



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Sprint Retrospective - Sprint 2

Document Classification: Public

What we'll cover today



Welcome and introductions



Sprint 2 Progress



Common Issues and Trends



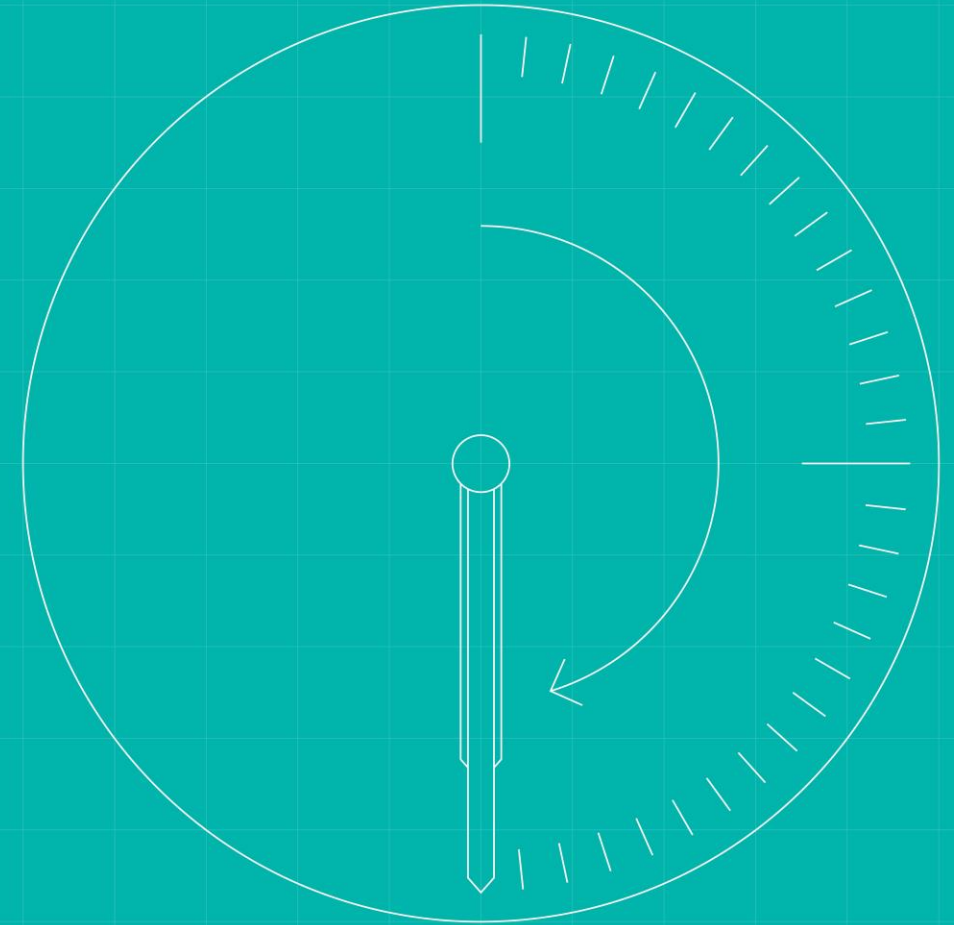
Participant Feedback



Look Ahead

Data included in these slides is as of 2 June 2026 unless stated.

Sprint 2 - Progress



Sprint 2's Progress

- 4.1 millions migrations were initiated in Sprint 2 which is 69% of the planned migrations were initiated in Sprint 2. There was strong adherence for the first 5 weeks of the sprint. The last 4 weeks saw a reduction due to some Suppliers having to pause migrations due to localised issues. Other Suppliers were able to migrate as per their plan throughout the sprint.
- Whilst migrations are under plan, the 'lost' volume, in Sprint 2, (~1.9m) is considered to be recoverable in later sprints so it is not currently considered to a material risk to M15.
- There continues to be no known central systems issues that stopped migrations during Sprint 2. There were 8 instances of a LDSO faced an issue that delayed the sending of messages. Majority were resolved in day and the LDSO were able to send PUB-32 by 5pm.
- 5 out of 7 Suppliers who were expected to start migrating in Sprint 2 have started migrating. With the remaining 2 having moved their migration start date to a later sprint.
- Sprint 2 initiated migrations for 13% of MPANs needed to achieve M15 which was the same as Sprint 1.
- There were no Migration Days where no migrations occurred when migrations were planned. This is reduction in the unplanned non migration days that occurred in Sprint 0 and Sprint 1 which is due to more Suppliers migrating.
- Sprint 2 saw more variance to plan with some Suppliers due to localised issues.

Cumulative Migration Totals Since M11 as of 05 June 2026

Suppliers currently migrating	Cumulative Migrations Initiated since M11	Initiations % of total MPANs (required for M15)	Cumulative Migrations Completed Since M11	Completions % of total MPANs (required for M15)
11	11,528,770	34.15%	10,752,568	31.85%

Cumulative Migration Totals in Sprint 2

Migrations Planned in Sprint 2	Migrations Initiated in Sprint 2	% of planned initiated	Migrations Completed in Sprint 2	Initiation to Completion %
6,046,113	4,145,696	69%	3,881,386	99.77%

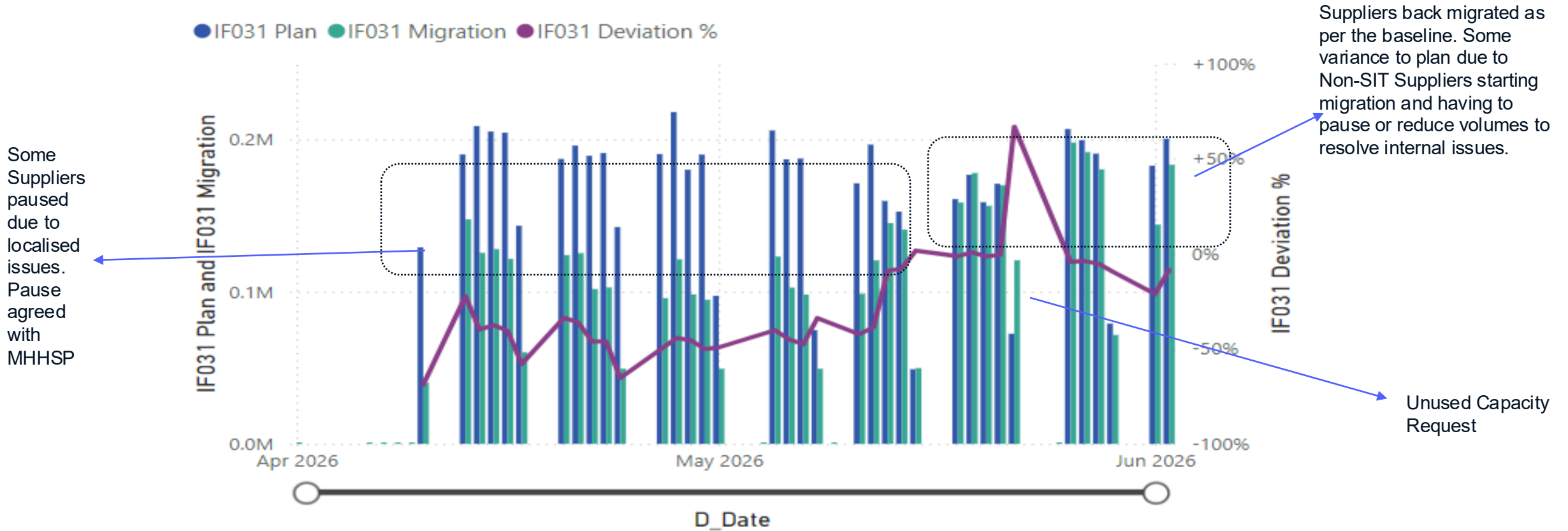
	Number
Migration Days in Sprint 2	36
Migrations Days, in Sprint 2, where migrations were scheduled	36/36
Migration Days were migrations occurred	36/36
Unplanned no migration days	0

Suppliers experiencing localised issues which caused them to pause migrations for period of time

- Overall Plan V Actuals accuracy, at overall Sprint level, dropped from 75% in Sprint 1 to **69%** at the end of Sprint 2 due to some Suppliers pausing or reducing migration volumes due to localised issues and not being in a position to catch up on 'lost' volume within the sprint.
- For the second half of Sprint 2, overall plan accuracy was good. Where there were shortfalls in initiations, this was linked to Suppliers who had recently started migration adjusting plans due to internal issues that needed to be resolved.
- The viability of catching up within week may reduce as there are more Suppliers migrating and higher migration volumes. Suppliers should prioritise in-day catch up where possible going forward.

Mig week	Migration Initiations Planned	Actual Initiations	Delta	Planned Accuracy
24	256,704	10,993	-245,711	4.28%
25	129,106	40,304	-88,802	31.22%
26	951,972	593,676	-358,296	62.36%
27	906,019	503,138	-402,881	55.53%
28	875,854	459,248	-416,606	52.43%
29	655,040	373,188	-281,852	56.97%
30	729,081	463,256	-265,825	63.54%
31	739,625	783,494	43,869	105.93%
32	676,117	663,010	-13,107	98.06%
33	807,474	759,618	-47,856	94.07%
Total	6,726,992	4,649,925	-2,077,067	69.12%

Please note: Week 24 and 33 has volumes from Sprint 1 and Sprint 3 due to sprints starting and finishing in the middle of the week



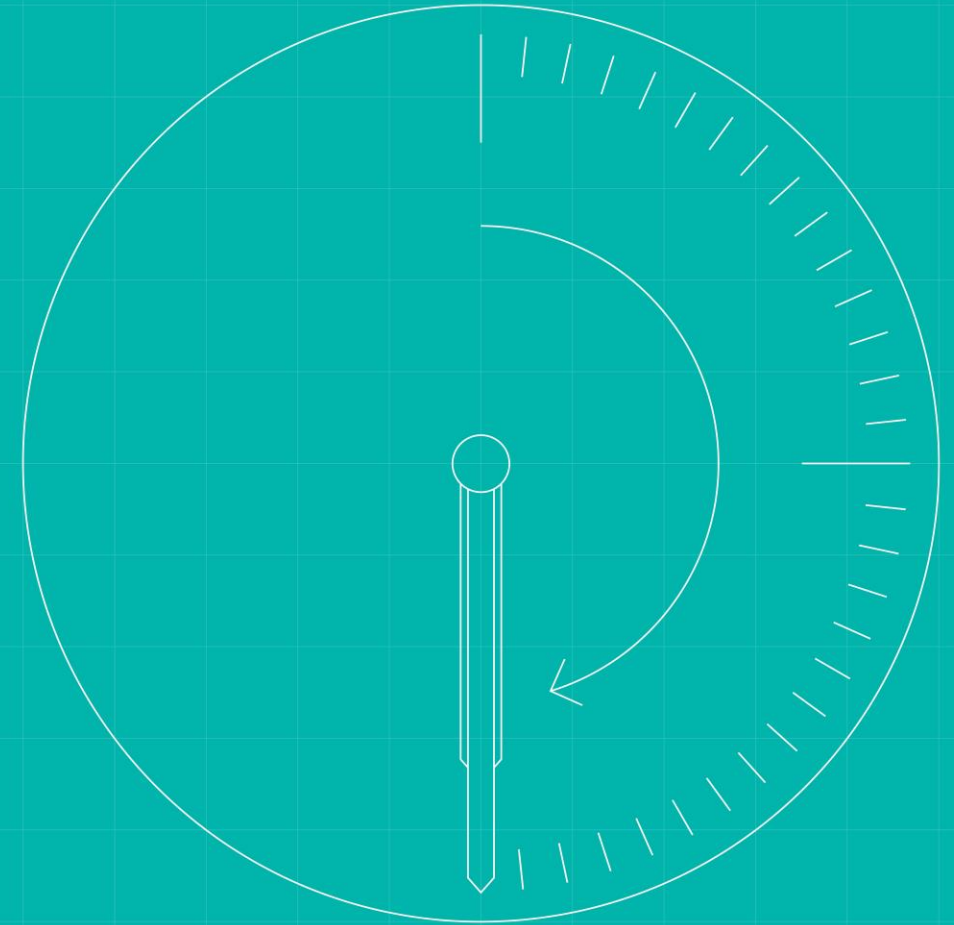
The biggest variance continued to be against planned v actuals at daily level. Average daily Plan v Actuals accuracy rate is 70%. This is decrease from Sprint 0 which had an average of 99% but an increase from Sprint 1 were the rate was 63%. There were 3 days where migrations were over the daily committed and 33 days where volumes were under plan.

There was also variance against planned actuals for non-SIT Suppliers. Supplier are more likely to be under plan, and this is mainly due to MPANs that have failed internal checks due to CoS or meter works. There have been a number of days where a Suppliers has made the decision not to migrate or has had an internal issue that has led to migrations not being initiated as expected.

Where Suppliers have been over plan, this has been driven by them catching up missed volume or unused capacity requests. In this scenario, variances were discussed with MCC in advance.

Questions?

Sprint 2 – Trends and Common Issues



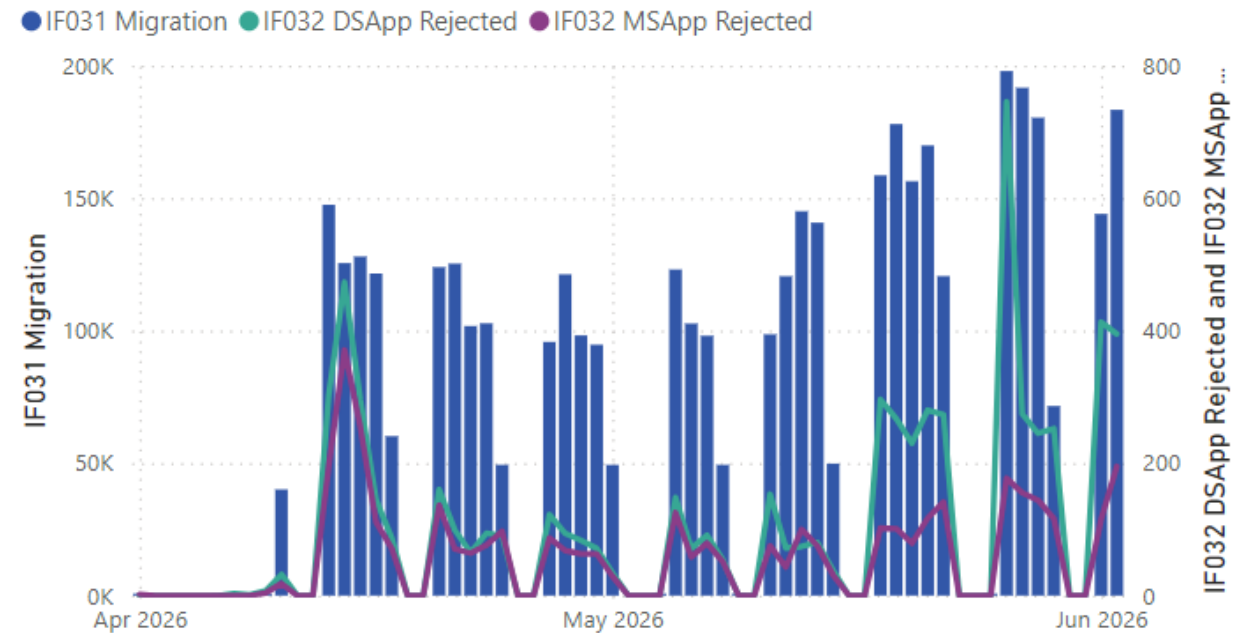
- Non-SIT Suppliers were able to start migration from 15 May 2026.
- 5 out of 7 Suppliers who were expected to start migrating in Sprint 2 have started migrating. With the remaining 2 having moved their migration start date to a later sprint.
- Of the 5, 4 Suppliers started on their expected migration start date. 1 Supplier started later due to a combination of issues with DIP onboarding and agent readiness.
- Overall, Non-SIT Suppliers have started migrations well. There has been some instances where Suppliers have had to reduce or pause migrations to resolve internal issues. In instances there has been engagement with MCC to understand rationale and agree resumptions plans.
- Programme is looking at what additional support can be put in place for new participants especially those using bespoke systems.

IF-32 Rejection Rates in Sprint 2

- IF-032 rejections rate remained under 1% in Sprint 2.
- As per the first two sprints, IF-032 rejections are highest on the Data Service Appointments compared to the Metering Service Appointments.
- REG1022 - Consent Granularity, Domestic Premises Indicator, Energy Direction and Market Segment combination is invalid and REG1031 *Agent is not compatible with current Market Segment for MPAN* remain the most common rejection code reasons. This is the same as was seen in the first two sprints.
- On MCS, REG1022 - Consent Granularity, Domestic Premises Indicator and REG9007 - MCS/MCA Scenarios cannot be used for an Already Migrated MPAN are the most common rejection codes.

Sprint 0		Sprint 1		Sprint 2	
DS App	MS App	DS App	MS App	DS App	MS App
3059	587	5871	2740	6711	3859
3646		8611		10570	

Initiated Volumes vs IF32 Rejections



To build on the discussion held at the June MWG, we are looking to trying to consider the different scenarios which might be driving the incorrect market segment rejections.

REG1031 rejections are consistently tracking at a similar frequency each fortnight with a 2-week average of 450 rejections.

Supplier error

- 1) Supplier sends incorrect Market Segment within IF-031

Meterless Import MPAN

- 2) Registered MPAN that's meterless pre-M10 and has defaulted to the incorrect Market Segment

Linked Import/Export

- 3) Registered IMPORT which is linked to a meterless non-registered export which was created pre- M10 and has caused both MPANs to be defaulted to the incorrect Market Segment
- 4) Registered IMPORT is with Supplier A, Registered Export Supplier B and there is a data mismatch

The Migration team would like to understand if Suppliers have identified any other scenarios which are resulting in the REG1031?

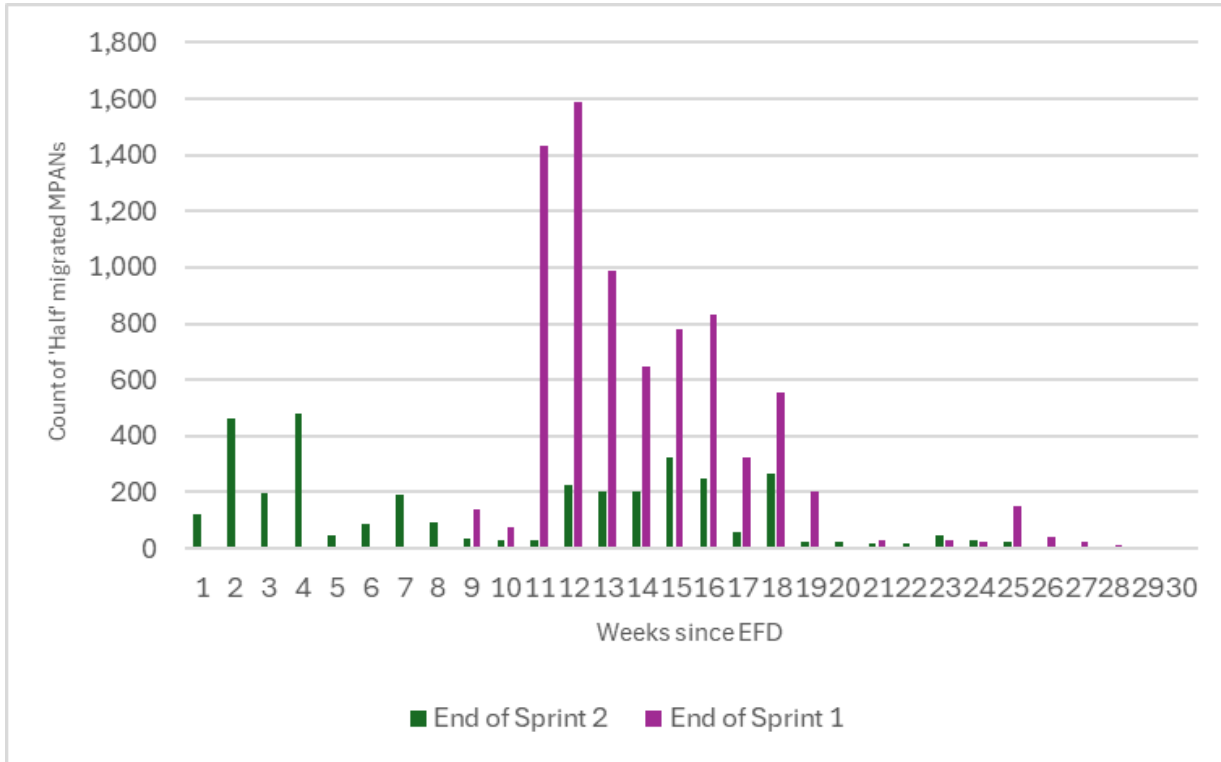
The Programme's assumption was that the REG1031 code would have occurred most frequently from instances that fall within scenario 3:

Registered IMPORT which is linked to a meterless non-registered export which was created pre-M10 and has caused both MPANs to be defaulted to the incorrect Market Segment

Due to this assumption, the Programme have completed early analysis with LDSOs and St Clements and the initial results would suggest that other scenarios are the main contributing factor.

The Migration team would like to understand which of the scenarios Suppliers are seeing the REG1031 most frequently?

'Half' Migrated MPANs



- At the end of Sprint 1, there were 7,815 half migrated MPANs and at the end of Sprint 2, there are 3,497. Of which, 1,670 have become half migrated during Sprint 2. Which suggest that of 7,815 MPANs that were half migrated at the end of Sprint 1, 6,048 MPANs have had the missing agent appointed and are now fully in the MHHS arrangements.
- **This shows that Suppliers are making better progress with resolving half migrated MPANs.**
- There was also a smaller number of MPANs that become half migrated during Sprint 2 compared to Sprint 1 but there was a higher number of PUB-32 rejections suggesting that Suppliers have made improvements to their exception management process and are addressing prior to the migration EFD or shortly afterwards.
- There are still a number are half migrated MPANs from Sprint 0 that have yet to be resolved. We have asked Suppliers to prioritise resolving aged half migrated MPANs were ever possible.
- 'Half' migrated MPANs are more likely to have a MS appointed but not a DS appointed which corresponds with the IF-32 rejection rate being higher on the DS.

In Sprint 2, there were 6 requests for unused capacity from Suppliers. The requests were for around 275k of additional capacity. This was a reduction from Sprint 1 where there were 12 requests for around 500k of additional capacity.

The requests could be split into two categories:

- ~200k was a request for additional capacity where a Supplier was looking to progress quicker than their committed plan
- ~75k was Suppliers catching up missed volume where they had been under their plan due to MPANs failing internal checks

Unused Capacity requests are checked against individual LDSOs thresholds and central thresholds to ensure that no thresholds are breached.

Questions?

Sprint 2 – Participant Feedback



View across respondents was that comms and support has worked well, and migrations have been aligned to the baseline plan

Strong collaboration and effective communication were key positives during Sprint 2. Regular discussions, timely updates, and support from the MHHS programme team enabled smoother coordination, improved team alignment, and facilitated more efficient resolution of blockers.

The programme remained stable overall, with continued supplier onboarding and effective governance, monitoring and control supporting migration execution

Performance reporting in meetings was clear and explained well with questions and actions picked up.

Communication from MCC via Teams channels worked well, and we appreciate the quick responses from the MCC

Feedback

LDSOs would like earlier awareness of supplier issues that will impact Migration volumes, with an estimated date of when they can expect to be resolved

Request for rolled up Migration reports, showing total Migrations since M11

Migration volumes did not always align with forecast, highlighting the importance of ongoing monitoring (plan vs actual) and cross-industry engagement.

MCC Action

MCC always try to keep LDSOs informed of any issues which will impact suppliers ability to migrate to plan. Long term issues are flagged in programme working groups and via the General Teams channel. However, daily variations are inevitable, and we cannot always flag these when they occur. If any suppliers have further long-term issues the MCC will contact LDSOs to let them know to expect lower volumes and provide as much detail as we can

Total number of MHHS MPANs can be obtained by viewing the Supplier Profile in Kestrel, which updates monthly from EES.
Elexon also publish data on metering points being settled in the half hourly arrangement [Half hourly settlement data - Elexon BSC](#)

MCC will continue to monitor daily volumes and alert participants to any issues as soon as possible.

Migration – Lessons Learned Central Repository



A centralised Participant Lessons Learned Repository has been established to capture lessons across the end-to-end participant journey. The Repository enables the programme and industry to share lessons learned again, strengthen participant readiness, and improve confidence in meeting MHHS milestones. It forms a key part of creating a consistent, structured learning loop across MHHS delivery. The log is available [here](#).

Purpose of the Central Repository:

- Provides a **single source of truth** for participant-focused lessons learned across MHHS.
- Consolidates lessons from **all major workstreams**: Qualification, Migration, Service Activation, DIP, and Settlement.
- Offers clear, **actionable** guidance to help participants anticipate risks early and prepare effectively for each milestone.
- Is fully **searchable and structured** by theme, impacted area, participant type, and MHHS phase.

New Migration Lessons Learnt added to log:

- NEW LL043 - Including unhappy path MPANS in initial migration volumes
- NEW LL044 - Use of Supplier Nominated Annual Consumption (SNAC)
- UPDATED LL031- Migration of SMETS 1 FOC which did not successfully complete the re-configuration has been updated following Migration Working Group (MWG) Action MWG-50-03.

The log is available [here](#).

How Participants Can Contribute:

- Identify a lesson learned from delivery, testing, migration preparation, or operational activities.
- Complete the Lessons Learned template, available on the Collaboration Base/Website.
- Submit the completed template by emailing ppc@mhhsprogramme.co.uk.
- All Participant Lessons Learned will be available to access on the MHHS website and Collaboration Base.



Q&A

Forward Look for Sprint 3

- 8.9 million MPANs due to be migrated. 5 weeks of more than 1 millions expected to be migrated
- 6 Suppliers due to start migration (expected migration start dates are in the table below.
- 4 Suppliers expected to complete their Core Migration Window/migration of their current portfolio

Migration start dates in Sprint 3

Migration Start Date	Count of Suppliers Due to Start
17/06/2026	1
19/06/2026	1
01/07/2026	2
27/07/2026	1
01/08/2026	1

Migration Sprint	Start date	End Date	Suppliers Starting Migration
0	Wed 22/10/25	Tue 03/02/26	5
1	Wed 04/02/26	Tue 31/03/26	1
2	Wed 01/04/26	Tue 02/06/26	5
3	Wed 03/06/26	Tue 04/08/26	6
4	Wed 05/08/26	Tue 06/10/26	30
5	Wed 07/10/26	Tue 01/12/26	31
6	Wed 02/12/26	Tue 02/02/27	1
7	Wed 03/02/27	Tue 06/04/27	0
8	Wed 07/04/27	Thu 06/05/27	0

