MHHS Programme Open Day Q&A Document

Change Record

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Reviewers

Reviewer	Role
Jason Brogden	Industry Programme Expert
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1. Questions on Service Activation & Service Management

Q1. **Service Activation activities are outside of the Qualification remit. Where do we find out more about this as we are not finding any details on the Collaboration Base?**

Service Activation is the process where following successful Qualification, participants are onboarded to Elexon's new systems. Service Activation is a prerequisite to Migration, meaning that all participants will need to complete their Service Activation activities to start migrating their Meter Point Administration Numbers (MPANs) post Qualification.

It is on the Collaboration Base and sits under [Transition](). If participants require any further information, please reach out to helixserviceactivation@elexon.co.uk.

Q2. **Is it assumed that additional Service Management testing will be required to be executed by Programme participants in parallel to the Systems Integration Testing (SIT) Regression phase?**

The Elexon Helix project is proposing to execute a phase of Operational Readiness Testing (ORT) with the objectives to:

- Ensure that cross-party service management processes are fully operational and aligned with business requirements.
- Validate that major incident, incident, and problem workflows across multiple service desks function according to the Cross-Party Service Desk design.
- Provide assurance to stakeholders that operational risks associated with multi-party service management are mitigated before the service transition.
- Retest any SIT defects and test failures from SIT Operational Theme 1 Batch 3.
- Test functionality that was not tested in SIT Operations, including Problem Management and Parent/Child case logging and reporting.

Although ORT will be available to all participants, the current expectation is that it will be on a voluntary basis. In tests where re-runs of failed/blocked SIT scenarios will need to be re-run, there may be a need for specific SIT participants to be part of the testing. This is currently planned to be executed through June 2025, but the timing for this testing is subject to a planning review by the Elexon Helix project.

Q3. **Service Management arrangements only in place by September 2025 feels like a real risk. What would happen if the plan were not ready?**

Service Management readiness is a key area of risk within the programme and therefore a focus of Programme assurance. Service Management readiness forms part of the M10 acceptance criteria and is something that the Programme is working with Elexon to ensure that the Elexon Service Management function is ready and operational ahead of M10. If the plan is not ready, it is unlikely that the M10 Acceptance Criteria would be met.

The Elexon Helix project is currently reviewing the plans for Service Management and Business Readiness with the MHHS Programme providing input and review with the aim of being able to reflect these, with associated dependencies, in the MHHS Programme plan. Service Management readiness forms part of the M10 readiness criteria and the programme is working closely with Elexon to ensure that the Elexon Service Management function is ready and operational ahead of M10.

Q4. **Can we have more detail on dress rehearsals and what these will entail, and if Service Management will be incorporated?**

You can find details on this in the most recent Migration Working Group (MWG) papers. This includes information on the dress rehearsal approach, entry, exit criteria, timelines and more.

Q5. **How will Non-SIT parties test Service Management processes as they approach their Go Live dates?**

The Elexon Helix project has asked for volunteers for Operational Readiness Testing that all Programme Participants can volunteer for. Code Bodies do not believe that there is going to be any specific Service Management Testing beyond Go-Live for Qualification Participants. The service will be live and participants who need to use the portal will be accessing it in the same way that they already do.

Q6. Is there a status for the readiness of pre-Go Live activities that all parties need to make e.g., reverse migrations and supply number changes?

Elexon as BSCCo has shared a "Legacy Settlement arrangements during and after MHHS Migration Management Letter" with both QWG and the Elexon SAWG in preparation for the targeted sending of the letter to Suppliers, Data Aggregators, Data Collectors, and Meter Administrators. Elexon will be tracking the return of the letters from the above Parties, the Deadline to return a signed letter is 31 May 2025.

The REC Code Manager has created an MHHS Readiness Checklist to support their activities to ensure that Suppliers and Meter Equipment Managers are compliant with legacy REC obligations and will be seeking Director confirmation that the necessary changes have been made.

This is also part of the Programme RA5/6 Readiness Assessment wherein we are asking all participants to report on their readiness.

Q7. Although yet planned, what is Service Management testing likely to look like?

The Elexon Helix project have now issued the Operational Readiness Testing Approach for consultation that sets out the description of this phase of testing.Parties are requested to respond to this consultation by 17:00 on 28th April and the consultation and associated response form can be found here: [Service Management - MHHS Programme](#)

2. Questions on Transition

Q8. Will the M10 Cutover Plans include what Suppliers need to be aware of e.g. avoid processing during Cutover weekend? Are there any systems we cannot use e.g., Electricity Enquiry Service (EES)?

Yes, the M10/M11 Cutover Plan will include information that Suppliers need to be aware of, such as avoiding processing activities during the Cutover weekend. Specifically, the Cutover Plan mentions that the EES system will not be available over the Cutover weekend. For more detailed information on system availability and other dependencies, Suppliers should refer to the Cutover Plan.

Q9. Will current Central System performance (and mitigations where required) be added to the M10 Readiness criteria?

No, the current Central System performance and mitigations will not be added to the M10 Readiness Criteria at this point. The Acceptance Criteria is considered comprehensive enough to monitor outcomes for M10. However, in the lead up to the M10 Cutover, the Programme will be requesting a declaration of readiness from all Central Parties. This declaration will include confirmation that there have not been any issues with the performance of central systems leading up to the Cutover.

Q10. What are the next steps/timeline on the Early Life Support Model? The consultation closed on 7 March 2025.

The Programme have reviewed and responded to all comments from the Early Life Support Model consultation and facilitated an Assurance Meeting on Thursday 3 April 2025. The updated document is tabled for approval at the Migration & Cutover Advisory Group (MCAG) meeting on Tuesday 29 April 2025. You can view the latest version of the MHHS Early Life Support Model and Consolidated Comments Log on the [Early Life Support Model page of the MHHS website](#).

If you have any questions, please email the Operational Readiness team at opreadiness@mhhsprogramme.co.uk.

Q11. Which forum defines Early Life Support duration and the criteria for entry and exit? Will this be at constituent or party level, or the same for everyone?

In terms of entrance into Early Life, this will be matched by the decision to approve M10. Once the Programme Go Live, we will automatically enter the Early Life Support period, noting this will only be Central Systems at this point until suppliers starting migration at M11 . As for reviewing performance during the Early Life period, this will be through the Transition Working Group. This forum allows all of industry to see the performance monitoring that is in place and to comment on performance from across the industry. The working group will then make a recommendation to the advisory group, the Migration and Cutover Advisory Group, that says performance has met the relevant levels, that we have got the requisite number of MPANs operating within the MHHS arrangements and that we should move to the next phase of Early Life. It is the advisory group which will give approval to move into the next phase of the Early Life Support period.

Q12. How will the Readiness or otherwise of Non-SIT participants feed into the M10 Go Live decision?

The readiness of Non-SIT participants will be assessed through the robustness of the Qualification arrangements put in place by the Code Bodies. This assessment ensures that once they join, their participation is reliable and sustainable. The M10 Acceptance Criteria encompasses the ability of all parties to support Migration and Reverse Migration of customers within the MHHS arrangements, thereby ensuring a smooth transition for all involved. The Code Bodies are asking all relevant participants to confirm compliance as per Q6 above and they will be reporting progress to the MHHS Programme.

Additionally, as part of the M10 Acceptance Criteria, we will also be assuring the efficacy of the Qualification process to ensure the Qualification process remains robust post M10. This will provide us the confidence that whilst managing M10 readiness, we are also assuring that future milestones remain viable.

Q13. Have you considered all reporting aspects for M10 readiness e.g. DIP Reporting?

Yes, the Programme have considered all aspects of reporting for M10 Readiness, including DIP Reporting. Reporting is a fundamental element of the requirements for preparation for live operation as is the operational readiness of all Central Parties.

3. Questions on Qualification

Q14. Can we gain a Balancing Settlement Code (BSC) M10 checklist like we have had from Retail Energy Code (REC)?

This is something that is under consideration by the BSC and will be communicated in due course.

Q15. What percentage of Suppliers and Agents have signed up to share Qualification Wave? Will there be a push to get more on the register?

There is a coverage tab on the register which gives a view of how many Suppliers and Agents have opted in. The Programme are expecting that there will be an update to the register in line with Migration Planning as one of the data items is when a participant's proposed Migration start date is. The Programme will look to have Clock articles on the register to remind participants that they can opt in to the register, which may encourage further signups.

Q16. If the Programme is shifting from Test Execution to Operational Readiness at M10, how will you ensure that Qualification testing gets sufficient support?

 Despite the shift from Test Execution to Operational Readiness at M10, the Programme have ensured that Qualification testing will receive ample support. There is a fully resourced Qualification team for

Non-SIT LDSO testing within the Programme, and it is making good progress. Additionally, there is a fully resourced Supplier and Agent Qualification team within the Elexon Helix project.

The Elexon Helix project has developed the Qualification Test Framework, which is ready for Supplier and Agent Qualification testing in **August 2025** and has been Beta-tested with one of the suppliers. The Elexon Helix project has strong confidence that this framework is fit for purpose and ready to be implemented. All test cases have undergone industry review and approval, indicating that the Elexon Helix project is prepared and reporting green for Supplier and Agent Qualification from **August 2025**.

While the Programme shifts the focus, we continue to prioritise all activities, ensuring no attention is lost.

Q17. What are the implications for M10 without a full house of qualified Licensed Distribution Service Operators (LDSOs)? Are all area LDSOs on track currently and how do we guarantee a full house?

The implications for M10 without a full house of qualified LDSOs are significant, as all LDSOs must be ready to ensure the Programme's success. The Non-SIT LDSO QT workstream had been flagging Amber due to one LDSO being behind schedule. However, because of the close working between the Programme and said LDSO, significant progress has been made by the LDSO and the workstream is now reporting 'Green'. The Programme's focus remains on ensuring all LDSOs are prepared for M10. To guarantee a full house, the Programme is implementing proactive measures and closely monitoring progress to mitigate any risk that may be identified in the weeks leading up to M10. The Programme are actively working on a recovery plan with this LDSO, and believe the position is recoverable, not posing a significant risk to M10. The Programme's focus remains on ensuring all LDSOs are prepared for M10. To guarantee a full house, the Programme is implementing proactive measures and closely monitoring progress to mitigate any risks.

Q18. Qualification for LDSOs confirmed mid-September 2025 looks very close to the M8 wire and appears to leave very little time for remediation.

Although the Qualification for LDSOs confirmed for mid-September 2025 does appear to be very close to the M8 wire and leaves limited time for remediation, most of the significant work will be completed by then. Non-SIT LDSO Qualification testing is expected to be completed by mid-May 2025, allowing confidence in the qualification process. By the time we reach September 2025, the last piece of the jigsaw will be the two LDSOs coming out of SIT and relying on the testing done. The Go Live Implementation Group (GILG) is in place and the MHHS Programme will be carefully monitoring qualifications and foreseeing any issues early.

Q19. How can Programme participants that are not in MVC submit a final QAD by 19 September 2025 when SIT for non-MVC continues past this date?

Code Bodies went through timeframes in the [Qualification Health Check session of the MHHS Open Day](#). Code Bodies acknowledge that the Qualification Approach and Plan states that the final QAD submission window for SIT Parties that will not be Qualifying before M10/M11 closes on **19 September 2025**, but the QAD sign-off for those people will not be until the **28 November 2025**. There is a two-month period for participants to update any changes required and for Code Bodies to do a review and raise any final follow-ups. While participants could substantially complete the rest of the QAD and submit the final QAD, there will be a two-month window to put in the confirmation that you have now also completed the testing and agreed on any work-off plans.

The two-month period enables Code Bodies to de-risk the situation where there are other issues within the QAD. Code Bodies want to be in a position where all elements of the QAD that are not directly impacted by testing are ready to be signed off to reduce the risk that these areas will delay BSC PAB and REC Code Manager approving your submission.

If there are any individual issues with participants that come after September, Code Bodies will discuss on a one-to-one basis. This is why Code Bodies have confidence that it will not affect Qualification and their ability to operate.

Q20. Should we be expecting any further comments on our QAD after addressing the points raised from the draft submission?

The Code Bodies do not intend to raise any follow up comments that are unrelated to any updates participants have made. Participants may be making some updates to their submission based on any changes that have happened during Testing or any changes to Go Live operating plans. Participants will be making updates based on responding to Code Bodies' comments. There may be some additional questions that come out of these changes that you have made to the final QAD, but Code Bodies are not expecting to re-review all initial QAD submissions, especially for areas that have not changed.

Q21. Participants are not receiving emails from the portal following updates from Code Bodies. When will this be fixed?

This morning **(Tuesday 26 March 2025)** Code Bodies raised this with their service provider and will keep participants updated on this. Participants who are struggling with notifications are advised to please share the name of your organisation and your e-mail to the MHHS Qualification mailbox.

Q22. Is early DIP onboarding for Qualification Testing planned to take it off the critical path for Waves?

Code Bodies are planning to take an update on DIP onboarding for Waves to the Non-SIT Supplier and Agent Qualification Testing Subgroup (SAQTSG) on **Wednesday 2 April 2025** to walk through the lessons learned from the Non-SIT LDSOs, the support and timelines that are expected to be in place for DIP onboarding.

Q23. Do you have an aggregated view of initial QAD completion success/progress you are able to share to help give confidence as we move towards final QAD for MVC?

This is not something Code Bodies are sharing publicly – Customers can hear the latest QAD updates at each month's QWG.

Q24. Is an authorised person of the company director allowed to provide sign-off for QAD?

The QAD Should be signed off by a company director as named on Companies House.

Q25. What is happening about the proposal to merge Wave 3 and Wave 4 Qualification?

This was not a firm proposal; it was the subject of a PPIR to gather information to understand if this was an option that might be possible in order to bring forward M14 and therefore M15. As per the M10 Checkpoint Report provided to the April Programme Steering Group, the Programme is not intending to change Wave 3 & Wave 4 allocations and not planning to bring forward M14 and/or M15.

Q26. If SIT MVC completion sign-off is earmarked for August 2025, how does this impact the sign-off of parties' QAD/SQAD submissions which happen earlier?

The QAD cannot be signed off until after the Parties being Qualified have completed their SIT testing, as their SIT reports are the last piece of evidence required for the QAD. The completion and sign-off of the SIT MVC report is critical, as it provides the necessary test evidence for the Qualification Assessment Documents (QAD) which need to be assessed by the REC code manager and the BSC. If the SIT MVC completion sign-off is planned for August 2025, it will directly impact the timeline for participants' QAD and Self-Qualification Assessment Document (SQAD) submissions, as these submissions can only be signed off after the Parties being Qualified have completed their SIT testing.

Q27. Is the director level sign off required for the initial QAD or is this just the final submission?

The Director sign off should come following the acceptance of the Final QAD Submission by Code Bodies. The acceptance will be provided following the Final QAD Submission, and the completion of the Draft and Review cycle of a Participants Final QAD.

Q28. Where does the BSC DIP Access Agreement fit into the journey for Service Activation?
This is not a BSC Access Agreement, it is a DIP rules Access Agreement. It only needs to be signed by participants that are not under the BSC Qualification or REC Qualification process. These went out to participants who are required to sign during week commencing **17 March 2025.** Participants who believe they fall within this category and have not yet received anything are advised to send an email to jessica.davis@elexon.co.uk.

Q29. Is there an expectation for a participant to start Qualification Testing as soon as the Qualification window opens, or can a participant choose when to start?

Code Bodies will be working with participants on what their Qualification Testing Plan looks like. There is not an expectation for participants to start on the Monday after QT / when their window opens but there will be an expectation for participants to complete within the window for that Wave. Code Bodies will discuss with individual participants what their Plan looks like.

Q30. Is it OK that CEO sign off will be before SIT completion (given this is very tight)?

It is not possible for the CEO to sign off before the SIT completion due to specific requirements and questions related to testing, which must be completed in line with the Requirements to Test Traceability Matrix (RTTM). Any outstanding Defects from Testing need to be resolved as part of a work-off plan, and answers to questions may change based on Testing outcomes. Director sign-off must follow the QAD being completed with all necessary test reporting and agreed work-off plans.

Q31. How can final QAD journeys for some roles be different given a single QAD is required for multiple roles in some cases?

In the Portal, if participants have multiple roles, you will have one QAD which has multiple sections. What participants may not see in the background is that each role follows a different workflow depending on if it is a REC only role or BSC role. If you have multiple roles, you will see the same on the front-end but on the back end it is being split out between BSC and REC. Once you move out of the portal, although Code Bodies will keep Qualification running on the same timeline, technically you will be getting approved by REC Code Manager and/or BSC PAB depending on each of the roles that you are going through.

3. Questions on Migration

Q32. How will the Migration plan handle large transfers of MPANs between Suppliers e.g., at nondomestic contract rounds, as these will alter Programme participants' Migration plans?

To pick up on the contract rounds, within the Migration Framework a number of non-Migration working days are defined. Going back to very early conversations the Programme had in the Migration Working Group, it was agreed that there was going to be a period around the contract rounds when there would not be any Migration occurring, which is how this will be dealt with.

In terms of changes in portfolio numbers, where the Programme see MPAN movement, this drives a requirement for the Migration Sprints. At the beginning of each Sprint, the Programme will refresh the portfolio data that is used to generate the Migration capacity given to participants through the process. This is updated periodically by taking refresh to portfolio snapshots. The Programme recognises that there could be extraordinary events where portfolios do move. On this occasion, the Programme would have a principle that the Migration capacity that was attached to the number of MPANs would then transfer into the Suppliers as part of the process.

Q33. If there is a major incident through Migration that requires everybody to make a system change, what will that process be?

If there is a major incident this will be managed through BAU Service Management processes.

4. Questions on Readiness Assessment

Q34. Can you confirm if Programme participants need to complete Readiness Assessments at each checkpoint in April and July 2025?

The Programme will be undertaking an assessment of the M10 Acceptance Criteria in a report to the July PSG to provide a view on M10 Readiness and to identify any action that might need to be taken. Readiness Assessment 5/6 is an activity that will run from April and will provide information to feed into the M10 Checkpoint reporting for the July PSG. There will be other sources of data that the Programme will consider in their July M10 Checkpoint Report (e.g. cutover plan information).

The April M10 Checkpoint Reports (Programme and IPA) have been published to PSG as part of the papers for the 2 April 2025 meeting and can be found here. There will be no further evidence gathering for this exercise.

5. Questions on Change Management

Q35. How will change management (e.g. on hold change requests, key change required from a milestone industry change) operate within / during this framework?

Programme Change Requests deferred due to the change freeze, if required, will need to be progressed under the Code Body change process. Moving forward, where an external change impacts the Programme deliverables and/or timescales, the Programme will engage with the Code Body process to ensure the implementation of the change is considered for MHHS Programme impact and if necessary deferred to after the appropriate Programme delivery milestone.

6. Other

Q36. Demand load shift requires investment that vulnerable customers cannot afford. Why are most end consumers disengaged with MHHS mainly due to costs?

Despite the benefits of being socialised and eventually helping all consumers, the initial cost still poses a challenge. Consumer education and engagement remain a further challenge, as many consumers are not persuaded by smart meter advertisements or engaged with energy more generally. Over time, as smart meters and the opportunities presented by the use of mandated Half Hourly data become more mainstream and common through positive momentum, we are expecting that consumer engagement will increase an customers will take advantage of the benefits available to them (e.g. through Time of Use tariffs).

Q37. What, of the remaining uncertainties on slide 10, keep you awake at night i.e. which are going to be the hardest to overcome?

The complexities of the industry and the broad array of activities required to be ready for Go-Live are significant challenges for Go-Live. While the Programme is making great headway through testing, there is still substantial work required to reach our goals. Ensuring that all participants are prepared and capable of performing their necessary tasks for M10 is another area of concern. These elements, alongside maintaining a balanced approach across all activities, represent the most challenging uncertainties we face.

Q38. How will Market-wide Half Hourly Settlement (MHHS) and price cap work in unison?

Although the architecture is not entirely wrong, there is a way to manage both MHHS and price cap tariffs together effectively.

Q39. TNA - When can participants expect to be contacted to support this?

The Training Needs Analysis is being planned by the Elexon Helix project, and they will be in touch with any external party requirements and support.

Q40. Regarding the central Data Aggregator service, how will it be set up for Suppliers to discuss issues? Will there be account handlers for individual suppliers?

If this is referring to the Service Management arrangements for MHHS, these are set out here: Service Management - MHHS Programme. We expect that Elexon will continue to run their OSM framework to continue to support market participants.

Q41. Would be great to receive a contact point slide for all these workstreams - similar to the DIP Manager slide - to help know who's responsible for each.

You can view a Contact Point slide for the MHHS Programme on the Contact Us page of the Collaboration Base.