

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 10/11/2025

Meeting Number	PSG050	Venue	Virtual
Date and Time	05 November 2025 10:00-12:30	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Early Life and Hypercare Support	PSG50-01	Elexon to review the Terms of Reference of the TOG to ensure they reflect industry requirements, to increase visibility for those not attending TOG and to create an online space to share materials	Elexon	07/11/2025
	PSG50-02	Elexon to provide an updated version of the Test Environment Slide, slide 35, to capture work-off items, key dates and updated commentary with some added clarity on the scale and cost implications of the proposed environment options	Elexon	12/11/2025
	PSG50-03	Elexon to review the current daily settlement stand-up process to ensure it remains effective and transparent in identifying and communicating settlement issues, especially the materiality, Root Cause Analysis (RCA) and impact on the wider TOM and suppliers	Elexon	07/11/2025
	PSG50-04	Elexon to present to TOG following review of Service Management processes around Settlement incidents ensuring materiality, cross-party impacts and resolution steps and due dates are effectively assessed and understood, ensuring that industry participants have visibility of how incidents are prioritised, categorised, and resolved	Elexon	07/11/2025

Decisions

	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC119	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 October PSG was approved with no amendments (PSG-DEC119).
Ofgem Update	Ofgem provided a verbal update, outlining their appreciation that migration began as planned, and noted the significant senior interest in progress. Ofgem did stress the need for clear, accurate, and timely reporting, highlighting that this issue was raised at the Transitional Operations Group (TOG) the previous week, and expects all parties to ensure that reporting reflects the true position at all times. This was echoed by the SRO, noting Ofgem's previous directions (from May) on prompt responsiveness and accurate reporting.
Programme Status Update	Critical Path POAP Programme introduced a new Plan on a Page mapping out the critical path from M11 to M16. RAID Programme outlined the key programme strategic RAID themes and issues. I211: The Large Supplier representative sought clarity on whether the BSC Change associated with DIP Manager requirements had been formally progressed. Programme confirmed that it is currently being considered by the BSC expert group, that the solution and indicative timescales have been agreed, but that it has not yet been formally raised for approval. Programme Status by Workstream Programme provided an update on the Programme Status by workstream. Outstanding Work-Off items The M11 Work-Off Plan and Elexon's M11 work-off items were presented.

Migration Update	The Programme provided a high-level summary of Migration Day 1, an overview of the plan for Sprints 0 – 8, and the ELS exit readiness. Programme also detailed Migration Progress thus far, through Week 1 of Sprint 0, with initiations, completions and forecast data. • In Week 1, 96.1% of planned migrations were initiated. • Of the migrations initiated, 99.6% were successfully completed More detail can be found in the meeting slides. Discussion Points: • The DNO representative thanked the Programme for the clear communication provided through the “Migration Volume Queries” note and asked how future updates would be shared. Programme explained that initial lessons will be discussed at the Migration Working Group (MWG), after which a dedicated section will be created on the Collaboration Base to guide participants through the process. Significant or urgent items will continue to be circulated directly. • Responding to the Large Supplier representative’s question about whether the 16 December date, on slide 16, for Phase 2 Migration was indicative or confirmed, Programme clarified that the date remains valid and that any apparent discrepancies in the reported figures reflect the difference between weekly reporting and daily “peak-of-peaks” completions. • The SRO concluded by thanking the Migration Control Centre (MCC), the Programme team and all industry participants for achieving this important milestone and marking the beginning of realisation of the MHHS benefits.
Qualification Update	The Code Bodies confirmed that the overall Qualification status has improved from Red to Amber and continues to trend positively. Testing progress has stabilised following completion of the recovery phase, with the focus now shifting towards improving quality and reporting. Programme and Code Bodies added that late submissions of qualification materials are now managed through a four-stage escalation process agreed with Ofgem, ensuring that exceptions are handled proportionately. Discussion points: • Programme asked whether the Code Bodies were adequately resourced to respond to QAD queries. Code Bodies confirmed that turnaround times were improving and that a slide on forecast approval cadence would be shared at the next PSG. • The Programme asked about the scheduling of the PAB meetings, and the Code Bodies confirmed these are being actively managed on a weekly basis and noted that the approach taken was to schedule more meetings than likely required and removing them as appropriate. The Programme added that alignment of the ISD calendar with Elexon remains under way. • The DNO representative asked whether all roles were progressing evenly. The Code Bodies confirmed that there were no significant differences between suppliers, agents or other roles and that progress is tracked at role and QTC level through the Qualification Testing Forum.

Early Life and Hypercare Support	Helix M11 Post-Implementation Review (PIR) Elxon has initiated a systematic PIR following the significant increase in incidents observed after ISD. The review is designed to assess both the root causes of those incidents and the effectiveness of the service-management processes in identifying, communicating and resolving them. The PIR report is due to be issued by 06 November 2025 and will be shared with both the MHHS Programme and participants. Alongside this, Elxon has launched a Business Operations PIR during the w/c 03 November to review the DIP Manager to Participant Management process handshake and the settlements alert management and error reporting processes. These activities are intended to ensure that system changes and issue management are aligned between business and IT service teams. The PIR and its associated action plan will be reviewed through an Issue Resolution Group (IRG), scheduled for 12 November, with a consolidated set of actions and recommendations to be finalised and shared by 14 November 2025. Elxon will also provide a de-risk statement on the publication of ISD Version 16, which will be shared at TOG on Friday 07 November and at TOG/TORWG the following week. This will outline the steps taken to strengthen controls and reduce the likelihood of recurrence of the ISD-related incidents experienced previously. ACTION: The Large Supplier representative raised concerns about the transparency of the TOG, noting that participants have no clear place to view meeting inputs, outputs or RAID logs. Elxon accepted the point and took an action to review the Terms of Reference to ensure they reflect the current PP requirements, increase visibility and communication of TOG outputs, and create an online space to share materials (ACTION PSG50-01). The Large Supplier representative also echoed Ofgem’s point at the beginning of the meeting about the importance of clear and transparent reporting. The iDNO representative echoed this point, noting how valuable the discussions are at the Daily Settlement Stand-ups, but how this should be shared more widely with industry. Elxon acknowledged these points and agreed to work to improve communications. Helix Hypercare Exit Elxon outlined the key objectives, Exit requirements and Deliverables of Hypercare, as per meeting slides. Helix Environment Strategy On the Test Environment Strategy, Elxon explained that following withdrawal of the SIT environment on 24 October, the current risk is considered low. However, a minimum viable replacement environment will be stood up by January 2026, supported by an approved data strategy in December. Elxon has begun engagement with Code Bodies and industry parties to define the scope of the solution. ACTION: The SRO and DNO representative requested that Elxon provide an updated version of the slide, slide 35, to capture work-off items, key dates and updated commentary with some added clarity on the scale and cost implications of the proposed environment options (ACTION PSG50-02). 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 reported that overall progress is on track but noted ongoing questions about the DIP change process. The ENA COG has written to the DIP Manager seeking clarification and is awaiting a response, along with updates on CP1607, which affects design
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completion ahead of March DBT. The Programme asked that these matters be sent directly to James Stokes, DIP Manager, copying Jo Hill, Elexon, and the Programme Management Office (PMO).

- James.Stokes@elexon.co.uk
- Jo.Hill@elexon.co.uk
- PMO@mhhsprogramme.co.uk

iDNO: The iDNO representative echoed the concerns about the DIP Change and reiterated the importance of sharing settlement defect information promptly and widely, and not just when they have been resolved but when they become an issue.

RECCo: The RECCo representative echoed the concerns about the DIP Change process. A minor issue was reported with the “Effective From Date” indicator missing for new metering points, but a fix is being tested.

The DNO representative asked for an update on a previous meeting held between RECCo, Ofgem, DCC, St Clements and the DNOs concerning the market monitoring and reporting arrangements that were previously undertaken by DNOs under Ofgem’s market monitoring requirements. RECCO advised Ofgem are working on a response.

DCC: The DCC representative confirmed that it has observed no adverse network impacts from Migration. Testing of the SMETS 1 FOC fix has revealed performance issues; a revised release plan will be shared within two weeks, though no impact on Migration timelines is expected.

Programme view of Progress against ELS Exit Criteria

Programme outlined the ELS ‘happy path’ targets and the ELS reporting summary. Migration continues broadly in line with plan, but Service Management performance has been rated as Red. Five SLA metrics were missed last week, including incident volume, response and resolution times, and re-open rates. There are also concerns about the number of incidents linked to the first Settlement runs since 22 October. The Programme has requested a formal path-to-green from Elexon to restore confidence, which has not yet been received.

Elexon confirmed that the PIR and Service Management response plan will be published together w/c 10 November.

Programme warned that if the Red status persists, the planned ramp-up of migration may not be achievable and therefore Migration may need to be replanned, potentially delaying ELS exit. There may also be an impact on Participants as an extended ELS would indicate an extension of heightened resourcing (Hypercare) arrangements.

Example of EL04404

The DNO representative raised EL04404 as a detailed example illustrating the need for greater transparency, communication, and assessment of materiality in the handling of settlement incidents. The incident involved a faulty LDSO file (P0329) incorrectly accepted by the new settlement system leading to incorrect settlement outputs across several days.

The issue appeared to affect four or five settlement days and had created a material financial impact, with an estimated £5–6 million of under-billing to suppliers. LDSOs would be under-recovering DUoS charges for this period and were therefore considering reissuing billing statements. Under

DCUSA arrangements, interest could also be applied on under-billed amounts, which would have further implications for suppliers' financial positions.

This incident also has wider operational and governance concerns with the following concerns noted:

- Inaccurate/inconsistent incident categorisation
- Information not shared promptly or widely (many affected parties learning about it after the circular)
- Need for root cause analysis

The DNO representative remarked that though the Daily Settlement Stand ups had worked well previously, there was now a need for them to evolve into a more inclusive and transparent forum that considered supplier impacts as well as network impacts. Incidents of material significance, such as EL04404, should be discussed and documented more broadly, with clear communication to all participants and a record of the resulting actions and outcomes.

ACTION: Elexon agreed that this was a fair challenge and that changes to the Settlement Stand Up were being considered already and would be reviewed to ensure it remains effective and transparent in identifying and communicating settlement issues (**ACTION PSG50-03**).

Elexon acknowledged the complexity of managing settlement incidents, noting that while impacts can be assessed within the BSC framework, wider commercial implications are not always visible. Elexon stressed that timing is crucial, as settlement processes move rapidly from data submission to billing, making early escalation essential. It was added that a similar data-quality issue earlier in the week had been quickly detected and contained, showing that lessons are already being applied.

NESO confirmed that the missed settlement runs had not affected the NESO's revenue or charging arrangements, offering reassurance from that perspective.

The Large Supplier representative supported the call for stronger supplier involvement whenever settlement issues arise, particularly when there are financial implications.

Elexon Service Management Reporting

Elexon provided an update on the Helix Hypercare headlines including detail on significant incidents, as per meeting slides.

The SRO emphasised the need for a clearer link between incident triage and industry materiality, noting that issues deemed low priority internally can have significant impacts on participants and settlement accuracy. Elexon agreed and confirmed that triage and prioritisation procedures will be updated accordingly, with progress reported through TOG and PSG.

The Programme reinforced the Programme's expectation of greater visibility of settlement incidents through TOG, including assessments of materiality, affected parties and resolution steps.

ACTION: Elexon to review Service Management processes around Settlement incidents ensuring materiality, cross-party impacts and resolution steps are effectively assessed and understood, ensuring that industry participants have visibility of how incidents are prioritised, categorised, and resolved and for Elexon to take this forward through TOG (**ACTION PSG50-04**).

	The SRO noted that Elexon has responsibility for the robust operation of the Target Operating Model as a whole and not just central systems.
AOB	The Large Supplier representative asked about timelines for the SMETS 1 update. DCC confirmed details will be provided through TAG and the SEC Panel. The Large Supplier representative also queried progress on the IPA cyber review. The IPA confirmed that no significant concerns have been identified and that outstanding actions are nearing formal closure, with a follow-up review planned in the coming weeks.

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

Attendees

Chair

Helen Adey

SRO (Elexon IM)

Industry Representatives

Chris Price
Elaine Eyles
Gareth Evans
Graham Wood
Andrew Campbell
Simon Harrison
Jo Hill (replacing John Abbott)
Jenny Rawlinson
Trisha Champaneria & Geoff Hunt
Jonathon Hawkins
Neil Dewar
Paul Daniels

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

MHHS IM

Jason Brogden
Keith Clark
Philip McCann
Paul Pettitt
Andrew Margan
Chris Harden
Lewis Hall
Lewis McKenzie
Stuart Scott
Dominic Mooney
Warren Fulton
Roisin Quinn
Matthew Breen
John Wiggins

Programme Industry SME
Programme Manager
Governance Secretariat
Design Lead
Code Lead
Client Programme Director
LDP Delivery Manager
PPC
Industry SME
Test Lead
Migration Lead
PMO Lead
Transition Lead
Industry SME

Apologies

Andy Manning
Joel Stark

Consumer Representative
Supplier Agent Representative

Other Attendees

Benjamin Gilbert
Richard Shilton
Renata Yussapova
Andy McFaul
Sinead Quinn
Victoria Moxham
Roger Harris

Code Bodies
IPA
IPA
Ofgem
Ofgem
Elexon
Elexon