

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 09/10/2026

Meeting Number	PSG061	Venue	Virtual
Date and Time	07 October 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
	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
Qualification Update	PSG61-01	Code Bodies to confirm the exact MPAN portfolio size of Nadara Energy Trading Srl.	David Moss	04/11/26
	PSG61-02	Code Bodies to communicate BSC and RECCo Enduring Qualification governance and points of contact.	Code Bodies (David Moss)	04/11/26
Migration Update	PSG61-03	Programme to clarify whether the MPRS activation date will be moved to the 09 November 2026 to align with the interim ISD release and communicate the agreed position to industry.	Programme (Stuart Scott)	04/11/26
IPA Update	PSG61-04	Exelon to provide an update on the IPA's tactical and strategic recommendations.	Exelon (Ian Giles)	02/12/26

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC136	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 confirmed that PSG58-02 and PSG60-01 remains ongoing as per the slide and PSG60-02 is recommended closed given I125 was raised, with further information available in the Appendix. DECISION: The PSG Headline Report from the September PSG was approved with no amendments (PSG-DEC136). No objections or comments were raised.
Ofgem Update	Ofgem noted that the Programme remains on track to achieve all remaining milestones and thanked the Programme and industry for their continued efforts. Ofgem encouraged participants to continue engaging proactively with the Programme and Elexon where any emerging issues arise so that these can be addressed before impacting delivery.
Programme Status Update	Critical Path The Programme confirmed that no changes have been made to the critical path. Qualification remains on track for the October M14 decision, Sprint 5 planning has completed for migration, and the Programme is moving towards the M16 Decision 2. Programme Status by Workstream The Programme highlighted M14 completion remains achievable despite a small number of Suppliers being at risk of missing the M14 deadline, though this does not affect the M14 decision. The Programme noted that Migration continues to progress well in line with Sprint 4 plans. They outlined that M16 is progressing positively and several M16 risks are being tracked through RAID and STEG governance, including Supplier Charges and CVA-related issues.

	Programme Participants Journey Stages The Programme reported continued left-to-right movement across the participant journey stages. They added that over 50% of participants are migrating and around 40% are Service Activated. RAID The Programme noted that strategic risks remain stable overall. The strategic theme relating to participants' ability to meet Programme timescales remains Amber due to a small number of participants not expected to qualify by M14, but this is expected to shift to green once focus moves to M15. The Programme also highlighted that the Programme's ability to approve M16 theme is trending Amber due to several M16 related risks that are being closely monitored. The Programme noted a similar Amber trend for the regulatory/external change theme primarily due to CP1632 and CP1628.
Qualification Update	Qualification Update Code Bodies reported that Qualification remains in a strong position, with 96% of participants qualified and 99.76% of MPIDs supported by a qualified supplier. Code Bodies provided an update to meeting papers, noting while the Wave 4 milestone is red, the remaining participant's Final QAD has been approved and Director Sign-Off completed, on track for 14 October 2026 PAB. Code Bodies confirmed this participant, Digital Power Energy Supply UK Limited, has been downgraded from Stage 4 Escalation given this. Code Bodies outlined that three M14-critical Enduring Qualification participants were qualified on 24 September 2026 PAB, demonstrating the enduring process is working as intended. They added that one M14-critical participant is expected to qualify in 14 October 2026 PAB, while another M14-critical participant is not expected to achieve qualification by M14 and is targeting approval on 09 December 2026. Escalation Process: Nadara Energy Trading Srl (MPID: NXTS) Code Bodies confirmed that Nadara Energy Trading Srl is in Stage 4 Escalation and will not achieve Qualification by M14, with I279 raised to reflect this, Code Bodies are continuing to track and support the participant.

	- The DNO Representative sought clarification regarding Nadara Energy Trading Srl's portfolio size. Code Bodies confirmed the participant represents only a small number of MPANs. ACTION: Code Bodies to confirm the exact MPAN portfolio size of Nadara Energy Trading Srl (PSG61-01). M14 Acceptance Criteria Code Bodies confirmed continued confidence that M14 is on track, and the M14 Acceptance Criteria will be met. Post-meeting note: With regards to criterion 3, the Code Bodies highlighted that an additional ISD publication is scheduled for 09 October 2026 with a Go-Live date of 16 October 2026, to remain fair and support one participant in qualifying by M14. Qualification Helix and RECCo Workstream Update Code Bodies noted the Helix and RECCo MHHS Programme workstreams will be stood down in line with M14. - The Chair requested the Enduring Qualification governance and points of contacts are clearly communicated. ACTION: Code Bodies to communicate BSC and RECCo Enduring Qualification governance and points of contact (PSG61-02).
Migration Update	Migration Execution The Programme reported strong migration performance, with 72% of industry MPANs migrated. Although migration volumes remained broadly unchanged over the previous week due to a planned non-migration period associated with cutover activity, overall performance remains ahead of Sprint Plan and within Migration Framework tolerances against the M11 baseline. The Programme noted that Sprint 5 commenced on 07 October 2026, with migration plans received from 100% of Suppliers. The Programme confirmed no material right-shifting of migration activity had been identified and highlighted that 30+ suppliers are expected to commence migration activities during the coming weeks. CP1628 The Programme noted a proposal to align the CP1628 implementation date with the interim ISD release, enabling the change to go live sooner than under the current ISD calendar.

	- The DNO Representative requested clarification on the proposed CP1628 implementation approach, specifically whether both the ISD release and MPRS activation date will move to 09 November 2026 to avoid a potential gap between the two, given the current MPRS activation date is 05 November 2026. The Programme agreed to confirm the position and communicate this to industry. ACTION: Programme to clarify whether the MPRS activation date will be moved to the 09 November 2026 to align with the interim ISD release and communicate the agreed position to industry (PSG61-03). CP1632 The Programme provided an update on CP1632, noting the issue will be discussed further through an industry meeting on 07 October 2026 regarding potential changes, with this continuing under close review. The Programme's position remains that CP1632 is not a migration blocker and that affected MPANs can continue to be migrated in their current state. They noted one Supplier has raised concerns that delays to implementation could result in customer detriment. The Programme's current understanding is that most MPANs are meterless and de-energised, thus further information is required, with any findings intended to be brought to MWG. - The Large Supplier representative advised that concerns relating to CP1632 are being raised by multiple Suppliers. The main concern relates to potential customer detriment and how this interacts with exemptions should implementation be delayed. The Programme confirmed it remains open to reviewing additional evidence and feedback, noting this needs to be fully understood before conclusions are reached.
M16 Update	The Programme noted the approval of Decision Point 1 on 15 September 2026, which reduced the RF run period to seven months from 1 October 2026. The Programme outlined broader communications beyond STEG was requested, recognising M16 decisions may affect a wider set of market participants. In response, the Programme is developing a wider M16 communications strategy, including a dedicated webinar to walk through decisions and timescales and closer coordination with Elexon communications. They added that further plans will be presented at the next PSG. The Programme noted the current settlement monitoring and migration data are on track for Decision 2 and are awaiting further data from Elexon for the SF decision criteria. The Programme also outlined BSC Issue 122 (CVA processes) and BSC Issue 125 (Supplier Charges) continue to be monitored through Programme RAID, despite not being part of the Decision 1 and 2 criteria.

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, the IPA is currently doing their own assessment of the M14 Acceptance criteria evidence and are aligned with the update provided at this PSG. ○ M15 –Migration is Green, with delivery tracking within tolerance at 2.4% behind the M11 baseline and 1% ahead of the current Sprint 4 plan. Whilst CP1628, CP1632 and the commencement of Non-SIT supplier migration contain some risks, these are currently being managed appropriately. ○ M16 - Tracking Green, with all M16 decisions made to date progressing as planned and the migration dependency continuing to provide further confidence. More detail on each milestone can be found in the meeting slides. • The Large Supplier representative requested an update on Elexon's progress against the IPA's tactical and strategic recommendations. The IPA and Chair confirmed an update will be brought to the November or December PSG. ACTION: Elexon to provide an update on the IPA's tactical and strategic recommendations (PSG61-04).
Delivery Dashboards	The Chair took the delivery dashboards as read by exception.

Date of next monthly meeting: 04 November 2026 at 10:00

Chair

Industry Representatives

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

MHHS IM

Malinsa Abeysundara
Stuart Scott
Lewis Hall
Philip McCann
Justin Andrews
Claire Silk
Warren Fulton
Samraj Gill

Other Attendees

Joe Ashworth
Richard Shilton
Andy McFaul
Jenny Boothe

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

PMO Analyst
Programme Industry SME
LDP Delivery Lead
PMO Lead
SRO Governance Chair
Transformation Lead
Head of MHHS Programme

BSC Change Representative

IPA
IPA
Ofgem
Ofgem

Apologies

Gareth Evans
Ife Garba
Jo Hill

Tom Lowe

I&C Supplier Representative
NESO Representative
Elexon Representative (as central
systems provider)
Consumer Representative