

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 04/09/2026

Meeting Number	PSG060	Venue	Virtual
Date and Time	02 September 2026 10:00-11:30	Classification	Public

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
Readiness Assessment 8	PSG60-01	Programme to report progress and outcomes of targeted engagement related to readiness for the new Settlement Timetable to PSG by 06 January 2027.	Programme (PEC team)	06/01/27
AOB	PSG60-02	Programme to provide an update on the status of the proposed Supplier Charges Issue Group and related next steps following discussions with the Elexon change team.	Programme (Jason Brogden)	07/10/26

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC131	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.
CR066 Approval	PSG-DEC132	PSG Chair approved CR066 for implementation as a Housekeeping Change to update the Migration Framework documents in order to ensure the documents reflect the current 'As Is' State of Migration.	No objections or comments were raised for the approval of the Change Request.
M14 Acceptance Criteria	PSG-DEC133	PSG Chair approved T2-MR-0200 'M14 Checkpoint: PSG assesses M14 delivery confidence', noting that the M14 decision is on track to be made in accordance with the M14 Acceptance Criteria and that the notification to Ofgem of no central	No objections or comments were raised for the approval of the milestone.

		Qualification issues can be sent in accordance with Qualification Approach and Plan Annex 4.	
Readiness Assessment 8	PSG-DEC134	PSG Chair approved T2-RA-0700 'Readiness Assessment 8 - Ready for New Settlement Timetable - Completed (incl. Readiness Assessment Report approval)'	No objections or comments were raised for the approval of the milestone.
	PSG-DEC135	PSG Chair approved the removal of T2-RA-0800 'Readiness Assessment 9 - Readiness for New Settlement Timetable - Completed (incl. Readiness Assessment Report approval)'	No objections or comments were raised for the removal of the milestone.

Key Discussion Items

Headline Report and Actions	The Chair confirmed that PSG58-02 which relates to the M15 Customer Acquisition Ban process remains ongoing. DECISION: The PSG Headline Report from the July PSG was approved with no amendments (PSG-DEC131). No objections or comments were raised.
Ofgem Update	Ofgem noted that progress across the Programme remains positive. They highlighted that September and October represent a particularly important period due to the number of PPs commencing Migration and encouraged PPs to engage proactively with the Programme should issues arise.
CR066 Approval	The Programme presented CR066, a housekeeping change to update the Migration Framework documents following the exit from ELS. The Programme explained the changes align the Migration Framework with current operating processes, reflecting agreed ways of working and decisions previously approved through Migration governance forums, MWG and MCAG. The Programme noted the updates had deliberately been deferred until completion of ELS, with subsequent prioritisation of CR065. The Programme highlighted CR066 was not subject to a formal impact assessment but has been reviewed through MWG and MCAG prior to being brought to PSG. The Programme highlighted the updates include clarification of terminology, updates to parameters and amendments to document wording to reflect that Migration is now live. They confirmed that these changes do not alter Programme outcomes, deliverables or migration controls.

	DECISION: PSG Chair approved CR066 for implementation as a Housekeeping Change to update the Migration Framework documents to ensure the documents reflect the current 'As Is' State of Migration (PSG-DEC132). No objections or comments were raised.
Programme Status Update	Critical Path and Late Exit Milestones The Programme highlighted that legacy late exit milestones associated with M14, M15 and M16 have been formally removed from the Programme Plan. They noted that these milestones were introduced during CR022 but became redundant following CR055 and their removal does not impact delivery activities, dependencies or key milestones. Programme Status by Workstream The Programme confirmed that delivery remains on track across Qualification, Migration and M16 activities. M16 is Amber due to ongoing concerns around mobilising issue groups related to CVA changes. Programme Participants Journey Stages The Programme reported that approximately 40% of PPs are actively migrating and noted continued left-to-right progression through the Qualification and Migration journey, with an expectation for the Final QAD column to shift right by the next PSG. RAID The Programme confirmed that strategic risks remain stable, although the theme relating to PPs' ability to meet Programme timescales has moved to Amber. This reflects the increased risk that a small number of PPs may experience sanctions at M14. The Programme noted this does not impact the achievement of the M14 milestone. The Programme also outlined there are no high scoring issues (score 3 or above) to bring to PSG presently.
Qualification Update	Qualification Update Code Bodies reported continued strong progress against Qualification activities. Since the previous PSG, all remaining Wave 3 PPs have completed Qualification, and significant progress has been made across Wave 4. Code Bodies provided an update since paper publishing, with 41 of 42 Wave 4 Final QAD reviews and Director Sign-Offs completed.

	Code Bodies also highlighted that the number of PPs expected to qualify via MP12 has reduced from 32 to 8, a 75% decrease, significantly reducing delivery risk ahead of M14. Code Bodies noted PPs at risk of not qualifying in Wave 4 or Enduring Qualification are being closely monitored. Escalation Process: Digital Power Energy Supply UK Limited (MPID: VERM) Code Bodies formally notified PSG that Digital Power Energy Supply UK Limited remains within Stage 4 Escalation and continues to receive enhanced support, with Code Bodies working alongside the Programme to manage associated risks. The PP remains at risk of sanctions at M14 if Qualification is not achieved. The DNO Representative queried Digital Power's MPAN market share. Code Bodies confirmed that the PP represents less than 500 MPANs and therefore would not materially affect overall migration delivery if sanctions were applied.
M14 Acceptance Criteria and Decision-Making Dry Run	The Programme presented evidence supporting the M14 Acceptance Criteria and conducted a dry run of the M14 decision-making process. The Programme reminded representatives that this checkpoint forms part of the approved M14 governance choreography and will trigger notification to Ofgem following this PSG that no central Qualification issues have been identified. The Programme reminded members that the formal M14 decision will take place through extraordinary governance meetings in October 2026. The M14 Acceptance Criteria The Programme confirmed that the M14 Acceptance Criteria continue to be met. They noted criterion #2 can be marked complete following this PSG, given the test completion evidence provided in this meeting and the implementation of BSC Mod P514 on 27 August 2026. M14 Criteria 1 Evidence BSC reported that Code Bodies performance consistently remained within required tolerances and has improved over time, further noting review activities regularly met service level commitments despite peak Qualification volumes. They also highlighted that QT activity completed ahead of forecast across all Waves, enabling earlier focus on final reviews, PAB approvals and Director sign-offs. RECCo agreed with the above and confirmed that Qualification activity continues to progress well, with the remaining Wave 4 PPs expected to qualify via RECCo by 11 September 2026. M14 Criteria 2 Evidence Code Bodies presented evidence from the Annex 4 trial run, noting the trial included execution of steps 6-13. They highlighted that step 1 was already completed and steps 2-5B remain outside trial requirements and relate to MPID intention plans.

Code Bodies confirmed that the end-to-end data gathering exercise for the Annex 4 process was completed in one day rather than several weeks.

They noted that step 9, was not physically undertaken during the trial. However, assurance was provided through a LWI and successful run report.

Code Bodies outlined that communications were issued and received in accordance with the documented process, with evidence retained for audit purposes. They noted all stages of the trial were successfully completed and involved a volunteer PP.

The Programme confirmed ongoing discussions with DCC and RECCo regarding the risks associated with PPs potentially facing sanctions, noting further available insight post-October PAB.

M14 Criteria 3 Evidence

The DIP Manager reported that whilst initial tolerances of PPs off-track were higher than desired during earlier months, no PPs have been off-track for the last four months due to focused intervention and support.

The DIP Manager also confirmed that invitations to access the DIP Production environment have consistently been issued within the target 24-hour window following successful Qualification.

Elxon highlighted that the Service Activation metrics continue to provide confidence that related activities are progressing well. They provided an update since paper publishing, noting 19/19 Wave 3 Service Activations have completed, with further progress expected across Wave 4.

Elxon added that the results demonstrate the Service Activation process has continued to scale successfully as PP volumes have increased and confirmed that activations have been completed without evidence of material issues or critical delays.

They further advised that confidence in ISD readiness remains Green, with no ISD or MDD publication issues identified that could not be resolved using established fix-forward approaches.

Letter to Ofgem

Code Bodies presented the draft Letter to Ofgem, which forms part of the Annex 4 process and highlighted the letter has been signed by BSC, RECCo and the Programme and will be sent to Ofgem should PSG approve the M14 Checkpoint milestone.

Decision for PSG

DECISION: PSG Chair approved **T2-MR-0200** 'M14 Checkpoint: PSG assesses M14 delivery confidence', noting that the M14 decision is on track to be made in accordance with the M14 Acceptance Criteria and that the notification to Ofgem of no central Qualification issues can be sent in accordance with Qualification Approach and Plan Annex 4 (**PSG-DEC133**).

No objections or comments were raised.

	The Programme stated communications will be sent out regarding this decision directly to PPs and via the Clock.
Migration Update	The Programme reported that 20+ million MPANs have now migrated, representing more than 60% of total Migration volumes. The Programme added Migration performance remains strong, with Sprint 4 tracking closely to plan and deviation from the M11 baseline reducing to within Migration Framework tolerances of < 3%. The Programme provided an update to meeting papers, noting approximately 29 Suppliers have commenced Migration, with an increasing number of Suppliers expected to start in September and October 2026. The Programme noted exception volumes continue to remain low, with occasional spikes attributable to isolated supplier-specific Migration issues rather than systemic concerns. • The Supplier Agent Representative queried whether Migration tracking sufficiently considers Settlement KWh volumes alongside number of MPANs migrated, noting that a significant proportion of higher consumption and more complex sites are expected to migrate later in the Programme. The Programme acknowledged this and confirmed it remains an area of ongoing discussion. They noted MPAN volume is reported on the Elexon website, with 62.4% MPAN and 22.6% volume currently migrated. The Programme advised that proposals relating to M15 success criteria and migration reporting will be brought to 10 September MWG and they will continue to assess the characteristics and risks associated with the remaining volume and advanced sites. • The Small Supplier Representative asked whether there is an explicit difference in issues experienced given the increasing number of advanced MPANs being migrated. The Programme noted there are currently no differences in the level of exceptions and there is a stable volume of cases raised via the Elexon Service Management help desk. The Programme added that the comprehensive responses from Elexon and central bodies to RA8 provides further confidence that preparation is in place if a spike in cases does arise. Migration Dependencies The Programme noted further information regarding D369 is available in the Delivery Dashboards section. With regards to D352 the Programme invited BSC and DNO representatives to provide an update. • The BSC representative highlighted that both CP1632 and CP1628 have been approved for November release, with no issues, delays or developments to date. • The DNO representative outlined that St Clements confirmed the code can be expected on or by the 18 September 2026 which aligns with the DNOs' plan and indicates release by end of October 2026.

	Complex Sites The Programme introduced its approach to migrating Complex Sites, where a mapping exercise identified approximately 2,000 MPANs, with 35% requiring additional coordination. The Programme is developing a Complex Sites Migration and Engagement Strategy, which will be presented to 10 September MWG. The approach will phase migrations across November, December and January, with each site assigned a migration phase and provided a unique identifier where one does not already exist. Migration extracts identifying the expected migration phase for the MPANs will also be shared with Suppliers w/c 14 September 2026. Where multiple Suppliers are involved with one site, the MCC will facilitate engagement and coordination where required, with Suppliers expected to work together to agree migration dates. The Programme expects initial Complex Site migrations to commence in November, followed by more complex migrations in December, with the majority completed during January (Sprint 6), leaving the final 12 weeks before M15 free from Complex Sites.
M16 Update	The Programme provided an update on M16 readiness and Decision Point 1, reporting that latest monitoring shows the criteria have been met, with Settlement performance between the RF and R3 runs achieving required targets and Migration completion exceeding 60%. The Programme highlighted that STEG would review the results, with a recommendation expected to be taken to MCAG for approval. Subject to approval, communications would be issued confirming the shortened RF timetable will be applied four Settlement Days from 1 October 2026. The Programme noted that several industry activities, including Settlement calendar and ISD changes, are dependent on this decision. • The DNO Representative asked if this recommendation will be brought to the eMCAG on 15 September 2026. The Programme confirmed this would be the meeting and ensures the decision is made at least 2 weeks ahead of the first impacted Settlement. The Programme noted focus is now shifting towards SF decision criteria development.
Readiness Assessment 8	The Programme presented the results of RA8, reporting an approximately 90% response rate and noted that, whilst overall industry readiness for M16 remains high, some responses indicated that PPs may not fully understand the implications of the Settlement Timetable changes. In particular, several PPs stated no changes were required as they had already completed Qualification, suggesting a misunderstanding of the requirements associated with M16.

	Given this, the Programme recommended RA9 is removed but targeted engagement is undertaken with PPs whose responses demonstrated limited understanding or insufficient detail, supported by the PEC team and MCC Account Managers. Additional activity will also be undertaken with managed service providers to ensure appropriate readiness coverage. The Small Supplier Representative supported the removal of RA9 but requested assurance that the follow-up engagement would produce clear evidence demonstrating that affected PPs had understood and addressed any readiness gaps. The Programme confirmed that progress and outcomes would be reported back to PSG, with further mitigation considered if sufficient PP engagement or evidence was not obtained. Post-meeting note: The Chair and PEC team agreed that the findings can be brought back to January 2027 PSG. ACTION: Programme to report progress and outcomes of targeted engagement related to readiness for the new Settlement Timetable to PSG by 06 January 2027 (PSG60-01). With the above caveats, the Chair approved RA8 completion and the removal of RA9. DECISION: PSG Chair approved T2-RA-0700 'Readiness Assessment 8 - Ready for New Settlement Timetable - Completed (incl. Readiness Assessment Report approval)' (DEC-PSG134). DECISION: PSG Chair approved the removal of T2-RA-0800 'Readiness Assessment 9 - Readiness for New Settlement Timetable - Completed (incl. Readiness Assessment Report approval)' (DEC-PSG135). No objections or comments were raised.
Programme Closure Update	The Programme provided an initial overview of closure planning activities by M16. The Programme confirmed that operational responsibility of the MHHS TOM has already transferred to Elexon following ELS, with future closure activities focused on successful completion of M14, M15 and M16 and management of governance, tools and programme artefacts. - The DNO Representative asked if the DIP Simulator would be handed over as a BaU activity. The Programme noted ongoing discussion regarding this, with the expectation to transfer to the DIP Manager following M14, with changes communicated accordingly. - The Medium Supplier Representative sought clarification on how Programme artefacts and Qualification evidence will be managed following Programme closure, particularly where documentation contains sensitive information and continues to support Enduring

	processes. The Programme confirmed that the retention, handover and disposal of Programme artefacts will form part of the closure workstream, further noting that Qualification test completion reports are already part of Elexon's Qualification audit trail. • The RECCo Representative noted that the Programme closure approach suggested that some MPANs could remain unmigrated beyond M15 and highlighted that M15 should represent the point at which all MPANs are migrated. They further noted that, if any migration activity remained beyond M15, associated governance would need to be formally handed over. The Programme acknowledged this and noted proposals on M15 delivery and governance related to this will be brought to 08 October 2026 MWG for discussion. • The Large Supplier Representative queried whether further information on Programme closure activities would be brought to future PSG as an ongoing update. The Programme confirmed that Programme closure acceptance criteria are expected in November or December PSG, with monthly updates from January onwards.
IPA Update	The IPA presented updates on Programme assurance. IPA Assurance The IPA reported continued confidence that M14, M15 and M16 remain achievable and aligned to Programme reporting. • M14 – Qualification is Green and remains in a strong position for the October decision, with the IPA supportive of the evidence used against the M14 Acceptance criteria. • M15 – An update to the papers was provided, noting Migration is Green given it is tracking 2.7% below the M11 baseline plan. • M16 - Tracking Green, acknowledging the risks associated to CVA issues and PPs potentially not understanding the changes required for the new Settlement Timetable can be managed appropriately. More detail on each milestone can be found in the meeting slides.
Delivery Dashboards	The Chair took the delivery dashboards as read by exception. • The DNO Representative sought clarification on the recent CSS07000 incidents. The DCC Representative confirmed there are three separate certificate-related incidents with different root causes but similar impacts. Most affected MPANs have now been resolved, with approximately 10,000 remaining subject to corrective activity. The DCC Representative noted that a dedicated working group has been established to improve certificate change management, monitoring, incident response and remediation processes, with a more detailed performance update to be brought to PSG. They also confirmed that the remaining impacted MPANs require MPRS refresh actions by DNOs, with two DNOs still processing material volumes as of 25 August 2026, where one expected to complete shortly and the other likely to require several weeks.

AOB	• The Large Supplier Representative requested an update on the proposed Supplier Charges Issue Group, they highlighted that no further communication had been received and sought clarification on whether the group was formally established. The Programme advised that it did not have a current update but understood that discussions were underway to agree the scope of the group and align the Suppliers. The Programme agreed to seek an update and provide feedback ahead of the October PSG. The I&C Representative emphasised that Supplier charging remains a significant concern for the domestic Supplier constituency. ACTION: Programme to provide an update on the status of the proposed Supplier Charges Issue Group and related next steps following discussions with the Elexon change team (PSG60-02). <i>Post-meeting note:</i> A meeting was scheduled for 04 September between Elexon and the 3 Suppliers who have raised issues to agree a consolidated position to take forward into an issues group.
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Date of next monthly meeting: 07 October 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
Gareth Evans
Andrew Campbell
Neil Dewar
Ife Garba
Jo Hill
David Moss
Tom Lowe
Joel Stark

MHHS IM

Malinsa Abeysundara
Jason Brogden
Lewis Hall
Philip McCann
Ian Smith
Claire Silk
Nicola Farley

Joe Grisley
Carlota Soumah Fernandez
Stuart Pitcher
George Player

Other Attendees

Joe Ashworth
David Gandee
Andy McFaul
Jenny Boothe

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
I&C Supplier Representative
Small Supplier Representative
NESO Representative
NESO Representative
Elexon Representative (Central Systems Provider)
Elexon (Supplier and Agent Qualification Lead)
Consumer Representative
Supplier Agent Representative

PMO Analyst
Programme Industry SME
LDP Delivery Lead
PMO Lead
Assurance and Integration Lead
Transformation Lead

MCC Lead

MCC Lead Delivery Project Manager
RECCo Qualification Team
DIP Manager
Elexon Qualification Team

IPA
IPA
Ofgem
Ofgem

Apologies

N/A