

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 16/01/2026

Meeting Number	PSG052	Venue	Virtual
Date and Time	14 January 2026 10:00-12:30	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Early Life Support	PSG52-01	Elexon to provide an update on the IF021 settlement issues.	Elexon	04/02/26
	PSG52-02	Elexon to provide an update on the timeline for publication of the Elexon Incident Log.	Elexon	04/02/26
Roadmap of Change Backlog	PSG52-03	Elexon to build out an “umbrella” view of change, bringing together approved and potential changes, evolving over time to include DIP and REC changes, and adding references to the source of each change.	Elexon	04/02/26
Previous Meeting(s)	PSG51-02	Elexon to set out onboarding choreography of new Suppliers and other participants starting migration and their inclusion into TOG prior to their migration, to ensure smooth transition.	Elexon	14/01/26
	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	07/11/25

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC121	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	<p>DECISION: The PSG Headline Report from the December PSG was approved with no amendments (PSG-DEC121).</p> <p>PSG50-01: The Large Supplier representative asked whether the Terms of Reference (ToR) for TOG were available for view and to provide feedback, noting input from the Large Supplier constituency calling for the group to evolve into a problem-solving forum rather than broadcast. Elexon confirmed that the ToR will be published alongside the TOG papers on Thursday 15 January 2026, and that said feedback had been received and would be reflected into the updated ToR.</p>
Ofgem Update	<p>Ofgem confirmed that the Programme continues to progress well overall and that senior management has been provided with assurance that, despite the recent migration pause, delivery remains on track with sufficient contingency to recover lost time.</p> <p>Ofgem provided an update on Mod P487, confirming that it has been reviewed and revised to include safeguards where parties may be unable to meet M15 due to factors outside their control. Ofgem noted that there are risks associated with both approving and rejecting the modification and that a decision is being discussed with Ofgem senior management, with an outcome expected no later than early February 2026.</p> <p>Ofgem also confirmed it is considering the appropriate mechanisms for programme close-down once delivery is complete.</p> <p>Following a query from the iDNO representative, Ofgem confirmed that should Ofgem approve Mod P487 the need for licence changes would be considered, and that this would be raised as part of the discussion on the approval.</p>
Programme Status Update	<p>Critical Path</p> <p>Programme presented the Critical Path for the Programme out to M16 and confirmed the programme is on track.</p> <p>Programme Status by Workstream</p> <p>Programme provided an overview of the Programme Status by workstream. Qualification remains Green, with Qualification Testing Amber as a precaution while risks are actively managed. Other workstreams remain Green or Amber as detailed in the meeting slides.</p>

	<p>The key headline is that Early Life was reported as Red due to the migration pause following a D0209 processing issue; however, this was described as a contained and manageable impact. The RAG status for next month was listed as 'Blue' as ELS is due to have finished by the end of this month. However, since publication of the slides, there is likely to be an approximate one to two weeks of delay to ELS exit due to the migration pause. This delay is considered manageable and not expected to have a material impact on the overall Programme delivery. ELS is due to be completed around the time of February's PSG but the delay may extend marginally beyond PSG, and updates can be tracked through TORWG.</p> <p>RAID</p> <p>Programme presented Risk Assessment heatmaps for the key risks for the periods of ELS, M14 and M15.</p> <p>The I&C Supplier representative asked when risk R1225 was first identified and how it had been escalated. The Programme explained that the risk emerged through work undertaken with Code Bodies and QWG on participant journey mapping from qualification through to migration. This work has been underway since mid-December and has informed the forthcoming PPIR, which will seek clarity from Wave 3 and Wave 4 PPs, and is being tracked through QWG.</p> <p>Outstanding Work-Off items</p> <p>An update on the M11 Work-Off Plan was provided.</p>
Migration Update	<p>The Programme provided an update on migration progress and planning. Prior to the pause, migration performance was tracking strongly against plan, with compliance at approximately 99%.</p> <p>Migration was paused from 07 January 2026 due to Incident INC0131738 relating to invalid D0209 data, which resulted in migrated MPANs being double counted in both legacy and MHHS settlement. Elexon confirmed that a fix has now been deployed, and impacted parties are running scripts to clear the backlog of affected flows. Migration is due to restart in the coming days, subject to supplier agreement. <i>Following the meeting, we can confirm that migration restarted on 15 January 2026.</i></p> <p>The impact of the pause includes a delay to the planned Peak of Peaks test, which is now expected to be delayed by approximately one week, with a corresponding extension to ELS. The Programme confirmed that plans are being developed to recover the circa 350,000 migrations lost during the pause, and noted that there is sufficient capacity to do so.</p> <p>It was also noted that an additional supplier has successfully commenced migration this week, and that Sprint 1 planning officially opened on 14 January 2026.</p>
Qualification Update	<p>The Code Bodies presented an update on Qualification and Qualification Testing (QT) progress. The Code Bodies confirmed that Pathways 1–4 remain Green overall and that there is currently no material risk to M14. Wave 1 testing has completed, with final QADs already submitted. Wave 2 is tracking ahead of plan, and Wave 3 testing has now commenced, with a low defect rate observed to date.</p> <p>Key areas of focus include addressing the red qualification risk, R1215, through QWG and improving QAD quality, drawing on lessons learned from earlier submissions.</p>

	<p>The I&C Supplier representative queried whether it was appropriate to state that M14 is not at material risk before receiving responses to the PPIR. The Code Bodies confirmed that the M14 scope is now locked, there is a significant runway to M14, and early right-to-left planning has created time for remediation if required. The Programme added that recent test plans from Wave 4 PPs show testing completion dates being brought forward, providing increased confidence that timelines can be met, while acknowledging that risk remains under active management.</p> <p>Ben Gilbert confirmed that he is handing back leadership of the Qualification workstream to Laura Kennedy. The Chair thanked Ben for his contribution over recent months and welcomed Laura back.</p>
<p>Early Life Support Update</p>	<p>Programme View</p> <p>The Programme has entered into ELS Phase 3, as of 18 December, following a recommendation by TORWG and a subsequent approval by MCAG. ELS Phase 2 migration targets were confirmed as met, including the minimum number of MPANs migrated and the successful peak-of-peaks test. While there were concerns relating to DIP, DAH, Service Management Processes and the wider design / TOM, Elexon confirmed that the issues did not impact the Phase 2 exit decision and statements of confidence were provided from each service area owner, with no objections from industry.</p> <p>The final phase of ELS was planned to run until 27 January, with completion of Phase 3 indicating that performance is stable across the TOM and can support delivery of the maximum number of migrations (300,000) that can take place on a single day during the migration period as set out within the Migration Framework.</p> <p>The final ELS exit decision, to be taken at MCAG, had been scheduled for 27 January 2026 but is now likely to be delayed by one to two weeks due to the one week migration pause. The Programme confirmed that suppliers will be consulted before confirming a revised exit date, which will be communicated via TORWG. This is expected to result in at least one additional TORWG and an extraordinary or rescheduled MCAG to approve the exit.</p> <p>The Programme also outlined the ELS performance against the “happy path” targets and presented the summary of ELS reporting, as per meeting slides.</p> <p>In response to a question from the Large Supplier representative on Service Management transparency, the Programme directed members to the TORWG appendices, which provide regular updates on the Continuous Improvement Plan. The TORWG papers can be found on the Transition area of the Collaboration Base. Elexon confirmed that the original actions arising from the ISD PIR have now been completed and that a Version 2 of the Continuous Improvement Plan is being developed and will be shared via the Service Management Forum going forward.</p> <p>Elexon View</p> <p>Elexon provided an overview of the Service Management reporting metrics, as per meeting slides.</p> <p>D0209 Update: Elexon provided a summary of the D0209 processing issue which has resulted in the pause of migrations, and confirmed that a fix has been deployed and that backlog clearance is expected to take one to two weeks. Elexon recommend that migration can safely restart, but the incident will remain open until all backlogs are cleared. A post-incident review (PIR) will then be undertaken, and will include a review of cross-party resolution capability and controls.</p> <p>Elexon provided their view of ELS Phase 2 Exit, including Elexon performance criteria, Service Management continuous improvement targets and the service area owners statements of confidence.</p>

	<p>ACTION: The DNO representative asked for an update on the IF021 settlement issue impacting billing. The Programme and Elexon confirmed that an Elexon circular issued on 09 January indicated the issue had been identified and corrected, with resubmission of correct IF021 messages. Elexon agreed to confirm the current status. Following the meeting, Elexon have confirmed that the issue has not been fully closed but an update and next steps will be taken to TORWG. Elexon took an action to return to PSG with an update on the IF021 Settlement issue (ACTION PSG52-01).</p> <p>ACTION: The iDNO representative asked when Elexon's incident log would be published and how frequently it would be updated. Elexon confirmed the log would be published by the end of January 2026, and that the log would be a live, searchable list of Circulars on the Elexon Support page. It will update every time a new circular is issued and can be found here: Elexon Support Homepage - Elexon Support. Elexon took an action to publish this by the end of the month (ACTION PSG52-02).</p> <p>IPA View</p> <p>The IPA echoed the view of the Programme and Elexon, supporting the move to Phase 3. The IPA also included some recommendations and acknowledgement of good practices, as per meeting slides.</p>
<p>Hypercare Update</p>	<p>Hypercare Update from Central Parties and LDSOs</p> <p>The floor was opened to the Central Parties for additional verbal updates.</p> <p>Elexon: Elexon confirmed that hypercare is being managed across two phases: Phase 1 aligned to ELS exit and Phase 2 focused on transition of capabilities from the Helix programme into BAU operations. Elexon reported that progress against Phase 1 exit criteria remains on track with no material risks identified, and that Helix will remain resourced to support migration and transition activities, including qualification, service activation and DIP onboarding, while Phase 2 transition is completed.</p> <p>DCC: DCC confirmed stable performance against hypercare criteria and noted that Peak of Peaks testing is the only activity currently behind plan, which will need to be rescheduled following the migration pause, but does not present an immediate concern.</p> <p>RECCo: RECCo confirmed that systems are running and performing as expected, noting a small number of items being tracked through change, including an IF051 interface message, but with no concerns from a systems stability or hypercare perspective.</p> <p>DIP: The DIP Manager confirmed that the platform is performing as expected, with no concerns regarding exit from the hypercare stage, and noted good engagement through governance forums and ongoing feedback to support continuous improvement.</p> <p>iDNO: The iDNO representative confirmed there are no material hypercare concerns and noted that incident management has improved, but did highlight a risk relating to distribution lists and contact management, where outdated contacts and missing current contacts could impact urgent coordination during hypercare.</p> <p>DNO: The DNO representative echoed the iDNO response, noting systems are operating as expected.</p> <p>The meeting Chair thanked the LDSOs for their work in resolving the D0209 issue.</p>

Roadmap of Change Backlog	<p>Elaxon presented the draft BSC Roadmap of Change, designed to provide a forward view of known changes, key governance milestones and implementation timelines. Once a change is formally raised, it will move from the roadmap into standard change governance. More detail can be found in the slides and Samraj Gill and the BSC Change team can be contacted for more detail: Samraj.gill@elaxon.co.uk / BSC.Change@elaxon.co.uk.</p> <p>The DNO and Large Supplier representatives highlighted the value in developing a single, consolidated 'umbrella view' incorporating both approved and potential changes. Furthermore, to add greater visibility, the list would evolve to include all DIP and REC changes as well.</p> <p>The Programme also requested that future iterations include clearer references to the source of the changes i.e. DINs, Change Request IDs.</p> <p>ACTION: Elaxon acknowledged the feedback and agreed to develop a umbrella view list of all changes, both potential and approved, and BSc, REC and DIP, as well as improving referencing (ACTION PSG52-03).</p> <p>The Large supplier representative also asked how prioritisation decisions are made. Elaxon advised that prioritisation currently occurs through programme, design and governance discussions, but noted that work is underway on a prioritisation matrix and framework which is not yet ready to share. Elaxon noted that forthcoming code reform, including Elaxon's transition to Licensed Code Manager, will influence future prioritisation arrangements.</p>
AOB	<p>The RECCo representative, Jonathon Hawkins, noted that this was his final PSG meeting, with Jonny Moore taking over the role from the next meeting. The meeting Chair thanked Jonathan for all his contributions to PSG over the past years.</p>

Date of next monthly meeting: 04 Feburary 2026 at 10:00

Attendees

Chair

Helen Adey

SRO (Elaxon IM)

Apologies

Tom Lowe

Consumer Representative

Industry Representatives

Chris Price (replacing David Yeoman)
Elaine Eyles
Andrew Green (replacing Gareth Evans)
Graham Wood
Andrew Campbell
Simon Harrison
Jo Hill
Jenny Rawlinson
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
Elaxon Representative (Central Systems Provider)
IDNO Representative
DCC Representative
RECCo Representative
NESO Representative
Avanade Representative

James Stokes
Joel Stark

DIP Manager Representative
Supplier Agent Representative

MHHS IM

Jason Brogden
Keith Clark
Philip McCann
Chris Harden
Warren Fulton
Matthew Breen
John Wiggins

Programme Industry SME
Programme Manager
Governance Secretariat
Client Programme Director
Migration Lead
Transition Lead
Industry SME

Other Attendees

Benjamin Gilbert
Laura Kennedy
Richard Shilton
David Gandee
Andy McFaul
Sinead Quinn
Jenny Boothe
Gary Leach
Samraj Gill
Steve Page
Victoria Moxham
Roger Harris

Code Bodies
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