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# M10/M11 Cutover Comms Approach

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Version 1.0

MHHS-DEL4058

Document Classification: Public

- This document outlines the M10/M11 Comms Approach for the cutover period, providing a view of all planned comms activities. This approach ensures that all industry participants are aligned and informed at each stage of the cutover period
- It includes detailed information on:
  - Reporting requirements
  - Communications to be issued and received throughout the cutover period
  - Self-declarations required to support key governance meetings
  - The process for managing escalations during the period
- Participants are expected to read and review this document thoroughly, and integrate the relevant elements into their own cutover plans



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# M10/M11 Cutover Plan Reporting

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- LDSOs, Suppliers, Agents and Elexon (including the DIP) are required to provide regular status updates to the Programme, outlining progress on their cutover activities
- To support this, the Programme has developed templates for Participants to complete, which include:
  - A list of all cutover activities for which Participants are required to provide a RAG status and an expected finish date
  - A risk and issue log
  - A free-text section for any additional feedback or comments
- Reporting will occur on a weekly basis from the 6<sup>th</sup> August up until M10. Details of the reporting cadence can be found on slides 5 and 6. The completed templates should be sent to the OpReadiness team at [opreadiness@mhsprogramme.co.uk](mailto:opreadiness@mhsprogramme.co.uk) by 3pm each Wednesday
- The Programme will collate the submissions from Participants and produce a consolidated dashboard, which will be made available on the Collaboration Base. This dashboard will provide an overview of collective progress
- ***Please note:*** The dashboard will present anonymised data, no individual Participant names will be disclosed, only aggregated figures will be shared

## M10/M11 Cutover Plan Reporting Schedule (1/2)

| Monday | Tuesday | Wednesday                                                                                                                                                                                                                 | Thursday | Friday                                                                                                               |
|--------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------|
| 28/07  | 29/07   | 30/07                                                                                                                                                                                                                     | 31/07    | 01/07                                                                                                                |
| 04/08  | 05/08   | 06/08<br> Reporting shared with Programme                                                                                              | 07/08    | 08/08<br> Weekly update at GLIG   |
| 11/08  | 12/08   | 13/08<br> Reporting shared with Programme<br> TORWG | 14/08    | 15/08<br> Weekly update at GLIG   |
| 18/08  | 19/08   | 20/08<br> Reporting shared with Programme                                                                                             | 21/08    | 22/08<br> Weekly update at GLIG  |
| 25/08  | 26/08   | 27/08<br> Reporting shared with Programme                                                                                            | 28/08    | 29/08<br> Weekly update at GLIG |

## M10/M11 Cutover Plan Reporting Schedule (2/2)

| Monday | Tuesday                                                                                           | Wednesday                                                                                                                                                                                                                 | Thursday | Friday                                                                                                                                                                                                         |
|--------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01/09  | 02/09                                                                                             | 03/09<br> Reporting shared with Programme                                                                                              | 04/09    | 05/09<br> Weekly update at GLIG                                                                                             |
| 08/09  | 09/09                                                                                             | 10/09<br> Reporting shared with Programme                                                                                              | 11/09    | 12/09<br> Weekly update at GLIG                                                                                             |
| 15/09  | 16/09                                                                                             | 17/09<br> Reporting shared with Programme<br> TORWG | 18/09    | 19/09<br> MCAG<br> Weekly update at GLIG |
| 22/09  | 23/09<br> TORWG | 24/09<br> PSG                                                                                                                         | 25/09    | 26/09                                                                                                                                                                                                          |
| 29/09  | 30/09                                                                                             | 01/10                                                                                                                                                                                                                     | 02/10    | 03/10                                                                                                                                                                                                          |



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# LDSOs

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M10/M11 Cutover Plan Status Report – LDSOs

**RAG Status Guidance**  

Red – Off track

Amber – In progress but at risk

Green – On track

Blue - Complete

| Organisation Name                                                                                                                                                                                                                                                    |            | Point of Contact |                      | Reporting Period |                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|----------------------|------------------|------------------------------|
| Activities                                                                                                                                                                                                                                                           | Start Date | Finish Date      | Expected Finish Date | Current RAG      | Commentary                   |
| Qualification Pathway 2                                                                                                                                                                                                                                              |            | 29/08/2025       | LDSO to update       | LDSO to update   | LDSO to update (if relevant) |
| Qualification Pathway 3                                                                                                                                                                                                                                              |            | 11/09/2025       | LDSO to update       | LDSO to update   | LDSO to update (if relevant) |
| Early Life Support Implemented                                                                                                                                                                                                                                       |            | 19/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Completion of the pre-M10 MHHS Data Cleanse                                                                                                                                                                                                                          | 2024       | 22/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| DIP Onboarding                                                                                                                                                                                                                                                       | 04/08/2025 | 22/08/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Deployment of MPRS 9                                                                                                                                                                                                                                                 | 06/08/2025 | 01/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| ISD Population                                                                                                                                                                                                                                                       | 11/09/2025 | 15/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Population of Market Segment (95%)                                                                                                                                                                                                                                   | 06/08/2025 | 12/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Population of Domestic Premises Indicator                                                                                                                                                                                                                            | 06/09/2025 | 08/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Pre-M10 Service Activation – LDSOs                                                                                                                                                                                                                                   | 11/09/2025 | 18/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Population of Market Segment (100%)                                                                                                                                                                                                                                  | 12/09/2025 | 22/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| MPRS – Registration Services, UMSO Role, LDSO Role and Data Population Activities                                                                                                                                                                                    | 19/09/2025 | 22/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| All LDSOs and EES to load ISD files via the URL published within the IF-047 via the Elexon data store (note, this should contain the same ISD file as uploaded to the Elexon portal following 11th September, therefore it may not need to be applied by each party) | 22/09/2025 | 22/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Following successful loading of ISD data LDSOs can process New Connections via their DB01 interface to MPRS                                                                                                                                                          | 22/09/2025 | 22/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |
| Each LDSO will track successful sending of the IF-050 message to the DIP                                                                                                                                                                                             | 22/09/2025 | 22/09/2025       | LDSO to update       | LDSO to update   | LDSO to update               |



M10/M11 Cutover Plan Status Report – Risks and Issues

| # | Risk/Issue Description | Mitigation Plan | Target Date |
|---|------------------------|-----------------|-------------|
| 1 |                        |                 |             |
| 2 |                        |                 |             |
| 3 |                        |                 |             |

Additional Commentary

(Please indicate if there is anything you would like to highlight to the Programme only and not more widely)



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# M10/M11 Suppliers

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## M10/M11 Cutover Plan Status Report – M10 / M11 Suppliers Qualification Pathway 2

| Organisation Name                                                                                                                                          |            | Point of Contact |                      | Reporting Period   |                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|----------------------|--------------------|--------------------|
| Activities                                                                                                                                                 | Start Date | Finish Date      | Expected Finish Date | Current RAG        | Commentary         |
| MHHS Functionality deployed to Production (declaration to the Programme that this will be complete in line with M11 timelines set out in the Cutover Plan) | 2024       | 14/10/2025       | Supplier to update   | Supplier to update | Supplier to update |
| DIP UIT onboarding                                                                                                                                         | 25/07/2025 | 27/08/2025       | Supplier to update   | Supplier to update | Supplier to update |
| ServiceNow Onboarding                                                                                                                                      | 27/08/2025 | 27/08/2025       | Supplier to update   | Supplier to update | Supplier to update |
| Qualification                                                                                                                                              | 29/08/2025 | 29/08/2025       | Supplier to update   | Supplier to update | Supplier to update |
| DIP Production Onboarding                                                                                                                                  | 11/09/2025 | 22/10/2025       | Supplier to update   | Supplier to update | Supplier to update |

## M10/M11 Cutover Plan Status Report – M10 / M11 Suppliers Qualification Pathway 3

| Organisation Name                                                                                                                                          |            | Point of Contact |                      | Reporting Period   |                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|----------------------|--------------------|--------------------|
| Activities                                                                                                                                                 | Start Date | Finish Date      | Expected Finish Date | Current RAG        | Commentary         |
| MHHS Functionality deployed to Production (declaration to the Programme that this will be complete in line with M11 timelines set out in the Cutover Plan) | 2024       | 14/10/2025       | Supplier to update   | Supplier to update | Supplier to update |
| DIP UIT onboarding                                                                                                                                         | 04/08/2025 | 09/09/2025       | Supplier to update   | Supplier to update | Supplier to update |
| ServiceNow Onboarding                                                                                                                                      | 09/09/2025 | 09/09/2025       | Supplier to update   | Supplier to update | Supplier to update |
| Qualification                                                                                                                                              | 11/09/2025 | 11/09/2025       | Supplier to update   | Supplier to update | Supplier to update |
| DIP Production Onboarding                                                                                                                                  | 11/09/2025 | 22/10/2025       | Supplier to update   | Supplier to update | Supplier to update |

M10/M11 Cutover Plan Status Report – M10 / M11 Suppliers Qualification Pathway 4

**RAG Status Guidance**  
Red – Off track  
Amber – In progress but at risk  
Green – On track  
Blue - Complete

| Organisation Name                                                                                                                                          |            | Point of Contact |                      | Reporting Period   |                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|----------------------|--------------------|--------------------|
| Activities                                                                                                                                                 | Start Date | Finish Date      | Expected Finish Date | Current RAG        | Commentary         |
| MHHS Functionality deployed to Production (declaration to the Programme that this will be complete in line with M11 timelines set out in the Cutover Plan) | 2024       | 14/10/2025       | Supplier to update   | Supplier to update | Supplier to update |
| DIP UIT onboarding                                                                                                                                         | 22/08/2025 | 24/09/2025       | Supplier to update   | Supplier to update | Supplier to update |
| ServiceNow Onboarding                                                                                                                                      | 24/09/2025 | 24/09/2025       | Supplier to update   | Supplier to update | Supplier to update |
| Qualification                                                                                                                                              | 26/09/2025 | 26/09/2025       | Supplier to update   | Supplier to update | Supplier to update |
| DIP Production Onboarding                                                                                                                                  | 26/09/2025 | 22/10/2025       | Supplier to update   | Supplier to update | Supplier to update |

M10/M11 Cutover Plan Status Report – Risks and Issues

| # | Risk/Issue Description | Mitigation Plan | Target Date |
|---|------------------------|-----------------|-------------|
| 1 |                        |                 |             |
| 2 |                        |                 |             |
| 3 |                        |                 |             |

Additional Commentary

(Please indicate if there is anything you would like to highlight to the Programme only and not more widely)



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# M10/M11 Agents

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M10/M11 Cutover Plan Status Report – M10 / M11 Agents Qualification Pathway 2

**RAG Status Guidance**  
Red – Off track  
Amber – In progress but at risk  
Green – On track  
Blue - Complete

| Organisation Name | Point of Contact | Reporting Period |
|-------------------|------------------|------------------|
|-------------------|------------------|------------------|

| Activities                                                                                                                                                 | Start Date | Finish Date | Expected Finish Date | Current RAG      | Commentary       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|----------------------|------------------|------------------|
| MHHS Functionality deployed to Production (declaration to the Programme that this will be complete in line with M11 timelines set out in the Cutover Plan) | 2024       | 14/10/2025  | Agents to update     | Agents to update | Agents to update |
| DIP UIT onboarding                                                                                                                                         | 25/07/2025 | 27/08/2025  | Agents to update     | Agents to update | Agents to update |
| ServiceNow Onboarding                                                                                                                                      | 27/08/2025 | 27/08/2025  | Agents to update     | Agents to update | Agents to update |
| Qualification                                                                                                                                              | 29/08/2025 | 29/08/2025  | Agents to update     | Agents to update | Agents to update |
| DIP Production Onboarding                                                                                                                                  | 11/09/2025 | 22/10/2025  | Agents to update     | Agents to update | Agents to update |

M10/M11 Cutover Plan Status Report – M10 / M11 Agents Qualification Pathway 3

**RAG Status Guidance**  
Red – Off track  
Amber – In progress but at risk  
Green – On track  
Blue - Complete

| Organisation Name                                                                                                                                          |            | Point of Contact |                      | Reporting Period |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|----------------------|------------------|------------------|
| Activities                                                                                                                                                 | Start Date | Finish Date      | Expected Finish Date | Current RAG      | Commentary       |
| MHHS Functionality deployed to Production (declaration to the Programme that this will be complete in line with M11 timelines set out in the Cutover Plan) | 2024       | 14/10/2025       | Agents to update     | Agents to update | Agents to update |
| DIP UIT onboarding                                                                                                                                         | 04/08/2025 | 09/09/2025       | Agents to update     | Agents to update | Agents to update |
| ServiceNow Onboarding                                                                                                                                      | 09/09/2025 | 09/09/2025       | Agents to update     | Agents to update | Agents to update |
| Qualification                                                                                                                                              | 11/09/2025 | 11/09/2025       | Agents to update     | Agents to update | Agents to update |
| DIP Production Onboarding                                                                                                                                  | 11/09/2025 | 22/10/2025       | Agents to update     | Agents to update | Agents to update |

M10/M11 Cutover Plan Status Report – M10 / M11 Agents Qualification Pathway 4

**RAG Status Guidance**  
Red – Off track  
Amber – In progress but at risk  
Green – On track  
Blue - Complete

| Organisation Name                                                                                                                                          |            | Point of Contact |                      | Reporting Period |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|----------------------|------------------|------------------|
| Activities                                                                                                                                                 | Start Date | Finish Date      | Expected Finish Date | Current RAG      | Commentary       |
| MHHS Functionality deployed to Production (declaration to the Programme that this will be complete in line with M11 timelines set out in the Cutover Plan) | 2024       | 14/10/2025       | Agents to update     | Agents to update | Agents to update |
| DIP UIT onboarding                                                                                                                                         | 22/08/2025 | 24/09/2025       | Agents to update     | Agents to update | Agents to update |
| ServiceNow Onboarding                                                                                                                                      | 24/09/2025 | 24/09/2025       | Agents to update     | Agents to update | Agents to update |
| Qualification                                                                                                                                              | 26/09/2025 | 26/09/2025       | Agents to update     | Agents to update | Agents to update |
| DIP Production Onboarding                                                                                                                                  | 26/09/2025 | 22/10/2025       | Agents to update     | Agents to update | Agents to update |

M10/M11 Cutover Plan Status Report – Risks and Issues

| # | Risk/Issue Description | Mitigation Plan | Target Date |
|---|------------------------|-----------------|-------------|
| 1 |                        |                 |             |
| 2 |                        |                 |             |
| 3 |                        |                 |             |

Additional Commentary

(Please indicate if there is anything you would like to highlight to the Programme only and not more widely)



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# Elexon

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## M10/M11 Cutover Plan Status Report – Elexon

**RAG Status Guidance**  
**Red** – Off track  
**Amber** – In progress but at risk  
**Green** – On track  
**Blue** - Complete

| Organisation Name                                                                      |            | Point of Contact |                      | Reporting Period |                  |
|----------------------------------------------------------------------------------------|------------|------------------|----------------------|------------------|------------------|
| Activities                                                                             | Start Date | Finish Date      | Expected Finish Date | Current RAG      | Commentary       |
| Early Life Support Implemented                                                         | 2024       | 19/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| Service Management Go Live                                                             | 31/07/2025 | 31/07/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| Production DIP Portal (DIP Deployment)                                                 | 01/08/2025 | 04/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| Production Certificates (DIP Deployment)                                               | 01/08/2025 | 04/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| ISD Service Activation                                                                 | 05/08/2025 | 05/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| ISD Data Migration (PR-3)                                                              | 05/08/2025 | 12/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| QSP Finalise Report & Issue to BSC Qual Team & DIP Manager (Pathway 2)                 | 07/08/2025 | 13/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| ISD Data Migration (PR-4)                                                              | 15/08/2025 | 22/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| QSP Finalise Report & Issue to BSC Qual Team & DIP Manager (Pathway 3)                 | 26/08/2025 | 28/08/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| QSP Finalise Report & Issue to BSC Qual Team & DIP Manager (Pathway 4)                 | 03/09/2025 | 09/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| ISD Catalogue Published                                                                | 11/09/2025 | 11/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| Load Shaping Service (LSS)                                                             | 19/09/2025 | 22/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| Volume Allocation Service (VAS)                                                        | 19/09/2025 | 22/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| Market-wide Data Service (MDS)                                                         | 19/09/2025 | 22/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| IF-047 sent at 9am on Monday 22nd September by Elaxon via the DIP to all LDSOs and EES | 22/09/2025 | 22/09/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| QSP Finalise Report & Issue to BSC Qual Team & DIP Manager (Pathway 5)                 | 24/09/2025 | 01/10/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |
| IF-047 sent at 9am on Monday 22nd October by Elaxon via the DIP                        | 22/10/2025 | 22/10/2025       | Elaxon to update     | Elaxon to update | Elaxon to update |

M10/M11 Cutover Plan Status Report – Risks and Issues

| # | Risk/Issue Description | Mitigation Plan | Target Date |
|---|------------------------|-----------------|-------------|
| 1 |                        |                 |             |
| 2 |                        |                 |             |
| 3 |                        |                 |             |

Additional Commentary

(Please indicate if there is anything you would like to highlight to the Programme only and not more widely)



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# M10/M11 Cutover Plan Comms

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- This section outlines all comms that will be issued throughout the cutover period. This includes comms required by the Programme to confirm completion of specific activities by Participants, as well as comms the Programme will be sharing with industry participants to provide progress updates
- ***Please note:*** Some of these comms are part of the M10/M11 self-declarations which feed into the governance meetings. For further detail, please refer to the 'M10/M11 Cutover Plan Declaration Requirements' section

## M10/M11 Cutover Plan – Comms (1/7)

| Activity                                                                                                                                | Description                                                                                                                  | Sharing of comms | Responsible                                    | Recipients                                     | Date       | Deadline Time (UK) |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------|------------------------------------------------|------------|--------------------|
| Service Management Go-Live                                                                                                              | Confirmation to the Programme that Service Management has been made available                                                | Email            | Helix                                          | MHHS Transition and Operational Readiness Team | 31/07/2025 | 12pm               |
| Production DIP Portal (DIP Deployment)<br>Production Certificates (DIP Deployment)                                                      | Confirmation to the Programme that Production DIP Portal and Production Certificates have been made available                | Email            | Helix                                          | MHHS Transition and Operational Readiness Team | 04/08/2025 | 10am               |
| Production DIP Portal (DIP Deployment)<br>Production Certificates (DIP Deployment)<br>Service Management Go-Live                        | Confirmation to industry that Production DIP Portal, Production Certificates and Service Management have been made available | Email            | MHHS Transition and Operational Readiness Team | LDSOs and EES                                  | 04/08/2025 | 12pm               |
| DIP Onboarding<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 17<sup>th</sup> September</b> | Confirmation to the Programme that they have completed DIP onboarding                                                        | Email            | LDSOs                                          | MHHS Transition and Operational Readiness Team | 22/08/2025 | 12pm               |
| DIP Onboarding                                                                                                                          | Confirmation to the Programme that all LDSOs have completed DIP onboarding                                                   | Email            | MHHS Transition and Operational Readiness Team | MHHS Programme, PSG and MCAG reps              | 25/08/2025 | 3pm                |

## M10/M11 Cutover Plan – Comms (2/7)

| Activity                                                                                                                                                           | Description                                                                                      | Sharing of comms | Responsible | Recipients                                     | Date       | Deadline Time (UK) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------|-------------|------------------------------------------------|------------|--------------------|
| Deployment of MPRS 9<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 17<sup>th</sup> September</b>                      | Confirmation to the Programme that they have deployed MPRS 9                                     | Email            | LDSOs       | MHHS Transition and Operational Readiness Team | 01/09/2025 | 3pm                |
| Population of Domestic Premises Indicator<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 17<sup>th</sup> September</b> | Confirmation to the Programme that they have populated the Domestic Premises Indicator           | Email            | LDSOs       | MHHS Transition and Operational Readiness Team | 08/09/2025 | 3pm                |
| Population of Market Segment (95%)<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 17<sup>th</sup> September</b>        | Confirmation to the Programme that they have populated Market Segment for 95% of their portfolio | Email            | LDSOs       | MHHS Transition and Operational Readiness Team | 12/09/2025 | 3pm                |
| ISD Population<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 17<sup>th</sup> September</b>                            | Confirmation to the Programme that they have populated the ISD                                   | Email            | LDSOs       | MHHS Transition and Operational Readiness Team | 15/09/2025 | 3pm                |

## M10/M11 Cutover Plan – Comms (3/7)

| Activity                                                                                                                                                                    | Description                                                                                       | Sharing of comms | Responsible | Recipients                                     | Date       | Deadline Time (UK) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------|-------------|------------------------------------------------|------------|--------------------|
| Population of Market Segment (100%)<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b>                | Confirmation to the Programme that they have populated Market Segment for 100% of their portfolio | Email            | LDSOs       | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |
| MPRS – Registration Services, UMSO Role, LDSO Role<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b> | Confirmation to the Programme that they have made the new MHHS functionality operational          | Email            | LDSOs       | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |
| Loading Shaping Service<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b>                            | Confirmation to the Programme that LSS has been deployed                                          | Email            | Helix       | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |

M10/M11 Cutover Plan – Comms (4/7)

| Activity                                                                                                                                           | Description                                              | Sharing of comms | Responsible | Recipients                                     | Date       | Deadline Time (UK) |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------|-------------|------------------------------------------------|------------|--------------------|
| Volume Allocation Service<br><br><i>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</i> | Confirmation to the Programme that VAS has been deployed | Email            | Helix       | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |
| Market-wide Data Service<br><br><i>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</i>  | Confirmation to the Programme that MDS has been deployed | Email            | Helix       | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |

## M10/M11 Cutover Plan – Comms (5/7)

| Activity                                                                                                                                  | Description                                                       | Sharing of comms | Responsible                                    | Recipients                                     | Date       | Deadline Time (UK) |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------|------------------------------------------------|------------------------------------------------|------------|--------------------|
| DTS<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b>              | Confirmation to the Programme that DTS updates have been deployed | Email            | Electralink                                    | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |
| EES<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b>              | Confirmation to the Programme that EES has been uplifted          | Email            | RECCo                                          | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |
| IF-047 Broadcast<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b> | Confirmation to the Programme that the IF-047 has been sent       | Email            | Helix                                          | MHHS Programme                                 | 22/09/2025 | 9:30am             |
| IF-047 Broadcast                                                                                                                          | Confirmation to industry that the IF-047 has been sent            | Email            | MHHS Transition and Operational Readiness Team | LDSOs and EES                                  | 22/09/2025 | 10am               |

M10/M11 Cutover Plan – Comms (6/7)

| Activity                                                                                                                                                                                                                                                                                                                                                                                      | Description                                                       | Sharing of comms | Responsible   | Recipients                                     | Date       | Deadline Time (UK) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------|---------------|------------------------------------------------|------------|--------------------|
| All LDSOs and EES to load ISD files via the URL published within the IF-047 via the Elexon data store (note, this should contain the same ISD file as uploaded to the Elexon portal following 11th September, therefore it may not need to be applied by each party)<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b> | Confirmation to the Programme that the ISD files have been loaded | Email            | LDSOs and EES | MHHS Transition and Operational Readiness Team | 22/09/2025 | 12pm               |
| Each LDSO will track successful sending of the IF-050 message to the DIP<br><br><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b>                                                                                                                                                                                             | Confirmation to the Programme that the IF-050 has been sent       | Email            | LDSOs         | MHHS Transition and Operational Readiness Team | 22/09/2025 | 3pm                |

M10/M11 Cutover Plan – Comms (7/7)

| Activity                                                                                                                                                                                       | Description                                                                                | Sharing of comms | Responsible    | Recipients                                     | Date       | Deadline Time (UK) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------|----------------|------------------------------------------------|------------|--------------------|
| EES will track successful receipt and processing of the IF-050<br><br><i><b>Note: This will be used as evidence to inform Programme decision-making at TORWG 23<sup>rd</sup> September</b></i> | Confirmation to the Programme that the IF-050 has been received                            | Email            | EES            | MHHS Transition and Operational Readiness Team | 22/09/2025 | 5pm                |
| M10 Status Communication                                                                                                                                                                       | Comms to Industry that central services have deployed the necessary changes to support M10 | Email            | MHHS Programme | Principal Contacts                             | 22/09/2025 | Close of Play      |



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# M10/M11 Cutover Plan Declaration Requirements

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- The declaration requirements set out the specific declarations required from each constituent group to feed into the relevant governance meetings to progress the cutover activities as set out within Section 4 of the Consolidated M10/M11 Cutover Plan
- This approach ensures that the right information is gathered in a timely manner to facilitate decision making throughout this period
- Section 4 of the Consolidated M10/M11 Cutover Plan provides information on all declarations, within this document, we have included additional information and have split the declaration requirements by constituent group. The information includes:
  - The specific wording for the declaration, which should be copied word for word by the Participant and emailed to the Programme (OpReadiness team)
  - The due date and deadline time
  - The method for sharing the declaration with the Programme



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# LDSOs

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## M10/M11 Cutover Plan Declaration Requirements – LDSOs (1/2)

| Declaration Requirement                                                        | Sharing of Declaration                                                                                       | Declaration Wording                                                                                                                       | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Confirmation from all LDSOs that DIP onboarding has taken place                | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), DIP onboarding has taken place                                  | 22/08/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Confirmation that all LDSOs have deployed MPRS 9 to production                 | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have deployed MPRS 9 to production                           | 01/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Confirmation that population of Domestic Premises Indicator is complete        | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have completed the population of Domestic Premises Indicator | 08/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Confirmation that Market Segment has been populated for 95% of LDSO portfolios | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have populated 95% of our portfolio with a Market Segment    | 12/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Confirmation that all LDSOs have populated the ISD                             | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have populated the ISD                                       | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Declaration from all LDSOs that they are in a position to move forwards        | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO, we declare that our MPRS functionality, LDSO and UMSO roles are ready to be made operational over the cutover weekend         | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |

## M10/M11 Cutover Plan Declaration Requirements – LDSOs (2/2)

| Declaration Requirement                                                                    | Sharing of Declaration                                                                                       | Declaration Wording                                                                                                                     | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Self-Declaration from all LDSOs that Cutover activities have been successfully carried out | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have completed all Cutover activities.                     | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| Confirmation that Market Segment has been populated for 100% of LDSO portfolios            | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have populated 100% of our portfolio with a Market Segment | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| LDSOs have received the IF-047 message                                                     | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have received the IF-047                                   | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| Confirmation that the IF-050 has been sent and the number sent                             | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As an LDSO responsible for (insert MPID), we declare as of (insert date), we have sent x (insert number) IF-050s                        | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |



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# M10/M11 Suppliers

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M10/M11 Cutover Plan Declaration Requirements – M10/M11 Suppliers

| Declaration Requirement                                                                                            | Sharing of Declaration                                                                                       | Declaration Wording                                                                                                                    | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Self-Declaration that MHHS Functionality will be deployed to Production by Qualified parties                       | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As a Qualified Party, we declare as of (insert date), that MHHS Functionality will be ready for deployment to Production ahead of M11. | 14/10/2025                                                                      | Declaration input for 17/10/2025 TORWG |
| Self-Declaration that ISD file has been manually accessed and applied by all parties qualified via pathway 4 and 5 | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As a Qualified Party, we declare as of (insert date), that we have manually accessed and applied the ISD file                          | 16/10/2025                                                                      | Declaration input for 17/10/2025 TORWG |



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# M10/M11 Agents

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M10/M11 Cutover Plan Declaration Requirements – M10/M11 Agents

| Declaration Requirement                                                                                            | Sharing of Declaration                                                                                       | Declaration Wording                                                                                                                    | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Self-Declaration that MHHS Functionality will be deployed to Production by Qualified parties                       | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As a Qualified Party, we declare as of (insert date), that MHHS Functionality will be ready for deployment to Production ahead of M11. | 14/10/2025                                                                      | Declaration input for 17/10/2025 TORWG |
| Self-Declaration that ISD file has been manually accessed and applied by all parties qualified via pathway 4 and 5 | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | As a Qualified Party, we declare as of (insert date), that we have manually accessed and applied the ISD file                          | 16/10/2025                                                                      | Declaration input for 17/10/2025 TORWG |



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# Elexon

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## M10/M11 Cutover Plan Declaration Requirements – Elexon

| Declaration Requirement                                                                                | Sharing of Declaration                                                                                       | Declaration Wording                                                                                                                                                                                                                                                                                 | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Declaration from all Central Services that they are in a position to move forwards                     | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | <p>Elexon declares that LSS, VAS, MDS and ISD are ready to be switched on for the M10 Cutover Weekend. We declare that the Service Management arrangements are operational.</p> <p>We can confirm that we have completed testing of the transition design through end-to-end settlement testing</p> | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Self-Declaration from all Central Services that Cutover activities have been successfully carried out  | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | Elexon declares as of (insert date), we have completed all Cutover activities                                                                                                                                                                                                                       | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| Confirmation that DIP and ECS have been deployed, Service management is active, ISD has been populated | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | Elexon can confirm as of (insert date), the DIP and ECS have been deployed, Service Management is active, and the ISD has been populated                                                                                                                                                            | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| IF-047 message has been sent                                                                           | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | Elexon can confirm as of (insert date), that the IF-047 has been sent                                                                                                                                                                                                                               | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |



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# ElectraLink

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M10/M11 Cutover Plan Declaration Requirements – ElectraLink

| Declaration Requirement                                                                               | Sharing of Declaration                                                                                       | Declaration Wording                                                                         | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Declaration from all Central Services that they are in a position to move forwards                    | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | ElectraLink declares that the DTS changes are ready to be made over the M10 Cutover Weekend | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Self-Declaration from all Central Services that Cutover activities have been successfully carried out | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | ElectraLink declares as of (insert date), we have completed the relevant DTS changes        | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |



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# RECCo / EES

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## M10/M11 Cutover Plan Declaration Requirements – RECCo / EES

| Declaration Requirement                                                                               | Sharing of Declaration                                                                                       | Declaration Wording                                                                                     | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Confirmation that population of Domestic Premises Indicator is complete                               | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | EES can confirm that the population of Domestic Premises Indicator is complete                          | 08/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Declaration from all Central Services that they are in a position to move forwards                    | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | RECCo declares that EES is ready to be switched on over the M10 Cutover Weekend.                        | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| EES has received the IF-047 message and loaded the ISD file                                           | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | EES can confirm as of (insert date), that the IF-047 has been received and the ISD file has been loaded | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| Confirmation of the number of IF-050s                                                                 | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | EES can confirm as of (insert date), that we have received x (insert number) IF-050s                    | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |
| Self-Declaration from all Central Services that Cutover activities have been successfully carried out | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | RECCo declares as of (insert date), we have completed all Cutover activities                            | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |



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# DCC

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M10/M11 Cutover Plan Declaration Requirements – DCC

| Declaration Requirement                                                            | Sharing of Declaration                                                                                       | Declaration Wording                                                                               | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Declaration from all Central Services that they are in a position to move forwards | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | The DCC declares that CSS and DSP are ready to be switched on over the M10 Cutover Weekend.       | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| DCC to confirm no issues encountered following the cutover weekend                 | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | The DCC declares that they have not encountered any issues due to M10 cutover weekend activities. | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |



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# DIP Manager

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M10/M11 Cutover Plan Declaration Requirements – DIP Manager

| Declaration Requirement                                                            | Sharing of Declaration                                                                                       | Declaration Wording                                                                                       | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Declaration from all Central Services that they are in a position to move forwards | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | The DIP Manager declares that the DIP is in position for the M10 Cutover Weekend to take place.           | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| DIP Manager to confirm no issues encountered following the cutover weekend         | Email to OpReadiness<br><a href="mailto:opreadiness@mhhsprogramme.co.uk">opreadiness@mhhsprogramme.co.uk</a> | The DIP Manager declares that they have not encountered any issues due to M10 cutover weekend activities. | 22/09/2025                                                                      | Declaration input for 23/09/2025 TORWG |



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# Code Bodies

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M10/M11 Cutover Plan Declaration Requirements – Code Bodies

| Declaration Requirement                                                   | Sharing of Declaration                    | Declaration Wording                                                                                               | Due Date (Date by which this declaration needs to be shared with the Programme) | Note                                   |
|---------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Confirmation that all Pathway 2 and Pathway 3 parties have been qualified | To be updated via the Participant Tracker | N/A                                                                                                               | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Market-wide Participant MHHS Migration Supporting Functionality is ready  | Email                                     | We confirm that all Suppliers and Agents have their MHHS Supporting Functionality in place and ready to implement | 15/09/2025                                                                      | Declaration input for 17/09/2025 TORWG |
| Confirmation that all Pathway 4 and 5 parties have been qualified         | To be updated via the Participant Tracker | N/A                                                                                                               | 16/10/2025                                                                      | Declaration input for 16/10/2025 TORWG |



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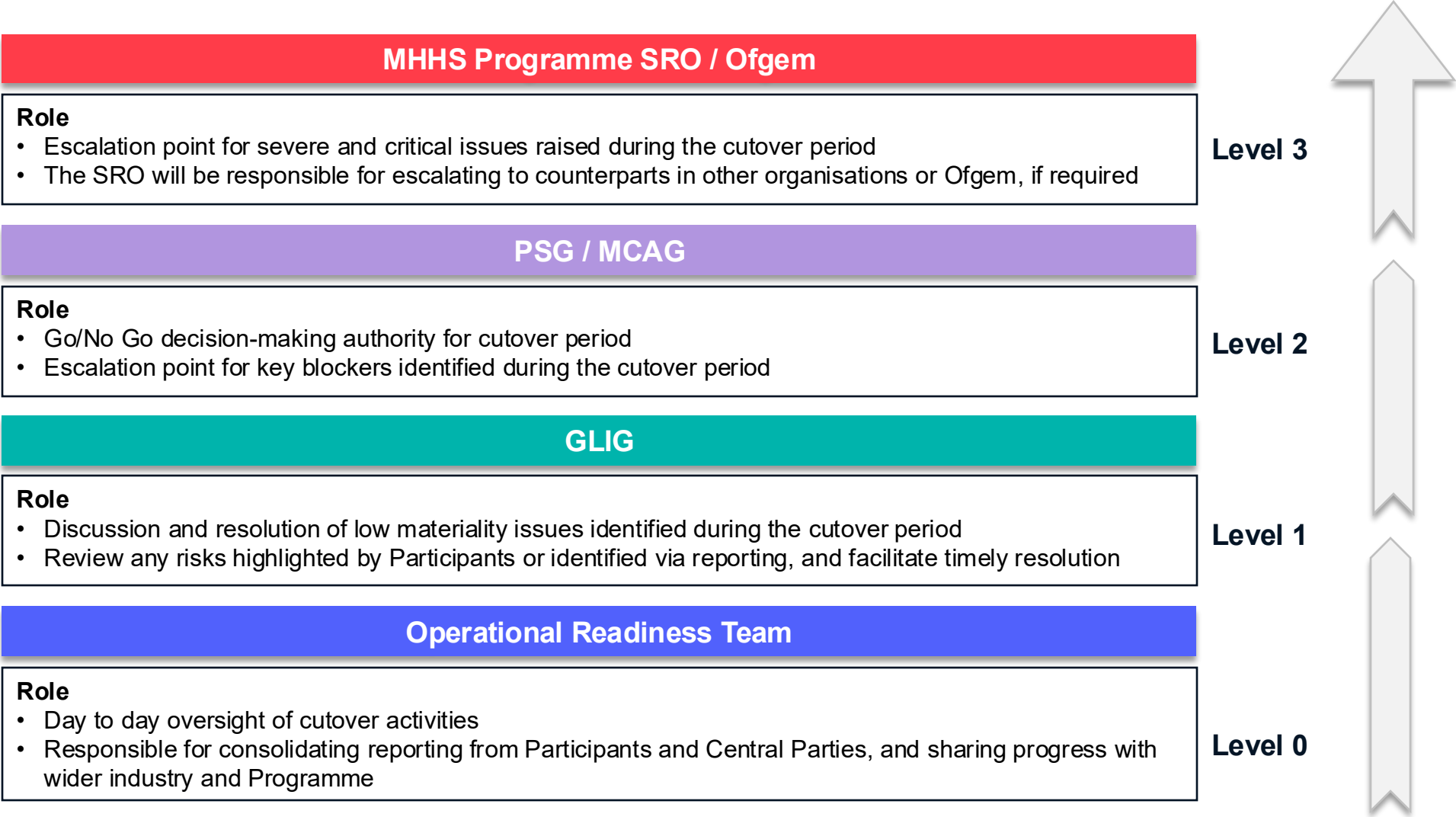
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# Escalation Process

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Escalation Process

The below escalation process will be followed, if required, throughout the cutover period. If Participants are experiencing any issues, these should be raised to the OpReadiness team at [opreadiness@mhhsprogramme.co.uk](mailto:opreadiness@mhhsprogramme.co.uk)



**Note:** The IPA will be engaged via their role in each of the governance groups