

MHHS Migration and Cutover Advisory Group (MCAG) Headline Report

Issue date: 24/07/2025

Meeting number	MCAG 015	Venue	Virtual – MS Teams
Date and time	22 July 2025 1400-1600	Classification	Public

Actions

Area	Action Ref	Action	Owner	Due Date	Update
M10 / M11 Cutover Plan Re-Baselining	MCAG15-01	Programme and Suppliers to discuss issues surrounding service activation	Matthew Breen & Large Supplier Representative	26/08/2025	
Summary and next steps	MCAG15-02	Amendment of August and September MCAG meeting calendar invites	PMO	26/08/2025	

Decisions

Area	Decision Ref	Description	Rationale
Headline and Actions	MCAG-DEC35	Headline report was approved with no comments or objections from MCAG members. Minor amendments made to previous Headline report within attendees' section.	The Headline Report was approved without objections from MCAG members.
M10 / M11 Cutover Plan Re-Baselining	MCAG- DEC36	SRO to approve the updated Cutover Plan v1.3 for re-baselining	

Data Cleanse Plan Re-Baselining	MCAG- DEC37	SRO to approve the Data Cleanse Plan v4.2 for re baselining	
Migration Schedule Submission 2 – Baselining	MCAG- DEC38	SRO to approve the baselining of the Migration Schedule developed under Schedule Submission 2	

Key Discussion Items

Area	Discussion
Headline and Actions	<p>DECISION: Headline report was approved (with no amendments) with no objections from MCAG members (MCAG-DEC35– 00:08:50) approved headline report.</p> <p>Chair provided update on action MCAG09-03, see meeting slides 5-6. The Chair set out the aim to ensure there is the right reporting to MCAG to enable MCAG to make robust and timely decisions based on evidence for M10, M14, M15 and M16 (including the ongoing Migration activities). Additionally, that the MCAG members and Programme are accountable for their areas and that the Chair makes sure that all areas are reported to MCAG, such as Qualification, Central Systems readiness, Performance Assurance, etc. ACTION MCAG09-03 CLOSED.</p> <p>PP asked will MCAG consolidate existing reports or require new templates? Programme recommended using current reporting where possible to avoid duplication, with the programme team integrating relevant data into MCAG papers. Programme added that participant reporting on the cutover plan, GLIG outputs, and early-life operations would similarly be brought forward to MCAG, and that subject-matter expertise would be engaged as needed rather than by default.</p>
M10 / M11 Cutover Plan Re-Baselining	<p>Programme gave overview of the process for updating and re-baselining the M10/M11 cut-over plan. In April, the programme requested detailed cut-over plans from all central parties, suppliers, agents, and LDSOs, receiving responses by May. These were consolidated into a draft programme cut-over plan, published for a 10-day consultation from June 27 to July 11. Only 61 comments from six organisations were received, largely focused on reporting expectations rather than material changes. Strong prior engagement—including fortnightly bilateral and small-group sessions—meant most parties had already validated activities. Next steps are to baseline this plan to give the industry certainty for the next 6–8 weeks, then monitor and report progress via MCAG and GLIG.</p>

	<p>ACTION – Programme and Large Supplier representative to discuss comment on further detail surrounding Service Activation (MCAG15-01)</p> <p>DECISION: The Chair, acting with delegated authority of the MHHS Senior Responsible Owner (SRO), approved the updated Cutover Plan v1.3 for re-baselining (MCAG- DEC36 – recording timestamp 00:30:50).</p>
<p>Data Cleanse Plan Re-Baselining</p>	<p>Programme provides clarifying updates to the data cleanse plan, all of which have already been vetted and endorsed by the Data Plans Working Group. The date for DCC to supply the domestic syndicator file shifts from Friday 5 September to Saturday 6 September, reflecting the agreed weekend processing window. Suppliers’ deadline for cleansing traditional meter records in Population 2 is extended through M11. As go-live approaches, the programme will produce a data cleanse closure report detailing the state of each data item, outstanding issues, and next steps for the code bodies. This report will feed into MCAG and form part of the M10 acceptance criteria.</p> <p>The Chair asked will the revised plan be versioned as 5.0, baseline published. Programme confirmed the plan will be uplifted to version 5.0, with the new baseline published by the end of this week.</p> <p>The Chair asked when will the data cleanse closure report be presented to MCAG. Programme confirmed it will bring the closure report into MCAG for review, and it will form part of the M10 acceptance criteria package.</p> <p>DECISION: The Chair, acting with delegated authority of the MHHS Senior Responsible Owner (SRO) to approve the Data Cleanse Plan v4.2 for re- baselining (MCAG- DEC37 – recording timestamp 00:34:31).</p>
<p>Migration Schedule Submission 2 – Baselining</p>	<p>Programme reported that the recent migration schedule submission exercise was a strong success: 99.4% of MPANs had valid schedules submitted via the automated Kestrel portal, all adhering to the migration framework and system thresholds. Participants praised the self-service validation and error-feedback process. There remains unused migration capacity that can be tapped for exception handling or to accelerate individual portfolios. Ten smaller suppliers failed to submit schedules (accounting for about 200,000 MPANs); these are being managed through BSC obligations, education on the submission process, and coordination with the PAB chair.</p> <p>For non-happy-path issues, MCAG remains the primary escalation forum, supported by an optimized governance structure, the Issue Resolution Group (IRG), and the Migration Working Group (MWG). PP asked why some suppliers were disengaged from the submission process.</p>

	<p>Programme responded that some non-submissions arose because a few suppliers are exiting the market, while others confused the roles of service providers versus suppliers. Smaller suppliers needed reminding that the BSC obligates them to submit their migration schedules.</p> <p>PP asked whether suppliers could accelerate their migration using the unused capacity?</p> <p>Programme reiterated that all parties must follow the agreed programme milestones. Non-SIT suppliers begin migration on 15 May 2026 and SIT suppliers, having invested heavily in testing, start at M11. Moreover, three of the six migration months are reserved for early-life support, leaving only three months for bulk migration. The Programme will monitor these dynamics and remains ready to adjust if the underpinning principles evolve.</p> <p>PP asked what governance is in place for non-happy-path migration issues? Programme answered MCAG continues as the main forum, augmented by a post M10 governance framework, including the IRG, and the Migration Working Group for systematic issue resolution. Participant-level performance concerns are escalated via the Participant performance process.</p> <p>PP asked are peak-of-peaks and cumulative volumes required to exit ELS. Programme confirmed this. ELS exit requires proving a defined daily peak-of-peaks throughput and achieving the cumulative MPAN volume thresholds specified in the early-life support criteria.</p> <p>PP asked where and how is the baseline schedule published? Programme answered the weekly-level baseline is version 1.0 in Kestrel. It will be updated to version 2.0 for Sprint 0 planning and re-baselined further with each sprint for daily planning.</p> <p>DECISION: The Chair, acting with delegated authority of the MHHS Senior Responsible Owner (SRO), SRO to approve the baselining of the Migration Schedule developed under Schedule Submission 2 (MCAG- DEC38 – recording timestamp 00:51:30).</p>
<p>Service Design Update</p>	<p>PP asked were any Emergency SIT defects outstanding at the end of the week. elexon confirmed that is not correct. All three P2 and one P4 defects were fixed and re-tested same day, achieving 100% test pass rate.</p> <p>The Chair asked which documentation versions are required for go-live, and when will they be endorsed? Elaxon stated that the Operations Manual v2.0 and Low-Level Service Design v2.0, to be endorsed at MCAG on 26 August meeting, will serve as the go-live baseline.</p> <p>PP asked how will service-management SLAs and escalations be formalised for SMRS?</p>

	<p>Elxon stated that you should: Raise a BSC modification to enable SLA hooks and auto-escalation in S-step (under code freeze until M10). Once the BSC change is approved, progress a REC change via the MHHS Expert Group to embed those processes in SDEP. Any cross-code impacts will be tabled at PSG and MHHS CCAG.</p>
<p>M10 Readiness</p>	<p>Programme provided insight into all the Milestones, and emphasised that overall, the programme is showing solid signs of recovery and resilience as it heads toward critical milestones in August and for Go-Live M10 in September.</p> <p>PP questioned if the programme is waiting until the 6th (the PSG meeting) before declaring a change in status, or whether there be a material update at the end of this month ahead of PSG.</p> <p>Programme responded that the PSG papers go out five working days beforehand. Expect a detailed progress update in the PSG papers.</p>
<p>TORWG and DCWG Updates</p>	<p>Programme gave brief overview and mentioned the main this was to keep tracking any updates in and feeding that information into the data plans closure report. There is also a comms approach to ensure guidance on the declarations that we'll be expecting from participants as specific points ahead of M10.</p>
<p>MWG Updates</p>	<p>Programme provided updates and confirmed that:</p> <ul style="list-style-type: none"> • Dress Rehearsal 1 is Complete. Supported via Kestrel; suppliers submitted self-certifications with no material issues. Dress Rehearsal 2: Set to commence 11 August; involves broader participant engagement. • Simulated daily data derived from weekly schedules due to lack of daily inputs. • Reporting schemas have been issued to avoid development delays. • Dummy reporting based on simulated actual data will be tested. • Webinars and drop-in sessions are ongoing for community support. <p>It was also confirmed that the MCC scheduling tooling is finished. Additionally, DIP integration complete; testing data viewable. Reporting features under active development and aligned with Dress Rehearsal 2 timeline.</p> <p>PP enquired whether Dress Rehearsal 1 had been completed successfully. Programme confirmed that it's been marked complete. It was largely facilitated through Submission 2, supported by Kestrel, with no material issues reported. Suppliers also submitted their self-certifications.</p>

PP enquired as to when will Dress Rehearsal 2 begin. Programme confirmed it starts on 11 August. The Programme also emphasised that this phase includes participation from a broader group — not just suppliers but other stakeholders who will access Kestrel to view relevant data and reports.

PP questioned if participants have what they need for reporting development. Programme confirmed that the reporting schemas have already been distributed so participants can start development without waiting. Dummy reports are also being provided to simulate real reporting formats.

PP questioned when actual migration schedule data is available. Programme answered that the daily data in Kestrel is being simulated based on weekly inputs. Actual daily schedules won't be received until the Sprints.

PP questioned that is MCC technology and reporting development (Kestrel) on track? Programme confirmed scheduling tools are complete. DIP integration work is done and tested, and Kestrel's reporting features are under active development aligned with Dress Rehearsal 2 timelines.

PP enquired as to what the structure of the MCC team. Programme replied that the MCC is made up of a front office (account managers) and a back office (analysts and the Kestrel support team). Account managers are being paired with suppliers to offer hands-on support throughout migration.

PP asked what the status of the M16 milestone was and Programme replied that it remains red for now. Work is in progress to define the methodology for cutover to the new settlement timetable. An update is expected in the next meeting, and the expectation is that risk rating of the milestone's status will go to Green/Amber.

PP also asked if there are there any significant programme risks. Programme replied that most risks are stable. Only one risk has slightly increased (from level 3 to 17), but the rest remain unchanged. PP enquired as to whether MCC team mobilisation been completed. Programme confirmed that recruitment was finished. The team is currently receiving training, daily processes are being defined, and an industry-wide MCC introduction is being prepared.

	PP enquired as to how are participants being supported throughout the process. Programme confirmed Support is being provided through webinars, drop-in sessions, proactive account manager engagement, and early release of schemas and simulated data to avoid delays.
Programme Milestones Related to MCAG	Programme provided an update on Programme Milestones Related to MCAG. The MCAG Chair noted that 'No further updates' will be added to any risks/ key milestones without a more recent status.
Top Programme Risks Related to MCAG	
Summary and Next Steps	<p>ACTION- Amendment of August and September MCAG calendar invites (MCAG15-02).</p> <p>Programme provided a summary of actions and decisions; no comments or questions were raised. The Chair summarised the forward focus of the MCAG on Go-Live and Migration is on five questions:</p> <ol style="list-style-type: none"> 1. Is Qualification on track? BSCCo, RECCo and PABs and PPs 2. Is Migration on track and Suppliers migrating correctly? MCC 3. Are central services performing correctly? BSC Service Desk (and other central ones) 4. Is Settlement performing as expected: BSCCo performance assurance team 5. Are there any relevant Data quality issues? MHHS Programme/PPs <p>If not, what is the accountable party doing about it and what action/decision does MCAG have to take/make (or what recommend to PSG?).</p>

Date of next MCAG: 26/08/2025

Attendees

Chair

Programme (CW) Chair

MHHS IM Members

Lewis Hall	LPD Delivery Manager
Tarsha Senyonga	PMO Governance Support
Matthew Breen	Transition lead

Industry Representatives

Alexander Ashbrook	DCC Representative	John Wiggins	Programme Industry SME
Andrew Dudkowsky	NESO Representative	Alf Chivers	MHHS
Andrew Green (on behalf of Gareth Evans)	I&C Supplier Representative & Waterswye		
Warren Fulton	Migration Lead		
Graham Wood	Large Supplier Representative	Other Members	
Lijo Louis	Medium Supplier Representative	Ian Giles	Elexon (as Helix for Service Design item)
Andy MacFaul	Ofgem	Hoges Boges	
Simon Harrison	Supplier Agent Representative (Independent)	Rachael Prosser	National Grid
Paul Daniels	Avanade	Liam Evans	IPA
Liam Evans	PWC	Mark Scott	Elexon (as Helix for Service Design item)
Derek Weaving	Elexon	Sinead Quinn	Ofgem
Jonny Moore	RECCo	David Yeoman	DNO Representative
Robert Golding	DIP Manager	Richard Bevan	Elexon
Smitha Pichrikat	MHHS	Lijo Kizhakkethil Louis	Octoenergy
		Reece Harris	PWC

Apologies

Sean Doughty Elexon Representative (as central systems provider)

Fola Oki Transition Analyst

PP Boothe Ofgem

Joanne Ashton DCC

Morven Hunter

iDNO Representative

Michael Coney

Elexon Representative (as BSC/BSCCo Manager)

Mark Treanor

Small Supplier Representative

James Stokes

DIP Manager