

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 05/12/2025

Meeting Number	PSG051	Venue	Virtual
Date and Time	03 December 2025 15:00-17:30	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Headline Report and Actions	PSG51-01	Programme to establish and document a clear escalation route from TOG to PSG where TOG actions do not make sufficient progress, ensuring visibility and timely intervention.	Programme	14/01/26
Migration Update	PSG51-02	Elexon to set out onboarding choreography of new Suppliers and other participants starting migration and their inclusion into TOG prior to their migration, to ensure smooth transition.	Elexon	14/01/26
AOB	PSG51-03	Programme to add links with additional detail on code changes in the Horizon Scanning / Industry Change Update.	Programme	14/01/26
Previous Meeting(s)	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

	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC120	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.

Key Discussion Items

<p>Headline Report and Actions</p>	<p>DECISION: The PSG Headline Report from the November PSG was approved with no amendments (PSG-DEC120).</p> <p>PSG50-01: The Large Supplier representative noted the action is recommend closed but the TOG webpage is not yet live and asked for the timeline. Programme noted it was also a TOG action and that it had been raised at TORWG earlier on 03 December, and that Elexon planned to set up the website in January 2026. Programme agreed to keep the action open until the website is active.</p> <p>ACTION: The Programme noted there is no clear escalation route for TOG actions that have not been addressed. The Programme took an action to establish and document a clear escalation route from TOG to PSG where TOG actions do not make sufficient progress, ensuring visibility and timely intervention (ACTION PSG 51-01).</p> <p>PSG50-03: The DNO representative highlighted parallels to the ongoing New Connections issue, noting that whenever process issues arise, the supporting triage, materiality assessment and communication must be handled consistently. The Chair noted that these issues are being handled through TOG and TORWG and that the (PSG) actions should remain closed but PSG must retain oversight where wider programme impacts emerge.</p>
<p>Ofgem Update</p>	<p>Ofgem reported general satisfaction with Programme progress and noted several related areas of internal work. The Ofgem consumer-led flexibility team is reviewing MHHS-related actions in the roadmap, particularly those linked to licence obligations, in light of a new industry modification on incentives. Ofgem also highlighted ongoing consideration of SLC47 and encouraged suppliers to review the Smart Metering RFI (Tab 8). Work has begun on how MHHS benefits will be monitored post-Go-Live, including potential updates to RFIs. Ofgem confirmed it has no delivery concerns at this time.</p>
<p>Programme Status Update</p>	<p>Critical Path</p> <p>Programme presented the Critical Path for the Programme out to M16 and confirmed the programme is on track, whilst acknowledging that there are continued risks to delivery, as would be expected during the Early Life Period..</p> <p>RAID</p> <p>Programme introduced a revised format for RAID, presenting Risk glidepaths and Risk Assessment heatmaps for the key risks for the periods of ELS, M14 and M15. This format was previously used during the M10 and M11 cutover choreography. Risks to the Early Life period are generally the higher scoring risks at this stage.</p> <p>Programme Status by Workstream</p> <p>Programme provided an update on the Programme Status by workstream. It was noted that Early Life status is forecast to move from Amber to Green next month, providing that (1) no blocking issues come up in the meantime, (2) Early Life Phase 3 starts as planned on 18-Dec, (3) migration does not need to be paused or slowed, and (4) we see an improving trend of Service Management response times, to reach better compliance with SLAs.</p>

	<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 provided a summary of Migration progress, planning, and the status of Sprint 0, with Migration initiations and completions performing to plan.</p> <p>The DIP Manager highlighted an emerging risk on latency patterns in DIP messaging under higher volumes and advised that investigation was underway with Avanade. The Programme advised the matter should be tracked through TORWG.</p> <p>Programme also outlined the core Migration dependencies, as per the meeting slides.</p> <p>ACTION: The Meeting Chair asked that all suppliers due to begin Migration in upcoming sprints were being onboarded to TOG prior to beginning Migration so that they understand Service Management processes, escalation routes and operational expectations. Elexon took an action to set out the full choreography at the January PSG meeting (ACTION PSG51-02).</p>
<p>Qualification Update</p>	<p>The Code Bodies presented an update on Qualification and Qualification Testing (QT) progress. The key headlines are that Pathway 6 is tracking green, and QT testing is progressing to plan with some risks for a small number of PPs in wave 1, which retains an Amber status. More detail can be found in the meeting slides.</p> <p>Discussion Points</p> <p>QAD Submissions:The Chair asked whether there had been any decline in the quality of QAD submissions from PPs engaging later in the process. Code Bodies noted a marginal increase in review cycles for some QADs but stressed that no new or unexpected issues were emerging. A Wave 4 briefing for PPs will be held on 9 December.</p> <p>ISD: The Large Supplier Representative raised questions regarding ISD publication dates and whether changes could affect PP planning. The Programme explained that internal work was underway to map customer journeys, working right-to-left from Migration start dates, and that conclusions would be shared through the appropriate governance groups rather than solely through TOG.</p>
<p>IRG Update</p>	<p>The Programme provided an overview of the recent Issue Resolution Group meetings (IRG). The IRG was invoked as part of the M11 work-off plan following the Elexon ISD and Service Management issues that preceded M11. The IRG confirmed it was satisfied with the Elexon actions taken, and agreed to progress residual actions through TORWG. More detail can be found in the meeting slides.</p>
<p>Early Life Support Update</p>	<p>Programme View</p> <p>The Programme has entered into ELS Phase 2 following a recommendation by TOWRG and a subsequent approval by MCAG. ELS Phase 1 Migration targets were confirmed as met, including the minimum number of MPANs migrated and the successful peak-of-peaks test. While there were concerns relating to Elexon’s Service Management performance, Elexon confirmed that the issues did not impact the Phase 1 exit decision and</p>

	<p>provided statements of confidence (that planned migration volumes in Phase 2 can be supported) from each service area owner, with no objections from industry.</p> <p>The key risks continue to relate to service management response times and the number and timeliness of settlement issues and their resolution. To improve visibility, the Programme has requested more detailed weekly reporting, including materiality, time to resolution for each issue and trends. The Programme added that it retains the right to pause or reduce the number of migrations should there be a need.</p> <p>The DNO Representative asked what proportion of the market would have entered MHHS arrangements by the end of the ELS period and whether later-onboarding suppliers and agents, using different systems and with less live experience, might introduce new risks once they begin migrating.</p> <p>The Programme explained that only part of the market will be active by the end of Phase 3, but each supplier is responsible for their own Migration plan but should follow a controlled ramp-up, starting with low volumes before increasing throughput. This, combined with the Programme's ability to slow or pause migration if needed, provides protection as more PPs join. The Programme also noted that the purpose of ELS is to validate the central TOM, Settlement and Migration processes rather than every individual supplier's system. Core processes, including reverse migration and MCC operations, have already been proven under ELS conditions.</p> <p>The Programme also outlined the ELS performance against the "happy path" targets and presented the summary of ELS reporting, as per meeting slides.</p> <p>IPA View</p> <p>The IPA echoed the view of the Programme, noting the risks but supporting the move to Phase 2. The IPA also included some recommendations and good practices, as per meeting slides.</p>
<p>Hypercare Update</p>	<p>Elexon Update</p> <p>Elexon provided an update on Service Management, ISD, Settlement, as well as the Service Management Improvement plan.</p> <p>Service Management: Elexon reported improved performance in the daily triage process, now supported by wider SME attendance and stronger incident prioritisation. Work is close to completion on a new LWI for incident communications, which will provide clearer templates, expectations and content requirements. This is intended to improve the accuracy and consistency of communications to industry.</p> <p>ISD: Most issues from ISD v14 and v15 have been resolved and were not repeated in later publications. A new, unrelated issue occurred in v16, prompting Elexon to conduct a deeper review of ISD processes, monitored via TORWG. To reduce risk over the holiday period, the next ISD publication has been moved from 22 December to early January to ensure full resource availability.</p> <p>Settlement: Settlement performance has stabilised, with no recurrence of the high-impact issues seen ahead of M11. Recent fixes deployed through Helix releases have addressed several defects, and monitoring continues through TORWG. Elexon noted that updated MI is helping identify trends and provide earlier visibility of potential issues.</p> <p>Service Management Improvement Plan: Elexon described good progress across the improvement plan, including strengthened triage, enhanced communication governance and improved problem management. While improvements are being seen, achieving consistent SLA performance remains a priority and will continue to be tracked through TORWG.</p> <p>Discussion Points:</p>

	<p>Elexon Triage and Communications: The iDNO representative sought assurance that the strengthened triage process and updated communications approach would reliably identify all parties affected by an incident. In previous cases, it was noted that impact assessments had not always captured the full set of downstream effects, leaving some PPs unaware of potential implications.</p> <p>Elexon explained that the new LWI will require clearer, more structured information in incident communications, enabling participants to understand potential impacts more quickly and make their own assessments where necessary. They also highlighted that the expanded SME attendance at daily triage will improve the accuracy of initial scoping and reduce the likelihood of affected parties being overlooked.</p> <p>IPA added that it had recently provided Elexon with further recommendations on improving impact assessment and decision-making criteria, and that these had been taken onboard.</p> <p>BAU Change Process: The Small Supplier Representative asked about the slow progress of BAU Changes such as issue 118 raised in June 2025. The Meeting Chair advised this should be pursued through BSC governance as a BAU matter. The RECCo rep advised these issues are picked up the MHHS Expert Group which meets monthly and is chaired by BSC.</p> <p>The DNO representative added there is a risk that the BAU governance process operate at a first come first serve basis, potentially leading to inefficient prioritisation. The Meeting Chair reiterated that this should be pursued through BAU governance.</p> <p>LDSO Workaround for Linked MPANs: The iDNO and DNO representatives raised concerns regarding the temporary workaround for linked MPANs, noting that Elexon's guidance instructs LDSOs to bypass existing BSCP706 requirements in order to progress new connections where an export MPAN already exists. They highlighted that this places LDSOs in technical breach of the BSC and sought clarity on how long the workaround would remain in place, whether it risked creating inconsistencies in registration data, and what formal mechanism would be used to regularise the position.</p> <p>The Programme responded that the workaround aligns with the MHHS Design and is necessary to avoid blocking customer connections. All LDSOs had agreed the operational need for it. However, the Programme acknowledged the code conflict and confirmed that any enduring solution, whether a code update, derogation or alternative fix, must be taken through the appropriate BSC governance route. The LDSOs are supporting the MHHS programme in finding a solution but a universally agreed position has not yet been reached due to these design/code conflicts</p> <p>Hypercare Update from Central Parties and LDSOs</p> <p>The floor was opened to the Central Parties for additional verbal updates. DNOs emphasised the need for clean ISD publications before enabling system automation. The DIP Manager reported ongoing work to refine distribution lists and highlighted that rejection patterns observed during ELS provide useful insight for improving system behaviour ahead of further market onboarding.</p>
<p>Future Readiness Assessments</p>	<p>Programme provided an update on the approach to future Readiness Assessments (RA) 7, 8 and 9. The Programme is reviewing the phasing and scope to ensure future readiness assessment activity is additive and drives value to PPs. The Programme will not be issuing the RA in January as set out in the Programme Plan, and an update will be brought to PSG in the New Year once timelines can be proposed.</p>
<p>AOB</p>	<p>ACTION: The Large Supplier representative asked whether links with additional detail on code changes could be added to the Horizon Scanning / Industry Change Update, slide 73. Programme accepted this as an action (ACTION PSG51-03).</p>

	<p>The Large Supplier Representative noted a concern raised at the recent BSC Audit Workshop regarding potential clashes between audit activity and Migration effort. The Chair advised that audit timing should be examined in the context of Migration operations to ensure it does not increase risk for PPs.</p> <p>Chris Price will be replaced as DNO representative by David Yeoman, UKPN, from February 2026. The Chair thanked Chris Price for all his work and contributions for the past few years.</p> <p>The Chair closed the meeting by acknowledging the significant progress achieved in 2025, including successful entry into ELS Phase 2 and reaching around one percent of MPANs migrated.</p>
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Date of next monthly meeting: 14 January 2025 at 10:00

Attendees

Chair

Helen Adey

SRO (Elexon IM)

Apologies

Andy Manning

Consumer Representative

Industry Representatives

Chris Price
 Elaine Eyles
 Andrew Green (replacing Gareth Evans)
 Graham Wood
 Andrew Campbell
 Simon Harrison
 John Abbott
 Jenny Rawlinson
 Geoff Hunt
 Jonny Moore (replacing Jonathon Hawkins)
 Neil Dewar
 Paul Daniels
 James Stokes
 Joel Stark

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

MHHS IM

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

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

Other Attendees

Benjamin Gilbert
David Yeoman
Richard Shilton
Renata Yussapova
David Gandee
Andy McFaul
Sinead Quinn
Victoria Moxham
Roger Harris

Code Bodies
Incoming DNO Representative
IPA
IPA
IPA
Ofgem
Ofgem
Elexon
Elexon