

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 07/04/2026

Meeting Number	PSG055	Venue	Virtual
Date and Time	01 April 2026 10:00-11:30	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Programme Status Update	PSG55-01	Programme to work with the Design Authority and Code Bodies to develop an approach to creating or promoting a consolidated view covering BSC, REC, DIP and any other relevant regulatory or external changes.	Programme (Lewis Hall)	06/05/26
RA7 Findings	PSG55-02	Central Parties and Central Capability Providers to provide the Programme with evidence of their monitoring arrangements, trigger thresholds, and associated contingency actions that would be activated where volumetric risks are realised, to provide assurance that flexible resourcing models can be deployed effectively. The Programme will send out a request for this information with a 2-week window for responses Programme to provide an update on responses to the next PSG on 06 May 2026.	Central Capability Providers Programme (Jason Brogden)	06/05/26
Previous Meetings	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

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC125	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 March PSG was approved with no amendments (PSG-DEC125).</p> <p>PSG53-01: Elexon advised that the Incident log was shared to PPs via email distribution list on Monday 31 March 2026. The next updated log will be issued on 07 April 2026.</p> <ul style="list-style-type: none"> Following a question from the DNO representative, it was confirmed that the incident log is intended for all PPs and is expected to replace the existing issue tracker currently used by TOG.
Ofgem Update	<p>Ofgem provided an update covering governance changes, modifications and programme progress.</p> <p>Internal Governance: Ofgem advised that its internal governance review remains ongoing and that the final report has been delayed. As a result, there are expected to be significant changes to Ofgem’s operating model over the coming months.</p> <p>Personnel Changes: It was noted that there have been recent changes to Ofgem’s senior civil service leadership, including the departure of Jonathan Brearley to DESNZ and the departure of Melissa Giordano, the Director responsible for MHHS. Ofgem advised that this has implications for internal escalation and decision-making processes, particularly in relation to modifications.</p> <p>Modifications: On Modification P487, Ofgem confirmed that feedback is awaited from the current Director and that a decision is expected by the end of April 2026. Other modifications remain in progress, with decision timelines being managed in the context of current governance changes.</p> <p>Benefits Realisation: Ofgem also advised that it is now pivoting towards benefits realisation for MHHS, working with DESNZ, internal consumer led flexibility teams and Elexon to ensure that MHHS benefits are articulated clearly and that duplication with other programmes is avoided.</p> <p>MHHS Progress: Ofgem confirmed that it is pleased with the progress of the Programme across Qualification and Migration and encouraged PPs to continue engaging proactively with Elexon and Programme teams to raise any risks to delivery timelines. Ofgem also emphasised the importance of all parties engaging with the IPA recommendations on service arrangements.</p>

Programme Status Update

Programme Status by Workstream

The Programme provided an overview of Programme status by workstream. Overall Programme status is green across all workstreams, reflecting the positive progress made. Qualification Testing and Migration Execution have both moved from amber to green since the previous meeting.

Critical Path

The Programme presented the Critical Path through to M16 and confirmed that the Programme remains on track. Activities relating to the new Settlement Timetable (the M16 workstream) have been added to the POAP, and Early Life Support activities have now been removed.

RAID

The Programme noted there are no high or critical open issues but presented the highest scoring issue impacting M15 along with the planned resolution.

The Programme outlined the key thematic risks, with two new themes, along with the relevant Programme actions being taken as:

- Central Party Capability & Capacity to support PP volumes
- PPs' ability to hit programme timescales
- PPs' ability to complete Migration
- M16 strategic risks (new)
- Regulatory/external change (new)

ACTION: The Large Supplier Representative requested whether there could be a single, consolidated view of regulatory and external change across all relevant forums and Code Bodies. The Programme agreed to take an action to work with the Design Authority and Code Bodies to easily signpost a view of regulatory change covering BSC, REC, DIP and any other changes (**ACTION PSG55-01**).

The Programme noted that this would not involve recreating information that already exists, but would instead focus on improving visibility and accessibility, which may include signposting or bringing together existing artefacts held across different forums and packs.

The Programme also presented detail on the highest risks for the periods of M14 and M15, as per meeting slides.

Outstanding Work-Off items

An update on the M11 Work-Off Plan was provided. Noting the update from Ofgem on the timelines for decision of P487.

<p>Migration Update</p>	<p>The Programme provided an update on Migration progress, confirming that approximately 6.5 million MPANs have now been migrated. Migration volumes are currently tracking slightly behind plan due to some internal issues experienced by a small number of suppliers. These issues are localised, and suppliers are engaging in good faith in line with the Migration Framework. Revised Migration Plans have been reviewed and accepted by the Migration Control Centre (MCC).</p> <p>The Programme confirmed that the reduced number of migrations does not pose a risk to M15 and that there is sufficient unused migration capacity to recover lost volumes. No central issues are impacting migration progress and exception volumes remain low.</p> <p>Sprint 2 execution commenced on 01 April 2026, with approximately 6 million MPANs planned and a number of new suppliers starting migration. The Programme also confirmed that the MPAN Exclusion List PPIR closed on 13 March 2026 with responses received from 99 percent of PPs and that core migration dependencies remain green.</p>
<p>Qualification Update</p>	<p>The Code Bodies provided an update on Qualification progress and confirmed that delivery continues to perform strongly across all waves. Overall progress remains positive, with activities tracking to plan and no material risks identified to M14.</p> <p>It was confirmed that QAD Director sign-off for Wave 1 has now completed. Qualification Testing execution continues to progress well across waves, with Wave 3 nearing completion and Wave 4 now underway. The Programme and Code Bodies noted that Wave 4 PPs have commenced testing activity and that progress is being closely monitored to ensure alignment with planned migration pathways.</p> <p>The Code Bodies highlighted that strong engagement from suppliers and agents continues to underpin progress, supported by effective escalation routes and regular oversight through Qualification governance forums. Where PPs require additional support, this is being actively managed through existing escalation and assurance mechanisms to protect overall delivery timelines.</p> <p>The SRO acknowledged the significant effort and proactive collaboration across the Code Bodies, Elexon, DIP Manager and industry, which has been a key contributor to the Programme's improving overall health and confidence heading towards M14.</p>
<p>Post-ELS Programme Bilateral Engagement</p>	<p>The Programme outlined changes to how Programme bilaterals will operate following exit from Early Life Support. Programme bilaterals will now be managed through the MCC to streamline engagement and information sharing. Communications were issued to PPs during the w/c 23 March 2026.</p> <ul style="list-style-type: none"> • The Medium Supplier Representative asked about retention plans for the Collaboration Base following Programme Closure. The Programme confirmed that a draft close-down approach exists but is still at an early stage. The Collaboration Base will form part of the Programme close-down strategy, which will be brought to industry for discussion in good time ahead of Programme close-down. • It was also noted that the Programme is actively reshaping the Collaboration Base to improve usability, with a target of reducing access to key information to five clicks where possible. • The RECCo Representative noted that Design artefacts on the Collaboration Base are not expected to be maintained long-term, as information will sit in Code.

<p>M16 Update</p>	<p>The Programme presented an introduction to the M16 workstream and the transition to the new Settlement Timetable. M16 represents the cutover to the new Settlement Timetable, including reductions to reconciliation and settlement run timescales.</p> <p>The Programme outlined the decision points, phases of work, governance approach and key dependencies, and walked through the POAP. More detail can be found in the meeting slides.</p>
<p>IPA Service Arrangement Review</p>	<p>The IPA presented a review of the MHHS target operating model service arrangements and operations. The review identified several good practices as well as tactical observations requiring near term actions, and strategic improvements for long term sustainability.</p> <p>Good practices include:</p> <ul style="list-style-type: none"> • Monitoring and risk-based assurance • Continuous improvement and clear feedback channels • Cross party collaboration when required • Maturing Service Operating model <p>The key themes of the 14 tactical observations include:</p> <ul style="list-style-type: none"> • Effectiveness of Service Management Processes • Visibility, communication and coordination across the MHHS TOM • DIP Monitoring and Performance Assurance • Cross-Code Ways of Working • Governance and Operating Model Enablement <p>The two key themes of the Strategic Observations were:</p> <ul style="list-style-type: none"> • Ambiguity over Elexon's role in Facilitating the MHHS TOM • Industry Obligations and Codifications of Service Arrangements <p>The IPA also outlined the next steps, as per meeting slides with a progress update planned for the May PSG meeting.</p>

<p>RA7 Update</p>	<p>The Programme presented the findings of Readiness Assessment 7, which focused on Central Parties and Central Capability Providers readiness for Qualification to M14 and live operation to support Migration to M15. A 100% response rate was achieved, and the Programme thanked PPs for such a comprehensive response.</p> <p>The Programme advised the evidence received was really positive. The evidence demonstrated that resourcing models are aligned to forecast volumes and complexity based on experience to date, and that Central Parties and Central Capability Providers are ready to support Qualification to M14 and live operation through Migration. The key risk identified across most respondents is that participant behaviour in live operation may differ from assumptions, resulting in higher volumes or more complex issues than forecast and therefore resourcing may be at risk.</p> <p>ACTION: Whilst flexible resourcing models were reported across Central Parties and Central Capability Providers, the Programme noted that further clarity is required on monitoring arrangements and trigger points that would activate these resourcing contingency measures. Central Parties and Central Capability Providers were therefore asked to provide additional evidence on monitoring, trigger thresholds and contingency actions, with an update to be provided by the next PSG on 06 May 2026. The Programme will send out a request for this information with a 2-week window for responses (ACTION PSG55-02).</p>
<p>Delivery Dashboards</p>	<p>There were no comments or questions raised by members,</p>
<p>AOB</p>	<p>There were no comments or questions raised by members,</p>

Date of next monthly meeting: 06 May 2026 at 10:00

Attendees

Chair

Helen Adey

SRO (Elexon IM)

Industry Representatives

David Yeoman
Carolyn Burns (replacing Elaine Eyles)
Graham Wood
Simon Harrison
Jo Hill
Jenny Rawlinson
Trisha Champaneria (replacing Geoff Hunt)
Jonny Moore
James Stokes
Andrew Green (replacing Gareth Evans)
Ife Garba (replacing Neil Dewar)

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

Apologies

Tom Lowe
Paul Daniels
Andrew Campbell
Joel Stark

Consumer Representative
Avanade Representative
Small Supplier Representative
Supplier Agent Representative

MHHS IM

Jason Brogden
Philip McCann

Programme Industry SME
Governance Secretariat

Ian Smith
Warren Fulton
Lewis Hall

Assurance and Integration Lead
Migration Lead
LDP Lead

Other Attendees

Steve Page
David Moss
Richard Shilton
Renata Yussapova
Joe Ashworth
David Gandee
Andy McFaul
Sinead Quinn
Jenny Boothe

Elexon
Code Bodies
IPA
IPA
IPA
IPA
Ofgem
Ofgem
Ofgem