

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 02/10/2025

Meeting Number **PSG049**

Venue **Virtual**

Date and Time **01 October 2025 10:00-12:30**

Classification **Public**

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Early Life and Hypercare Support	PSG49-01	Programme to include in the headline report the names, roles and contact details of the relevant Change contacts at Elexon, for enquiries related to the Change process or specific changes.	Programme (PMO)	03/10/25
M11 Planning and Progress	PSG49-02	Elexon to provide more accurate timeline and explore bringing delivery date forward for M10 Work-Off Item 2 'Delivery of deferred P Flows (P0275, P0276 and P0277)'.	Elexon	08/10/25
	PSG49-03	PSG constituency representatives to gather views from their constituents on the M11 Acceptance Criteria and provide feedback to the Programme.	PSG Constituency Representatives	08/10/25
AOB	PSG49-04	Programme to provide guidance to LDSOs on post-M10 PSG Delivery Dashboard Reporting ahead of the November PSG.	Programme (PMO)	20/10/25
	PSG49-05	Programme to provide guidance for constituency representatives on the approach towards the participant who rescinded their assurances regarding forward and reverse migration.	Programme	20/10/25

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC116	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.

Key Discussion Items

Headline Report and Actions	DECISION: The PSG Headline Report from the September PSG was approved with no amendments (PSG-DEC116).
Ofgem Update	Ofgem provided a verbal update, reiterating their gratitude to everyone for their efforts in achieving M10. Ofgem also stressed the importance now of focusing on preparations for M11 and reminded participants that issues should be raised promptly with the programme and Code Bodies to ensure collaborative and timely resolutions.
Programme Status Update	Programme provided an update on the Programme Status by workstream. The Programme is on track with any issues being closely monitored and addressed. Programme outlined several changes that have been made to the format of the slide. The following workstreams have closed and will be removed from the update from next month: • Design Management • SIT • Data • Code Drafting • Non-SIT LDSO Qualification Testing The Migration and Supplier & Agent Qualification workstreams have also been divided into 2 workstreams, Readiness and Execution, and Qualification and Qualification Testing, respectively. Qualification testing is currently Red as progress was behind plan at the time of publishing the papers. Remedial action is underway at Elexon, and it is the intention of this status update to remain at Red until any recovery plans are shown to be being complied with. Elexon have provided more detail on Qualification testing, see Qualification Update section below.
Qualification Update	Elexon provided an overview of Qualification testing progress. In the initial publication of the PSG papers, Wave 1 progress was significantly behind plan with a RAG status of Red. A recovery plan has been developed by the Code Bodies, which has now updated the RAG status to Amber, including: • Test set rationalisation • Engagement sessions with Wave 1 PPs • Sprint objectives and daily stand ups Elexon shared a revised plan and summary of the progress of each Wave 1 PP as well as the support provided. More detail can be found in the meeting slides. Elexon assured the DNO representative that the learnings from Wave 1 would be taken into future waves so that M11, Migration and future waves are not impacted.

	Elxon also assured there would be a focus on ensuring DIP Onboarding issues do not impact future waves, following a query from the Programme.
Early Life and Hypercare Support	Programme Update Programme outlined the governance approach for the ELS operating phases as well as the planned targets for each phase, including: • Daily Migrations • Minimum MPANS needed to be operated within MHHS arrangements • Forecast phase length • Forecast end dates More detail can be found in the meeting slides. Elxon Hypercare Update Elxon provided an overview of the Hypercare approach, model, governance, weekly metrics and Exit criteria. Elxon also provided an overview of the weekly incidents associated with the MHHS with a graph of the incident count. Hypercare Update from Central Parties and LDSOs A verbal update on Hypercare and ELS was provided from the DNO, iDNO and RECCo representatives. DNO: The DNO representative noted that Hypercare and ELS are going well, though M11 would be the next major test. Concerns were raised about two BAU change requests: • DCR005: This relates to the extension of SIT Environments. Ambiguous wording has created confusion over whether only DIP or all systems must remain operational, potentially leading to unnecessary resourcing and risk. • CP1607: This was approved but appeared to overlook St Clements' impact assessment, raising questions about whether technical definitions were sufficient for delivery by March 2026. It was stressed that while these issues were not immediately critical, they could affect resources and processes if not clarified. ACTION PSG49-01: The Programme recommended the DNO representative and any other PPs to reach out to the following Elxon contacts for any queries related to BAU changes: • Ivar MacSween, BSC Change Lead: Ivar.Macsween@elxon.co.uk, • Jenny Sarsfield, Senior Change Lead: Jenny.Sarsfield@elxon.co.uk iDNO: The iDNO representative confirmed things were generally stable, with LDSOs clear on their service management roles despite some teething problems and one design issue still under review. On DCR005, the concerns of the DNO representative were echoed.

	RECCo: The RECCo representative reported that enquiry services were broadly stable post Go-Live. There had been some portal performance issues caused by re-platforming, but fixes were applied, and further investigation is ongoing to prevent recurrence as traffic grows post-M11. A few API call issues had also been resolved.
M11 Planning and Progress	M10 Work-Off Plan Programme provided a reminder on progress against the M10 Work-Off Plan. ACTION: The I&C Supplier representative asked whether the timeline of M10 Work-Off item 2 ‘Delivery of deferred P Flows (P0275, P0276 and P0277)’ could be brought forward, noting the value of the data. Elexon advised that P0275 requires additional coding, and the next version will be produced towards the end of November, with a reasonable level of coverage provided then. A more complete version is expected by February, while timelines for the P276 and P277 flows will be clarified over the coming week. Elexon took an action to provide a more accurate update within the next week, with the intention of exploring the potential for bringing the delivery date forward (ACTION PSG49-02). The I&C Supplier representative asked for clarity on the timeline for Migration incentives. The plan is for Elexon to submit the final proposal for P487 to Ofgem in December 2025, with a decision expected in Q1 2026. The modification has broad agreement, though exception handling is still being finalised. Wider incentive arrangements may also be shaped by Ofgem’s direction and licence conditions, which sit outside programme control. While the timeline cannot be brought forward, the Programme and Elexon are working closely to provide as much certainty as possible. M11 Decision Choreography and Exit Criteria Programme presented the proposed M11 Decision Choreography. There were no objections, and this was accepted as the approach. Meeting invites were shared following PSG. Programme also defined 24 M11 Acceptance Criteria to be met to achieve the milestone. These criteria are broken down in detail in the meeting slides with owners, due dates, RAG status and latest status. 9 of the 24 criteria have already been met through the delivery of M10. Programme is progressing well and is on track but acknowledging there are some teething issues in live operations. ACTION: Programme recommended PSG representatives to gather views from their constituents on the M11 Acceptance Criteria and provide feedback to Programme at pmo@mhhsprogramme.co.uk (ACTION PSG49-03).
Migration Readiness	Programme provided an update on Migration Readiness against the key milestones, as per meeting slides. The MCC is now fully mobilised and the initial draft of the approach and orchestration for Migration Day 1 (24 October 2025) has been developed, and initial conversations have begun with Day 1 Participants. Sprint 0 is scheduled to commence on 24 September 2025 and more detail on the Participant journey and choreography can be found in the meeting slides.
AOB	ACTION: The DNO representative, noting that changes were planned to PSG reporting from November, requested guidance for the DNO and iDNO delivery dashboards for the November meeting. Programme agreed to provide some guidance (ACTION PSG49-04). Elexon addressed the single participant who rescinded their assurances regarding forward and reverse migration. The participant has been issued a formal breach notice under the BSC and must provide a credible rectification plan by next Monday, 06 October. The expectation is that the plan

	will ensure full compliance by M11. Otherwise, the participant could be placed in default and escalated back to the Panel. Elexon is coordinating closely with REC and Ofgem to ensure consistent action across codes and licence obligations. The immediate risk at M11 is low, as only a small number of MPANs will be migrated, but the risk would grow if left unresolved as migration volumes increase. ACTION: The iDNO representative queried whether it was appropriate for the constituency representatives to be informed of the identity of the participant. Programme took an action to review and provide guidance for the constituency representatives and the participant (ACTION PSG49-05).
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Date of next meeting (extraordinary): 14 October 2025 at 10.30

Date of next meeting (extraordinary): 21 October 2025 at 11.00

Date of next monthly meeting: 03 November 2025 at 10:00

Attendees

Chair

Helen Adey

SRO (Elexon IM)

Industry Representatives

Chris Price
Elaine Eyles
Gareth Evans
Graham Wood
Simon Harrison
John Abbott
Jenny Rawlinson
Trisha Champaneria
Jonathan Hawkins
Neil Dewar
Joel Stark

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

MHHS IM

Jason Brogden
Keith Clark
Philip McCann
Paul Pettitt
Smitha Pichrikat
Andrew Margan
Chris Welby
Chris Harden
Lewis Hall
Francesca Drew
Chris Welby
Ian Smith
Claire Silk

Programme Industry SME
Programme Manager
Governance Secretariat
Design Lead
Client Delivery Manager
Code Lead
Strategic Industry Advisor
Client Programme Director
LDP Delivery Manager
PPC
SRO
Assurance and Integration
SRO Communications

Apologies

Paul Daniels
Andy Manning
Andrew Campbell

Avanade Representative
Consumer Representative
Small Supplier Representative

Dominic Mooney
Warren Fulton
Roisin Quinn
Matthew Breen
John Wiggins

Test Lead
Migration Lead
PMO Lead
Transition Lead
Industry SME

Other Attendees

Benjamin Gilbert
Richard Shilton
Jenny Boothe
Sinead Quinn
Simon Waltho

Code Bodies
IPA
Ofgem
Ofgem
Elexon