

MHHS Extraordinary Programme Steering Group (PSG) Headline Report

Issue Date: 22/10/2025

Meeting Number	PSG049.2	Venue	Virtual
Date and Time	21 October 2025 16.00-17:00	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
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Decisions

Area	Ref	Decision	Rationale
Approval of M11/M12	PSG-DEC117	T1-MI-3000: Start of 18-month migration for UMS / Advanced (M11)	There were no objections or comments raised by PSG members.
	PSG-DEC118	T1-MI-4000: Start of 18-month migration for Smart / Non-smart (M12)	There were no objections or comments raised by PSG members.

Key Discussion Items

M11/M12 Decision Making Choreography	Programme provided a reminder of the M11/M12 Decision Making Choreography.
Elxon Update on M11 Readiness & process stability	Elxon ran through all of the topic areas where there have been recent M11-related incidents or industry impacting issues. These topics cover the following 4 areas: • ISD • Plans for ISD and IT Service Management Lessons Learned • DIP Environment

	Outstanding work-off items More detail can be found in the meeting slides. The DNO representative proposed that a 'work-around' is more appropriate terminology than 'fix' which was applied to the ISD Design issue. Elexon agreed and accepted the proposal. The IPA queried how sustainable the work around is. Elexon clarified that a permanent fix is being worked on as soon as possible, and there is no intention to leave the work around in place. The Elexon Programme Sponsor reiterated the message that Elexon are confident in the recommendation to go ahead with M11 on 22 October 2025, and expressed gratitude to the Elexon, Programme and industry stakeholders for the significant work undertaken to get to this point over the last number of years but especially in the previous few days to address the incidents and issues that emerged.
Route to M11/M12	Verbal update on the impacts of Elexon issues on M11 and M12 Activities leading up to M11 Migration, initially expected to be low risk, encountered unanticipated issues that required significant intervention and problem-solving by Elexon, LDSOs, suppliers, and service providers. Over recent days, the programme has been in a period of intensive "firefighting" to resolve ISD and tariff-related issues. Following corrective actions, including Elexon's publication of ISD v15 and subsequent updates by St Clements, LDSOs have now begun successfully loading the updated version, which is a prerequisite for Migration. The majority of LDSOs have confirmed successful completion, with others expected to finalise this work by the end of the day, 21 October 2025. Confirmation of completion was provided following the end of the meeting. Suppliers and agents have also confirmed readiness, having resolved ISD issues and completed necessary preparations. The programme team considers that the risks experienced are now under control and that the programme is in a stable position to commence MPAN Migration as planned for 22 October 2025.
Programme View of Current M11/M12 status	M10 Work-Off Plan Programme provided the latest update on the M10 work-off items. Ofgem queried whether the Elexon issues addressed in this meeting are captured in the M11 work-off plan. Programme advised the M11 work-off plan will carry forward any items from the M10 work-off plan and supersede the M10 work off plan. Recap of the relevant M11 Acceptance Criteria progress The Programme provided an update on the current status of M11/M12 with an overview against the M11 Acceptance Criteria. Overall, the Programme recommends M11 and M12 are approved to enable the start of Migration. The figures below have been updated since drafting the meeting slides: 18 of the 24 Acceptance Criteria are complete

	• 2 have been conditionally accepted • 2 'at risk' items that are nearing resolution but cannot yet be confirmed as complete. These were completed following the end of the meeting. • 2 items are on track and should be marked for approval following conclusion of this meeting. The Programme went into additional detail on the Acceptance Criteria which are not yet completed and outlined the continued monitoring and assurance. Outstanding Work-Off items Programme outlined the outstanding M11 Work-Off items, 4 of which are carried over from the M10 work-off plan. Risk Glidepath to M10 and M11 Programme outlined 11 key actions and plans for reducing the risk profile of M10 and M11. Programme also provided this detail in a visual POAP. Programme Recommendation The Programme's recommendation is to proceed with M11 and M12 to plan. While there are existing risks which are being closely monitored, these are not considered blockers to M11. To expedite the resolution of some of these issues, the Programme will convene an Issue Resolution Group (IRG) w/c 27 October to address Service Management and ISD issues. The IPA asked for confirmation whether all of the LDSO have uploaded v15. Immediately following the end of the meeting, all LDSOs were confirmed to have uploaded v15.
IPA View of M11/M12 Status	IPA provided their views on the status of M11 and M12. The IPA are aligned with the Programme's view of readiness against the M11 Acceptance Criteria and thanked Elexon, Programme and industry for their hard work in achieving these milestones.
Approval of M11/M12	The below M11 and M12 related milestones were presented to PSG for approval. There were no objections from members, and the Chair acting with authority as the MHHS Senior Responsible Owner (SRO), formally approved the decisions: • T1-MI-3000: Start of 18-month migration for UMS / Advanced (M11) • T1-MI-4000: Start of 18-month migration for Smart / Non-smart (M12) The SRO and Ofgem both thanked the Programme, Elexon and all of industry for their effort and collaboration in achieving the M11 and M12 milestones.

Date of next monthly meeting: 05 November 2025 at 10:00

Attendees

Chair

Helen Adey

Industry Representatives

Andrew Campbell

Chris Price

Elaine Eyles

Gareth Evans

Simon Harrison

John Abbott

Chris Price (replacing Jenny Rawlinson)

Trisha Champaneria & Geoff Hunt

Graham Wood

Jonathan Hawkins

Neil Dewar

James Murphy (replacing Joel Stark)

Paul Daniels

MHHS IM

Jason Brogden

Keith Clark

Philip McCann

Chris Harden

Lewis Hall

Lewis McKenzie

Stuart Scott

John Wiggins

Matthew Breen

Roisin Quinn

Deen Awan

Andrew Margan

Ian Smith

Claire Silk

Justin Andrew

Other Attendees

Richard Shilton

Renata Yussapova

Jenny Boothe

Sinead Quinn

Victoria Moxham

SRO (Elexon IM)

Small Supplier Representative

DNO Representative

Medium Supplier Representative

I&C Supplier Representative

Supplier Agent Representative

Elexon Representative (Central Systems Provider)

IDNO Representative

DCC Representative

Large Supplier Representative

RECCo Representative

NESO Representative

Supplier Agent Representative

Avanade Representative

Programme Industry SME

Programme Manager

Governance Secretariat

Client Programme Director

LDP Delivery Manager

PPC Lead

LDP SME

Programme Industry SME

Transition Lead

PMO Lead

ELS Lead

Code Lead

SRO

Communications Lead

SRO

IPA

IPA

Ofgem

Ofgem

Elexon

Apologies

Andy Manning

Consumer Representative