

MHHS Programme Steering Group (PSG) Headline Report

Issue date: 05/06/2025

Meeting Number **PSG045**

Venue **Elexon Offices**

Date and Time **04 June 2025 10:00-12:00**

Classification **Public**

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Readiness for Go-Live	PSG45-01	DNO rep to send examples to the Programme of the rejected messages during Migration testing and for the Programme to review whether these may become a problem post M10, during Production and Transition.	DNO Rep / Programme	02/07/25
	PSG45-02	Elexon and the Programme to meet on 04 June to align and provide the highest priority to fix the Elexon SIT Settlement defects as soon as possible	Programme / Elexon	04/06/25
Central Party Readiness	PSG45-03	Elexon to send the required data to NESO to support their approval of the P0210 target Migration period in SAT as soon as possible.	Elexon	13/06/25
	PSG45-04	I&C Supplier Representative to share their set of questions regarding DUoS billing with the DNO Representative, the Programme, and the Elexon Representative to initiate further discussion.	I&C Supplier	02/07/25
	PSG45-05	IPA to provide their wording for the summary actions from the IPA, Programme, Helix meeting 28 May.	IPA	11/06/25
	PSG45-06	Transparent weekly reporting progress on Elexon activities (at GLIG)	Elexon	06/06/25
	PSG45-07	Map aligned dependencies between Programme Plan and Elexon	Programme / Elexon	02/07/25
	PSG45-08	Daily reporting on SAT progress	Elexon	04/06/25

	PSG45-09	Weekend working for Elexon on SAT (where possible, in accelerating recovery of late delivery)	Elexon	07/06/25
	PSG45-10	Explore contingency options for SAT if it is not completed on time	Programme / Elexon	02/07/25
Delivery Dashboards	PSG45-11	Elexon and the Programme to republish the PSG pack with an updated dashboard reflecting the correct status (Red where appropriate) and baseline dates.	Elexon / Programme	06/06/25
	PSG45-12	DIP Reporting Dates (including REC reporting) to be added into the Helix delivery dashboards	Elexon	02/07/25
Previous meeting	PSG44-03	Elexon to establish and provide (to the Programme) a clear and measurable plan for Knowledge Transfer ahead of M10.	Elexon	16/06/25
	PSG44-04	Elexon to provide a detailed, line-by-line breakdown and delivery timeline for DIP reporting, including what is required by 30 June 2025 for RECCo and any other reporting that might be required. Summary to be shared with the Programme and RECCo.	Elexon	16/05/25
	PSG44-06	Elexon to provide a SAT recovery plan, and weekly updates of SAT progress against that plan, including a full list of SAT actions with their outcomes and planned delivery dates	Elexon	16/05/25
	PSG44-07	Elexon to re-publish the Helix delivery dashboard to better reflect current status. Updated PSG papers to be re-issued following revisions.	Elexon / Programme	09/05/25

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC102	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.
CR061 Decision	PSG-DEC103	SRO recommended the approval to Ofgem who verbally approved CR061, 'Alignment of M10 (go live) delivery date to 22.09.25 for clarification'	The CR061 Impact Assessment was met with widespread support and approval was endorsed by the Change Board and recommended by SRO.

Key Discussion Items

Area	Discussion
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Headline Report and Actions	<p>The PSG Headline Report from the May PSG was approved with no amendments (PSG-DEC102).</p> <p>The NESO rep noted that whilst the May PSG action is closed, there is an ongoing process for SAT P0210 output files to be reviewed and approved by NESO.</p>
Ofgem Update	<p>Ofgem provided a verbal update on regulatory interventions, the importance and attention of the MHHS programme at senior levels and benefits realisation.</p> <p>Ofgem highlighted the changes made in the recent Regulatory Interventions to the governance framework relating to Tier 1 Milestones. Moving these Milestones would need Ofgem approval, but a pragmatic approach will be taken to expedite decisions, whereby Ofgem can provide verbal approvals, followed by written confirmation. Ofgem will also issue a policy/discussion paper in July outlining the next possible regulatory interventions looking at where obligations may be most effective to protect M15 and M16, which may include changes to license conditions or adjustments to code.</p> <p>Ofgem reiterated the critical importance of the MHHS Programme to the senior levels of Ofgem and Government. There are quarterly meeting held with the Under-Secretary of State, Michael Shanks, and regular updates are provided to Elexon CEO Peter Stanley and Ofgem CEO Jonathon Brearley. Industry parties are highlighting the importance of MHHS as a key enabler to innovation in the retail market. The key message from these senior levels is that M10 is non-negotiable and that parties are expected to do everything necessary to ensure the M10 date is met.</p> <p>Ofgem also noted there is work ongoing with DESNZ related to benefits realisation.</p> <p>The SRO and Chair accepted the message regarding M10 as crystal clear and reinforced that the MHHS Programme is a collective, so if one party fails, all fail, and urged everyone to do all they can and to support each other where possible, acknowledging the importance of meeting M10.</p>
CR061 Decision	<p>CR061: 'Alignment of M10 (go live) delivery date to 22.09.25 for clarification'</p> <p>The CR061 Impact Assessment was met with widespread support and approval was endorsed by the Change Board. The SRO recommended the approval of CR061 to Ofgem. Ofgem verbally ratified CR061, but this will be subject to a formal written response to the SRO recommendation to approve (PSG DEC-103).</p> <p>The implementation of CR061 will result in an amendment to the M10 and the linked M13 milestone in the MHHS Programme plan, POAP and cutover plan, to update the date of 22 September 2025. Additionally, a new T3 Milestone will be created to reflect the completion of the Governance approval after the event, which will be explicitly named T3-MI-0047 - '<i>M10 Acceptance Criteria Ratification</i>'. These changes will be published in the Programme plan on 04 June 2025.</p> <p>The iDNO rep noted that no LDSOs responded to the Impact Assessment, but not due to a lack of interest but rather due to prioritisation of resource in a busy period.</p>
Readiness for Go-Live	<p>Programme Status and Critical Path</p> <p>Programme outlined the Programme Status by workstream, the Critical Path POAP, and the Parties' Readiness for M10, with a RAG status against each party. Programme also outlined some additional test activities that will be running parallel which may have a direct impact on the M10 date, risk and quality. The activities with potential direct impact on M10 date are:</p>

- Elexon Settlement Assurance Testing
- Programme SIT-A Settlement Testing
- Programme SIT-A Regression Testing

The key headline and an update to the Programme Status Slide since publishing is that SIT-A testing has moved from a RAG status of Amber to Red. This is due to the higher risk of SIT Settlement not finishing by the target completion date of 13 June 2025 due to high defect levels. Any delay to SIT Settlement testing delays the start of SIT Regression testing, which has a knock-on impact and creates a significant risk to achieving M10. Programme outlined that while Elexon SAT is indeed of critical importance, in the next few days meeting the required exit date of 13 June 2025 for SIT-A Settlement is more urgent. Programme advised there are significant concerns around resource contention between Elexon's support for SIT Settlement testing and Elexon SAT and there is a need for more effective prioritisation of resources. Programme emphasised that M10 can still be achieved, but the situation is now more critical than just a few days ago, and the priority should shift towards resolving the issues with SIT Settlement testing to stay on track to the programme's M10 critical path.

The IPA echoed the concerns and the significant risk to M10 due to Elexon issues. The IPA also agrees that while M10 is still achievable there are significant (and now higher) risks. The IPA advised of a session held on Wednesday 28 May 2025 between Elexon, IPA and the Programme, and there were clear actions for Elexon which must be addressed in order to stay on track.

The DNO rep enquired whether the significant number of rejected messages during Migration testing, particularly those with incorrect input data, is likely to be reflective of issues that could occur during Production and Transition post M10. Programme advised it would need to review the situation, and an action was taken for the DNO rep to send over examples and for the Programme to review (**ACTION PSG45-01**).

The Large Supplier rep asked about the Governance for exiting SIT-A Settlement testing on 13 June 2025, noting there is an e-SITAG on 11 June 2025 for approval. Programme agreed that the eSITAG may be subject to being moved and noted that there is a SITWG on Thursday 05 June 2025 where this subject will be discussed.

The Large Supplier rep also asked if the additional parallel activity and risks associated with the potential summer holidays could impact the confidence in the Migration plans, particularly for parties on the M10 pathway, and whether this could affect their willingness to proceed with Migration plans at full scale after M10. The Programme acknowledged the concerns and reiterated that the M10 Acceptance criteria explicitly includes Migration start, so there will not be a Go-Live and then an additional Go-Live for Migration. However, Programme noted that there are still 8 days left of Settlement testing, and while it remains unlikely, if no further defects are found and existing issues are resolved quickly, there is still a chance of meeting the dates.

The Small Supplier Rep noted this an example of the risks around practicalities of delivery vs the intentions of Ofgem's directions, with resource constraints becoming a significant challenge. Programme acknowledged the concern and that there are active discussions with Elexon about resource contention but cannot speak for Elexon's specific resource constraints.

Elexon queried the specifics of the defects that are causing issues to SIT Settlement testing. Programme outlined the defects (which are being discussed daily between the Programme and Elexon teams), which are a combination of blocking defects, and non-blocking defects but collectively are causing delays, and that the lack of a resolution to some of these defects until Monday 09 June, as stated by Elexon would be untenable. An action was taken for Elexon and the Programme to meet following PSG on Wednesday 04 June 2025 to align and provide the highest priority to fix those defects as soon as possible (**ACTION PSG45-02**).

IPA once again referred to the meeting held on 28 May 2025 between IPA, Programme and Elexon where there were clear discussion and actions on balancing resourcing between SIT Settlement and Elexon SAT for the Elexon Helix Programme.

The DNO rep asked about the direct result of a delay to completing SIT Settlement testing. Programme advised that SIT Regression would be delayed, which puts at risk PPs who are pursuing the M10 pathway. The longer SIT Settlement is delayed, the more SIT Regression is delayed, and the more pressure on Qualification pathways.

The iDNO rep commented that it seems like there is a misalignment between the Programme's position on Elexon and Elexon's own view and noted that this can impact PP confidence and asked whether there will be progress updates following this meeting. Programme stated their view that, based on daily discussions between the Programme and Elexon and as evidenced by outcomes of the Programme / IPA / Elexon all-day session on 28 May 2025, it believe that all parties are well-aware and well-aligned on what needs to be done (albeit that priorities still need alignment), and advised there will continue to be weekly updates from Elexon at GLIG. Programme also added that there would be continue to be clear communication on SIT Settlement progress and delays from the Programme and progress reporting on SAT from Elexon Helix.

PSG Elexon Actions

Programme provided its position on the Elexon M10 plans, the provision of which were logged as PSG actions in May's PSG. The plans, received by the Programme and IPA on 16 May 2025, in the Programme's view were not comprehensive and come with significant risks. The key concerns at the time were included in the meeting slides. The Programme noted that updated plans were received this week, and whilst these new plans are still under review, they are improved.

Programme also advised that the Programme Plan to be published on 04 June 2025 will now incorporate some of the updates from the Elexon plans and embed some of the key dependencies from the Helix plan into the Programme Plan.

The IPA provided their view on M10 and the risks stating that the M10 date of 22 September 2025 remains achievable, however, there is a key risk related to Elexon's completion of their Settlement Assurance Testing (SAT) to plan, which is critical for M10 readiness. Positive programme progress has been observed across a number of key programme plan activities, which includes completion of SIT Functional and Migration, progress made across the remaining SIT phases, non-SIT LDSO Qualification Testing completion, Early Life Support model endorsement and Service Management design endorsement by the Industry. More detail on the IPA's view can be found in the meeting slides.

Programme Spotlights

Programme also provided additional detail on Qualification pathways, including next steps for LDSOs, an overview of Cutover Planning and Progress Update and timeline of MHHS Programme Readiness Assessment 5/6.

Regarding the Qualification Pathways, the Supplier & Agent rep enquired about the contingency plans if PPs are rejected by PAB and if M10 critical PPs are not approved by M10. The Programme advised there is confidence in the PAB process with well-received monthly updates and presentations from the Programme to the BSC PAB and assured that LDSOs and Non-SIT S&As will be front-loaded as much as possible. The Programme also confirmed that this risk is being actively monitored through PP readiness tracking. If this issue arises, it will have to be factored into the assessment of risk and any mitigating actions that will need to be undertaken as part of the M10 decision-making process. The Programme noted that it remains part of the M10 Acceptance Criteria that all LDSOs and 1 Supplier with their contracted agents must be MHHS Qualified. RECCo advised that PPs have already received feedback on their QADs, so PPs should be aware of where they stand and what is required (so this risk is being somewhat mitigated).

	<p>The DNO rep asked whether the Programme SAT Regression testing will have an impact on Qualification Pathways. Programme confirmed that there is no direct dependency between Elexon SAT/ SIT Regression testing, and PPs' Qualification Pathways.</p> <p>The Small Supplier rep asked for clarity on dates for the TORWG and MCAG for next month, related to Cutover Planning Update. Programme advised the following dates: TORWG 11 June 2025, MCAG 24 June 2025.</p> <p>M10 Acceptance Criteria</p> <p>Programme provided an update on the M10 Acceptance Criteria with a RAG status for each, a due date and a path to Green for any criterion with an Amber or Red status. The key RAID items and escalations for each criterion were also provided.</p> <p>Ofgem enquired about the September due dates that are tracking Red or have not started, asking if new target dates have been set for those activities and specifically asking about Acceptance Criterion 7. Programme advised that if activities are marked as "not started," it means they are not yet planned to begin, but they are effectively on track. For those activities marked as off track with September dates, the Programme confirmed that the current due dates are still the target dates, though progress is behind expectations and a clear recovery plan has not yet been established, which distinguishes them from being at risk. In relation to Acceptance Criterion 7 the date should be 22 September 2025, based on Ofgem's approval of CR061 and this will be updated in M10 tracking.</p>
<p>Central Party Readiness for Go-Live</p>	<p>SAT Update</p> <p>Elexon Helix provided an update on SAT, including a POAP, Progress report, Burn-up Chart, Velocity planning Assumptions and an update on DUoS Billing.</p> <p>The NESO rep acknowledged the improved relationship and transparency from Elexon, since the May PSG. NESO did point out that the SAT POAP slide should include an additional box for NESO to accept and approve the P0210 files in advance of M10 decision-making. The NESO team has been mobilised but has only reviewed 1 of the 7 P0210 files in Cycle 1 and 3 P0210 files in Cycle 2 expected from SAT testing. NESO is still waiting for necessary files from Elexon and requested Elexon-Helix send the data as soon as possible (ACTION PSG45-03).</p> <p>Elexon, commenting on the Burn-Up chart, advised the in w/c 23 May 2025 and the w/c 02 June 2025, thus far progress has been exceeding the (newly-planned) expectations and the target in the chart, providing some confidence. Using this chart going forward and the daily reporting on number of points gained, which will be set up in the near future, these should soon provide a more evidence-based view of delivery. There were 7 defects raised during this phase. 2 were opened and closed last week, so there are currently 5 open defects since 30 May 2025. An ETA for resolving those would be provided at the meeting following PSG with the Programme on 04 June 2025. Elexon acknowledged the MHHS Programme cannot Go-Live without SAT completing and the Programme undertaking regression testing on the SAT-tested code base.</p> <p>The iDNO rep, noting how positive the Elexon rep seemed, commented that there must be a disconnect between the Programme's significant concerns and wondered whether if this was a different Central Party, there would there be more urgent conversations being had. Programme assured PSG that each Central Party is treated in the exact same way, with the same level of scrutiny and escalation. Elexon pointed to the strong progress made since 23 May 2025 as a reason for confidence as well as the improved and clearer planning, and the ongoing and frequent engagement with the Programme. The Programme noted that Elexon's track record prior to the past 2 weeks has consisted of defects and delays in the Settlement area (since last year's SIT-B SIT Settlement testing) and it would require further multiple weeks of consistent progress to adequately provide evidence to build confidence. Elexon acknowledged the significant concerns.</p>

The IPA asked to what extent the burn-up chart is 'happy path' in terms of delivery, noting the complex testing and potential defects and fixes. Elexon advised that the plan includes time for fixes and validation, and initial fixes have shown positive results. Confidence will increase after completing the GMT transition day, with the goal of having the systems running well by the week ending on 27 June 2025. The process includes automated reconciliation of files, and once these files are fully validated, confidence will be high that the systems are functioning correctly and on track for M10.

The I&C Supplier rep raised concerns about the critical importance of DUoS billing, especially for non-domestic suppliers, and how it could potentially cause issues during the transition phase, affecting customer experience and pricing, and suggested a broader discussion beyond LDSOs and the Programme to address potential volatility and its impact on suppliers. There was a further discussion between the I&C Supplier rep, the DNO Rep, the Programme and the Elexon rep and an action was taken for the I&C Supplier Rep to share the set of questions they put together regarding the DUoS billing with the DNO Rep, the Programme and the Elexon rep, to begin a discussion (**ACTION PSG45-04**).

NESO echoed the iDNO reps concerns about how confident and bullish Elexon seem to be, despite NESO only receiving one file on P0210. NESO are still very sceptical and have significant concerns about delivery until more evidence is provided. Elexon acknowledged that SAT has a continuing RAG status of Red and recognised that it is putting severe strain on the MHHS Programme.

Planning

Elexon provided POAPs for the following workstreams:

- Helix Critical Activity
- Implementation
- Business Readiness
- Solution Build
- Service Management
- Qualification

Elexon noted the positive work with Programme in working on and aligning the Critical Path. Programme and Elexon advised that the planning is improved but still requires further development. Programme advised that the Elexon plan dates will be published in the MHHS Programme plan for the first time on 04 June 2025 and urged PPs to review the plan, noting there are tight timelines and to ask any appropriate questions.

The IPA outlined for transparency the key actions for Elexon taken from the meeting between IPA, Elexon and the Programme on 28 May 2025 which will be adopted as PSG actions for transparency and accountability. IPA to provide the wording for the actions from that meeting (**ACTION PSG45-05**). These are summarised below:

- **PSG45-06:** Transparent weekly reporting progress on Elexon activities
- **PSG45-07:** Mapping aligned dependencies between Programme Plan and Elexon
- **PSG45-08:** Daily reporting on SAT progress
- **PSG45-09:** Weekend working for Elexon on SAT
- **PSG45-10:** Explore contingency options for SAT if it is not completed on time

Programme acknowledged the significant focus on Elexon but noted that Elexon is a critical Central Party with a sizeable impact.

DCC SMETS1 Issue

	<p>The DCC rep provided a verbal update on the SMETS1 issue. There are 2.2 million meters that could be affected by a known issue with the SMETS1 infrastructure that affects the recording of half-hourly consumption data on certain FOC SMETS1 meters. To address this, a plan has been developed to update the configuration of these meters, with a fix in development and expected to start roll out in November, followed by a two to four-week rollout period. These meters should be considered to be excluded from Migration initially but will have the fix applied by December enabling them to be included in Migration plans. Testing and build efforts are underway, with British Gas and E.ON involved in supporting the process. The team is positive about resolving the issue and will continue to engage with the Programme team to ensure robust handling of the excluded meters, with ongoing reporting to Programme (through GLIG) and industry.</p>
July M10 Checkpoint activities	<p>Programme provided an overview of the upcoming M10 Checkpoint in July, which was installed as part of CR055 to review progress towards M10. A previous checkpoint took place at the April PSG. The key question for the review is: 'Are we on track to achieve the M10 date of 22 September 2025?'</p> <p>Programme outlined how we will assess progress:</p> <ul style="list-style-type: none"> • Using the M10 Readiness Criteria • Reviewing the outputs from the April Checkpoint • Assessing aggregated risk and dependencies <p>Programme also provided a plan to the July M10 Checkpoint.</p>
Programme Update - Testing	<p>Programme provided an update on key headlines from SIT. SIT-A Settlement testing had a RAG status of Amber at the time of reporting, but this has since moved to Red, as discussed in the Readiness for Go-Live section.</p> <p>Programme provided an update on outstanding actions as of 02 June 2025 of SIT Operational, Service Management. The RAG status is now Amber, moved from Red. More detail can be found in the meeting slides.</p> <p>Programme advised that SIT Non-Functional Testing is now complete.</p> <p>SIT Operational Themes 1 and 2 remains Amber. Currently tracking behind planned schedule due mainly to Theme 1 script issues; these have now been rectified and unblocked. They are being revisited as and when cohorts are able, and 04 July 2025 remains the target completion date. Although there is some risk of that date not being met, this activity is not on the programme's critical path.</p>
Delivery Dashboards	<p>The IPA provided an update on their monthly assurance dashboard and outlined the activities ongoing in Assurance Period 9.</p> <p>The iDNO rep asked why the milestone 'SAT Full Cycle Testing Execution Completed' on the Helix Delivery Dashboard is Green rather than Red. Elexon and the Programme took an action to republish the pack with an updated dashboard where the status should be Red and with an updated baseline date (ACTION PSG45-11).</p> <p>The RECCo rep asked whether the dates for DIP reporting, including meeting RECCo reporting requirements, be added in to the Helix Delivery Dashboard. This was taken as an action (ACTION PSG45-12).</p> <p>IPA asked why only a small number of iDNOs respond to the delivery dashboard and questioned whether there might be any hidden challenges. The iDNO rep runs a fortnightly meeting which most iDNOs attend so they are mostly engaged, but several are very small and don't have the resources.</p>

AOB	The SRO thanked PP and noting the critical month ahead, emphasised that every day counts and stressed the importance of daily engagement and taking a proactive and collaborative approach.
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Date of next meeting: 02 July 2025 at 10:00am

Attendees

Chair

Helen Adey

SRO (Elexon IM)

Apologies

Andy Manning
Joel Stark

Consumer Representative
Supplier Agent Representative

Industry Representatives

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

MHHS IM

Andrew Margan
Jason Brogden
Keith Clark
Philip McCann
Roger Robar
Will Miller
Smitha Pichrikat
Paul Pettitt
Chris Welby
Chris Harden
Lewis Hall
Will Rosson
Kiran Birring-Sandhu
Chris Welby
Stuart Scott

Code Lead
Programme Industry SME
Programme Manager
Governance Lead
Test Lead
PMO Change Control Lead
Client Delivery Manager
Programme Test Lead
Strategic Industry Advisor
Client Programme Director
LDP Delivery Manager
PMO Planning Lead
PPC
SRO
LDP SME

Other Attendees

Laura Kennedy
David Gandee
Renata Yussapova
Richard Shilton
Jenny Boothe
Andy McFaul
Fahreen Japp
Holly Abbott
Steven Page

Code Bodies
IPA
IPA
IPA
Ofgem
Ofgem
Ofgem
PAB Chair
Elexon CFO