

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 06/02/2026

Meeting Number	PSG053	Venue	Virtual
Date and Time	04 February 2026 10:00-12:30	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Headline Report and Actions	PSG53-01	Elexon to liaise with the iDNO representative to ensure the appropriate improvements are made to the Service Management Incidents Log, with a view to providing a consolidated view of all incidents raised, open and resolved.	Elexon	18/02/26
AOB	PSG53-02	Elexon to provide the link to the Service Management portal.	Elexon	04/02/26
	PSG53-03	Elexon to ensure appropriate office space is provided for PSG from April onwards given the Elexon office refurbishments planned.	Elexon	04/03/26
Previous Meetings	PSG52-02	Elexon to provide an update on the timeline for publication of the Elexon Incident Log.	Elexon	04/02/26
	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-DEC122	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.
Readiness Assessment Changes	PSG-DEC123	The changes to the timeline and scope of Readiness Assessment 7 was approved by the SRO, noting the scope of Service Management as discussed within PSG.	The scope and timeline have been updated to reflect the stage of the programme with a focus on Central Parties and Central Capability Providers.

Key Discussion Items

Headline Report and Actions	<p>NB: The meeting Chair (SRO), secretariat support and several presenters were delayed to the start of the meeting due to a fire alarm at the Elexon Offices. This resulted in the agenda not being followed exactly as planned in the slides. This report follows the planned agenda for ease of reading alongside the slides but will not perfectly match the recording.</p> <p>DECISION: The PSG Headline Report from the December PSG was approved with no amendments (PSG-DEC122).</p> <p>PSG52-02: In relation to the incidents log, the iDNO representative noted that while a circulars log is now available, not all incidents are registered through circulars and so this may not be sufficient, and requested this action be kept open.</p> <p>ACTION: Elexon agreed to liaise with the iDNO representative separately to ensure improvements are made to the incidents log, and all incidents raised, open and resolved are visible (ACTION PSG53-01).</p>
Ofgem Update	Ofgem provided an update on Modification P487. Ofgem has completed its analysis and escalated associated risks to senior management. The Director General has a planned review on 12 February, with a decision expected by the end of February.
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 the PPIR responses are being reviewed. Other workstreams remain Green or Amber as detailed in the meeting slides.</p> <p>The key headline is that Early Life is reported as Amber following the pause in Migrations. Migration progress is improving and ELS exit is planned for 12 February subject to industry acceptance, and so next month's RAG status is reported as blue.</p> <p>RAID</p> <p>The Programme presented the key Risk areas affecting the Programme, the highest risks and risk heatmaps for the periods of ELS, M14 and M15.</p> <p>The Programme outlined the key thematic risks as:</p> <ul style="list-style-type: none"> • Central Party Capability & Capacity to Support PP volumes • PPs' ability to hit programme timescales • PPs' ability complete Migration. <p>Key points from the detailed RAID analysis included:</p> <ul style="list-style-type: none"> • Whilst ELS risks will be removed after ELS exit, generally the risks endure beyond ELS, and these enduring risks are noted in the ELS risks slide and will be managed on an ongoing basis • Assuming that the programme's recommended actions are accepted as part of ELS exit decision-making next week, the concerns and related actions will be included in updated M15 risk commentaries - and the risk scores are likely to be raised until those actions are progressed and ultimately completed (risk scores may be lowered again as that happens). <p>Outstanding Work-Off items</p> <p>An update on the M11 Work-Off Plan was provided.</p>
<p>Migration Update</p>	<p>The Programme reported more than two million MPANs have now been migrated, with strong performance since the January pause. Full alignment with baseline plans is expected by 19 February and ELS Exit criteria remain on track.</p> <p>Sprint 1 has begun as of 04 February, with plans received for 99.99% of the portfolio. A PPIR focused on challenging MPANs will be issued shortly as part of the work aimed at reducing the risk of having a backlog of problematic MPANs towards the end of migration.</p> <ul style="list-style-type: none"> • Programme confirmed that the PPIR would be issued to suppliers only, following a query from the DNO representative. <p>Programme also presented the Core Migration Dependencies with RAG status and commentary.</p>

Qualification Update	<p>The Code Bodies presented an update on Qualification and Qualification Testing (QT) progress. The Code Bodies confirmed that Wave 1 and 2 QT has completed with all PPs meeting the criteria, and with 50% of Wave 1 QADs completed. Wave 3 is tracking ahead of schedule and Wave 4 preparation is underway.</p> <p>A major focus in the coming period will be the analysis of PPIR responses. The Programme added that initial PPIR reviews indicate that the PPIR has had the intended effect. Several PPs have adjusted their qualification testing timelines, and others have revised their migration dates to better reflect realistic pathway progression.</p>
Early Life Support Update	<p>Programme View</p> <p>Programme outlined progress in ELS, including the impact of the D0209 issue, which led to a temporary pause in migrations and the rescheduling of the Peak-of-Peaks test to 30 January. The Peak-of-Peaks test ran successfully, with no reported problems. An additional confirmation step will occur when those migrated MPANs enter the II Settlement run on 05 February, which will provide an extra level of assurance.</p> <p>ELS exit is planned for 12 February will be subject to a final industry discussion on 11 February at TORWG and a decision at MCAG on 12 February.</p> <p>All migration thresholds have been met or exceeded, and reporting across the five monitored areas of ELS shows continued improvement. The only areas still Amber relate to temporary shortfalls caused by the earlier migration pause and Service Management SLAs, where improvements are underway.</p> <p>The programme will continue to monitor risks, issues and dependencies throughout the migration period, even after ELS exit.</p> <p>Elaxon View</p> <p>Elaxon provided an overview of the Service Management reporting metrics, as per meeting slides. Elaxon advised that there have been several SLAs missed but the wider service remains stable and improvements are progressing. An initial phase of improvements has been completed, and the next phase of improvements will focus on user experience, around timeliness of updates, clarity on instructions and communications, and will be a focus of Elaxon's Service Management Forum.</p> <ul style="list-style-type: none"> The iDNO representative asked for clarity on the creation of a comprehensive incident log, relating back to Action PSG52-02, and noted that the incident log should provide a consolidated view of all incidents raised, open and resolved, rather than just a view of circulars. Elaxon confirmed that all circulars are now available but that improvements are still being made, and Elaxon will meet the iDNO representative, see Action PSG53-01. <p>D0209 Update: Elaxon provided a summary of the D0209 processing issue which had resulted in the pause of migrations, and outlined the fix that has been tested, proven and implemented. Migrations have since restarted. A PIR and Lessons learnt outcomes has been shared with programme and summary will go out to industry by end of the week w/c 02 February.</p> <p>Elaxon also provided an update on two further P2 incidents - INC0130365 Future Dated Timestamps, and INC0135000 File Transfer Issue via DTN.</p> <p>Elaxon provided their view of ELS Exit and are supportive of the planned Exit date on 12 February, including Elaxon performance criteria, and the service area owners' statements of confidence.</p>

<p>Hypercare Update</p>	<p>Hypercare Update from Central Parties and LDSOs</p> <p>The floor was opened to the Central Parties for verbal updates.</p> <p>Elexon: Elexon is approaching the end of their Phase 1 of Hypercare, which should complete at the end of this week w/c 02 February. All criteria are Green except the P Flow P0275 report, which is part of the M11 Work-off plan. Phase 2 Hypercare will run until the end of March and focuses on capability transition and is progressing well.</p> <p>DCC: All SRVs and customer journeys are performing as expected. DCC successfully supported and completed the Peak-of-Peaks test and encountered no issues.</p> <ul style="list-style-type: none"> • DCC also provided an overview of the SMETS1 reconfiguration programme. At least 40 attempts have been made for each meter, resulting in a 95% success rate. DCC are continuing investigation of the final 5% and are working through those anomalies with industry support. <p>DIP: The DIP Manager reported that the DIP platform continues to perform well, with stable throughput and no issues arising during recent high-volume periods. Guidance has recently been issued to reinforce the need for consistent Level 4 responses, which help maintain end-to-end visibility of data exchanges across the ecosystem.</p> <ul style="list-style-type: none"> • The SRO asked whether DIP would be checking back to ensure that Level 4 responses were being provided appropriately. The DIP Manager clarified that while the platform can see Level 3 and Level 4 messages passing through, the quality and appropriateness of those responses depend on each participant's internal business processes. Any consequences of poor or missing responses would surface primarily through initial settlement runs, meaning that ongoing oversight will form part of BAU monitoring rather than a discrete Hypercare activity. <p>RECCo: RECCo reported stable service but did report lower than expected MHHS-related queries. RECCo are working with BSC to ensure queries are directed correctly. RECCo noted that Hypercare support will continue throughout future migration waves.</p> <p>DNO: The key concern raised by the DNOs is about Level 4/5 error message volumes, given the expected increase in migration activity later in the year.</p> <p>iDNO: The iDNO representative reiterated concerns about the Incident Log but did note that communications seem to be improving. The iDNOs are also interested in the Programme's role post-ELS, but acknowledged this is in the TORWG agenda for next week.</p>
<p>IPA Status Update</p>	<p>The IPA provided a status update on the current progress and activities. The IPA outlined key messages across ELS, ELS Exit and post-ELS, as well as key risks and recommendations. The IPA supports the current timeline of ELS exit on 12 February 2026, subject to industry acceptance, and no new significant issues. More detail can be found in the meeting slides.</p> <ul style="list-style-type: none"> • Following a query from Elexon, The IPA confirmed references to Service Management capacity refer to the broader operating model that sits behind the Service Management team as well as the team itself.

<p>Readiness Assessment Update</p>	<p>Programme presented an updated view and proposed changes to Readiness Assessment 7 (RA7). Programme outlined the objectives, new scope and approach. The focus of RA7 will be on:</p> <ul style="list-style-type: none"> • Gaining confidence of key Programme activities to deliver M14 • Readiness to start and execute migration • Continue to support live operations. <p>RA7 will focus on the Central Parties and Central Capability Providers, who will be the only PPs required to respond. The survey is to be issued out to central parties on 02 March 2026 with two weeks to respond. The findings will then be presented back to PSG on 01 April 2026.</p> <p>The Programme added that when assessing Service Management as part of RA7, the review should extend beyond the immediate funnel of Elexon's Service Management team to consider the wider operating-model capacity and capability that underpins it, including Market Design, Assurance and OSMs, all of which will be required to resolve the increased query volumes and manage operational load as new PPs enter MHHS and migration activity scales.</p> <p>The DNO representative asked what the LDSOs should expect to receive, and the Programme clarified that LDSOs will receive RA7, but their response will focus on Service Management readiness and support for live operations, rather than the full set of questions.</p> <p>DECISION: There were no comments or objections from PSG members about the updates, and the SRO approved the updated timeline and scope for the next Readiness Assessment 7, noting the scope of Service Management as described (PSG-DEC123).</p> <p>The IPA noted that the RA has served as a mechanism for the IPA to undergo their consequential change assurance. Given the updated, narrower scope of the RA, the IPA will need to utilise a new mechanism.</p>
<p>AOB</p>	<p>ACTION: The iDNO representative asked Elexon to provide a link to the Service Management portal. The Link was provided following the meeting: Elexon Support Homepage – Elexon Support. (ACTION PSG53-02).</p> <p>ACTION: The SRO requested Elexon to take away on action to ensure appropriate office space is provided for PSG from April onwards given the Elexon office refurbishments planned (ACTION PSG53-03).</p>

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

Attendees

Chair

Helen Adey

Industry Representatives

David Yeoman

SRO (Elexon IM)

DNO Representative

Apologies

Tom Lowe

Gareth Evans

Andrew Campbell

Consumer Representative

I&C Supplier Representative

Small Supplier Representative

Carolyn Burns (replacing Elaine Eyles)
Graham Wood
Simon Harrison
Jo Hill
Jenny Rawlinson
Geoff Hunt
Jonny Moore
Ife Garba (replacing Neil Dewar)
James Stokes
Joel Stark

MHHS IM

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

Other Attendees

Laura Kennedy
Richard Shilton
Renata Yussapova
Andy McFaul
Sinead Quinn
Jenny Boothe
Gary Leach
Steve Page

Medium Supplier Representative
Large Supplier Representative
Supplier Agent Representative
Elxon Representative (Central Systems Provider)
IDNO Representative
DCC Representative
RECCo Representative
NESO Representative
DIP Manager Representative
Supplier Agent Representative

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

Paul Daniels

Avanade Representative

Code Bodies
IPA
IPA
Ofgem
Ofgem
Ofgem
Elxon
Elxon