

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 06/08/2026

Meeting Number	PSG059	Venue	Virtual
Date and Time	05 August 2026 10:00-11:30	Classification	Public

New Actions

Area	Ref	Action	Owner	Due
Previous Meeting	PSG58-02	Programme to update Appendix 3 'Detailed Process for M15 Customer Acquisition Ban' of the Migration Foundations document, following discussions with RECCo, and seek MCAG approval by M14.	Programme	28/10/26

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC130	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	The Chair noted the Programme's continued positive progress, with Migration now over halfway complete, Qualification Testing concluded, participant qualification is progressing through the remaining PAB approvals and service volumes have reduced significantly since the Hypercare period. DECISION: The PSG Headline Report from the July PSG was approved with no amendments (PSG-DEC130).
Ofgem Update	Ofgem reiterated that the Programme continues to be in a strong position and thanked all parties for the progress made towards delivery. While Ofgem had received a small number of direct queries from suppliers, it emphasised that these related to localised issues that could generally be

	addressed through existing Programme and Elexon channels. Suppliers were encouraged to raise concerns through those channels as early as possible so they could be understood, triaged and resolved promptly. The Large Supplier representative queried whether those Suppliers who contacted Ofgem should expect a direct response. Ofgem confirmed that it would respond where contacted directly. However, Ofgem likely has limited ability to directly intervene, and Suppliers would be likely directed towards the Programme or Elexon.
Programme Status Update	Critical Path The Programme remains on track, with no changes to the critical path. - The iDNO representative asked for clarification regarding the late exit allowance shown within the Plan on a Page and whether it represented a forecast position or simply an allowance should milestones not be achieved on time. The Programme confirmed it is a legacy element of the Programme Plan and any change to milestone timelines would require formal change control and Ofgem approval. Programme Status by Workstream The Programme confirmed Qualification and Migration remain Green. M16 is marked as Amber due to ongoing concerns associated with CVA processes and the shortened settlement timetable. Elexon is mobilising an issue group to further analyse and address these concerns. Programme Participants Journey Stages The Programme highlighted continued progression of participants through the MHHS journey. Qualification Testing is complete, 36% of participants are in Final QAD Review, 14% are preparing for PAB/REC approval, 21% are in Service Activation and 29% are now Migrating or Live. Continued movement from left to right across the journey remains evidence of strong Programme progress. RAID The Programme talked through the strategic risk themes and confirmed the strategic risk profile remains stable, with all strategic themes maintaining an overall Green status, although some risk trends are Amber. No Critical or High scoring issues are currently recorded within the Programme RAID log, with the highest scoring issue being the newly established Migration Exclusion List issue (I277), scored Medium (3). The Programme asked for an update on recent CSS issues and next steps being undertaken by RECCo and DCC. - The RECCo representative advised that concerns had been raised regarding CSS performance and the issuing of Supplier Arranged Appointment acceptance messages. The matter is being reviewed through RECCo's Performance Assurance processes and will be considered at the next REC PAB. - The DCC representative confirmed the matter is being treated seriously and that problem management activities are underway. While the incidents had different root causes, they shared similar certificate-related themes. DCC is considering establishing a working group to address the underlying causes and sought direct feedback from affected parties to support improvements and asked whether a single point of contact could be identified to coordinate feedback. - The Large Supplier representative offered to act as the point of contact for suppliers and facilitate engagement with impacted parties.

	The Programme also advised any issues or updates should be taken to TOG in a timely manner. Programme also noted the CSS issue is not currently considered material to delivery of M14, M15 or M16, but acknowledged its broader implications across the MHHS operating model and confirmed it will continue to be monitored Additional detail on risks across M14, M15 and M16 can be found in the meeting slides.
Migration Update	The Programme reported strong migration progress, with approximately 19 million MPANs migrated, representing approximately 56% of the portfolio. Sprint 3 concluded on 04 August and finished approximately 1.3% below plan, significantly reducing the delta to the M11 baseline from approximately 20% to around 3% The Programme confirmed 17 suppliers are now actively migrating, with further suppliers scheduled to commence migration over coming months. Sprint 4 commenced on 05 August and the Programme remains on track to achieve the M14 migration target. Exceptions remain low and no threshold breaches have been recorded. The Programme also highlighted progress in reducing exclusion and remediation volumes and confirmed additional reporting on complex site migration will be brought to future PSG meetings. The Programme provided an update on the Migration Dependencies. All dependencies are Green bar D369 which remains Amber. The Programme also asked for confidence updates from PSG members on D352 and D418 which were marked as Green. • The DNO representative confirmed that discussions with St Clements identified no issues with delivering the required code releases by mid-September, providing sufficient time for assurance, testing and deployment ahead of the November implementation date. • The iDNO representative echoed the DNO representative's position. • The BSC Change team representative also echoed the view and continues to view November as a viable and achievable implementation date.
Qualification Update	The Code Bodies reported that Qualification remains on track for M14, with strong progress continuing across both Wave 3 and Wave 4 participants. Qualification participants targeting PAB approval on 30 July successfully completed the process, alongside a number of additional Wave 3 participants. As a result, 25 of 27 Wave 3 participants have now achieved PAB approval, with the remaining two participants scheduled for approval at the next PAB on 12 August. Wave 4 continues to progress positively, with all Final QAD submissions received by the required deadline. Director sign-off activity is also progressing well, with the majority of applications having already completed review. Two participants previously assigned to Wave 3 have transitioned to the Wave 4 timeline, whilst a small number of applications have either withdrawn or moved into the enduring qualification process. The Code Bodies highlighted that approximately 93% of all MPANs in the portfolio are now qualified, representing a significant milestone for the Programme. Focus is now on securing the remaining approvals and concluding qualification activity ahead of M14. No central issues or blockers were identified that are expected to impact achievement of the M14 milestone. The Chair thanked both RECCo and Elexon teams for their continued collaboration and effort in supporting participants through qualification.

M16 Update	The Programme provided an update on the M16 workstream and activities in STEG. following MCAG approval of the RF decision criteria, activity has now shifted towards development of the SF decision criteria. STEG is currently developing an approach that would compare data available at Working Day +6 with current Settlement Final data to determine whether conditions are sufficient to support shortening the settlement timetable. Other upcoming STEG activities include: • M16 1 year assessment recommendation • CVA processes • Readiness Assessment 8 closed on 29 July and responses under review • Supplier charges: Proposed mobilisation of an issue group with BSC. [Additional clarification (provided following the meeting): The Programme subsequently confirmed that there have been three separate requests for a Supplier Charges Issue Group. Discussions are underway with the relevant parties and Performance Assurance teams to consolidate these requests into a single Issue Group. A draft Terms of Reference is currently being developed.] • The Large Supplier representative asked who was leading activity relating to supplier charges from a BSC perspective and clarified that the concerns reflect the views of multiple suppliers within the constituency. The Programme explained the that the matter is progressing through the formal BSC change process and therefore is not currently being led by a single named individual but agreed to follow up with the Large Supplier representative offline.
M14 Acceptance Criteria	The Programme presented progress against each of the M14 acceptance criteria, with all criteria tracking Green or Blue, outlining current confidence in the M14 decision approval in October 2026. • Criterion #1 – All criteria on track • Criterion #2 – Criterion on track to completion with the BSC mod P514 implementation • Criterion #3 – Criterion being met, following DIP CR021 implementation and associated early onboarding process will be executed for MP8 and M12 • Criterion #4 – Approved in QAG 22 April 2026. The Programme confirmed that next month's PSG will include a formal dry run of the M14 decision process, supported by additional evidence for each criterion.
IPA Update	The IPA presented updates on Programme assurance and consequential change IPA Assurance The IPA reported continued confidence that M14, M15 and M16 remain achievable.

	• M14 – Qualification is Green and remains in a strong position. • M15 – Migration is Amber due to delivery being below the baseline plan, but the reporting indicates positive progress confidence in achieving M15 remains high. • M16 - Tracking Green, with no critical blockers identified to progressing key decision points and implementing the agreed decision criteria. More detail on each milestone can be found in the meeting slides. IPA Consequential Change The IPA provided an update on consequential change, with 88% of PPs self-assessed consequential change delivery on track. More detail on the risks commentary can be found in the slides.
Delivery Dashboards	The Chair took the delivery dashboards as read by exception. The Chair noted that whilst challenges remain around implementation of specific Code changes, CSS incidents and supplier charge concerns, these were all considered manageable issues which can be collectively addressed by industry participants. The overall Programme remains stable, continues to collaborate effectively and is making strong progress against key milestones. The Chair highlighted the successful completion of Sprint 3 and noted that Sprint 4 has now commenced with a greater number of suppliers. The Programme will continue monitoring progress closely and will provide further updates at the September PSG meeting.

Date of next monthly meeting: 02 September 2026 at 10:00

Attendees

Chair

Steve Page

Industry Representatives

David Yeoman
Carolyn Burns (replacing Elaine Eyles)
Graham Wood
Simon Harrison
Jenny Rawlinson
Darren Johnson
Jonny Moore
James Stokes
Andrew Green (replacing Gareth Evans)
Andrew Campbell
Neil Dewar
Jo Hill
David Moss

MHHS IM

Jason Brogden
Lewis Hall
Philip McCann
Ian Smith
Warren Fulton
Claire Silk
Kathryn Keane

Other Attendees

Joe Ashworth
David Gandee
Richard Shilton
Andy McFaul
Jenny Boothe
Samraj Gill

SRO (Elexon IM)

DNO Representative
Medium Supplier Representative
Large Supplier Representative
Supplier Agent Representative
iDNO Representative
DCC Representative
RECCo Representative
DIP Manager Representative
I&C Supplier Representative
Small Supplier Representative
NESO Representative
Elexon Representative (Central Systems Provider)
Elexon (Supplier and Agent Qualification Lead)

Programme Industry SME
LDP Delivery Lead
PMO Lead
Assurance and Integration Lead
Head of MHHS Programme
Transformation Lead
Planning Lead

IPA
IPA
IPA
Ofgem
Ofgem
Elexon BSc Change

Apologies

Tom Lowe
Joel Stark

Consumer Representative
Supplier Agent Representative