continues to run weekly for remainder of migration period (until M15) • Service Management Forum continues to run monthly until end of migration period	• TOG will meet weekly. TOG will incorporate regular industry touchpoints to refine the ToR including duration and cadence according to industry need. • Service Management Forum will continue to run monthly, and future monthly sessions have now been diarised.	Karen Lavelle / Roger Harris Gary Leach	Complete	**Complete** **Complete** – Service Management Forums have been diarised up until December 26.
2	• Same reporting as is currently provided to TORWG is shared with the Programme & Industry on weekly basis. • Same analysis is undertaken by the reporting party to identify where remedial actions should be taken when performance dips – **Completed**	• Elexon will continue to produce and deliver performance metrics, incident updates, analysis, and continuous improvement progress through established governance forums. Reporting will be refined and matured over time, with direct engagement with industry to ensure it increasingly reflects user experience. • Trend Analysis is not being prepared and presented in SM Forum	Elexon Value Stream Leads / Gary Leach	Complete	**Complete** – An updated reporting approach, incorporating this feedback, will be presented at the Service Management Forum on 10 March.
3	• DIP Manager to review arrangements for DIP Rules monitoring and the process for providing supporting guidance • Post review, define the process for performance issue escalation to individuals and the MCC where failure to adhere to DIP rules could impact migration delivery plan • Improvements to be embedded ahead of onboarding additional parties to DIP in Wave 1	• DIP Manager has monitoring capability to identify participants not aligning to DIP Rules and the DIP Performance Assurance Framework will be live from April 2026. • DIP Manager has committed to DCAB to share Performance Assurance approach and timelines at March DCAB, incl Risk Register, Risk Op plan against rules of DSD003 • DIP Manager commits to advising and sharing the Performance Assurance Framework and agree on escalation pathways/controls with Code Bodies Assurance capabilities. Focus topic to describe the framework, escalation pathways and controls will be scheduled at a future TOG meeting (post Code Body alignment).	James Stokes	23/04/26 (updated on 11th Mar)	Updated 21 April Risk Operating Plan for 2026/27 finalised, further within period revisions may be made throughout the year if required. DIP Manager Escalation process presented at multiple forums and ready to use if necessary. Further detail on repercussions of non-compliance to follow. DIP Manager continues to engage parties in production not adherent to DIP rules.
4	• Reconsider, address, and communicate Controls to ensure incident resolution and exception handling take place in timely manner (as part of Cross-Party Service Design ahead of Wave 1 qualification in April) – **Ongoing - IPA** • Ensure parties have clarity on responsibilities across Industry including who is responsible for incident progression once raised – **Ongoing – IPA** • Include guidance on what parties are expected to raise and when as they identify issues – **Completed**	• Existing CPSD controls are being reviewed and re-communicated, alongside a review of internal processes to ensure they effectively support these controls. Consideration needs to be made if any additional cross industry controls are required • Clear, end-to-end responsibility for incident ownership and progression will be defined and communicated across all industry parties once an incident is raised. This has been documented in the CPSD Approach • Guidance has been issued via the CPSD Approach and Runbook with additional clarification currently under review • Additional Industry workshops have been held	Gary Leach	Complete 31/03/26 (progress on IPA Service Assurance Activities will be reported on at Service Management Forums).	✓ All existing CPSD controls have now been re-validated. ✓ CPSD Approach and Internal Process have been shared with IPA for review ✓ New ServiceNow categories have been added to reflect CPSD ✓ New Priority (P5) has been implemented for CPSD • Awaiting IPA feedback for further action to be taken **Update 16th June** • IPA tactical actions evidence has been reviewed by IPA, ongoing discussions continue on strategic actions. 2 pending Service Management tactical actions to be completed by end of June

Progress against MHHSP ELS Exit Recommendations (2/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
5	• Ensure controls in place to prioritise incidents correctly (ensuring parties have opportunity to recommend priority) – **Complete** • Process to delineate service requests from incidents. Resource/SME in place to ensure timely resolution – **Complete** • Make clear the escalation route that parties can follow if they feel the response is not appropriate/ query not dealt with in timely manner – **Complete** • Proposed changes to be agreed with Industry and clearly documented in SM documentation – **Ongoing**	• Controls are in place to ensure incidents are prioritised correctly with the Technical Triage function • A clear process is in place to distinguish service requests from incidents, ensuring correct classification and handling, this is detailed in the Operations Manual • A clear and documented escalation route has been communicated and will be presented at SM Forum on 10 February. • Proposed changes will be agreed with Industry via the Service Management Forum and clearly documented within Service Management documentation.	Gary Leach	**Complete** **Complete** **Complete**	✓ Technical Triage (TT) continues to own initial impact assessment and priority. ✓ Parties are explicitly invited to recommend priority at case submission, within the free text box of the case for TT to review during impact assessment **Update 22nd May** • Operations Manual v3.0, Onboarding Pack and Elexon Document links have all been released. Training sessions for Service Management have been booked with industry
6	• Issues with the MHHS TOM should continue to be raised and tracked via the Service Desk with regards to BSC processes – **Complete** • Consider how issues which may not be considered major incidents but impact multiple participants should be communicated out to the wider industry and managed thereafter – **Complete** • These open incidents, including detail on who is leading the resolution, should be visible to all impacted parties – **Complete** • Increased transparency and reporting of issues and fixes that would historically have been internal to parties is required. This should also include incidents that are raised on other service desks which could impact multiple parties and codes – **Ongoing** • Incidents spanning multiple codes should be addressed as part of the Cross-Party Service Design improvements. Joint guidance should be produced to ensure that participants know which organisation they should raise issues into – **Ongoing**	• This is agreed in the CPSD approach where Elexon will handle Incident actions but will not be subject to SLA • Technical Triage will identify and manage issues impacting multiple participants and coordinate wider industry communications where MI thresholds are not met. • Improvements to Incident and Case updates and quality is currently under review. We will report progress and improvement plans into the Service Management Forum and the TOG. • Roles and Responsibilities workshops have been held internally • Improved ways of working for Technical Triage have been implemented	Gary Leach	31.3.26 (progress on IPA Service Assurance Activities will be reported on at Service Management Forums).	• All MHHS TOM-related issues continue to be logged and tracked via Technical Triage (TT) • A validation process within TT confirms correct categorisation and routing before onward progression. • Cross-checks are now in place to identify patterns where similar issues are raised. • Visibility improvements are being developed to give more transparency on outstanding cases / incidents **Update 16th June:** • IPA tactical actions evidence has been reviewed by IPA, ongoing discussions regarding strategic actions. 3 pending Service Management tactical actions to be completed by end of June
7	• Continue to document improvement activities and track and discuss with Industry through the monthly Service Management Forum – **Ongoing** • Seek industry feedback and prioritise proposed improvement activities – **Ongoing** • Present an update on outstanding/recently resolved closed problem records – **Ongoing**	• All Continuous Improvements will be presented and tracked in the Service Management Forum • Industry feedback will be collated within the Service Management Forum • Problem Management updates will be presented in the Service Management Forum • Phase 1 Continual Improvements have been completed. Phase 2 Improvements from Industry and Programme Feedback ongoing • Problem Management ways of working has been improved and new Problem Manager is joining 26 March	Gary Leach	**Complete**	• Service Management Forum is tracking improvement activities with industry • Feedback is received during Forum or through cases being raised • Weekly Issues Log now contains Problem Management information

Progress against MHHSP ELS Exit Recommendations (3/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
8	• DIP change and release management process to be reviewed and baselined as soon as possible • Implement more structured release approach, where upcoming DIP changes are communicated in advance • DIP users should be consulted to assess best time for DIP changes to be made • This should be addressed ahead of more DIP users being onboarded in April	• DIP Manager has agreed processes through working groups and alignment with other code bodies. • DIP Manager has amended approach to sharing forward schedule of change. • DIP Manager has taken action to ensure pre and post change comms are issued. • DCAB will be advised on DIP changes and releases notes issued 20 days ahead.	James Stokes	Complete	Updated 09 April. • Change process baselined. • Forward schedule of change on DIP website. • Effective and operational release notes are in practice, consultation with MCC prior to planning outages is operationally effective. • Issuing comms pre-deployment and post deployment operational. And agreement to issue further comms 10 days post change to confirm outcome operational.
9	• Keep log of all comms that have been sent via all channels in readily available location • Implement a process to enable parties to check which comms they are signed up to receive • Include straightforward guidance on how to sign up for different types of comms, along with the purpose for each comms channel, in the TOG pack on a regular basis	• Requirements are being gathered for communications improvement requests and will be reviewed with Elexon comms team for feasibility assessment. • Elexon Comms team to report into TOG on delivery plan. • Reconfirmation of the comms sign-up process to be communicated in TOG on 6 February and at regular cadence moving forward	Kate Norton	27/06/2026	• Formal handover of this to Elexon comms team is complete • Implementation of the capability for self-serve of what lists are signed up to and by whom within an org is a long-term objective and will not be updated weekly at TOG, as it may take significant time to develop and deploy. • To sign up tor communications, go to: https://www.elexon.co.uk/news-insights/subscribe-to-our-newsletter-and-circulars/