MHHS Programme Steering Group (PSG) Headline Report

Issue date:08/08/2025

Meeting Number	**PSG047**		Venue	**Virtual**
Date and Time	**06 August 2025 10:00-12:30**		Classification	**Public**

New / Outstanding Actions

Area	Ref	Action	Owner	Due
CR063 Decision	**PSG47-01**	DIP Manager to provide industry with clarity and more detail on the enduring BAU change process with detail on how each of step of the process will function. Elexon to support and facilitate this engagement.	DIP Manager & Elexon	03/09/25
Programme and Parties' Status and Readiness	**PSG47-02**	Elexon to ensure that, where defects are accepted and Go-Live proceeds with known risk, a full network traffic impact assessment is conducted in addition to functional testing, in consultation with relevant stakeholders including the DCC.	Elexon	03/09/25
	PSG47-03	Programme to provide event-driven updates (positive or negative) on any material risks to M10 progress, to PSG members, outside of formal PSG meetings.	Programme	03/09/25
M10 Checkpoint Report	**PSG47-04**	Code Bodies to provide a clear view of the BAU governance structures and how these will interface with the Programme post-M10.	Code Bodies	03/09/25

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	**PSG-DEC106**	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.
CR063 Decision	**PSG-DEC107**	SRO rejected CR063 'Extend the provision of the SIT A environment for Production, covering the ELS phase of the MHHS Programme.'.	A clarification after the CR webinar was submitted which meant the proposed solution was not feasible and thus rejection was recommended by the Change Board.

Decision to grant SITAG powers to approve SIT Completion	PSG-DEC108	SRO approved granting powers to approve SIT Completion T1 Milestone 'SIT Complete (SIT Test Exit Approved)' to SITAG	This decision resolves a scheduling issue and removes the need for an ePSG later in August 2025.

Key Discussion Items

Headline Report and Actions	**DECISION**: The PSG Headline Report from the July PSG was approved with no amendments (**PSG-DEC106**).
Ofgem Update	Ofgem acknowledged the significant progress made as the Programme approaches M10, commending all PPs for their commitment and effort in advancing the Programme to its current stage. Ofgem reiterated that while the Programme remains on track, any arising risks or issues no matter how small must be promptly raised with both the Programme and the IPA to enable timely resolution and mitigate any risk to M10 or M11. This sentiment was echoed by the Programme.
	The Large Supplier Rep sought clarity on the current position on planned market-wide obligations and Migration Incentives. Ofgem responded to the two topics as below:
	• **Migration Incentives**: Ofgem advised that in relation to the Migration Incentives the Mod P487 as raised by the BSC panel has prompted an internal review, and work is now underway to consider options for a wider set of market participants as well as considering what the market will look like it 2027 and working backwards from there. A publication is still planned likely in September 2025 .
	• **Licence Obligations**: Discussion are ongoing with DESNZ, and a Discussion Paper is planned, though delayed, targeting publication in January 2026.
CR063 Decision	**CR063: 'Extend the provision of the SIT A environment for Production, covering the ELS phase of the MHHS Programme.'**
	The Programme provided a summary of the responses received to the Impact Assessment for CR063. However, following the CR Webinar there was a clarifying point on the solution which impacted the Impact Assessment and the Change Board Recommendation. Within the scope of the 'Early Sandbox Testing' approach, which the extension of the SIT-A environment was intended to support, there is no provision for managing production issues. The SIT-A environment is a Programme SIT environment, designed solely to support SIT activity and is not configured to replicate the production environment, particularly in terms of full data sets. As such Change Board recommended the below decision. More detail can be found in the meeting slides.
	DECISION: As recommended by Change Board, SRO rejected CR063 on the basis that, following the clarification from the Change Raiser on 22 July 2025 regarding the inclusion of the testing in the production environment, the CR does not meet the criteria of having a viable solution. This is due to the testing of production issues having to be managed through the enduring change and testing processes, and environment strategy, which are owned by the enduring service owners, not the Programme. The Programme has advised the Change Raiser to submit a request through the Elexon BAU Change Process (**DEC-PSG107**).

	Noting that the raiser is now taking this through BAU change process, the Large Supplier Rep sought clarity on the enduring Change Process under the DIP Manager. An action was assigned to the DIP Manager to provide clarity on this process (**ACTION PSG47-01**). Elexon agreed to facilitate this action along with the DIP Manager. The RECCo rep noted that the CR re-submitted through the Elexon BAU change process appears to be a direct replica of that previously raised with the Programme. This may be problematic, as some aspects such as proposed changes involving the DCC fall outside the DIP Manager's remit. There is likely a need for a clearer definition of the intended scope and outcomes of the CR, as well as consideration of which parties have the appropriate governance authority to deliver the proposed changes under enduring arrangements.
Decision to grant SITAG powers to approve SIT Completion	With M10 scheduled for 22 September 2025 and the next PSG meeting set for 03 September, the Programme requested that approval of the 'T1-TE-2000 SIT Complete (SIT Test Exit Approved)' Tier 1 milestone be delegated to SITAG. This will enable timely governance of final SIT Exit Reports via the eSITAG on 15 August or the scheduled SITAG on 20 August, avoiding the need to convene an ePSG to approve the 'T1-TE-2000 SIT Complete (SIT Test Exit Approved)' T1 milestone to SITAG. **DECISION**: SRO approved granting powers to approve SIT Completion T1 Milestone 'SIT Complete (SIT Test Exit Approved)' to SITAG (**DEC-PSG108**).
Programme and Parties' Status and Readiness	The Programme provided an update on the status of the Programme (by workstream) Critical Path POAP and Parties' Readiness for M10, stating the key headlines, by exception. **Elexon's Red RAG Status** The Programme highlighted that at last month's PSG, Elexon were forecast to move to a RAG status of amber. However, due to the emergence of new risk related to Elexon Helix's readiness, specifically internal testing activity and its potential impact on the path to M10, Elexon has remained red. Internal testing within Elexon Helix continues, with defects still being raised ahead of their Central Systems Go/No-Go decision on Friday 08 August 2025. Although software build v25.13 had been stated (in Elexon's SAT completion report) as the production version, further code releases are now planned prior to M10. This late-stage activity has raised concerns, shared by industry at GLIG, about the potential need for additional industry Regression Testing. The Programme is closely reviewing the scope of remaining testing, defect management, and deployment timelines. Elexon is expected to share any material information to support Programme assurance. The standing principle remains that only M10-critical changes should proceed, with all others mitigated through workarounds. Should any defect fixes require deployments that could impact SIT-tested functionality, these will be escalated through Programme governance, with PSG kept informed. While the Programme will apply best efforts to assess these changes, it is ultimately Elexon's responsibility to assure the Programme, industry, and itself that any such deployments are both essential and will not impact functionality that has already been SIT tested. SIT-A will remain open as a contingency in case further industry testing is required. Programme did reiterate that despite this there is no definitive indication that M10 is unachievable at this stage.

Programme outlined the below additional observations:

- The absence of cross-party SLAs and codified Service Management may introduce operational risks during Early Life Support.
- No enduring environment strategy has been confirmed by Elexon; the Programme has proposed that Elexon consider reusing SIT-B outside of Programme control and funding.
- Elexon's soft launch of Hypercare is underway, though further detail on their Hypercare approach and plan has been requested.
- Post-M10 change and release processes, including management of DIP backlog items, remain under development. The Programme, and industry participants, have been asking for these processes to be made clear.

Update from Elexon Co-Sponsor

The Elexon Co-Sponsor acknowledged that some internal testing is completing later than originally planned and accepted Elexon's accountability for this. He emphasised that the outstanding issues are largely limited to the ISD system, with resolutions expected to take only a few days. He assured PSG that:

- Elexon is committed to minimising any late-stage impacts by prioritising workarounds and deferring non-critical fixes until after M10.
- Any required changes are being rigorously tested, and further Regression Testing would only be considered as a last resort.
- Transparency with the Programme will be maintained throughout.

Elexon reiterated commitment to supporting a stable Go-Live and confirmed all actions are being taken to manage risk responsibly.

Questions related to the Parties' Readiness for M10

ACTION: The DCC rep asked if Elexon is to proceed with Go-Live activities while accepting risks, can assurance be provided that a full network traffic impact assessment will be conducted and not just functional testing, to mitigate any risk of generating erroneous traffic across the DCC network. This was accepted as an action by Elexon (**ACTION PSG47-02**).

The Large Supplier Rep asked if the Elexon Go/No-Go decision this Friday is delayed, what would the impact be for other Programme activities and the viability of M10. Elexon clarified that the upcoming Go/No-Go decision relates specifically to placing the ISD and VAS systems into production, not full integration with SIT-A, which will occur later as part of M10 Cutover. They confirmed that while testing and defect resolution must be completed ahead of this internal milestone, up to two weeks of contingency have been built into the plan. Therefore, a short delay in this decision would not immediately impact the overall M10 timeline.

ACTION: The Large Supplier Rep recommended a form of communication to PSG members to keep them abreast of any pertinent updates related to these key risks to M10. Programme accepted this is as an action to explore an effective method of communication. Following the meeting, it was agreed that the Programme will provide event-specific updates to PSG on any pertinent risks to M10, either positive or negative (**ACTION PSG47-03**).

M10 Checkpoint Report	**Programme Report** The Programme provided an update on the current status of M10, reiterating that while the milestone remains achievable, it is still at risk. Since the July M10 Checkpoint, key risks around SAT and SIT Regression testing have been mitigated. However, new risks have emerged, particularly around Elexon's Central Systems' stability, meaning the overall Programme risk position has not significantly improved.

A new risk (R1152) has been raised concerning the stability and readiness of Elexon systems for M10. Internal system and Operational testing is continuing beyond the planned baseline end date (early July), with new defects still being identified. This was not anticipated and introduces uncertainty into test outcomes. Helix has advised that updates to their v25.13 build will be required as a result. These are currently under investigation by the Programme, to assess any risk of further industry regression testing being required, but noting that Elexon's stated position, given current defects, is that their intended changes do not impact SIT-tested functionality

The Programme presented a summary of the 32 M10 Acceptance Criteria, highlighting two criteria that are currently off track:

- **Criterion 8**: ISD fully populated by Elexon
- **Criterion 25**: M10 Risk Assessment undertaken

Both were accompanied by assessments and proposed mitigations. Additional themes across the **'at risk'** criteria were also presented with corresponding mitigating actions.

In conclusion, the Programme reaffirmed that the M10 date of 22 September 2025 is still considered achievable, with no current blockers. However, the emerging risk related to Elexon's internal business process testing is being actively monitored. Continued risk management and timely resolution of issues, particularly through the cutover period, are essential to maintain confidence in delivering M10 on time.

IPA report

The IPA provided its independent assessment of the Programme's readiness to meet M10 and confirmed broad alignment with the Central Programme Team's position. Of the 32 M10 Acceptance Criteria, the IPA is:

- Fully aligned on 30 criteria, and
- Partially aligned on 2 criteria (Criteria 22 and 23, which the Programme lists as 'on track')

While the IPA agrees with the Programme on the underlying facts and evidence, it has adopted a more cautious view of risk levels in these two criteria, as per meeting slides.

The IPA's headline recommendation is that the Programme and industry should continue to proceed towards M10 on 22 September 2025 as planned, with a clear focus on completing the remaining PP activities. The IPA stressed the importance of continued close monitoring and effective risk management across all key areas. See slides for more detail.

Post M10 Governance Framework

Programme outlined current thinking on the Post-M10 Governance Framework. Programme presented diagrams of the current framework and the proposed post-M10 Framework, as well as the choreography of the closure and mobilisation of governance groups.

The programme aims to draft and submit a Change Request to approve the updated Governance Framework document at the September PSG.

	The RECCo rep asked whether the Programme would retain a Code Body group or equivalent for horizon scanning post-M10, given that CCAG is being stood down. Programme advised there will be an informal group for horizon scanning to ensure ongoing visibility of change activity through to M15. However, it will not sit within the formal Programme governance structure. The Large Supplier Rep acknowledged the value in seeing the proposed Governance Framework post-M10 and asked whether Elexon and RECCo can provide clarity, in a similar fashion to the Programme, on the BAU governance and how that interacts with the Programme. This was assigned to the Code Bodies as an action (**ACTION PSG47-04**).
Cutover Planning and Progress	**Cutover Planning and Progress** As the Cutover period approaches, the Programme provided an overview of Cutover planning, including the reporting and monitoring mechanisms which will be key to Cutover assurance. The POAP for Cutover was also presented, showing key dependencies and milestones. **Qualification** The Code Bodies provided an update on Qualification progress across all pathways, including the current status, key risks, and mitigating actions. It was noted that most Pathway 2 PPs have submitted Director signoffs ahead of the 08 August deadline, and Pathway 3 submissions are progressing well ahead of schedule. **Service Activation** Helix presented the end-to-end Service Activation process for both SIT and non-SIT Participants, including a process flow diagram and key Participant touchpoints. All guidance has been published via the Collaboration Base and discussed at recent Open Days and Working Groups. **DIP Onboarding** Helix also outlined the full DIP onboarding journey, covering current status, timelines, and key lessons learned to date. Stakeholder engagement and support mechanisms were highlighted to ensure smooth progression through this phase. The Large Supplier Rep queried whether any core Programme documentation had been updated to reflect additional Participant-facing guidance on DIP onboarding and Service Activation. Elexon confirmed that key guidance documents have been published on the Collaboration Base and are being kept under review. Further updates will be incorporated into core artefacts as required. **PAB Update** The PAB Chair provided a positive update on Qualification Readiness across MHHS pathways, confirming confidence in the upcoming PAB sessions scheduled for 27–28 August and 09–10 September 2025. Additional updates included: successful dry run of market-wide Qualification reviews; continued alignment with Code Bodies on readiness; plans for a transformed BSC Audit commencing January 2026 to assess parties operating under MHHS arrangements; and ongoing monitoring and reporting arrangements for ELS and Cutover performance.

Early Life Support	**Programme Update** Programme outlined the performance monitoring in Early Life Support and the key risks. **Hypercare** Helix outlined the ServiceNow Onboarding for LDSOs and provided a status update on documentation and open consultations.
Migration Update	Programme provided an update on Migration Readiness against the key milestones, as per meeting slides, with all milestones either on track or complete and Migration on track to complete by M15. Programme also presented a series of graphs and charts documenting cumulative volumes of Migrations from M11 to M15, total migrations per week by wave and by market segment, and compliance with LDSO thresholds.
Delivery Dashboards	Programme opened the floor to any questions related to the Delivery Dashboards.
AOB	There were no further comments or questions.

Date of next meeting: 03 September 2025 at 10:00am

Attendees

Chair

Helen Adey	SRO (Elexon IM)

Industry Representatives

Andrew Campbell	Small Supplier Representative
Rachael Prosser (Replacing Chris Price)	DNO Representative
Carolyn Burns	Medium Supplier Representative
Gareth Evans	I&C Supplier Representative
Graham Wood	Large Supplier Representative
Simon Harrison	Supplier Agent Representative
John Abbott	Elexon Representative (Central Systems Provider)
Jenny Rawlinson	IDNO Representative
Geoff Hunt / Trisha Champaneria	DCC Representative
Jonathan Hawkins	RECCo Representative
Paul Daniels	Avanade Representative
Neil Dewar	NESO Representative

MHHS IM

Jason Brogden	Programme Industry SME
Keith Clark	Programme Manager
Philip McCann	Governance Secretariat
Roger Robar	Test Lead
Will Miller	PMO Change Control Lead
Smitha Pichrikat	Client Delivery Manager
Paul Pettitt	Programme Test Lead
Chris Welby	Strategic Industry Advisor
Chris Harden	Client Programme Director
Lewis Hall	LDP Delivery Manager
Lewis McKenzie	PPC Lead
Chris Welby	SRO
Stuart Scott	LDP SME
John Wiggins	Programme Industry SME
Joe Grisley	Migration Lead
Nic Farley	Qualification Lead

Other Attendees

Laura Kennedy	Code Bodies
Benjamin Gilbert	Code Bodies

Apologies

Andy Manning	Consumer Representative
Joel Stark	Supplier Agent Representative

David Gandee	IPA
Joe Ashworth	IPA
Richard Shilton	IPA
Jenny Boothe	Ofgem
Fahreen Japp	Ofgem
Steven Page	Elexon CFO
Victoria Moxham	Elexon BSC Secretary
Jo Hill	Elexon
Holly Abbott	Elexon / PAB Chair

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