MHHS Programme Steering Group (PSG) Headline Report

Issue date: 09/05/2025

Meeting Number	**PSG044**	Venue	**Virtual**
Date and Time	**07 May 2025 10:00-12:00**	Classification	**Public**

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Readiness for Go-Live	**PSG44-01**	Programme to add expected delivery dates to each of the M10 Acceptance Criteria.	Programme	04/06/2025
Elexon Readiness Update	**PSG44-02**	Helix to follow up with the DNO rep in relation to reviewing consultation feedback on the Cross-Party Service Desk Model to ensure test scenarios align with industry expectations.	Helix / DNO	16/05/2025
	PSG44-03	Establish and provide (to the Programme) a clear and measurable plan for Knowledge Transfer ahead of M10.	Helix	16/05/2025
	PSG44-04	Elexon to provide a detailed, line-by-line breakdown and delivery timeline for DIP reporting, including what is required by 30 June 2025 for RECCo and any other reporting that might be required. Summary to be shared with the Programme and RECCo.	Elexon	16/05/2025
	PSG44-05	Elexon to arrange a detailed session with NESO to walk through defect 281117, including root cause, resolution and re-testing outcomes.	Elexon / NESO	16/05/2025
	PSG44-06	Elexon to provide a SAT recovery plan, and weekly updates of SAT progress against that plan, including a full list of SAT actions with their outcomes and planned delivery dates	Elexon	16/05/2025
	PSG44-07	Elexon to re-publish the Helix delivery dashboard to better reflect current status. Updated PSG papers to be re-issued following revisions.	Elexon / Programme	09/05/2025
Previous Meeting	**PSG42-04**	Helix to report to PSG with an update on: the Service Management delivery plan; progress against that plan: progress on inter-helpdesk process definition; and the development and execution of an engagement plan.	Helix	02/04/2025

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	**PSG-DEC101**	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.

Key Discussion Items

Area	Discussion
Headline Report and Actions	The PSG Headline Report from the March PSG was approved with no amendments (**PSG-DEC101**).
Ofgem Update	Ofgem thanked the Programme and industry for the 'phenomenal progress' in recent months, particularly with the completion of Cycle 3 of SIT Functional and Migration, and the progress made in non-SIT LDSO Qualification. Ofgem noted the increasing ministerial and executive visibility, with quarterly meetings now held with the Minister for Energy and monthly updates requested by the Ofgem CEO. Ofgem also advised that the decision on the PP Directions has been signed off and will be published by Friday 09 May 2025.
Readiness for Go-Live	Programme introduced a new format which will be utilised in future PSG meetings as we approach M10. This approach takes a more focussed look at M10 and includes a more in-depth look at the delivery status and challenges to the critical path (the current Programme Status slide, a Critical Path POAP, and spotlights on challenges to the critical path), and a Parties' M10 Readiness Dashboard. The Parties M10 Readiness Dashboard provides a RAG status for M10 Parties, as well as commentary explaining the challenges and pathways to Green. The headline for this PSG was that Elexon Helix (and the DIP Manager, which sits under the Elexon umbrella), have received a RAG status of Red based on the collective views of industry participants, IPA, Ofgem and the programme team, gathered via various governance and non-governance meetings (such as GLIG) and bilateral conversations. Supporting information for Participant statuses can be found in the meeting slides and Elexon will present on their Path to Green in that agenda item. The DCC rep sought clarification on whether any further code or licence changes are expected that would impact DCC's ability to support MHHS, particularly relating to Service Management. The RECCo Rep advised that no further REC changes are currently expected. All changes impacting DCC have already been approved and are progressing through implementation. The DCC Rep noted that this should be considered from a SEC perspective as well and the Elexon Helix Programme Manager stated that no SEC updates are expected. Programme advised of a proposed shift in the presentation of the pathways to Qualifying for M10. This will involve a move away from the terminology 'MVC' and 'non-MVC' to better reflect the reality of the pathways PPs will take from SIT and non-SIT LDSO Qualification testing through the BSC PAB. The following terminology will now be used: "M10-Ready", "M11-Ready" and "Not M11-Ready". The Programme spotlight was on the "M10-Ready" pathway and outlined the key challenges and the paths to Green.

	Programme also provided an update on the M10 Acceptance Criteria with a RAG status for each and a path to Green for any criterion with an Amber or Red status. The key RAID items and escalations for each criteria were also provided.

The Large Supplier Rep asked whether an expected delivery date could be added for each the M10 Acceptance Criteria. Programme accepted this an action (**ACTION PSG44-01**).

The DNO Rep highlighted 3 points raised in the DNO Delivery Dashboard: LDSO Market Monitoring and Reporting Post-Migration, Assurance of DUoS Billing Accuracy and Service Management.

The DNO Rep and Ofgem discussed in detail the LDSO Market Monitoring Reporting to Ofgem post-Migration. The DNO rep raised concerns around the capability of LDSOs to continue meeting Ofgem's market monitoring requirements post-M11, as key legacy data attributes (such as Profile Class and traditional market segmentation) will no longer be available for MPANs that migrate to the MHHS arrangements and LDSOs have not currently built new reporting capability to report on MHHS migrated MPANs, as previously highlighted to Ofgem. LDSOs will maintain existing reporting during the transition; however, at M11, this data becomes increasingly unrepresentative of the live MHHS environment as migrated MPANs will not be reported on. This leads to a risk of leaving Ofgem with limited visibility on market activity and segmentation without LDSO reporting and without any other party having clear responsibility or capability to provide the necessary reporting.

Ofgem advised that LDSOs should continue current market monitoring reporting processes unless instructed otherwise, confirmed that Ofgem's Market Monitoring team still requires segmentation of the non-domestic market and acknowledged that new mechanisms may be needed to achieve this in the MHHS environment. Ofgem advised the Market Monitoring team will be encouraged to meet with the LDSOs to discuss options and further encouraged the LDSOs to explore alternative reporting options. It was noted that, whilst this wasn't a Programme responsibility, there is currently a gap in reporting MHHS market data to Ofgem Market Monitoring and the clearest way to resolve this would be to have a clear set of requirements from Ofgem Market Monitoring and an assessment from industry on how to best meet those requirements (feasibility and timing).

The DNO Rep also highlighted the need to maintain accuracy in the DUoS Billing assurance, noting that LDSOs have taken Settlement Assurance Activities as far they can, and that the DNO Rep has sent a note to Elexon Helix and Performance Assurance to request appropriate monitoring measures are in place, particularly through early life. Programme advised that these activities would be covered in M10 Acceptance Criteria 31 and 32, 'Performance Assurance measures are understood and in place to maintain BAU performance during the Migration period' and 'Programme monitoring, assurance and escalation process for beyond M10 is in place and operational' respectively. |
| **Programme Update - Testing** | Programme provided an update on key headlines from SIT, including SIT-A and SIT-B testing at the end of Sprint 16. The key headline and a major success for the Programme is that all cohorts have passed 100% of Cycle 3 SIT Functional and Migration tests with zero open Severity 1 or 2 defects. This is a major achievement for the Programme and all SIT PPs, and the SRO expressed its gratitude to all cohorts for their hard work throughout SIT.

Programme also provided an update on the ongoing testing phases of Non-Functional and Operational. Programme outlined the outstanding actions against SIT Ops Theme 3 Batch 1 - which continues to have a RAG status of Red. Programme also outlined the status of Non-Functional Testing (NFT) and Operational testing which are both Amber. These testing phases have encountered delays but there is contingency in place. At present there is some risk of missing completion targets although in such an eventuality it is very unlikely to have any critical path impact. Due to the need to establish whether (and when) Non-Functional testing may need to be re-run, work is ongoing with Participants to identify the root causes of testing issues and the Programme advised that if a scenario did arise whereby a choice needed to be made between supporting that |

	diagnostic work in NFT, and testing in Ops, that NFT should be prioritised due to the likely complexity of any identified further NFT defects and defect resolution activities when compared to Ops.
Non-SIT LDSO QT Update	Programme provided an update on non-SIT LDSO QT. The RAG status has changed from Amber to Green due to the progress made by the 1 LDSO who was considered at risk of not completing their Qualification Testing (QT) within the QT. This LDSO is no longer at risk and is on track to complete within the window. The result is that all non-SIT LDSOs are on track to complete testing within the QT window.
Migration Update	Programme provided a summary of Migration Readiness. This included detail on The Migration Framework, The Migration Schedule and the MCC Mobilisation. All of the key milestones are on track. More detail can be found in the meeting slides.
Elexon Readiness Update	Elexon provided an update and next steps on the following key readiness activities identified as requiring a Path to Green in the M10 Participant Readiness Summary: • Service Management (Cross Party Service Desk process) and Operational Readiness Testing (ORT) • Organisational Readiness and Knowledge Transfer • Dip Manager and DIP Service Provider Operational and Service Readiness • Settlement Assurance Testing • ISD data readiness There is more detail on each of the above areas in the meeting slides. Below will outline the discussions that took place in relation to each area. **Service Management (Cross Party Service Desk process) and Operational Readiness Testing (ORT)** The DNO Rep raised concerns about the clarity and sequencing of work on Service Management and testing, noting that the LDSOs have been working for months under the expectation, based on the SMS and SDD, that Elexon would operate a central service desk, with LDSOs operating service management as per their current arrangements. However, recent documentation and consultation outputs have introduced ambiguity, and it remains unclear whether new materials align with baselined documents. The DNO Rep also raised concern that test scenarios are being developed before consultation feedback is concluded, resulting in the risk of revisiting work that should be progressed in series, not parallel. Elexon highlighted the importance of ensuring clear communication chains and coordinated incident response between parties. Elexon clarified that the consultation aims to ensure shared understanding of the Cross-Party Service Desk model and recognised the importance of confirming that upcoming tests and scenarios are consistent with industry expectations and committed to reviewing the consultation feedback and ensuring alignment and the Helix Rep will follow up with the DNO Rep after the PSG meeting (**ACTION PSG44-02**). The IPA asked for clarification on the level of change expected in the Service Management documentation following industry consultation. The IPA also queried whether enough time and resource had been allocated to review and incorporate the feedback, and whether PPs who provided comments would be re-engaged. Elexon confirmed that while there were many detailed comments, no material blockers had been identified that would delay the plan. Elexon confirmed that one-to-one feedback sessions were being held with some PPs, e.g. LDSOs, to ensure their input was correctly reflected in the revised documents. A full update on document status and timelines is being compiled and will be shared in the near future. The iDNO rep raised concerns regarding the lack of visibility and clarity over Service Management and Operational Readiness documentation. Whilst engagement with Elexon has improved, the documentation outputs remain fragmented, making it difficult for LDSOs to review content holistically or understand the current status of key deliverables. The iDNO rep requested a comprehensive catalogue of documents outlining: • What is being published

- What each document will include
- Their current status (draft, in review, baselined)
- Expected timelines for release

Elexon confirmed that a full document tracker is being prepared, following discussions and an action taken at GLIG on 02 May 2025.

The DNO rep echoed the iDNO rep's concerns, emphasising that scenario development and test alignment depend on clear, finalised documentation. The DNO rep also emphasised the need to publish as soon as possible.

Organisational Readiness and Knowledge Transfer

Elexon confirmed that plans are in place to ensure the necessary team capabilities to support onboarding and Service Activation. Early mobilisation is intended to mitigate risk and ensure full operational capability by Go-Live with a target to be ready for onboarding in August.

The IPA asked whether the support structure was an enduring model, noting that several resources were listed as interim. Elexon advised that while the current resourcing model includes some interim and consultant roles, the structure itself is intended to be enduring. The approach is to initially over-resource during ELS to ensure stability, with the potential to scale down over time if incident volumes reduce. However, no reduction in capability or function is planned, and Elexon will maintain full-service levels as long as required by the Programme and industry. Elexon have been analysing the volumetrics required to support operational Service Management and will be sharing this analysis shortly with the Programme.

The IPA also queried whether the various Knowledge Transfer and Readiness activities presented by Elexon had been formally scheduled and communicated to PPs, noting the importance of these being reflected in stakeholders' diaries to support assurance planning. Elexon confirmed that a detailed list of key activities for the next 3–4 weeks has been compiled, including triage resourcing, webinars, and knowledge handover workshops although noting that Elexon and the Programme have been discussing the need for a clear and measurable plan for the overall Knowledge Transfer plan ahead of M10. One Knowledge Transfer session is already scheduled for w/c 12 May 2025, with the remaining workshops to be diarised by 09 May 2025. The intention is to establish (and provide to the Programme) a stable, complete plan by the end of w/c 12 May 2025, ensuring activities are clearly articulated to M10. **(ACTION PSG44-03).**

DIP Manager and DIP Service Provider Operational and Service Readiness

Elexon stated that the roles associated with the DIP Manager role are filled with a list of LWIs compiled that are required to be completed by 18 July 2025.

The RECCo rep sought clarity on the plan and delivery timeline for DIP reporting and specifically asked what is expected to be delivered by 30 June 2025, as listed in slide 39, and whether Elexon has a clear schedule for deployment. Elexon acknowledged the query and confirmed that a workshop is scheduled for later in the week to finalise a line-by-line breakdown of the reporting components, including delivery dates. Elexon committed to providing a detailed summary to both the Programme and RECCo **(ACTION PSG44-04).**

The RECCo rep also asked whether the necessary Code Readiness updates, particularly those related to non-functional requirements, are being picked up in the DIP rules and queried if there is a plan to incorporate these elements into the formal governance process. Elexon clarified that

the DIP code changes were not covered but confirmed that Elexon is content with the timelines and scope and advised that a table summarising all planned amendments and their status will be provided in upcoming governance sessions.

The Avanade rep raised concerns over delays to Avanade operational process dress rehearsals due to unresolved integration points with Elexon. Avanade emphasised the need for clearer alignment and highlighted that while the Migration reporting scope for the end of June is defined and the reporting solution is extendable, requirements still need to be finalised for other reporting requirements. Avanade highlighted the importance of material progress with concern about the volume of work still required to deliver the requisite next level of detail and urged clarity on what remains to be delivered and when. Elexon confirmed a workshop is scheduled for 15 May 2025 to align on the service model and reporting deliverables, with a shared plan expected by end of w/c 12 May 2025.

Settlement Assurance Testing

The NESO rep raised concerns regarding the labelling of the Settlement Assurance activity in slide 43 as "internal Helix testing,", noting NESO's direct stake in settlement timelines and changes. Elexon confirmed there will be liaison with NESO.

NESO also escalated concern over critical defect 281117, which affects the P210 file and directly impacts NESO's ability to charge an estimated £4.5 billion in transmission costs post-Migration. NESO noted a lack of communication and transparency on the defect's resolution status, despite its significance, and requested urgent follow-up to ensure clarity, transparency, and readiness. Elexon acknowledged the concern over defect 281117 and committed to scheduling a detailed walk-through session with NESO to review the defect's resolution and testing outcomes. (**ACTION PSG44-05**).

The IPA asked about Elexon's level of confidence in completion of Settlement Assurance Testing, given the inherent risks and escalations described. Elexon stated that confidence in this area depends on demonstrated progress and the tracking of velocity as the key indicator of success. At this point in time Elexon cannot set projections on testing timescales until defects are fixed and there is some experience of testing velocity post-defect fixes.

The DNO rep asked again about the Accuracy of DUoS Billig Assurance and asked whether a regular update could be provided to demonstrate assurance of the SAT activities. Elexon accepted this as an action to provide a full list of SAT actions with their outcomes and planned delivery dates, as part of Elexon's intention to provide, given significant delay in this testing, a full Settlement Assurance Testing recovery plan by the end of next week (**ACTION PSG44-06**).

Summary

The Large Supplier Rep asked what needs to be delivered and by when, to shift confidence levels and move safely towards M10, given the Red status, and all of the work that is required. Elexon acknowledged the concerns and pointed to 15 May as a key date for consultation feedback and ORT test confirmation. A comprehensive readiness plan will be delivered by end of next w/c 12 May, aligning with the 30 May directive. For Settlement Assurance Testing, Elexon committed to demonstrating weekly velocity to track progress toward the 27 June target, which was accepted as not being based on any current velocity projections at this point.

	The Large Supplier Rep queried several RAG statuses on Helix's Delivery Dashboard, slide 67, including SAT Testing Execution Completed and ORT Execution Completed which are both tracking green, also noting that all of the milestones/deliverables on the slide are listed as Green or Blue. Elexon acknowledged the discrepancies between the delivery dashboard slide and the Programme and industry's view. Elexon agreed to re-publish the delivery dashboard to provide a more accurate reflection of Elexon's status and the Programme noted the need to clearly define the Helix recovery plan so that it can be understood and monitored against. Elexon noted that SAT was its number 1 priority at this time. The PSG papers will then be re-issued following the update (**ACTION PSG44-07**).

The iDNO rep echoed the view that Elexon's delivery dashboard was not reflective of constituents' view.

Elexon also included a series of POAPs for the following focus areas:

- End to End Operational Testing
- MHHS Transition
- Operational Change
- Operational Readiness
- Service Activation
- Training
- Service Management [introduced as a late addition the late afternoon before PSG] |
| **Delivery Dashboards** | The IPA provided an update on their monthly assurance dashboard and outlined the activities ongoing in Assurance period 9.

DCC provided an update on the SMETS1 issue. DCC will report back with a detailed view of the delivery plan, which remains on track for mid-May following Service Provider responses. In the interim, work has been undertaken with British Gas (BG) and E.ON to analyse data and determine which meters will be impacted by the issue and the consequential potential impact on Migration. |
| **AOB** | Ofgem offered some final points on the Elexon Readiness Update. Ofgem emphasised the importance of balancing speed and quality, keeping PPs informed and ensuring progress is visible and credible. Ofgem noted that Operational Readiness Testing (ORT) is due to complete by 11 July, after the second checkpoint, and stressed the need for PSG to be confident that milestones are on track. Ofgem also called on all parties to work collaboratively and with urgency, particularly in the Service Management space, to meet the current M10/M11 dates. Ofgem underlined the importance of having a clear and detailed delivery plan, including document sign-off timelines, and monitoring delivery against the plan.

Programme provided an update on CR061, clarifying the proposed adjustment to the M10 milestone date. The current baseline places M10 on Wednesday 24 September, two days after systems Go-Live, to allow time for evidence gathering and PSG approval. To avoid confusion among PPs about the system Go-Live date, the Programme is proposing to move the M10 milestone forward by two days to Monday 22 September, which aligns with the actual Go-Live date. A new milestone will be introduced for the PSG governance approval, which will remain on the Wednesday. CR061 will be discussed further in a webinar held on 07 May and is expected to go for Impact Assessment on 08 May 2025. |

Date of next meeting: 04 June 2025 at 10:00am

Attendees

Chair
Chris Welby (Chair replacing Helen Adey) — SRO (Elexon IM)

Industry Representatives
Andrew Campbell	Small Supplier Representative
Chris Price	DNO Representative
Carolyn Burns (replacing Elaine Eyles)	Medium Supplier Representative
Paul Daniels	Avanade Representative
Andrew Green (replacing Gareth Evans)	I&C Supplier Representative
Graham Wood	Large Supplier Representative
Simon Harrison	Supplier Agent Representative
John Abbott	Elexon Representative (Central Systems Provider)
Jenny Rawlinson	IDNO Representative
Neil Dewar (replacing Ife Garba)	NESO Representative
Geoff Hunt / Trisha Champaneria	DCC Representative
Jonathan Hawkins	RECCo Representative

MHHS IM
Andrew Margan	Code Lead
Jason Brogden	Programme Industry SME
Keith Clark	Programme Manager
Philip McCann	Governance Lead
Roger Robar	Test Lead
Warren Fulton	Migration Lead
Smitha Pichrikat	Client Delivery Manager
Paul Pettitt	Programme Test Lead
Chris Welby	Strategic Industry Advisor
Chris Harden	Client Programme Director
Nicola Farley	Programme Qualification Lead
Will Rosson	PMO Planning Lead
Ed Charlish	LDP Delivery Oversight

Other Attendees
Laura Kennedy	Code Bodies
David Gandee	IPA
Renata Yussapova	IPA
Jenny Boothe	Ofgem
Andy McFaul	Ofgem
Fahreen Japp	Ofgem
Holly Abbott	PAB Chair
Steven Page	Elexon CFO

Apologies
Andy Manning	Consumer Representative
Helen Adey	Chair (SRO)
Joel Stark	Supplier Agent Representative