

MHHS Programme Steering Group (PSG) Headline Report

Issue date: 04/04/2025

Meeting Number **PSG043**

Venue **Virtual**

Date and Time **02 April 2025 10:00-12:00**

Classification **Public**

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Non-SIT LDSO QT Update	PSG43-01	Programme to raise a formal risk to M10 around the potential delays in PP Qualification due to delays in approving QADs due to process inefficiencies and additional information requests.	PMO	07/05/2025
Helix Service Management Update	PSG43-02	Communication about the Helix Service Management Consultation, due out 07 April 2025, to be published in the Clock on 02 April 2025	Programme	02/04/2025
Previous Meetings	PSG42-01	Helix will share a communication with industry outlining the Settlement Analysis Model and any other key information related to the model. Communications will be mirrored through MHHS Programme (e.g. The Clock)	Helix / Programme	02/04/2025
	PSG42-02	Constituency Representatives will review the Settlement Analysis model and its outputs to identify any further requirements they would like to bring back to PSG for Helix consideration.	PSG Reps	02/04/2025
	PSG42-04	Helix to report to PSG with an update on: the Service Management delivery plan; progress against that plan: progress on inter-helpdesk process definition; and the development and execution of an engagement plan.	Helix	02/04/2025
	PSG41-03	Review and update the M10 Acceptance Criteria, specifically Criterion 4 on slide 15, to clarify the confirmation process for suppliers and contracted agents' qualifications, including the commercial arrangement between the two parties.	Programme	05/03/2025

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC100	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.

Key Discussion Items

Area	Discussion
Headline Report and Actions	<p>The PSG Headline Report from the March PSG was approved with no amendments (PSG-DEC100).</p> <p>PSG42-01: This action can be closed out as the Settlement Analysis Model has been shared on the Elexon website and will be published by the Programme in the Clock on 02 April 2025. Programme confirmed it has been published in the latest Elexon Newscast.</p> <p>PSG42-02: This action is recommended closed.</p>
Ofgem Update including Directions	<p>Ofgem provided an update on the Joint Letter from the Secretary of State and the Ofgem CEO, and on the Ofgem Directions. Ofgem are expecting to receive the letter on Friday 04 April 2025, and for it to be published on the Ofgem website next week w/c 07 April 2025.</p> <p>Ofgem received 32 responses to the industry directions and thanked those who responded. The emerging themes were the burden of the direction and the risk of unintended consequences. Ofgem emphasised the need for clarity around PP plans to avoid duplication and added burdens. The key message is to provide assurance that PPs are giving the program the information needed in a timely manner while ensuring flexibility to adjust plans to meet key milestones. The decision on the direction is expected to be out after Easter, around 25 April 2025.</p> <p>There will also be a consultation about the Governance Framework which is now with the Ofgem Comms team which should be published next week w/c 07 April 2025.</p> <p>The I&C Supplier expressed concern around potential duplication and added burden on PPs and also asked for clarity on the governance structure and reporting requirements in the directions. Ofgem acknowledged the need to avoid duplication and added burdens, noting any directions should fit into each PPs allocated resource. Ofgem also assured that there would be alignment with the Programme on any requests for PP plans with the intention not to increase the burden on PPs above Programme requests.</p> <p>The DNO Rep asked for clarity on the flexibility referenced by Ofgem and whether there will be any additional resources required. Programme advised the plan will not require any further resources though there will be some additional Service Management tests which are not yet in the plan. The tests have been signposted and will be outlined at GLIG on 04 April 2025. The Ofgem Rep clarified that the flexibility referenced was lower levels of flexibility to make minor adjustments within the scope of the CR055 plan.</p>

<p>M10 Checkpoint to review Programme Readiness for Go-Live</p>	<p>Programme Report</p> <p>Programme presented the findings of the M10 Checkpoint Report. The purpose of the M10 Checkpoint was to address two key questions:</p> <ol style="list-style-type: none"> 1. Are we on track to achieve the M10 date of 24 September 2025? 2. Can the downstream milestones (M14-M16) be brought forward to conclude the programme earlier? <p>The key headlines of the 2 questions are as below and the full report can be found in the meeting slides and was also shared separately on the PSG area of the MHHS website.</p> <p>Q1) Based on the assessment of progress against the M10 Acceptance Criteria, the Programme believes that MHHS is on track to achieve the M10 date of 24 September 2025. However, the Programme has determined that the MHHS Programme is not in a position to bring the M10 date forward. In order to consider bringing the M10 date forward, performance against the critical path would have had to significantly overperform against the CR055 plan. While performance is on track, the required level of overperformance has not been achieved and there are still some M10 Criteria off-track. Therefore, we are not in a position to move M10 forward. The overall status is amber but on track with known risks. Therefore, the Programme should continue to work towards the baselined M10 date of 24 September 2025.</p> <p>Q2) Following a PPIR with Code Bodies, the feasibility of bringing downstream milestones M14, M15 and M16 forward is outlined below:</p> <p>M14: It is not possible to expedite the delivery plans of later Qualification wave participants to bring M14 forward.</p> <p>M15: Migrating more MPANs sooner would introduce significant risk to meeting M15 conditions.</p> <p>M16: There is currently no information available to assess the impact of MHHS on settlement performance, so a decision on whether M16 can be brought forward cannot be determined.</p> <p>The Programme recommends that the M14 and M15 dates remain as per the CR055 plan, and the M16 date should be revisited closer to the milestone date when the impact on settlement performance can be monitored and understood.</p> <p>The next M10 Checkpoint will be in July 2025.</p> <p>IPA Report</p> <p>The IPA provided their assessment of M10 Checkpoint report including a summary of the key findings and overall supporting recommendations. The IPA outlined its role in the M10 Checkpoint which was to provide an independent assurance over the Programme's own assessment of readiness and to investigate the milestones out to M16. The IPA looked at the evidence that was provided by the Programme and conducted independent assurance activities as part of Assurance Period 8. The IPA was supportive of the Programme's findings across both key questions of the Checkpoint and the key risks. The full IPA report can be found in the meeting slides and was shared separately on the PSG area of the Collaboration Base.</p> <p>The Chair of the meeting thanked the Programme teams, the IPA and all PPs for their contribution and work on the M10 Checkpoint.</p>
<p>Programme Update - Testing</p>	<p>The Programme provided an update on key headlines from SIT, including SIT-A and SIT-B testing at the end of Sprint 14. All eight cohorts may be able to cover their SIT scope before entering the SIT-A maintenance window, following the "MVC" timeline in the CR055 plan. The first cohorts are expected to fully complete in Sprint 15, which includes the clock change tests planned to start in w/c 31 March 2025.</p>

	<p>SIT Migration is now fully complete, with all eight cohorts having passed 100% of tests and with zero open defects, and SIT NFT Theme 1 completed in which all planned tests were executed and passed as planned.</p> <p>The Programme also provided an update on the SIT exit criteria tracking, as well as headlines and actions for Service Management Testing.</p>
<p>Non-SIT LDSO QT Update</p>	<p>Programme provided an update on non-SIT LDSO QT. The RAG status has changed from Green to Amber. The change in RAG status is due to 1 LDSO being considered at risk of not completing their Qualification Testing within the QT window as their progress is significantly behind schedule and they have not made progress in increasing test velocity due to internal and data set up issues. This is subject to escalation and a correction plan is in progress. The remaining LDSOs are on track or ahead of their agreed test schedule.</p> <p>The DNO Rep sought clarity on whether it is necessary for all LDSOs to Qualify. Programme clarified that one LDSO failing to Qualify will not impact the Qualification of the other LDSOs. However, LDSO readiness for all LDSOs is part of the M10 Readiness Criteria.</p> <p>The iDNO Rep raised concerns about the Qualification process being stretched out more than expected due to evolving QAD processes and additional information requests and asked if the Programme and Code Bodies foresee any delays in PP Qualifications and risk to M10 as a result. The BSC Rep acknowledged the feedback and advised that improvements are being made to both the system and process sides to address concerns about lockout periods and responsiveness to additional information requests as well as minimising the time PPs are locked out during the review process and to improve communication. Programme proposed and took an action to raise a new risk to M10 in order to hold the Programme to account, which was supported by the Small Supplier Rep and the iDNO Rep (ACTION PSG43-01).</p>
<p>Helix Service Management Update</p>	<p>Helix provided an update on Service Management activities and key concerns raised in the March PSG and captured in the action PSG42-04. Helix provided an update on the SLAs and proposed approach on codification of service as well as an update on cross party service desks processes, for which there are several retests now planned. Helix is working on a Test Approach and Scenario Document.</p> <p>Helix outlined the process by which an engagement plan is under development and will be presented at GLIG-SIT on 04 April 2025, which will include:</p> <ul style="list-style-type: none"> • Cross Party Service Desk process design and consultation • Service portal, knowledge base, communication route and triage approach for all industry queries • SLA agreement and codification of service • Governance approach and feedback cycle for all service documents • Test Approach & Plan, scripting, consultation, preparation and execution of Operational Readiness Tests • Engagement plan including ongoing feedback cycle for industry parties • Proposed governance approach for maintenance, monitoring and change/improvement of the model post M10 • Training and onboarding of service users • Training and knowledge transfer for Elexon Service Management team <p>A consultation to gather feedback will be published on 07 April 2025. Helix also advised that Engage Consulting have been brought in to support the process.</p>

The RECCo Rep highlighted the need to consider SLAs and service actions for existing service desks, particularly for the registration service (SMRS). RECCo also advised these SLAs and service actions are not currently captured in the BSC and emphasised the importance of ensuring that the hooks for the DCC are correctly codified in either the REC, for the switching service, or the SEC, for the smart side of DCC. Helix clarified that the intention is not to change the current operating times of the service desks, and that the operations manual includes response times around various categories of service activity. Helix also noted that work has been ongoing to prepare a view of what needs to be codified, in base legal text.

The DNO Rep emphasised the need for clarity on the SLAs and service actions and asked when that clarity would be provided. Helix advised the consultation on 07 April would provide greater clarity.

The DCC Rep sought clarification on whether there would be specific changes to the REC and SEC for the DCC. Helix explained that they are considering consultation on the codification of service proposals and would also be subject to any feedback received. The DCC rep noted that this should be a suitable process if subject to consultation.

Programme asked whether there was a date for when the Approach and Scenario Document will be complete. Helix advised it will be ready for the consultation for the w/c 07 April 2025.

The Large Supplier Rep asked about the Governance structure around the actions and associated dates as outlined in the slides, and how will they be tracked and fed into the Programme Plan. Helix advised that the consultation would help to agree on dates and actions. Programme advised that discussions are ongoing on how best to approach this given the tight timelines. The Helix activities are not formally bound by the Programme governance so parallel activities and fast track governance may be utilised, such as presenting in working groups only rather than needing formal approval from advisory groups. Programme did note that while there are fast track methods to be deployed, it would be a challenge.

Programme confirmed GLIG could be utilised in this capacity, following a suggestion by the DNO Rep.

The Medium Supplier Rep asked for confirmation on the consultation title to look out for and asked whether there would be a communication signposting the consultation. The Medium Supplier also noted that the organisation of Service Management has been below expectations with sporadic last minute meeting scheduling and cancellations. The Medium Supplier Rep requested webinars and Q&A opportunities as part of Service Management developments. An action was taken to include a communication about the Consultation in the Clock (**ACTION PSG 43-02**). The iDNO Rep and DNO Rep supported the point about a lack of organisation and clarity on Service Management.

The iDNO Rep asked for clarity on the final outputs of the consultation and recommended classifying the consultation not as testing but as Service Management to ensure a wider reach.

The DNO Rep emphasised the importance of the plan and consultation in providing a comprehensive explanation of how all elements fit together. They noted a conversation with Engage Consulting, which focused on the Parent/Child Service Desk—a small subset of the overall picture. The DNO Rep stressed that clear explanations of larger items, such as decisions, questions, and assumptions, should be prioritised to facilitate better understanding and feedback during workshops and consultations. Smaller aspects can be addressed once the larger issues have been resolved.

Helix advised the Consultation is due to end on 22 April 2025.

<p>Update on MHHS Open Day</p>	<p>The Programme provided an update on the MHHS Open Day, which took place on 25 March 2025. The event saw a great turnout with over 200 PPs attending both in person and online. While feedback is still being collated, the Programme shared some key insights:</p> <ul style="list-style-type: none"> • The overall feedback was very positive, with PPs finding the day to be highly informative. • The event was well-structured and ran seamlessly. • The content was well-received, particularly the presentations on "26 Weeks to Go Live" and the "Participant Journey to Live Operation." <p>Suggestions for improvement included:</p> <ul style="list-style-type: none"> • Discussing how this programme compares to other industry programmes, such as Faster Switching. • Enhancing the online experience to ensure that online participants feel more included, as some activities were perceived to be focused on those in the room. • Increasing the number of in-person participants allowed, as the current limit was one per organisation. <p>The Chair thanked the PPC team for their hard work in putting together a successful Open Day.</p>
<p>Delivery Dashboards</p>	<p>The IPA provided an update on their monthly assurance dashboard.</p> <p>The DCC Rep provided an update on the current SMETS1 FOC issue. DCC has received and collated the consultation feedback. The next steps are to obtain internal approvals to ensure the necessary budget is available. Concurrently, DCC is producing the plan and will work with affected users throughout its development. The plan is expected to be issued towards the end of April 2025. Programme advised there several meetings scheduled with DCC during w/c 31 March 2025 to understand the impacts as early as possible.</p>

Date of next meeting: 07 May 2025 at 10:00am

Attendees

Chair

Helen Adey (Chair)

SRO (Elexon IM)

Apologies

Andy Manning

Consumer Representative

Industry Representatives

Andrew Campbell
Chris Price
Carolyn Burns (replacing Elaine Eyles)
Paul Daniels
Gareth Evans
Graham Wood
Simon Harrison
John Abbott
Jenny Rawlinson
Neil Dewar / Ife Garba
Geoff Hunt (replacing Trisha Champaneria)
Jonny Moore (replacing Jonathon Hawkins)

Small Supplier Representative
DNO Representative
Medium Supplier Representative
Avanade Representative
I&C Supplier Representative
Large Supplier Representative
Supplier Agent Representative
Elexon Representative (Central Systems Provider)
IDNO Representative
NESO Representative
DCC Representative
RECCo Representative

Joel Stark

Supplier Agent Representative

MHHS IM

Andrew Margan
Jason Brogden
Keith Clark
Philip McCann
Roger Robar
Warren Fulton
Smitha Pichrikat
Paul Pettitt
Chris Welby
Chris Harden
Nicola Farley
Bushra Ali

Code Lead
Programme Industry SME
Programme Manager
Governance Lead
Test Lead
Migration Lead
Client Delivery Manager
Programme Test Lead
Strategic Industry Advisor
Client Programme Director
Programme Qualification Lead
Programme PPC Lead

Other Attendees

Laura Kennedy
Richard Stilton
Renata Yussapova
Jenny Boothe
Andy McFaul
Fahreen Japp

Code Bodies
IPA
IPA
Ofgem
Ofgem
Ofgem