

MHHS Issue Resolution Group (IRG) Headline Report

Issue date: 13/11/2025

Meeting number	IRG 02	Venue	Virtual – MS Teams
Date and time	12 November 2025 12:00-13:00	Classification	Public

Actions

Area	Action Ref	Action	Owner	Due Date
v14 / v15 ISD Catalogue Publication Issues	IRG02-01	Elxon to confirm the consultation approach and agree the appropriate forum (TORWG or alternative) for engagement on the proposed change to ISD batch run timing (move to within office hours as opposed to out of hours as it stands)	Elxon (Karen Lavelle)	
Service Improvements	IRG02-02	Add “Service Management Reporting” to the Service Management Improvement Plan	Elxon (Gary Leach)	
Conclusion	IRG03-03	Track all residual IRG actions via TORWG; and Service Management actions via the Service Management Forum	Elxon (Karen Lavelle, Roger Harris, Gary Leach)	

Decisions

Area	Decision Ref	Description	Rationale
Conclusion	IRG DEC-01	Agreement to close the IRG involvement in the issues and manage all ongoing actions via TORWG and the Service Management Forum	IRG members were satisfied with the scope and investigation, noting the additions and actions from the meeting.

Key Discussion Items

Area	Discussion
Introduction	The Chair set out the meeting agenda along with the key outcomes for this session, including three key questions that needed to be addressed as part of the discussions, following Elexon's presentation of the investigation of the ISD (and other related issues) in the lead up to M10: • Are we comfortable that the investigation has covered all key areas? • Are we comfortable with the measures/actions included, and is there anything else that we would like to include? • How best to track the remaining actions out of this exercise?
ISD v14 / v15 Publication Review	Elexon have identified several improvements to the ISD catalogue publication process and v16, due on 16 November, will proceed as a business-as-usual activity .
v14 / v15 ISD Catalogue Publication Issues	Elexon presented a table of the ISD Publication issues with detail on: • Issue • Cause • Mitigation • Status / Target Date 1.1 Owner More detail can be found in the meeting slides. ACTION: The Programme asked when the change to run the batch process during business hours would take place, as in Issue 2 on slide 6. Elexon responded that the change was expected to be introduced from v16 onwards, pending confirmation that no system updates would be required by participants. A consultation with industry to confirm this would be implemented and Elexon took an action to review the most appropriate forum. The Supplier representative and Programme advised that TORWG was the preferred option, compared to TOG, due to the wider industry participation (ACTION IRG02-01). Elexon also noted close coordination with LDSOs and St Clements to ensure any related impacts are understood and mitigated.
Settlement Incidents	Elexon presented a summary of the Settlement incidents with detail on: • Issue • Cause

	• Mitigation The recurring issue P-0239 relating to incorrect data submissions has been managed through a temporary workaround, which prevents reoccurrence. A permanent code fix is in progress and is expected within approximately four weeks. Elexon confirmed the workaround is preventing any impact on LDSOs, which requires manual effort until the permanent fix is implemented. The Programme then asked about load shaping, querying whether values had yet exceeded the de minimis threshold of 50MWh. Elexon confirmed that this would be checked. The Supplier representative added that load shaping had now commenced across most LDSO regions, with higher-than-average values observed during winter. Elexon confirmed that the Operational Settlement team would be monitoring the load shaping development over the coming months, and that reporting could be considered if there was industry interest.
Service Improvements	Elexon presented a table outlining a Service Management Improvement plan with 7 categories including detail on: • Category • Issues / gaps • Actions • Target Date • Owner The IPA asked whether the Service Management process itself was being reviewed, noting as an example that currently all incidents default to a P4 classification, which places strain on triage. Elexon confirmed that this issue is already being addressed through internal process changes and ServiceNow configuration updates. ACTION: The IPA also asked whether Elexon would review its reporting processes more generally to address feedback about increasing transparency raised through TOG and PSG. Elexon confirmed that Service Management reporting would be added as an action to the Service Management Improvement Plan, with feedback welcomed from industry participants (ACTION IRG02-02).
Conclusion	The Chair asked IRG members whether they are comfortable with the scope of the investigation and the actions proposed. Members broadly agreed, with the caveat of the actions already mentioned above and the following inputs. The Supplier's Technical Resource sought reassurance that risks of previous incidents had been mitigated ahead of the publication of v16 of the ISD. Elexon confirmed confidence in the controls in place, explaining that volumes were lower than for v14, checks had been strengthened, and while technical out-of-hours cover was unavailable, Service Management staff would be on hand, with technical teams available early in the morning to address any issues promptly.

Programme asked what was driving the target dates for the actions. Elexon explained that most actions align with fortnightly ServiceNow Sprints, with completion targeted for late November and the mid December dates intended to be completed before the end of the year.

The IPA asked how success would be measured. Elexon advised that progress will be assessed through system availability and performance metrics, alongside SLA attainment, and that these indicators would provide assurance of readiness for Hypercare exit in January 2026.

ACTION: Following a discussion, the Programme, Elexon and members agreed to track the outstanding actions on a weekly basis through TORWG, as well as to take the Service Management actions to the Service Management Forum (**ACTION IRG02-03**).

Elexon noted it is working to make improvements to the Service Management Forum, especially to increase interactivity and welcomed any feedback from industry.

Decision: Following members' confirmation of satisfaction with the scope and investigation, with actions to be tracked through TORWG and the Service Management Forum, and updates to be provided to the next MCAG and PSG. The Programme therefore formally closed the IRG's involvement in this issue (**IRG DEC-01**).

The Programme thanked the Elexon team for their collaboration and progress since the previous meeting.

Attendees

Smitha Pichrikat

Chair

Apologies

Andrew Wallace

RECCo Representative

Sam Young

Elexon Representative

Harriet Truss

Gemserv

Glenn Sheern

Gemserv

Hazel Cotman

C&C

Stuart Scott

Industry SME

Jenny Boothe

Ofgem

Jonny Moore

RECCo Representative

Graham Wood

Supplier Representative

Rachel Prosser

DNO Representative

Rob Golding

DIP Manager

Industry Representatives

Adrian Page

Supplier Representative

Jess Davis

DIP Manager

Sean Dryden Woods

DIP Manager

Mark Bourne

Elexon Representative

Sam Young

Elexon Representative

Simon Harrison

Supplier Agent Representative

Elaine Carr

DNO Representative

David Yeoman

DNO Representative

Jenny Rawlinson

DNO Representative

Hazel Cotman

Service Provider representative

Technical Resources

Chris Lenihan

C&C

Richard Warham

St Clements

Katy Binch

C&C

Lisa Chimejczuk

ESG

Patricia Parker

ESG

Seth Chapman
Eileen McKenna
Kerry Ann O'Neill
Luis Miguel De Febrer Bertran
Leo Brown
Ellie Crawford

MHHS

Andrew Margan
Lewis McKenzie
Philip McCann
Paul Pettitt
Jason Brogden
John Wiggins
Matthew McKeon
Kevin Spencer
Steven Bradford
Fola Oki
Lewis Hall
Steve Bradford
Justin Andrews

Other Attendees

Andy MacFaul
Sinead Quinn
Richard Shilton
Renata Yussupova
Steve Mullins
John Abbott
Gary Leach
Nicola Turner
Nathan Wright
Karen Lavelle
Ricardo Lampini

Callisto
C&C
SPEN
SPEN
DCC
E.ON NEXT

Design Authority Lead
PPC Lead
Governance Secretariat
Design Lead
Industry SME
Industry SME
Senior Market Architect
Senior Market Architect
Design Analyst
Transition Team
MHHS CPT
MHHS Design
Migration Chair

Ofgem
Ofgem
IPA
IPA
IPA
Exelon
Exelon
Exelon
Exelon
Exelon
Exelon