

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 03/07/2026

Meeting Number	PSG058	Venue	Elexon Offices
Date and Time	01 July 2026 10:00-11:30	Classification	Public

New Actions

Area	Ref	Action	Owner	Due
Ofgem Update	PSG58-01	Ofgem to provide an update on its position regarding CP391 by 10 July 2026.	Ofgem (Jenny Boothe)	10/07/26
CR065 Update	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
Elexon Progress on IPA Service Management Strategic Actions	PSG58-03	Elexon to set timelines for IPA strategic actions #2 and #3 following discussions with the IPA and share these with PSG members as soon as they are agreed, no later than the 05 August 2026 PSG.	Elexon (Ian Giles)	05/08/26

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC128	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.
CR065 Update	PSG-DEC129	The Chair, acting with the authority of the MHHS Senior Responsible Owner (SRO) approved CR065: Alignment of Migration Baseline Documents to Mod P487.	CR065 and publishing the Migration Baseline documents was approved, subject to Appendix 3 'Detailed Process for M15 Customer Acquisition Ban' requiring further refinement, following in-meeting feedback from RECCo.

Key Discussion Items

Headline Report and Actions	DECISION: The PSG Headline Report from the June PSG was approved with no amendments (PSG-DEC128).
Ofgem Update	Ofgem noted that Heather Stuart has assumed responsibility as Deputy Director and Programme Sponsor following the departure of Melissa Giordano and will be the main point of contact moving forward. Ofgem noted the Programme continues to perform strongly, with delivery on track. They encouraged continued industry engagement on activities supporting the transition to a four-month Settlement Timetable and asked Suppliers to raise any concerns early. Given the progress made to date, Ofgem is beginning to consider the evidence required to support Programme closure, including lessons learned and the success criteria needed to close SCR and decide whether the Programme was successfully delivered with all requirements met. The I&C Supplier Representative queried around CP391 which changes the terminology in the capacity market and could impact Migration due to associated uncertainty. Ofgem confirmed work is underway and advised an update on Ofgem's position is expected w/c 06 July 2026. ACTION: Ofgem to provide an update on its position regarding CP391 by 10 July 2026 (PSG58-01).
CR065 Update	The Programme presented findings from the CR065 Impact Assessment and sought approval to align the Migration Baseline Documents with Mod P487. The Programme noted that the number of responses were relatively low, although this did not pose an issue. They highlighted that most respondents were in favour of the change to ensure P487 operates fairly and is implemented correctly, with no rejections received. Following respondent feedback, the Programme highlighted the Migration Framework Foundations document had been updated to strengthen alignment with BSC Section C 12.16.2. The Programme further confirmed that changes to BSC Section C remain out of scope for CR065 and clarified that, should CP1628 not be delivered as planned, MPANs dependent on its implementation may be exempt due to circumstances being outside Supplier control. The Programme recognised the need to bring further detail on the exemption process choreography and Customer Acquisition Ban, with intentions to share additional information via future MWG and MCAG meetings. The RECCo Representative noted that further detail is needed in Appendix 3 'Detailed Process for M15 Customer Acquisition Ban' of the Migration Framework and queried whether publishing the specific Appendix should be delayed until it is updated. The Programme agreed to discuss the additional information required with RECCo offline and recommended the Appendix still be published with the caveat that

	further refinements are expected. The Programme and RECCo acknowledged that this would not impact the approval or implementation of CR065. Following the feedback from RECCo, the Chair recommended approving CR065 at this PSG, subject to refinement of Appendix 3 of the Migration Framework Foundations document. The Programme further agreed to track and approve the Appendix update in MCAG by M14. ACTION: 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 (PSG58-02). DECISION: The Chair, acting with the authority of the MHHS Senior Responsible Owner (SRO) approved CR065: Alignment of Migration Baseline Documents to Mod P487 (PSG-DEC129). No objections or further comments were raised.
Programme Status Update	Critical Path The Programme remains on track, with no changes to the critical path. Programme Status by Workstream The Programme stated Qualification and Migration remain Green and M16 has moved from Green to Amber since last month following the identification of several CVA-related risks requiring further analysis. The Programme noted these risks do not pose a major concern to delivery, with confidence expected to improve as further assessment is conducted. Programme Participants Journey Stages The Programme outlined the Participant progression throughout the MHHS journey, with almost 60% of Participants in final QAD review and 23% migrating, with the left to right movement expected to become more prevalent closer to M14. RAID The Programme talked to overall strategic risk themes, noting that the risk profile remained stable with no significant changes to the themes or their severity since the previous meeting.

	Outstanding Work-Off items The Programme stated that the final outstanding M11 work-off activity, SAT testing for M16 transition, was completed and signed-off on 30 June 2026. The Programme confirmed that the M11 work off plan is now complete in its entirety.
Migration Update	The Programme reported that Migration continues to perform strongly, with over 13.7 million completed MPAN migrations as of 01 July 2026 and more than 14.3 million completions and 15 million initiations expected by the end of the week. They noted that Migration volumes now exceed one million MPANs per week and are expected to remain at this level for the next four weeks. The Programme confirmed that all central systems continue to perform as expected during the peak volume period, with Sprint 3 remaining broadly on track and recovery plans in place for new Suppliers facing issues. The Programme highlighted that 15 Suppliers are actively migrating as of 01 July 2026, with exception levels remaining low. They noted significant progress made in reducing Troublesome MPANs, with the number of impacted MPANs falling by more than 60% since March 2026 to approximately 95,000. They also stated positive findings from Complex Site Migration planning, with further updates to be brought to PSG once this work completes. The Programme noted that D369 remains Amber. They highlighted updates were reported at TOG and an Elexon Service Management ticket has been raised but confirmed there are no major impacts to Migration activity, with it expected to return to Green in next month's PSG.
Qualification Update	The Code Bodies noted Qualification continues to progress well and remains on track for M14. The Code Bodies highlighted that Wave 2 Qualification has completed and Wave 4 QT ended 4 weeks ahead of plan. The Code Bodies noted updates since paper publishing, with 29 of 31 Wave 3 Final QAD submissions reviewed and 28 approved, whilst 40 of 43 Wave 4 submissions were received. The Code Bodies noted continued engagement with organisations to ensure awareness of risks ahead of M14, including progress across Enduring Qualification and Participant market exit. The Code Bodies also outlined that positive Qualification delivery has created opportunities to smooth Migration Pathways by bringing some Participants forward into earlier Migration windows, particularly in MP8 and MP12.

M16 Update	The Programme provided an update on the RF consultation responses relating to Settlement Timetable shortening and the proposed decision criteria for RF7 and RF4. The Programme noted an even split in responses, by total number of MPANs. They highlighted key concerns raised by respondents included Supplier charges, performance assurance, implementation timing and proposed Settlement performance values. Following consultation, the Programme highlighted an updated set of decision criteria was recommended at 24 June 2026 STEG and will be taken to 07 July 2026 eMCAG for approval. The Programme outlined the key change made was Migration Completion Levels being introduced to provide a more quantified measure of readiness. They stated that the September RF7 decision has a Migration Completion Level of above 60%, noting a Migration Completion Level between 50% and 60% would require additional confidence assessments from the Programme and MCC to be delivered to MCAG around Migration concluding. The Programme noted that future activities will focus on assessing readiness for M16, developing criteria for subsequent Settlement Timetable changes and progressing Readiness Assessment 8, which was published on 30 June 2026 to assess Participants' understanding of the transition design and associated organisational impacts. • The Large Supplier Representative highlighted ongoing industry concerns regarding Supplier charge calculations associated with Settlement Timetable changes and noted discussions are underway to set up potential Elexon issue groups with the intent of addressing this in a timely manner. The Programme and Large Supplier Representative agreed that any issues regarding this should be raised with Elexon as the Programme cannot directly influence Supplier charges.
Elexon Progress on IPA Service Management Strategic Actions	Elexon provided an update on actions arising from the IPA Service Management review. Elexon noted most tactical actions have now been completed, with two pending. Elexon highlighted that actions on communications and model clarity are considered both tactical and strategic. They noted work off plans are in place to receive updated feedback on Service Management from Participants and document additional cross-party service desk trigger points, with an updated operations manual (v3.1) expected w/c 06 July 2026. Elexon outlined that strategic actions #2 and #3 will be incorporated into the Service Management Continual Improvement (CI) framework and monitored through the Service Management Forum, with actions #4 and #5 dependent on the CI framework.

	The Large Supplier Representative requested clarification on timelines for completing the remaining strategic actions and asked for future updates to be reported to PSG. The IPA confirmed that timelines will be added to recommendations #2 and #3 following discussions with Elexon. Elexon noted the CI framework will be updated to align with agreed completion dates and will also assign action owners, with updates on timelines brought to PSG. ACTION: Elexon to set timelines for IPA strategic actions #2 and #3 following discussions with the IPA and share these with PSG members as soon as they are agreed, no later than the 05 August 2026 PSG (PSG58-03).
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 - No central issues with the Qualification process that could affect Participants' ability to achieve M14. - Criterion #2 - Shifted from Amber to Green following successful process testing by BSC and RECCo. The Programme also highlighted positive consultation responses to BSC Mod P514 on lifting sanctions at ISD go-live rather than Qualification, with a modification report expected to be taken to panel in July 2026 for decision and no current blockers to implementation. - Criterion #3 - Service Activation processes continue to operate effectively. The Programme noted implementation of CR021 by the DIP Manager enables earlier onboarding of Participants, helping to manage peaks in MP8 and MP12. The early use of the process in MP8 has also provided confidence ahead of the larger volume of Participants expected in MP12 later this year. - Criterion #4 – Approved in QAG 22 April 2026.
IPA Update	The IPA presented updates on Programme assurance and lessons learned from the start of the Programme to M11. <u>IPA Assurance</u> 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 update on Migration being 18% off baseline and 1% off the Sprint 3 plan provides confidence in recovering lost volumes and meeting M15. - M16 - Tracking Green, with no critical blockers identified to progressing key decision points and implementing the agreed decision criteria. The IPA recognised some industry concerns remain around Supplier charges but agreed these should be managed outside the Programme through BAU issue groups and other escalation processes.

	<u>IPA Lessons Learned</u> The IPA noted lessons learned are being conducted in two phases to ensure insights are effectively captured. They presented lessons learned from Phase 1 gathered from various workshops with Elexon, LDP, SRO and constituency Participants. They highlighted key Programme strengths identified included the delivery philosophy, participant engagement model, strong leadership, layered assurance and flexible governance while the main improvement areas focused on early alignment of roles and impacts, strengthening testing preparation, introducing service management arrangements earlier and planning alignment between Parties. • The Chair queried which lessons represented the most significant strength and improvement opportunity. The IPA highlighted the Programme's delivery philosophy as the strongest positive theme, noting it had provided a consistent foundation for decision-making throughout delivery. The IPA identified achieving a clearer upfront understanding of organisational impacts and responsibilities as a key area for improvement, while adding that lessons from the testing phase represented one of the most significant opportunities to inform future programmes. • The Chair and the iDNO Representative highlighted the value of the lessons learned piece and continuing this work for the remainder of the Programme.
Delivery Dashboards	The Chair took the delivery dashboards as read by exception. The Programme confirmed that the Red status of T3-MI-0500 will be addressed through the 07 July 2026 eMCAG. The Chair called out the Amber statuses in the iDNO dashboard related to potential risks with Suppliers migrating MPANs using different systems and risks with ISD publications. The Chair stated these areas will continue to be managed by relevant Parties. The Chair further noted the Amber status on the RECCo dashboard relating to DIP release management. The RECCo Representative outlined that this has transitioned from an issue to a risk associated with the outcomes of IF51 and has returned to Green following positive conversations.

Date of next monthly meeting: 05 August 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
Joel Stark
Jo Hill
David Moss

MHHS IM

Jason Brogden
Lewis Hall
Philip McCann
Malinsa Abeysundara
Ian Smith
Warren Fulton
Joe Grisley
Claire Silk

Other Attendees

Joe Ashworth
David Gandee
Richard Shilton
Andy McFaul
Jenny Boothe
Ian Giles

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
Supplier Agent Representative
Elexon Representative (Central Systems Provider)
Elexon (Supplier and Agent Qualification Lead)

Programme Industry SME
LDP Delivery Lead
PMO Lead
PMO Governance Secretariat
Assurance and Integration Lead
Head of MHHS Programme
Delivery Project Manager
Transformation Lead

IPA
IPA
IPA
Ofgem
Ofgem
Elexon

Apologies

Tom Lowe
Neil Dewar

Consumer Representative
NESO Representative