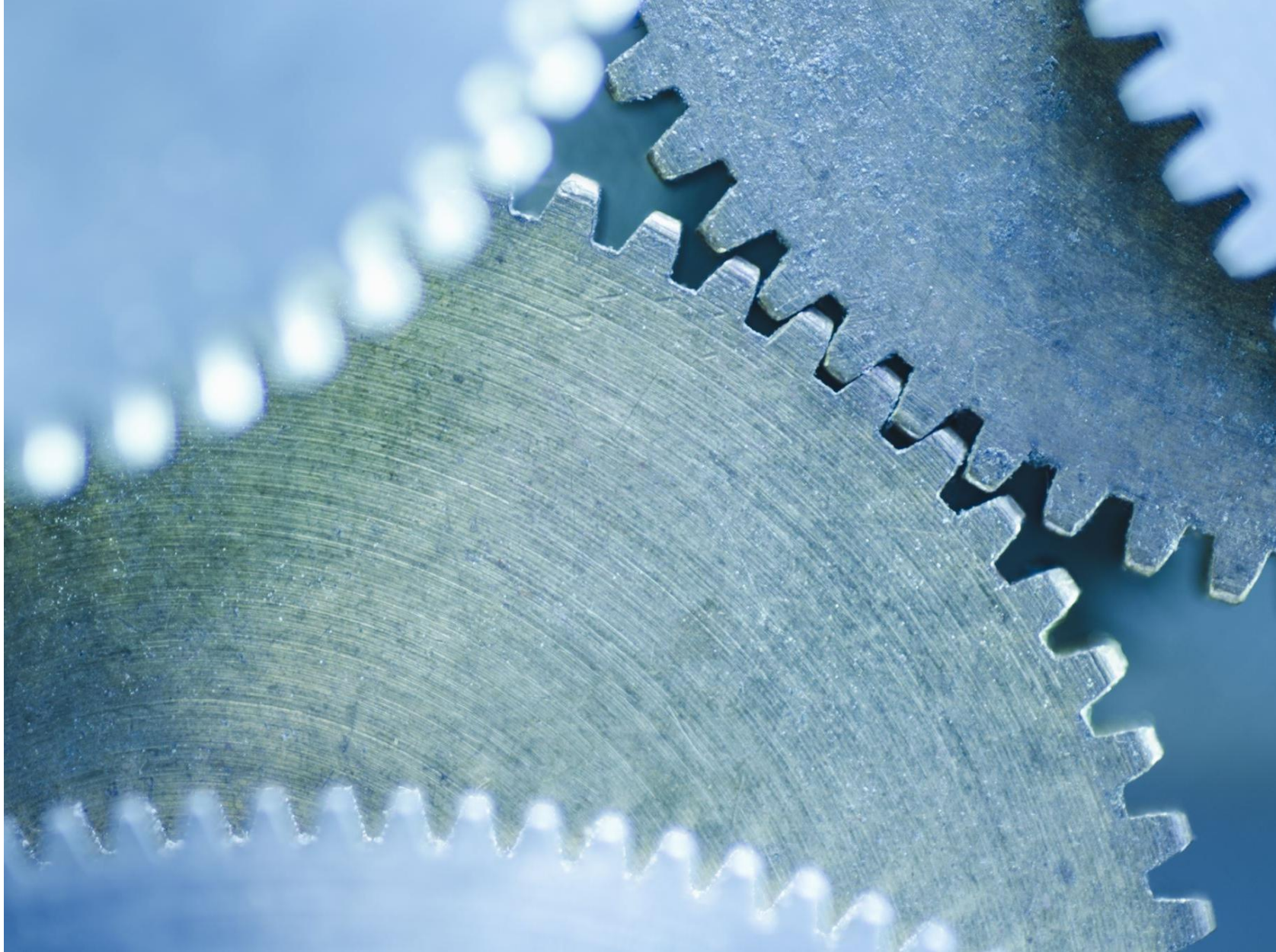


# Transitional Operations Group

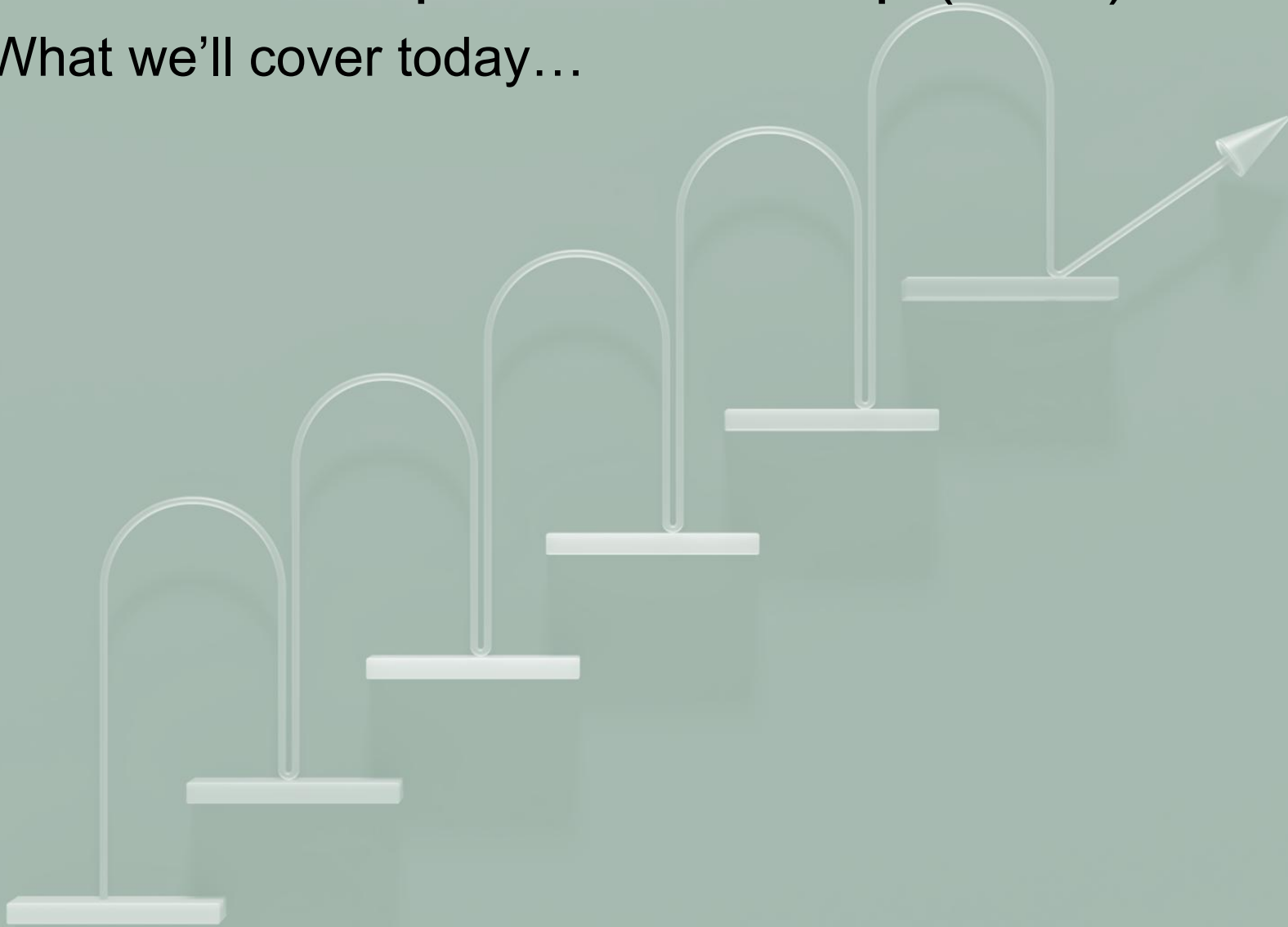
Meeting #26

Friday 17 April 2026



# Transitional Operations Group (TOG)

What we'll cover today...



1

## Introduction

2

### Focus topics

- MHHS TOM Dashboard
- CSS - MHHS Supplier Arranged Appointment issue CSS07000 (INC0357601)
- Migration update - MHHS Programme
- IPA Review
- M16 Overview (STEG)
- DIP Manager Assurance Escalation Overview

3

## Actions

4

## Q&A

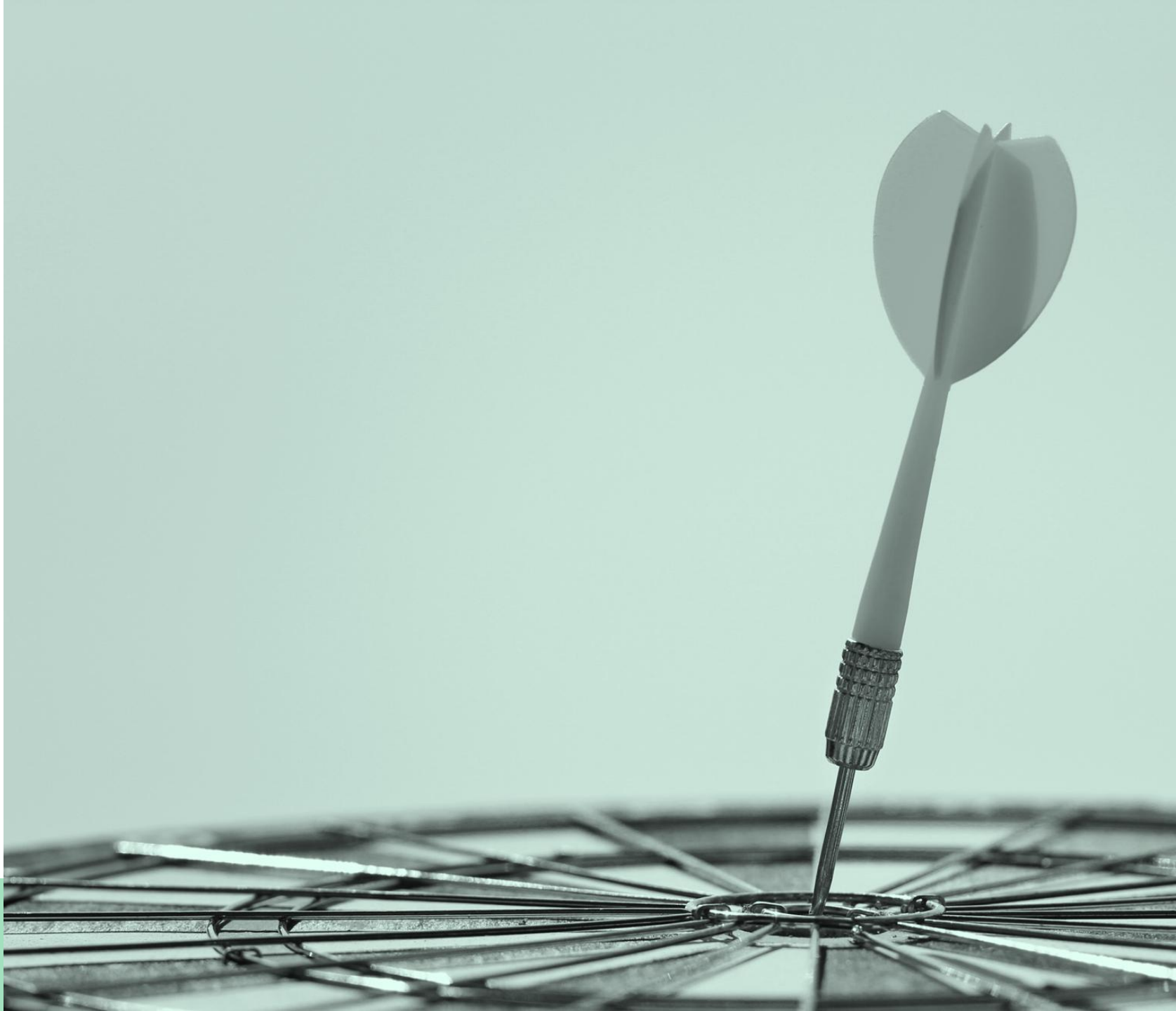
# Introduction

- **The TOG provides a forum for participants to engage with Elexon, other Code bodies and other participants on the operational delivery of MHHS. The group meets to share information and collaborate to resolve common operational problems. The primary focus is on recent and live topics that impact participants operation within the MHHS Target Operating Model.**
- Elexon aim to ensure that TOG is informative and engaging. We want conversation and questions but to make it easier to hear everyone and capture your questions. We ask that participants adhere to the following steps.
  1. Please **do not** use external AI notetakers; AI bots will be removed from the meeting
  2. This meeting is being recorded and may be published on the Elexon website
  3. Please raise your hand to ask questions or write in the chat
  4. The Chair will invite people with questions to speak at the appropriate time
  5. We welcome people to go 'on camera' if speaking
  6. Wait for others to finish speaking before adding points in a discussion
  7. Be respectful and courteous

# 02

## Focus topics

1. MHHS TOM Dashboard
2. CSS - MHHS Supplier Arranged Appointment issue CSS07000 (INC0357601)
3. Migration update - MHHS Programme
4. IPA Review
5. M16 Overview (STEG)
6. DIP Manager Assurance Escalation Overview



# 1. MHHS TOM Dashboard

# MHHS Target Operating Model Dashboard

This dashboard reflects the Elexon perception of status of key services within the MHHS TOM. This is based on feedback and incidents that the code managers are aware of. It may reflect issues impacting a service that are NOT a defect or issue with the service itself. e.g. errors in submitted data causing settlement error

Functional area	Status	Description
Data Integration Platform (DIP)	Green	
Supplier Volume Allocation Agent (SVAA) Core Services	Green	
Supplier Meter Registration Service (SMRS)	Green	
Central Switching Service (CSS)	Yellow	Impacted delivery of Supplier Arranged Appointment Update Notifications (CSS07000) since 07/04/26. Issue resolved on 10/04/26 but backlog of notifications remain
Electricity Enquiry Service (EES)	Green	
Metering Services	Green	
Suppliers	Green	No Major/P1/P2 Incidents
DCC	Green	
Data Services	Green	Data at expected volumes for SF with no current incidents
UMSO / LDSO Op Services	Green	

# 2. CSS - MHHS Supplier Arranged Appointment issue CSS07000 (INC0357601)

# MHHS Supplier Arranged Appointment CSS07000 (INC0357601)

**Issue Description** –An issue has been identified that has impacted the delivery of Supplier Arranged Appointment Update Notifications (CSS07000) to DNOs from 7<sup>th</sup> to 10<sup>th</sup> April. This notification is used by CSS to confirm the outcome of Supplier Arranged Appointment (SAA) updates for role MDR, where the registration is in an active state.

## Quantification

**Number of DNO's impacted:** 15

**Number of devices impacted:** 67,000

**Device Types:** ESME

**Network Impact:** None

**Capacity:** No impact observed

Message Type	Impact Volume
SAA notification (CSS07000)	67,000

**Effect on Service users:** No impact, messages have been delivered

**Consequence:** 67k failed confirmation messages

**Risk:** leaving DNO's without visibility of accepted MDR appointment updates causing misalignments across systems.

**Service Impact:** No impact to service

## **Next steps:**

**Solution:** Microsoft system update

**Tactical solution:** On 10/04 SMDSP implemented an update to the outbound edge/component on the SMDSP side to one of the allowed routes within CSS allow list and traffic/messages. This resolved the issue with BAU processing and SMDSP/CSS delivery now BA.

**RCA:** Microsoft update applied on 07/04 at 02:05 removed/updated the cipher suite used by the DSP's outbound messaging component. This meant the DSP could no longer establish a secure connection with CSS, resulting in 500 errors and blocking all outbound messages. As a result:CSS07000 Supplier Arranged Appointment Update Notifications were processed correctly by DSP and CSS, but the confirmation messages back to DNOs failed to send. This created a backlog of 67k undelivered messages, around half of which relate to CSS07000s. Attempts to reprocess these messages have been exhausted, meaning DNOs will need to resubmit SAAs to realign data. The remaining ~67k messages relate to Meter Point/Comms Hub mapping and have no external impact; DSP expects to retrigger these.

**Next steps:** Collate detailed impact data with MPID and MPXN for the missing CSS07000s. Clarify the requirement from DNOs to endure data alignment and issue guidance. Post Incident Review to be completed 16/04 to document full root cause and track future improvements to prevent a reoccurrence.

# 3. Migration update

## Migration Execution - Data for w/e 10 Apr 2026

### Status

Although weekly migrations initiation volumes are below the Migration Plan, positive progress is still being made. There are no are no central system issues affecting Migration.

### Cumulative Migration Totals Since M11 as of 10 April 2026

Suppliers currently migrating	Cumulative Migrations Planned since M11	Cumulative Migrations Initiated since M11	Initiations % of total MPANs (required for M15)	Cumulative Migrations Completed Since M11	Completions % of total MPANs (required for M15)
6	8,699,437	6,929,898	20.53%	6,894,128	20.42%

Note – Completion occurs 5 WD after initiation occurs

### Cumulative Migration Totals in Sprint 1

Migrations Planned in Sprint 1	Migrations Initiated in Sprint 1	% of planned initiated	Migrations completed in Sprint 1
5,978,373	4,505,206	75%	4,582,034

#### Progress:

- Migration volumes are currently tracking behind plan due to localised issues experienced by a few Suppliers. These issues, along with the revised Migration Plans, have been reviewed and considered to be acceptable by the MCC. The reduced migration outturn does not currently pose a risk to M15, and there remains sufficient unused migration capacity to recover any lost volumes. The aim would be to recover 'lost' volume in the short term, where possible.
- There are no known central system issues affecting overall migration progress, and all other active Suppliers continue to migrate in line with the established Migration Plan.

#### Issues Experienced:

- Lower than expected Migration Initiation volumes – 'Lost' migration volumes are not considered a material risk to M15 at this point in time, as sufficient unused migration capacity is available, and other Suppliers continue to migrate as per the Migration Plan.

#### Blocking Issues:

- none

### Migration Progress - Sprint 2

Mig week #	Mig EFD Dates****	Migration Initiations Planned	Actual Initiations Sent (IF-31)	Exceptions (IF-32)	Exceptions %	Completions (PUB-36)	Initiation to Completion %
24*	08/04/2026 -13/04/2026	256,704	10,993	16	0.15 %	10,973	99.82%
25	17/04/2026 - 17/04/2026	129,106	40,060	14	0.03 %		
26	20/04/2026 - 24/04/2026	951,972					
27	27/04/2026 - 01/05/2026	906,019					
28	05/05/2026 - 08/05/2026	875,854					
29	12/05/2026 - 15/05/2026	655,040					
30	18/05/2026 - 22/05/2026	729,081					
31	26/05/2026 - 29/05/2026	739,625					
32	02/06/2026 - 05/06/2026	676,117					
33* *	08/06/2026 - 12/06/2026	383,299**					
***	<b>TOTALS</b>	6,046,113	<b>51,053</b>	30	0.06 %	<b>10,973</b>	<b>99.82%</b>

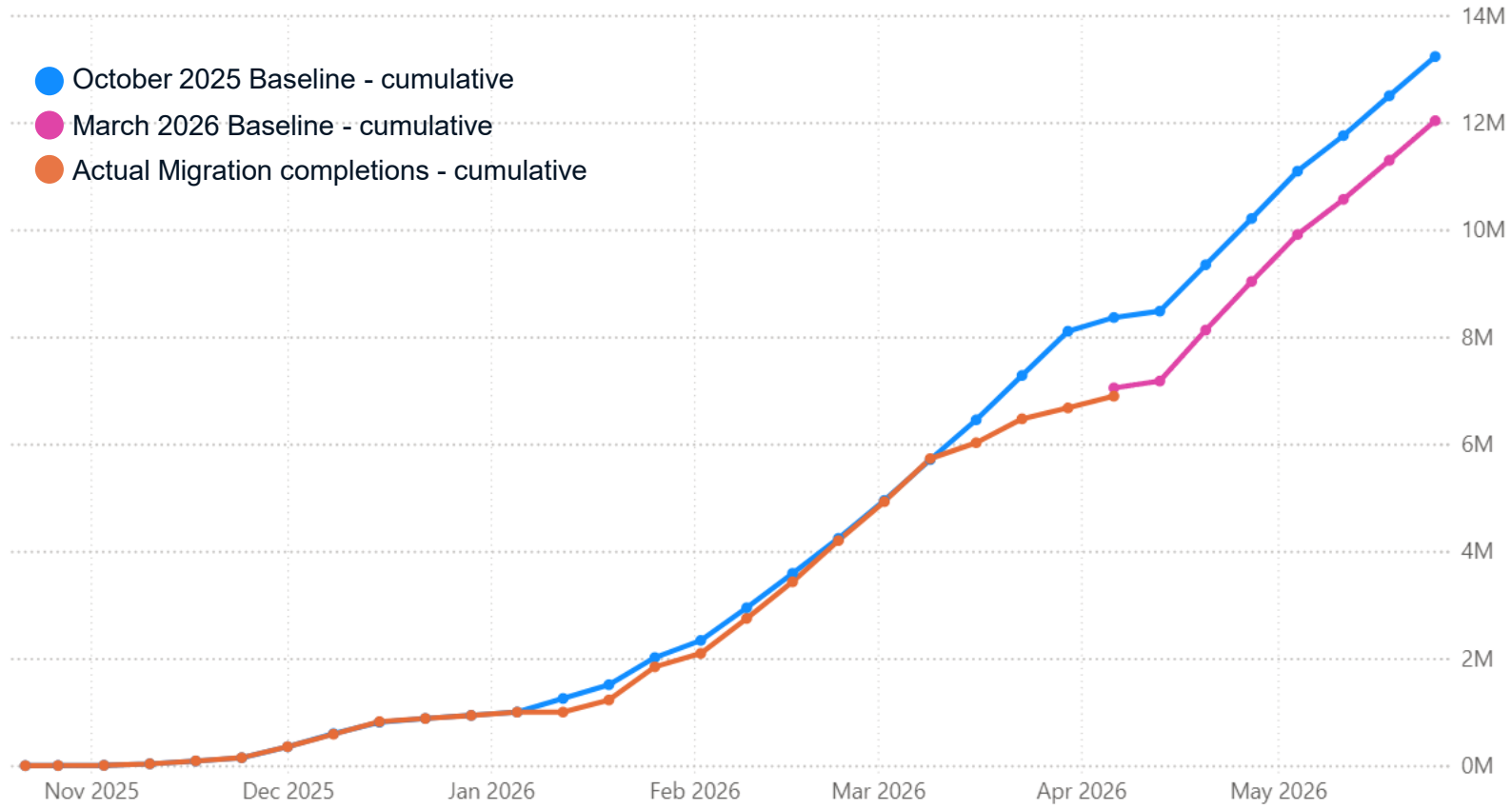
\*. Data for full week even though Monday & Tuesday were part of Sprint 1

\*\* Data only for Monday & Tuesday as rest of the week is part of Sprint 3

\*\*\* Totals include Sprint 1 days in migration week 24

\*\*\*\* EFD adjusted for non-migration days due to May Bank holidays Migration week 30 is the first week non-SIT Suppliers can start migrating

# Migration Completions Progress against Migration Plan



Migration completions are under the migration plan due to localised issues with some Suppliers which has caused them to reduce or pause migrations. The rationale for these pauses have been reviewed and deemed to be acceptable. There is sufficient unused migration capacity to support catching up 'lost' migration volume in the near time.

# 4. IPA Review

# Background and Summary

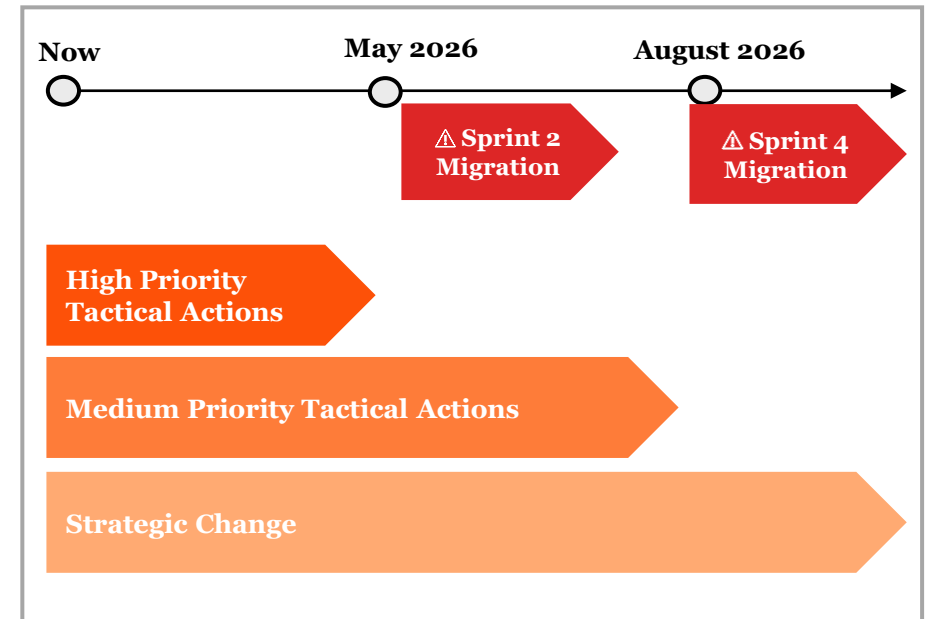
## Background

- The objective of the IPA's MHHS Target Operating Model (TOM) Service Arrangements and Operations Review was to consolidate learnings from live operations to identify tactical improvements to mitigate risk as participant onboarding and migration activity increase, and identify strategic recommendations to strengthen enduring service arrangements and enable stable, sustainable service operations under the MHHS TOM over the medium to long term.
- The review consisted of 24 interviews with a range of industry participants, including Elexon, to gather their perspectives on experience of service operations to date, service management culture, industry governance effectiveness and scalability across the TOM. This was also supported by a targeted review of ServiceNow tickets to assess the operating effectiveness of service management processes (a review of other industry service desk operations was out of scope).
- This summary has been provided for the April 2026 MHHS Programme Steering Group (PSG).

## Summary of Findings

- Our review identified several good practices within the current MHHS TOM Service Arrangements (see following page). We also recognise that ongoing continuous improvement since M10 has driven improvements in service metrics.
- 14 tactical observations have been identified through our review, requiring near-term action
- Two strategic observations have been identified relating to ambiguity in overall facilitation and co-ordination of the MHHS TOM, and industry obligations regarding service arrangements
- This update sets out the agreed tactical actions (pages 4 to 6). High priority actions require completion before Migration Sprint 2 (May 2026, 10 new suppliers), and medium priority actions require completion before Migration Sprint 4 (August 2026, 39 new suppliers), as illustrated in the diagram on the right.
- The two Strategic Observations set out on page 7 require further engagement with relevant parties to assess resolution options and agree proportionate, realistic action plans. This will be done through workshops in April 2026, with updates provided at the next PSG.

## Action Roadmap





## Monitoring and risk-based assurance

- **Elexon Performance Assurance is applying a risk-based monitoring approach**, focusing effort on issues with the greatest potential settlement impact rather than monitoring every exception. The D209 issue demonstrated the value of using high-level metrics and trend analysis to detect anomalies early.
- **Performance Assurance is demonstrating agility to introduce targeted reporting and controls based on live experience**, such as picking up IF45 monitoring and MSID volume variance monitoring following issues.

## Continuous improvement and clear feedback channels

- **Service management processes have matured through early-life learning**, with teams refining prioritisation, impact assessment and communication expectations as experience has grown.
- **Knowledge bases, documentation and lessons learned are being actively developed and shared** to support participants, particularly newer entrants, and reduce unnecessary support demand.

## Cross-party collaboration when required

- **When material issues arise, parties are able to collaborate quickly across organisational boundaries.** The D209 issue is a strong example, with suppliers, LDSOs, DAs and service providers working together through direct sessions to identify root cause and implement a fix.
- **There is evidence of constructive operational goodwill across the market**, with most parties responding proactively to issues without needing formal escalation.

## Maturing Service 'operating model'

- **The relationship between Operational Support Managers (OSM), Performance Assurance, service management and technical teams is becoming better defined**, with clearer boundaries, stronger interfaces and more established ways of working.
- **The OSM role is increasingly valuable as a named operational contact and 'critical friend'**, helping participants navigate issues, route queries effectively and escalate risks where wider settlement impact may emerge.

# Tactical Observations (1 of 3)

#	Theme	Observations	Recommendation	Priority
1	<b>Effectiveness of Service Management Processes</b>	1.1 – There are examples where Elexon’s handling of Service Now tickets (e.g. including triage delays, unclear ownership internally, and delayed communication, etc.) has led to slower resolution times and customer dissatisfaction.	1.1.1 - An Elexon role (to be confirmed by Elexon) should conduct a weekly walkthrough of open and recently closed tickets with Industry Participants and share feedback on Service Management cases and incidents to the Service Management team for further investigation and action.	High
			In-Progress [Programme ELS Exit Recommendation #7]: Continue to periodically review operational KPIs, investigate breaches and define remediation plans as part of ongoing continuous improvement activity. Progress of actions should be reported through the Service Management Forum.	High
		1.2 – Major Incident PIRs do not include actions on how recurrence of incidents will be prevented and there is limited visibility and monitoring of follow-up actions which increases the risk of repeat incidents.	1.2.1 - Elexon should update the PIR template to include ‘actions industry should take to prevent reoccurrence’ of issues that contributed to the Major incident.	High
			1.2.2 - Elexon should establish a structured mechanism for tracking Post-incident Review actions, including ownership, due dates and report completion of actions, and agree which relevant operation forum these will be discussed at.	High
		1.3 – There are some instances of tickets raised by Participants which have inaccurate information, are submitted on behalf of multiple parties, or used for business queries that could be addressed through available self-service routes, increasing avoidable demand on Service Management and reducing the efficiency of incident triage and resolution.	1.3.1 - Elexon should provide refreshed guidance to industry participants on ticket submission best practices and present this back to Industry in the Service Management Forum. This should also be included in the onboarding pack referenced in action 1.3.2.	High
			1.3.2 - Elexon should develop a standardised onboarding pack that provides links to key information and guidance to support participants operating under MHHS. This should be shared with each Participant as part of Service Activation / Onboarding.	High
			In-progress: Elexon should establish a change log detailing planned changes to industry guidance and knowledge artefacts (e.g., Operations Manual), accompanied with expected completion dates, and communicate this to industry participants via the Service Management Forum and TOG.	Medium
		1.4 – There are examples whereby Participants have used informal, out-of-process escalation routes to access Elexon service teams which creates a risk of inconsistent treatment across participants and reduces the likelihood that issues are captured, tracked and managed through the appropriate service management channels.	1.4.1 - Elexon should reinforce and communicate the escalation process to industry through TOG.	Medium
			1.4.2 - When Industry use incorrect escalation routes (e.g. through direct interactions with Service Management team), Elexon teams should guide them to the right process rather than addressing the queries and track such instances.	Medium
		1.5 – IPA are reviewing the outputs of RA7 to validate that Elexon resourcing assumptions are appropriate to cope with the expected increase in demand during Sprint 2 Migration.	[Placeholder – awaiting evidence]	

# Tactical Observations (2 of 3)

#	Theme	Observations	Recommendation	Priority
2	<b>Visibility, communication and coordination across the MHHS TOM</b>	2.1 – There is not a formal Industry issues log meaning Industry participants have limited visibility of emerging issues that may have cross-party impacts, limiting their ability to impact assess, prepare mitigations and contribute to cross-industry resolution activity at an early stage.	In-progress: Elexon should formalise and share an issues log which includes a consolidated view of all open issues, including impact, severity, and age. Elexon should define the process for Industry input or comment. Industry should have clear expectations on how and when to provide input to the log, which should then be summarised and key updates and actions presented in TOG.	High
		2.2 – Elexon communications (Industry Circulars and PIRs) are not reaching all relevant Industry Participants, increasing the risk that important updates are missed or circulated through informal internal channels. This could lead to Participants not taking relevant actions to remediate issues or mitigate risk.	In-progress [Programme ELS Exit Recommendation #9]: Elexon should review the distribution lists used for industry communications and define a process to periodic review and update the lists with collaboration from Industry.	High
		2.3 – There is not a centrally managed, role-based industry contact list which limits participants’ ability to engage in timely bilateral discussions to raise and resolve message errors. This could lead to delayed issue resolution.	2.3.1 - Elexon should establish a centralised operational contact register for MHHS participants to facilitate timely bilateral engagement between industry parties when technical issues or cross-party incidents arise. Elexon should define the process by which this register is updated, periodically reviewed and communicated to Industry. This should consider the necessary controls to comply with GDPR. This will require Industry input.	Medium
		2.4 – There are examples of central system releases, outages and maintenance activity across the TOM, which have not been communicated to Industry. This has limited participants’ ability to assess impacts, plan effectively and respond to change in a coordinated way.	2.4.1 - Elexon should create a Central System provider maintenance, release and outage calendar that is forward looking that details the planned down time across Central System Providers and include it in the TOG appendix. This will involve input from each Central System provider, co-ordinated by Elexon.	High
3	<b>DIP monitoring and Performance Assurance</b>	3.1 – DIP Performance Assurance processes are still maturing and do not yet provide complete coverage of the controls and measures needed to monitor compliance effectively and hold parties to account for non-compliance.	In-progress [Programme ELS Exit Recommendation #3]: DIP Manager to review arrangements for DIP Rules monitoring and the process for providing supporting guidance. Once this review has been completed, the process for escalation of performance issues to individuals and to the MCC should be defined for cases where participants failure to adhere to DIP rules could impact the delivery of their migration plan.	High
			In-progress: DIP Manager to present the outcomes and proposed action plan arising from the ‘DIP Risk Operating Plan’ 26/27 consultation to relevant governance forums, including DCAB and TOG.	High

# Tactical Observations (3 of 3)

#	Theme	Observations	Recommendation	Priority	
3	<b>DIP monitoring and Performance Assurance</b>	3.2 – Industry Participants have raised that guidance produced by DIP Manager on L3/L4 validation and error message handling is not clear. This is creating a risk of inconsistent interpretation and inefficient resolution of validation issues, which could lead to an unmanageable volume of error messages across industry and significant demand on service management processes.	3.2.1 - DIP Manager to present the outcomes and proposed actions arising from the DIP change request 15 (Introduction of L3/L4 error responses into DIP Rules) consultation to DCAB and TOG and provide refreshed guidance to industry on L3/L4 validation error handling.	High	
4	<b>Cross-Code Ways of Working</b>	4.1 – There are a small number of examples of incidents being raised to the wrong Code Body Service Desk and not being appropriately re-routed back to the correct Code Body or resolved correctly. This could result in Participants receiving incorrect guidance to Code Body queries, which could result in non-compliance to Code.	4.1.1 - Elexon and REC should co-create a FAQ guidance document to direct Participants on which Service Desk to raise relevant queries, and socialise it through refresher sessions. This guidance should be available on both the REC and Elexon websites.	Medium	
			In-Progress: Elexon and REC have established a regular cadence of meetings to discuss participant tickets mistakenly submitted to the incorrect service desks. Both parties have agreed that the ticket should be returned to the raiser and continue to monitor and communicate these instances. Elexon and REC to continue regular communication throughout migration to avoid instances whereby tickets are not returned to the correct Code Body.	High	
5	<b>Governance and Operating Model Enablement</b>	5.1 – The current design of Elexon’s MHHS issue resolution mechanism, specifically, the MHHS Expert Group, does not support issue resolution decision-making at pace, due to having a monthly cadence and being a technical discussion-based forum, this could lead to slow resolution of critical Industry issues.	5.1.1 Elexon to define a process to stand up temporary / emergency cross-party working groups at short-notice to address specific operational issues requiring technical cross-party collaboration. Elexon should appoint an overall chair to co-ordinate the working group and document the outputs / actions and track them to completion.	High	
			5.2 – Guidance on available self-service resources are insufficient, limiting participants’ ability to resolve queries through the appropriate channels before raising support requests	In-progress: Elexon Service Management team are documenting guidance for Industry which clearly shows where to go to access artefacts and documents which can support self-service of information prior to raising queries with the Elexon Service Desk. This will be communicated to Participants through TOG [In-progress as part of Elexon Service Management Continuous Improvement Plan]	High
			In-progress: As part of the February 2026 release, tactical improvements have been made to the DIP Portal. Further changes are being planned as part of the DIP Manager March 2026 release. This issue is linked to Recommendation 3 from the ELS exit recommendations.	High	

# Strategic Observations

#	Theme	Observations	Priority	Risk
1	<b>Ambiguity over Elexon's Role In Facilitating the MHHS TOM</b>	1.1 - The 'Hybrid' Service Model is not currently operating as effectively as it could. Currently Elexon's Cross-Party process is applied to major incidents or involvement as a last resort. This position on role and responsibility within the overall MHHS TOM has led to a lack of central ownership for MHHS TOM issues and central facilitation of Industry which creates risk (see right) and does not align to the expectations of Industry participants.	Strategic	The current operation of the hybrid service model does not yet provide sufficient ownership, clarity of routing or supporting capacity to manage Industry cross-party issues consistently. As migration scales, this increases the risk that incidents are not resolved in a coordinated way, leading to poor or slow resolutions with potential consequences for migration delivery, participant confidence and settlement performance.
		1.2 - Elexon resource modelling is built on the current assumed remit of Cross-Party involvement and level of TOM facilitation, therefore adopting further responsibility could have implications on multiple Elexon teams. Consideration will be required for OSM, Technical Triage / Market Design and Service Management capacity.	Strategic	
2	<b>Industry Obligations and Codification of Service Arrangements</b>	2.1 - There are currently no agreed cross-party SLAs across all market roles to ensure adherence to service management processes and to govern timely raising and resolution of incidents.	Strategic	Without appropriate / agreed cross-party SLAs and effective formal compliance mechanisms, there is a risk that incidents are not raised, triaged, resolved or remediated in a sufficiently timely and consistent manner across market participants. As supplier volumes increase, this could lead to weaker operational control, slower issue resolution and limited ability to enforce corrective action, increasing the likelihood of disruption to migration activity and, where issues persist or scale, adverse impacts to settlement accuracy and performance.
		2.2 - The DIP Manager / DIP Rules have not formally established the mechanisms or authority to hold parties to account for non-compliance to design / processes, in a way that other Code Bodies have historically.	Strategic	

# IPA Review: Actions Progress

## Overall tracker



- Complete 9
- In progress 12
- Not started 5

All tactical actions are mobilised; strategic actions remain leadership-led.

## Tactical actions

9 complete | 12 in progress



## Strategic actions

5 not started



## Progress by workstream

● Complete 9 ● In progress 12 ● Not started 5



## What has landed

- Weekly industry issues log now in place and issued every Monday
- DIP actions are progressed
- Capacity validation completed and RA7 evidence submitted

## Immediate focus

- PIR template and tracker refresh
- Ticket submission guidance and onboarding pack
- Distribution lists, contact register and forward calendar

# 5. M16 Overview (STEG)

## Transition to new Settlement Timetable and M16 Decision - Introduction

1. M16 Milestone is Cutover to the new Settlement Timetable, by shortening:
  - the reconciliation runs, i.e. Final Reconciliation (RF) moves initially from 14 months to 7, then 4 months
  - the first financial settlement run (SF) changing from 15WD to 7WD
2. Requirements are described in the agreed Requirements for the Transition to the new MHHS Settlement Timetable, see [MHHHS-DEL1590 - MHHSP Transition to New Settlement Timetable v2.3 Approved.pdf](#) (the Transition Design was baselined by industry in Q3 2023)
3. 3 decision points (See POAP):
  - 1st Decision in October 2026 to make the RF change to 7 months in October 2026
  - 2<sup>nd</sup> Decision to Move RF to 4 Months to be taken in April 2027
  - 2nd decision in April 2027 to change the SF run to 7 WD at 02/07/27 (M16)
4. 2 phases of work:
  - Methodology: Develop and define the data and criteria that will be used to enable decision making on the new settlement timetable
  - Operation: Ongoing monitoring of settlement and migration data (including related issues) to make recommendations to MCAG on 2 decision points and implementation of the new Settlement Timetable
5. The governance approach will include MCAG, a new level 4 WG (STEG), industry consultation and PAB input

## Background: Transition to a new Settlement Timetable and the M16 Decision Process

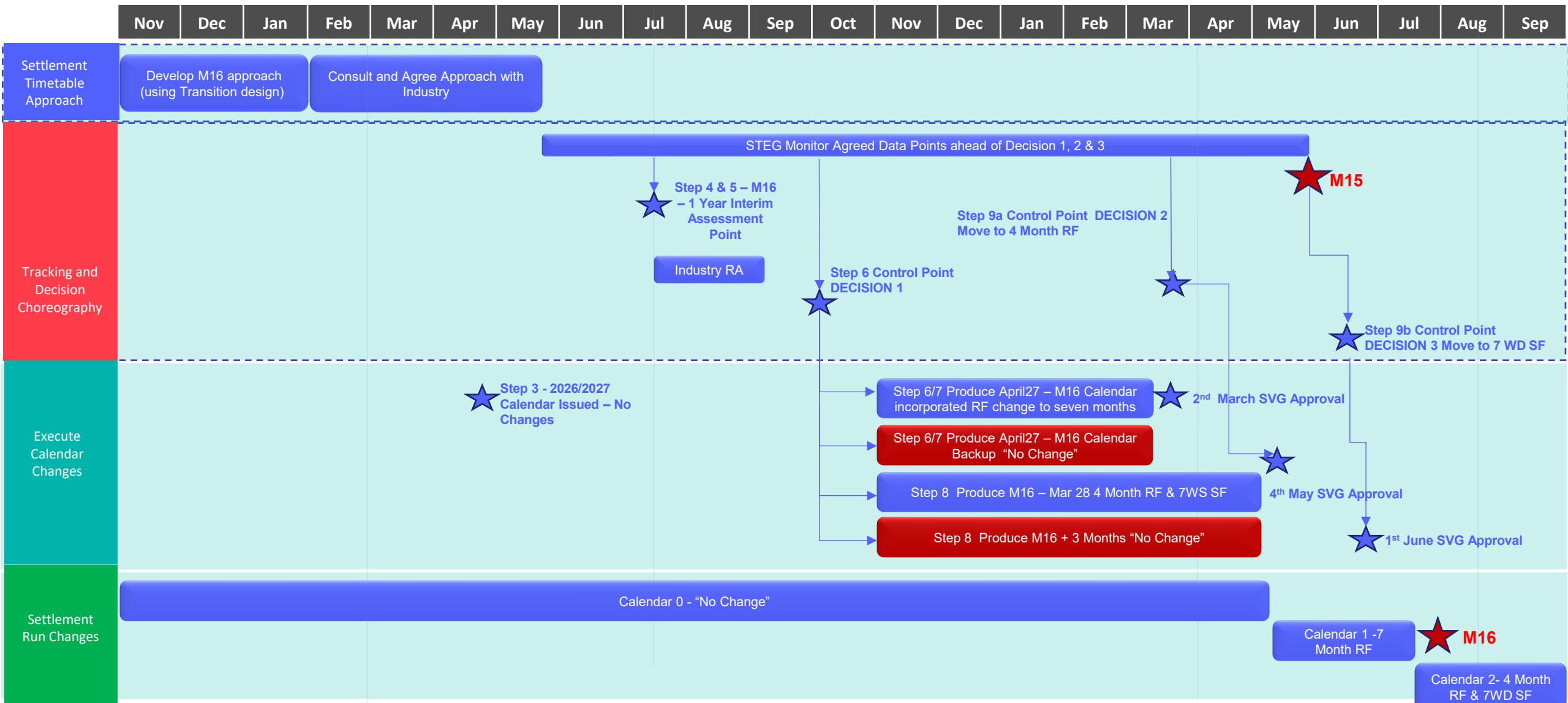
M16 'Cutover to a new Settlement Timetable' process:

1. M16 Level 1 milestone (Ofgem approval to change)
2. Key element of MHHS TOM – published August 2019, Ofgem approved Q3 2019 – SF 5-7WD and RF at 4 months, DF at 20 months
3. **Ofgem Final decision with IA and business case April 2021 - SF 5-7WD, RF at 4 months, DF at 20 months**
4. MHHS TOM Design approved Q3 2022 - Operational Choreography of new MHHS processes
5. Transition Design approved Q3 2023 - Transition design to the new MHHS Settlement Timetable
6. STEG development of detail settlement/migration monitoring and success criteria Q1/2 2026
  - Initial focus reducing RF to 7 months (Decision 1 October 2026)

# Transition to new Settlement Timetable and M16 Decision - POAP

2026

2027



## Next Steps

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**29/04 – 26/05** - Consultation to be issued to industry by STEG regarding decision criteria to be employed for RF run changes to 7 & 4 months. Weekly drop-in sessions to be held during the consultation period,

**29/04** Explainer webinar to support Consultation

### **STEG Meeting Papers**

[Settlement Timetable Expert Group \(STEG\) - MHHS Programme](#)

# 6. DIP Manager Assurance Escalation Overview

# DIP Manager Escalation Guidance Note

As part of the DIP Rules the DIP Manager has the ability to escalate the non-compliance of DIP Users. This will occur after the DIP Manager has [investigated the issue](#).

The DIP Manager has been developing a [guidance note](#) for DIP Users regarding the routes of escalation the DM can take

The three escalation paths are

- DIP Manager Escalation
- Code Body Escalation
- Authority Escalation

The DM will consider escalating issues if the criteria meet a 'high' non-compliance rating (see next slide)

# DIP Manager Escalation – non compliance rating

Impact	Duration		
	Low (one week or less)	Medium (one to six weeks)	High (over six weeks)
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium/High	High	Critical

# 03

# Actions

- Open actions updates
- Recap of today's actions

# Open actions

Ref	Raised Date	Title	Action(s)	Owner	Target Date	Update(s)
<b>TOG-86</b>	24/03/2026	Update from STEG	Ask for an update from STEG on decisions or key dates around M16	Karen Lavelle	27/03/2026	<b>26/03:</b> Reached out to MHSP and they will provide an update in TOG on 17/04/26
<b>TOG-88</b>	10/04/2026	Post ISD updates centrally	Elexon to Post any ISD updates with the adjustments centrally	Freya Foden	24/04/2026	<b>17/04:</b> Will aim to implement this on the Elexon website or Portal for the next update to ISD and/or the Technical Specification
<b>TOG-89</b>	10/04/2026	Publish key industry participant contacts	Elexon to hold/publish key contacts for Industry Participants	Raece Ibrahim	24/04/2026	<b>17/04:</b> Action linked to IPA recommendation. A new owner will need to be assigned and the action tracked.
<b>TOG-90</b>	10/04/2026	Assign OSM to TOG Attendees	Reach out to TOG Attendee to assign/introduce OSM	Raece Ibrahim	17/04/2026	<b>17/04: Closed</b> OSM Introduction complete

# Recap of today's actions



05

Q&A

Thank you

# Appendix

1. Operational Service Update
2. ELS Exit Recommendations
3. Early Life Support' ITSM Metrics
4. Incident Report: New, Open and Recently Resolved MHHS Incidents
5. MHHS Migration – Performance Assurance
6. Closed Actions

# 1

## Operational service updates

### a. Supplier Volume Allocation Agent Core Services

Load Shaping Service (LSS)

Market-wide Data Service (MDS)

Volume Allocation Service (VAS)

### b. Participant Management

Industry Standing Data (ISD)

### c. DIP Manager

Data Integration Platform (DIP)



# SVAA Core Services

## Overview – SVAA Core Services (LSS, MDS and VAS)

- A total of **1523** calculation have been successfully executed, out of which **562** II, **346** SF, **306** R1, **150** R2 and **159** Annual Consumption Runs, as of 15 April 2026.
- The average runtime remains as recorded is **55 minutes**.

Incidents	LSS	MDS	VAS	Total
High	-	12	4	16
Medium	10	39	50	99
Low	4	8	22	34

Cases	LSS	MDS	VAS	Total
High	-	3	-	3
Medium	5	25	18	48
Low	3	6	13	22

## Ongoing Activities – this week

- INC0154100** – MDS not responding to DCP D00354 since 20th March (In progress - Awaiting change)
- INC0153496** – Around half MPANs in II runs between 27th & 31st March have missing consumption for 46 SPs - WARN-MDS-CAL-VAL-009
- INC0153781** – Missing R1 Data from 1st-12th January 2026 for 1 Supplier
- INC0153798** – D0296 Duplicate data errors (Resolved) [EL04601](#)
- INC0145711** – 1 MPAN excluded till SP 48 from R1 for settlement date 18/01/2025 (In progress)

	No material Impacts
	Material incident(s) affects II only or Ltd Impact II and SF
	Material incident(s) may/does affect SF or R1

Service	Status
VAS	Green
MDS	Green
LSS	Green

## CPs, MODs or Change in flight

- **CHG0137222** – HELIX Release 26.7.0 (22/04/2026)

## Key Observation this week

- Operating within SLA targets
- GCF trend is still stable

# Participant Management

## Overview

- Next ISD Publish v22 (MDD v375) will be Published 20 April 2026 and Go-Live 27 April 2026

	No material Impacts
	incident(s) ltd impact
	Material incident(s)

Service	Status
ISD	Green
MDD	Green
Service Activation	Green

## CPs or MODs in flight

[P507](#) Reverting the legacy Half Hourly scaling factors in MDD to the pre-M10 values.

## Circulars this week

Incidents	ISD	MDD	S/A	Total
High	0	0	0	0
Medium	0	0	0	0
Low	0	0	0	0
<b>Total</b>				<b>0</b>

## For awareness

- N/A

# DIP Manager

	No material Impacts
	incident(s) ltd impact
	Material incident(s)

Some failures are due to DIP Users systems rejecting messages, subsequently causing issues within egress. DIP Manager will continue to monitor the KPI inline with the obligation detailed in DSD002 Annex 2 – 11.3.1 “from average hourly to peak hourly volume, 99th percentile response time of 30s or less”. This missed SLA is due to one party, the DIP Manager is in contact, and the party is working on a resolution.

Measure	Description	Actual	Target	RAG
<b>Platform availability</b>	Availability of the DIP outside of scheduled maintenance periods	100%	99.95%	<b>G</b>
<b>Service Levels</b>	Platform Message Channel Performance (90%) - Message delivery within three (3) seconds of receipt	92.59%	90%	<b>G</b>
<b>Service Levels</b>	One hundred percent (100%) of successfully accepted messages delivered < thirty (30) seconds	94.56%	100%	<b>A</b>

<b>DIP Assurance</b> [IPA Ref Tactical 3.1 / Strategic 2.2]	<ul style="list-style-type: none"> <li>DIP Manager Risk Operating Plan for 2026/27 consultation closed, necessary amendments made. Final version published on the website. All information can be found <a href="#">here</a>.</li> </ul>
<b>Participant L4 Failures</b> [IPA Ref Tactical 3.2.1]	<ul style="list-style-type: none"> <li>DCR0015 containing DIP Rules updates and Guidance Note v1.5 in consultation period and will be presented in DCAB with summary of responses and next steps will come to TOG for wider visibility.</li> </ul>
<b>Support &amp; Change</b>	<ul style="list-style-type: none"> <li>Drop-in sessions are held fortnightly on a Friday. The next session will take place <a href="#">Friday 17 April</a>.</li> <li><a href="#">DIP onboarding drop-in sessions and support – DIP</a> – All Drop-in session can be found on this link</li> </ul>

# 2

## ELS Exit Recommendations

Elexon responses



# Progress against MHHSP ELS Exit Recommendations (1/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
1	<ul style="list-style-type: none"> <li>TOG continues to run weekly for remainder of migration period (until M15)</li> <li>Service Management Forum continues to run monthly until end of migration period</li> </ul>	<ul style="list-style-type: none"> <li>TOG will meet weekly. TOG will incorporate regular industry touchpoints to refine the ToR including duration and cadence according to industry need.</li> <li>Service Management Forum will continue to run monthly, and future monthly sessions have now been diarised.</li> </ul>	<p>Karen Lavelle / Roger Harris</p> <p>Gary Leach</p>	Complete	<p><b>Complete</b></p> <p><b>Complete</b> – Service Management Forums have been diarised up until December 26.</p>
2	<ul style="list-style-type: none"> <li>Same reporting as is currently provided to TORWG is shared with the Programme &amp; Industry on weekly basis.</li> <li>Same analysis is undertaken by the reporting party to identify where remedial actions should be taken when performance dips - Completed</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Trend Analysis is not being prepared and presented in SM Forum</li> </ul>	Elexon Value Stream Leads / Gary Leach	Complete	<b>Complete</b> - An updated reporting approach, incorporating this feedback, will be presented at the Service Management Forum on 10 March.
3	<ul style="list-style-type: none"> <li>DIP Manager to review arrangements for DIP Rules monitoring and the process for providing supporting guidance</li> <li>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</li> </ul> <p>Improvements to be embedded ahead of onboarding additional parties to DIP in Wave 1</p>	<ul style="list-style-type: none"> <li>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.</li> <li>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</li> <li>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).</li> </ul>	James Stokes	23/04/26 (updated on 11th Mar)	Updated 15 <sup>th</sup> April Risk Operating Plan consulted. Feedback for improvements have been added. DCAB on 15 <sup>th</sup> April had a DCAB member wanting to further review.adaptions made and to ensure their suggestions are responded to. This will complete before 23 <sup>rd</sup> April.. DIP Manager continues to engage parties in production not adherent to DIP rules.
4	<ul style="list-style-type: none"> <li>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) – <b>Ongoing - IPA</b></li> <li>Ensure parties have clarity on responsibilities across Industry including who is responsible for incident progression once raised – <b>Ongoing - IPA</b></li> <li>Include guidance on what parties are expected to raise and when as they identify issues - <b>Completed</b></li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>Guidance has been issued via the CPSD Approach and Runbook with additional clarification currently under review</li> <li>Additional Industry workshops have been held</li> </ul>	Gary Leach	Complete	<ul style="list-style-type: none"> <li>✓ All existing CPSD controls have now been re-validated.</li> <li>✓ CPSD Approach and Internal Process have been shared with IPA for review</li> <li>✓ New ServiceNow categories have been added to reflect CPSD</li> <li>✓ New Priority (P5) has been implemented for CPSD</li> <li>• Awaiting IPA feedback for further action to be taken</li> </ul>

# Progress against MHHSP ELS Exit Recommendations (2/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
5	<ul style="list-style-type: none"> <li>Ensure controls in place to prioritise incidents correctly (ensuring parties have opportunity to recommend priority) - <b>Complete</b></li> <li>Process to delineate service requests from incidents. Resource/SME in place to ensure timely resolution - <b>Complete</b></li> <li>Make clear the escalation route that parties can follow if they feel the response is not appropriate/ query not dealt with in timely manner - <b>Complete</b></li> <li>Proposed changes to be agreed with Industry and clearly documented in SM documentation - <b>Ongoing</b></li> </ul>	<ul style="list-style-type: none"> <li>Controls are in place to ensure incidents are prioritised correctly with the Technical Triage function</li> <li>A clear process is in place to distinguish service requests from incidents, ensuring correct classification and handling, this is detailed in the Operations Manual</li> <li>A clear and documented escalation route has been communicated and will be presented at SM Forum on 10 February.</li> <li>Proposed changes will be agreed with Industry via the Service Management Forum and clearly documented within Service Management documentation.</li> </ul>	Gary Leach	<p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>31.3.26</b></p>	<ul style="list-style-type: none"> <li>✓ Technical Triage (TT) continues to own initial impact assessment and priority.</li> <li>✓ 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</li> <li>• Version v3.0 due in 31<sup>st</sup> March 26 will further re-enforce the classification between Incidents and Service Requests</li> </ul>
6	<ul style="list-style-type: none"> <li>Issues with the MHHS TOM should continue to be raised and tracked via the Service Desk with regards to BSC processes - <b>Complete</b></li> <li>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 <b>Complete</b></li> <li>These open incidents, including detail on who is leading the resolution, should be visible to all impacted parties <b>Complete</b></li> <li>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 <b>Ongoing</b></li> <li>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 - <b>Ongoing</b></li> </ul>	<ul style="list-style-type: none"> <li>This is agreed in the CPSD approach where Elexon will handle Incident actions but will not be subject to SLA</li> <li>Technical Triage will identify and manage issues impacting multiple participants and coordinate wider industry communications where MI thresholds are not met.</li> <li>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.</li> <li>Roles and Responsibilities workshops have been held internally</li> <li>Improved ways of working for Technical Triage have been implemented</li> </ul>	Gary Leach	31.3.26 (progress on IPA Service Assurance Activities will be reported on at Service Management Forums).	<ul style="list-style-type: none"> <li>• All MHHS TOM-related issues continue to be logged and tracked via Technical Triage (TT)</li> <li>• A validation process within TT confirms correct categorisation and routing before onward progression.</li> <li>• Cross-checks are now in place to identify patterns where similar issues are raised.</li> <li>• Visibility improvements are being developed to give more transparency on outstanding cases / incidents</li> </ul>
7	<ul style="list-style-type: none"> <li>Continue to document improvement activities and track and discuss with Industry through the monthly Service Management Forum - <b>Ongoing</b></li> <li>Seek industry feedback and prioritise proposed improvement activities - <b>Ongoing</b></li> <li>Present an update on outstanding/recently resolved closed problem records - <b>Ongoing</b></li> </ul>	<ul style="list-style-type: none"> <li>All Continuous Improvements will be presented and tracked in the Service Management Forum</li> <li>Industry feedback will be collated within the Service Management Forum</li> <li>Problem Management updates will be presented in the Service Management Forum</li> <li>Phase 1 Continual Improvements have been completed. Phase 2 Improvements from Industry and Programme Feedback ongoing</li> <li>Problem Management ways of working has been improved and new Problem Manager is joining March 26</li> </ul>	Gary Leach	31.3.26 (progress on IPA Service Assurance Activities will be reported on at Service Management Forums).	<ul style="list-style-type: none"> <li>• A structured Continual Improvement (CI) process is being developed and will be tracked through the Service Management Forum</li> <li>• Industry feedback is now formally logged, categorised, and mapped via the Improvement Process</li> <li>• Problem Management Process is currently being improved to include Active Problems and trend themes, Root cause progress, Linkage to recurring incidents and Preventative action plans</li> </ul>

# Progress against MHHSP ELS Exit Recommendations (3/3)

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
8	<ul style="list-style-type: none"> <li>DIP change and release management process to be reviewed and baselined asap</li> <li>Implement more structured release approach, where upcoming DIP changes are communicated in advance</li> <li>DIP users should be consulted to assess best time for DIP changes to be made</li> <li>This should be addressed ahead of more DIP users being onboarded in April</li> </ul>	<ul style="list-style-type: none"> <li>DIP Manager has agreed processes through working groups and alignment with other code bodies.</li> <li>DIP Manager has amended approach to sharing forward schedule of change.</li> <li>DIP Manager has taken action to ensure pre and post change comms are issued.</li> <li>DCAB will be advised on DIP changes and releases notes issued 20 days ahead.</li> </ul>	James Stokes	Complete	<p>Updated 9th April.</p> <ul style="list-style-type: none"> <li>Change process baselined.</li> <li>Forward schedule of change on DIP website.</li> <li>Effective and operational release notes are in practice, consultation with MCC prior to planning outages is operationally effective.</li> <li>Issuing comms pre deployment and post deployment operational. And agreement to issue further comms 10 days post change to confirm outcome operational.</li> </ul>
9	<ul style="list-style-type: none"> <li>Keep log of all comms that have been sent via all channels in readily available location</li> <li>Implement a process to enable parties to check which comms they are signed up to receive</li> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Requirements are being gathered for communications improvement requests and will be reviewed with Elexon comms team for feasibility assessment.</li> <li>Elexon Comms team to report into TOG on delivery plan.</li> <li>Reconfirmation of the comms sign-up process to be communicated in TOG on 6 February and at regular cadence moving forward</li> </ul>	Kate Norton	27/06/2026	<ul style="list-style-type: none"> <li>Formal handover of this to Elexon comms team is complete</li> <li>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.</li> <li>To sign up for communications, go to: <a href="https://www.elexon.co.uk/news-insights/subscribe-to-our-newsletter-and-circulars/">https://www.elexon.co.uk/news-insights/subscribe-to-our-newsletter-and-circulars/</a></li> </ul>

# 3

## 'Early Life Support' ITSM Metrics



# MHHS Hypercare Weekly Service Metrics to 13/04/26

Measure	Last 7 Days 07/04/26 to 13/04/26	Previous 30 Days Reported (to 30/03/26)*	Comments	ELS Target	Last 30 days 14/03/26 to 13/04/26	Status
Overall Incident Volume	21	68	Increased volume of incidents but to note 6 of these were auto-resolved service alerts which did not impact MHHS services.	Information Only	65	
Classified MI Volume	0	0		Information Only	0	
P1 Volume	0	0		Monthly: 1 x P1	0	
P2 Volume	4	2	All P2 Incidents in the 30-day period are misclassified as MHHS related. These are auto generated alerts linked to the Supplier Charging Application which is both a new service, with thresholds for P2 being defined ongoing, and also not an MHHS service.	Monthly: 5 x P2	6	
Mean Time to Respond: Major Inc (P1, P2)	0s	6m	Response time relates to the previously referenced auto-generated and auto-resolved system alerts only.	15 min	1m	
Mean Time to Resolve: P1	n/a	n/a		P1 6 hr	n/a	
Mean Time to Resolve: P2	0s	6m*	Response time relates to the previously referenced auto-generated and auto-resolved system alerts only.	P2 10 hr	1m	
Mean Time to Resolve: P3	22h 33m	38h 31m		P3 50 hr	33h 22m	
Mean Time to Resolve: P4	12h 1m	23h 3m		P4 200 hr	20h 33m	
Incident Re-Open Rate	MI 0% Other 20%	5%	No Major Incidents were required to be re-opened. A small number of P3 or P4 incidents has been re-opened.	MI 0% Other <5%	MI 0% Other 7%	

# MHHS Hypercare Weekly Service Metrics to 13/04/26

Measure	Last 7 Days 07/04/26 to 13/04/26	Previous 30 Days Reported (to 30/03/26)*	Comments	ELS Target	Last 30 days 14/03/26 to 13/04/26	Status
Volume Pending Cases	48	38		Information only	See 7 Day	
Average Case Fulfilment Time (all Priorities)	45h 53m	40h 21m		Within 5 days	42h 26m	
Case Fulfilment P1	n/a	n/a	Per Operations Manual: Within 6 hours	Information only	n/a	
Case Fulfilment P2	n/a	n/a	Per Operations Manual within 10 hours.	Information only	n/a	
Case Fulfilment P3	46h 12m	41h 18m	Per Operations Manual: Within 50 hours 35 P3 Case resolved in the period	Information only	40h 8m	
Case Fulfilment P4	45h 43m	37h 26m	Per Operations Manual: within 20 days 43 P4 Case resolved in the period	Information only	44h 36m	
Average Case Response Time	1h 16m	11m	Response time trend in the 7-day period is typically good but mean average increased due to 3 out of 28 cases exceeding 15m response, two of these significantly.  Stable case volume with 113 customer cases raised in the 30-day period	Information only	26m	

# MHHS Hypercare Weekly Service Metrics to 13/04/26

Measure	Last 7 Days 07/04/26 to 13/04/26	Previous 30 Days Reported (to 30/03/26)*	Comments	ELS Target	Last 30 days 14/03/26 to 13/04/26	Status
Volume of Changes Implemented	6	52		Information Only	29	
Volume of Changes Failed	0	1	No changes were recorded as unsuccessful though one change was recorded as 'successful with issues'.  This was CHG0135704 - Emergency Change : INC0148244_MDS failure during Ingestion of [EmrsMpan] – 18/03/26	1	0	
DIP Metrics are reported by DIP Manager at TOG now						

# 4

## Incident Report: New, Open and Recently Resolved MHHS Incidents

NOTE: this week's report includes new incidents from the previous 14 days instead of the usual 7. This is due to a report not having been provided last week due to holidays.



# New Incidents: Settlement

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
31/03/26	P3 VAS	INC0151867: 8 errors for outbound MHHSP-IF-013 on 30/03/2026	➤ Alert to errors in Operator Portal required investigation	➤ Not confirmed	<ul style="list-style-type: none"> <li>✓ Investigation by DAH team at present</li> <li>✓ Awaiting update from DIP team</li> </ul>	On Hold
01/04/26	P3 VAS	INC0151913: VAS-II 26/03/2026 - Calculation Failed	➤ BAU threshold management	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Re-run resolved issue</li> </ul>	Resolved 01/04/26
01/04/26	P3 VAS	INC0151995: VAS-II SD 26/03/2026 - Calculation Failed	➤ Two errors produced during callcuaiton	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Re-run after adjustments resolved issue</li> </ul>	Resolved 01/04/26
01/04/26	P4 VAS	INC0152246: Request to update LegacyNHHMSID and ConsumptionThreshold (%) parameters on Helix Operator Portal	➤ Work request to adjust a threshold	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Completion of request</li> </ul>	Resolved 02/04/26
02/04/26	P3 VAS	INC0152323: VAS-II (Cal Failed) for S/D: 27 and 28Mmarch. VAS-SF Ingestion failed for 14-March	➤ Values received outside of the normal accepted	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Re-run after adjustments made</li> </ul>	Resolved 02/04/26
07/04/26	P4 VAS	INC0153052: Request to update LegacyNHHMSID (%) parameters on the Helix Operator Portal: GSP group _F: 62,000 to 67,000	➤ Work request to adjust a threshold	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Completion of request</li> </ul>	Resolved 08/04/26
07/04/26	P3 VAS	INC0152767: VAS-II-FAIL-S/D-30-Mar-2026	➤ BAU threshold management	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Re-run resolved issue</li> </ul>	Resolved 07/04/26
08/04/26	P3 VAS	INC0153154: VAS-II (S/D: 31-Mar-2026)-CAL-FAILED-due to threshold issue	➤ Values received outside of the normal accepted	➤ No wider impact	<ul style="list-style-type: none"> <li>✓ Re-run after adjustments made</li> </ul>	Resolved 08/04/26

# New Incidents: Settlement

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
08/04/26	P3 VAS	INC0153501: Request to update LegacyNHHMSID and LegacyNHHConsumptionThreshold (%) parameters on the Helix Operator Portal	➤ Work request to adjust a threshold	➤ No wider impact	✓ Completion of request	Resolved 09/04/26
08/04/26	P3 VAS	INC0153303: VAS-II (S/D: 31-Mar-2026)-CAL-FAILED	➤ Child incident of INC0153154	➤ No wider impact	✓ Re-run after adjustments made	Resolved 08/04/26
09/04/26	P4 VAS	INC0153781: Missing R1 Data - Settlement period 1st-12th January 2026 - R1	➤ The issue has been identified as a data-related problem resulting from missing table records	➤ Missing report for participant	✓ Investigation is ongoing at present	In Progress
09/04/26	P3 VAS	INC0153798: D0296 Duplicate data errors	➤ Daily Uncorrected Period BM Unit Total Allocated Volume in the TL2 record group does not equal sum of Uncorrected Period BM Unit Total Allocated Volume in BMV record.	➤ Not confirmed	✓ Investigation is ongoing at present with DAH team	In Progress
10/04/26	P4 VAS	INC0154404: Elexon notifications stuck in pending	➤ Caused by a wider issue with ECVAA acknowledgements	➤ Notifications and acknowledgements delayed from ECVAA	✓ Archiver job was stopped and restarted ✓ Managed through ECVAA parent incident (P1)	Resolved 13/04/26
08/04/26	P3 MDS	INC0153496: Around half MPANs in II runs between 27th & 31st March missing consumption for 46 SPs	➤ An ongoing issue but due to clock change percentage of MPANS Missing consumption data is very high.	➤ No participant impact	✓ Investigation by DAH team	On Hold (status queried)
10/04/26	P3 MDS	INC0154100: MDS not responding to DCP D0354 since 20th March	➤ Under investigation	➤ Not yet confirmed	✓ Investigation at present	On Hold (status queried)

# Incidents in Previous periods: Settlement 1

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
27/03/26	P3 MDS	INC0151137: MDS-II (S/D: 23-Mar-2026) and hence VAS-II (S/D: 23-Mar-2026) Did not execute.	<ul style="list-style-type: none"> <li>➤ Caused by Cosmos DB being overloaded.</li> <li>➤ Previously resolved but fix reverted by emergency change to DAH.</li> </ul>	➤ Impact mitigated	<ul style="list-style-type: none"> <li>✓ Manual correction resolved production issue</li> <li>✓ Patched now to permanently correct and prevent any repeat reversion</li> </ul>	Resolved 02/04/26
19/03/26	P3 VAS	INC0148887: New warning WARN-VAS-ING-VAL-049 appeared nearly 20 times in March 2026	<ul style="list-style-type: none"> <li>➤ VAS performs a comparison v data submitted for the same date in the II run. As II runs are interim they may contain incomplete data.</li> <li>➤ Suppliers are submitting zero consumption data.</li> </ul>	➤ Not yet confirmed	<ul style="list-style-type: none"> <li>✓ Where warnings are triggered due to missing comparator data in II runs, Elexon should clarify the expected data submission requirements at the II stage and determine whether this behavior constitutes an issue.</li> <li>✓ OSM reached out to the Suppliers to understand why they are submitting zero consumption and are awaiting a response.</li> <li>✓ .</li> </ul>	On Hold
17/03/26	P4 MDS	INC0147874: MDS PUB-040 EFD/Time not midnight	➤ PUB-040s are timestamped with an Effective From Date / Time (crucially the Time) of ~06:23am	➤ For sites needing to use AC estimation (E8 SQL) eg TRAD meters or non comms SMART with limited read history, the industry will see continuous periods of Defaulted settlement from Midnight to 06:30	<ul style="list-style-type: none"> <li>✓ Change enabled for Helix 26.8.0</li> <li>✓ Change will mean that the IF-040 is always published with an Effective From date starting at midnight on the run date, in UTC format.</li> </ul>	Resolved 10/04/26

# Incidents in Previous periods: Settlement 1

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
12/03/26	P4 MDS	INC0146847: Missing Avg Fraction Yearly Consumption Data	<ul style="list-style-type: none"> <li>➤ This is a request for clarification which requires 3rd party support</li> </ul>	<ul style="list-style-type: none"> <li>➤ Confirmed as expected behaviour</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assigned to CGI who have responded</li> <li>✓ Follow up questions then received</li> <li>✓ All questions now responded to and confirmed able to resolve</li> </ul>	Resolved 01/04/26
02/03/26	P3 MDS	INC0144508: IF-014 incorrect energisation status in MDS	<ul style="list-style-type: none"> <li>➤ DAH received the IF-036 messages for that list of MPANs, but all were classified as Change of Supplier events, which do not trigger forward migration process.</li> <li>➤ DAH also received IF-001 messages for same MPANs, but these also marked as Change of Supplier events, meaning initial registration process not triggered either.</li> </ul> <p>So DAH has no data for those MPANs regarding Energisation Status or Connection Type. Without this information, any consumption received for these MPANs is rejected by validations ECS1008 and ECS1013, respectively.</p> <p>This explains why no consumption appears for those MPANs in the silver layer.</p>	<ul style="list-style-type: none"> <li>➤ To be confirmed</li> </ul>	<ul style="list-style-type: none"> <li>✓ Market Design team will advise which appointment code should register this MPAN.</li> <li>✓ Market Design working with DAH team to understand issue fully.</li> <li>✓ DAH team is working on a fix</li> </ul>	On Hold (status has been queried)

# Incidents in Previous periods: Settlement 2

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
23/02/26	P3 MDS	INC0142678: MDS rejecting Migrated MPANs	<ul style="list-style-type: none"> <li>➤ Supplier failure to appoint an active Data Service to a migrated MPAN.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Awaiting confirmation</li> </ul>	<ul style="list-style-type: none"> <li>✓ Supported by Elexon Assurance to resolve</li> <li>✓ Review held with customer</li> <li>✓ Consolidating output for Expert Group during week 16/03</li> <li>✓ Ongoing discussion with Participant</li> </ul>	On Hold
20/02/26	P4 LSS	INC0142327: WARN-LSS-CAL-VAL-003- High Number of MPAN Consumption Outliers detected	<ul style="list-style-type: none"> <li>➤ Work Request for investigation at present</li> </ul>	<ul style="list-style-type: none"> <li>➤ Awaiting confirmation</li> <li>➤ Understood to be low impact</li> </ul>	<ul style="list-style-type: none"> <li>✓ Investigation by Cognizant</li> <li>✓ Now back with Elexon S&amp;I team</li> <li>✓ Assigned to Helix release scheduled June 2026</li> </ul>	On Hold awaiting Change

# New Incidents: ISD

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
30/03/26	P3 ISD	INC0151549: Intermittent issues in ISD Data Store API responses – 504 - Gateway Timeout	➤ The consumption app service does not meet requirements	➤ Intermittent access issues have been experienced by Participants	✓ Fix already created to resolve this issue. ✓ Awaiting deployment	Resolved 30/03/26
08/04/26	P4 ISD	INC0153215: CR_882 - please delete/withdraw if possible	➤ Work Request for file management	➤ No wider impact	✓ Completion of request	Resolved 08/04/26

# Previously Reported Incidents: ISD

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
26/03/26	P4 ISD	INC0150873: Inconsistencies between the documented query parameters and actual API behaviour for "Changed" column	<ul style="list-style-type: none"> <li>➤ Any record with a version greater than 1 will always be marked as "2 (Updated)", even if it did not previously exist in the dataset.</li> <li>➤ Ongoing investigation</li> </ul>	<ul style="list-style-type: none"> <li>➤ To be confirmed</li> </ul>	<ul style="list-style-type: none"> <li>✓ Confirmed to be an issue of participant training/understanding and support to be offered</li> </ul>	Resolved 31/03/26
26/03/26	P4 ISD	INC0150729: Input EMR BMUS into ISD V22	<ul style="list-style-type: none"> <li>➤ Work Request</li> </ul>	<ul style="list-style-type: none"> <li>➤ No wider impact</li> </ul>	<ul style="list-style-type: none"> <li>✓ Work request completed and signed off as resolved</li> </ul>	Resolved 01/04/26
18/03/26	P3 ISD	INC0148437: Publication of Line Loss Factors	<ul style="list-style-type: none"> <li>➤ Error in Elexon Technical Specification versus agreed Consulted specification</li> </ul>	<ul style="list-style-type: none"> <li>➤ Two participants required Elexon assistance to upload ISD files</li> </ul>	<ul style="list-style-type: none"> <li>✓ File names were corrected and resupplied to the affected participants</li> <li>✓ There is ongoing work with Participants to confirm long term approach to manage the anomaly which did exist between spec and code</li> </ul>	Resolved 13/04/26

# New Incidents: DIP

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
02/04/26	P3 DIP	INC0152620: IF-003 Rejections OESL	➤ Relates to a rejection by Metering Service systems, under the governance of the Retail Energy Code	➤ Not confirmed	✓ The customer has been advised that the issue should be followed up further with REC	Resolved 07/04/26

# Previously Reported Incidents: DIP 1

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
12/03/26	DIP P3	INC0146917: Partner Service Contract Reference not being obfuscated	➤ Awaiting confirmation	➤ Potential sharing of commercially sensitive information	<ul style="list-style-type: none"> <li>✓ A fix is being developed</li> <li>✓ ETA for fix has been requested to be confirmed</li> <li>✓ Test in progress</li> </ul>	In Progress ( <i>was closed then re-opened</i> )
13/03/26	DIP P3	INC0147197: IF-041 rejections	➤ Webhook deleted by human error on participant side	➤ Not yet confirmed but potential settlement impacts to be investigated	<ul style="list-style-type: none"> <li>✓ Assurance team supporting resolution with customer</li> <li>✓ Continued discussion with customer on approach to resolution</li> </ul>	On Hold
12/01/26	P4 DIP/Data Quality	INC0133298: Duplicate IF-021 Notifications Sent to DNOs and Suppliers – Investigation Required	➤ A 3rd party are sending erroneous replacement readings with duplicate and identical replacement data	➤ Notes in incident state not Settlement impacting	<ul style="list-style-type: none"> <li>✓ 3rd party taking action to correct</li> <li>✓ Confirmed that volume of duplicates is reduced now</li> <li>✓ Assurance will advise on the week commencing 20 April to confirm the plan for the fix (expected mid May)</li> </ul>	On Hold

# New Incidents: DAH

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
09/04/26	P4 DAH	INC0153655: Identified gap in how DAH creates D0265s via the incremental ISD catalogue publishes	➤ A new requirement stemming from the ISD publications changing from full publications to delta publications.	➤ No wider impact if managed appropriately	✓ Production incident resolved and will be managed via Problem resolution for a future change	Resolved 10/04/26

# Previously Reported Incidents: DAH

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
24/03/26	P3 DAH	INC0150342: ERR-DAH-ING-TEC-001 in response to P0311 from DCP	<ul style="list-style-type: none"> <li>➤ Helix Operator portal showing errors in response to P0311 files from DCP</li> <li>➤ No system defects identified - misaligned specifications between DAH &amp; DCP</li> </ul>	<ul style="list-style-type: none"> <li>➤ Any impact is managed and mitigated at present</li> </ul>	<ul style="list-style-type: none"> <li>✓ Production incident to be resolved</li> <li>✓ Change to added to backlog for future development</li> </ul>	Resolved 02/04/26
17/03/26	P3 DAH	INC0147916: WP4 Integration Layer sending only 1 of 24 D0265 files generated by DAH to DCP	<ul style="list-style-type: none"> <li>➤ Receipt of LLF ID's with no associated DUoS IDs within the data prevented DAH from processing the data.</li> <li>➤ This was correct behaviour per MHHS design.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Files not processed as required</li> <li>➤ Settlement Impact if not published before 9th April</li> <li>➤ Impact was avoided</li> </ul>	<ul style="list-style-type: none"> <li>✓ Change took place to enable DAH to process LLF IDs when there is no associated DUoS ID</li> <li>✓ Some further work was required to complete file production and this is all now completed</li> <li>✓ Problem work to understand rationale of missing DUoS also ongoing</li> </ul>	Resolved 02/04/26
16/03/26	DAH P3	INC0147362: DAH has not ingested SVA LLF data following ISD publication	<ul style="list-style-type: none"> <li>➤ the job had an out-of-memory error</li> </ul>	<ul style="list-style-type: none"> <li>➤ See INC0147916 above</li> </ul>	<ul style="list-style-type: none"> <li>✓ See INC0147916 above</li> </ul>	Resolved 02/04/26

# New Incidents: Data Integrity Issues

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
07/04/26	P3 Data Integrity	INC0152898: New MPANs identified in MDS Run II S/D 30/03/2026	➤ Invalid data submitted	➤ Potential disruption to settlement reporting	✓ Production Incident resolved but Problem in place to work wth Participant to understand and resolve root cause	Resolved 09/04/26
08/04/26	P3 Data Integrity	INC0153252: New MPAN identified in MDS Run II S/D 31/03/2026	➤ Invalid data submitted	➤ Potential disruption to settlement reporting	✓ Production Incident resolved but Problem in place to work wth Participant to understand and resolve root cause	Resolved 09/04/26
13/04/26	P3 Data Integrity	INC0154577: New MPAN identified in MDS Run II S/D 07/04/2026	➤ Invalid data likely to have been submitted	➤ Potential disruption to settlement reporting	✓ Investigation at present	In Progress

# Previously Reported Incidents: Data Integrity Issues 1

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
27/03/26	P3 Data Integrity	INC0151277: New MPAN identified in MDS Run II S/D 23/03/2026	➤ TBC this also 'known error'	➤ Impact if not addressed	<ul style="list-style-type: none"> <li>✓ After investigation, the production incident was recommended to be resolved as not required</li> <li>✓ Further long term improvement work is being managed via Problem working with participants.</li> </ul>	Resolved 31/03/26
06/03/26	P3 Data Integrity	INC0145711: 1 MPAN excluded till SP 48 due to invalid consumption data - XXXX	➤ The issue relates to the meter falling under a brief period of non-communication	➤ Not yet confirmed	<ul style="list-style-type: none"> <li>✓ Meetings scheduled 11/03/26 with Customer and Elexon OSM to progress</li> <li>✓ Mitigated through issuance of Consumption Amendments and sending of IF-21</li> <li>✓ Further meetings with MDS team 09/04/26. From this a fix has been agreed to default the errored consumption.</li> <li>✓ ETA for Fix is TBC.</li> </ul>	On Hold

# New and Previously Reported Incidents: Other

Date Open	Priority	Issue	Cause	Impact	Mitigation	Status (date if closed)
01/04/26	P3 Legacy Integration	INC0152136: PRSMSID REPORT ISSUE - PRODUCED FROM REGISTRATION SYSTEM	➤ Issue with an attachment caused errors in report	➤ Not confirmed	✓ Attachment removed and report processed correctly	Resolved 10/04/26
08/04/26	P3 Common Infrastructure	INC0153298: PMP Dev and operational test environments	➤ Query regarding change made to pre-production environments	➤ No wider impact	✓ Change made to restrict access going forward	On Hold
09/04/26	P4 Common Infrastructure	INC0153875: Compatibility Inquiry: Tomcat 8.5.38 (Windows Service) with SQL Server 2022	➤ This was an enquiry from participant which required technical response	➤ No wider impact	✓ Has been responded to ✓ Awaiting agreement to resolve	In Progress
27/01/26	P4 Design	INC0136795: Receipt of IF/PUB002 for a secondary MPAN	➤ Detailed information about cause has been provided to the Participant by Market Design team	➤ Not confirmed	✓ Market Design has reviewed the Incident and given feedback ✓ Meeting with customer scheduled 17/03/26 ✓ Some further dialogue but since then no further response from customer and incident to be marked as resolved	Resolved 02/04/26

# 5

## MHHS Migration – Performance Assurance



# MHHS Migration – Performance Assurance

- All Assurance Metrics measure the consistency of Settlement Data at the **First Settlement (SF) Run** as Supplies Migrate from Legacy to MHHS Arrangements.
- An “amber” or “red” status indicates a difference from statistically “normal” variation that warrants further investigation and should **not** be taken as a definite indicator of an issue with Migration – commentary on amber and red items is provided below.

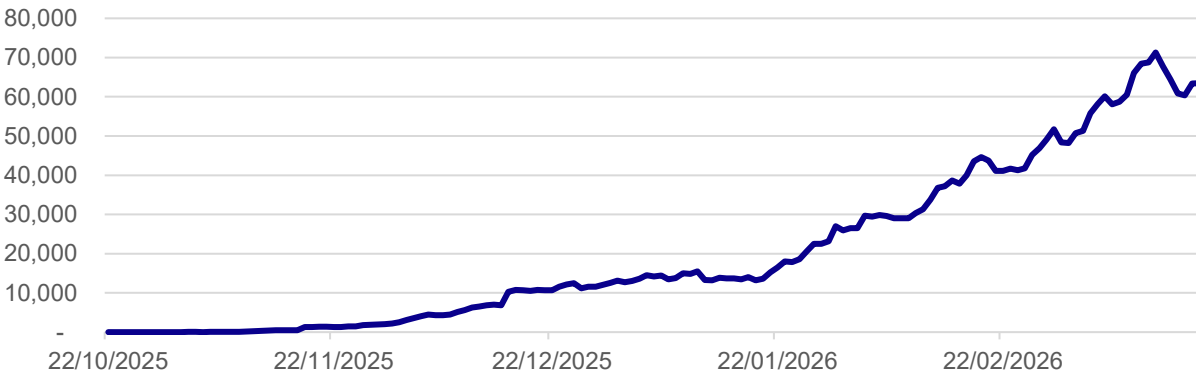
Metric	Amber Variance	Red Variance	23 Feb (2 Feb)	3 Mar (10 Feb)	16 Mar (22 Feb)	24 Mar (3 Mar)	31 Mar (10 Mar)	7 Apr (16 Mar)	13 Apr (21 Mar)
MSID Count Weekly Variance	-0.03%/+0.07%	-0.05%/+0.09%	+0.05%	+0.02%	+0.01%	-0.04%	+0.08%	+0.03%	+0.05%
Gross SVA Volume Weekly Variance	-6%/+12%	-12%/+18%	-3.35%	-8.92%	-4.28%	-4.74%	+7.87%	+6.88%	-8.28%
Gross SVA Volume Monthly Variance	-12%/+23%	-24%/+35%	+1.73%	-3.11%	-14.24%	+6.67%	+14.03%	+6.04%	-20.91%
Gross SVA Volume Yearly Variance	-8%/+15%	-16%/+23%	+11.07%	-6.26%	4.81%	-6.08%	+7.85%	+17.96%	-5.60%
% AAA Weekly Variance	-3%	-7%	-5.63%	-0.18%	+9.60%	-9.06%	+1.67%	+3.42%	+7.04%
% AAA Monthly Variance	-4%	-8%	+3.48%	+2.50%	+0.12%	+5.53%	+5.33%	+3.16%	+3.42%
% AAA Yearly Variance	-3%	-7%	+8.27%	+4.33%	+5.77%	+5.17%	+4.45%	+10.97%	+3.50%

## Commentary

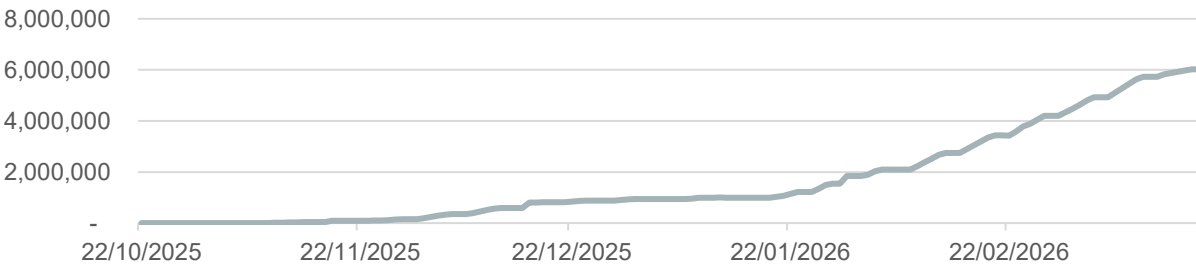
- MHHS data currently accounts for ~8.03% of all daily SVA volumes.
- Gross SVA Weekly and Monthly Variances are currently showing Amber values. This is due to improved weather across the UK in March.

# MHHS Migration – Performance Assurance

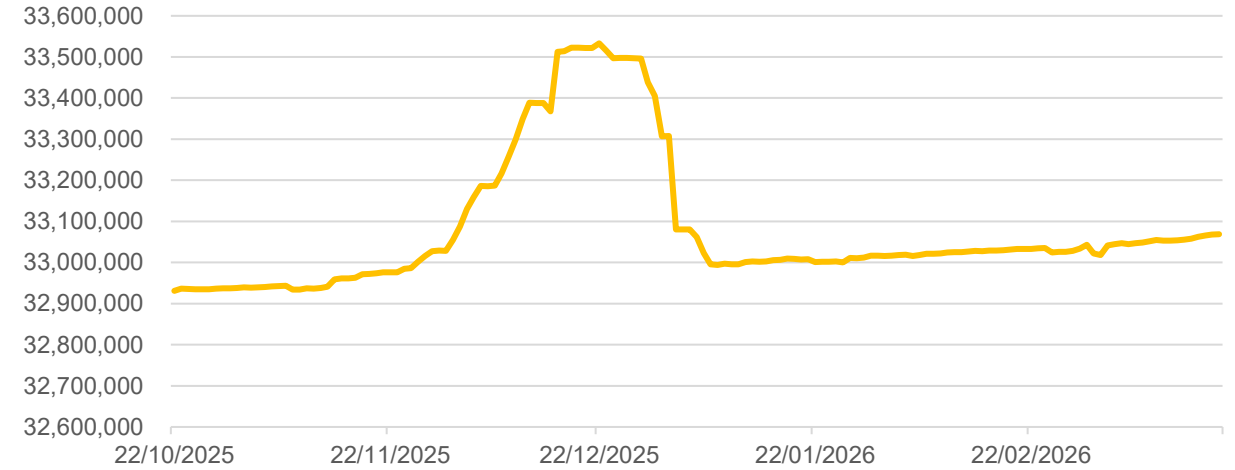
## MHHS Total Volume



## MHHS MSID Count



## Total MSID Count



### Commentary

- MHHS AAA% Performance is 82% compared to a whole market performance of 73%.
- Energy volumes are consistent with the number of MSIDs migrated, and broadly in line with consumption per MSID in the Legacy market.

# MHHS Migration – Performance Assurance

Year	Week	settlement_run_type	Avg MHHS MSID Count	Avg Legacy MSID Count	Avg MHHS Total Volume	Avg Legacy Total Volume	MHHS Count %	MHHS Volume %	Combined MSID Count
2025	43	SF	69	32,934,542	4	862,246	0.00%	0.00%	32,934,611
2025	44	SF	1,869	32,935,674	29	892,021	0.01%	0.00%	32,937,543
2025	45	SF	4,290	32,935,183	70	841,602	0.01%	0.01%	32,939,473
2025	46	SF	26,993	32,920,899	372	875,812	0.08%	0.04%	32,947,892
2025	47	SF	80,229	32,892,438	1,215	962,125	0.24%	0.13%	32,972,667
2025	48	SF	128,680	32,881,933	1,807	947,792	0.39%	0.19%	33,010,613
2025	49	SF	300,851	32,840,665	3,774	928,720	0.91%	0.40%	33,141,516
2025	50	SF	526,947	32,799,710	5,976	926,312	1.58%	0.64%	33,326,657
2025	51	SF	785,076	32,712,409	10,077	913,748	2.34%	1.09%	33,497,485
2025	52	SF	872,111	32,632,763	11,610	844,418	2.60%	1.36%	33,504,874
2026	1	SF	937,132	32,200,064	13,499	914,453	2.83%	1.45%	33,137,196
2026	2	SF	965,380	32,043,666	14,456	997,678	2.92%	1.43%	33,009,046
2026	3	SF	997,331	32,006,897	13,593	930,061	3.02%	1.44%	33,004,228
2026	4	SF	1,126,652	31,877,846	16,152	955,570	3.41%	1.66%	33,004,498
2026	5	SF	1,638,168	31,373,693	24,032	947,785	4.96%	2.47%	33,011,861
2026	6	SF	2,058,167	30,960,572	29,038	937,420	6.23%	3.00%	33,018,739
2026	7	SF	2,577,989	30,447,681	33,887	899,022	7.81%	3.63%	33,025,670
2026	8	SF	3,254,660	29,776,442	41,724	923,834	9.85%	4.32%	33,031,102
2026	9	SF	3,985,859	29,043,931	45,379	854,473	12.07%	5.04%	33,029,790
2026	10	SF	4,713,907	28,323,410	53,247	824,745	14.27%	6.06%	33,037,317
2026	11	SF	5,523,266	27,528,480	64,555	868,027	16.71%	6.92%	33,051,746
2026	12	SF	5,941,886	27,121,229	63,362	810,793	17.97%	7.25%	33,063,115

# 6

## Closed actions

Log of actions closed since last TOG meeting



# Actions closed since last meeting

Ref	Raised Date	Title	Action(s)	Owner	Closed Date	Update(s)
<b>TOG-66</b>	13/02/2026	MHHS Expert Group Guidance to be published for L3/L4 validation	Confirm the plan agreed at Expert group for an enduring fix	Stuart Pitcher / Robert Golding	10/04/2026	<p><b>10/04</b> Moving this to CLOSED as Guidance Note v1.5 and DIP Rules updates are now in the formal Change Governance and updates will be presented in DCAB and TOG after the consultation period ends (14/04).</p> <p><b>26/03</b> DIP Manager consultation for DCR0015 in progress <a href="#">DCR0015</a> – please provide feedback (window 17 March 2026 – 14 April 2026)</p> <p><b>19/03:</b> DCR0015 raised to update DIP Rules to add in clarifications around Validations implementations. (full section in this TOG on L3/L4 GN and DCR).</p> <p><b>11/03:</b> Code Body MHHS Expert Sub-Group Meeting 12/03 to finalise V1.3 of the L3/L4 Guidance Note. Finalised GN will be distributed to wider industry. DIP Manager reaching out to operators of DIP connecting systems to determine status of validation implementations and provide support around guidance</p> <p><b>05/03:</b> Market Design and Code Body met on 3rd March to determine further L3/L4 clarity. Output being added to guidance notes. Expectation for a expert group to meet post issuing of updated guidance. BSC issued a comms for setting a date for a Validations expert sub-group</p>