



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

Sprint Retrospective - Sprint 3

What we'll cover today



Welcome and introductions



Sprint 3 Progress



Common Issues and Trends



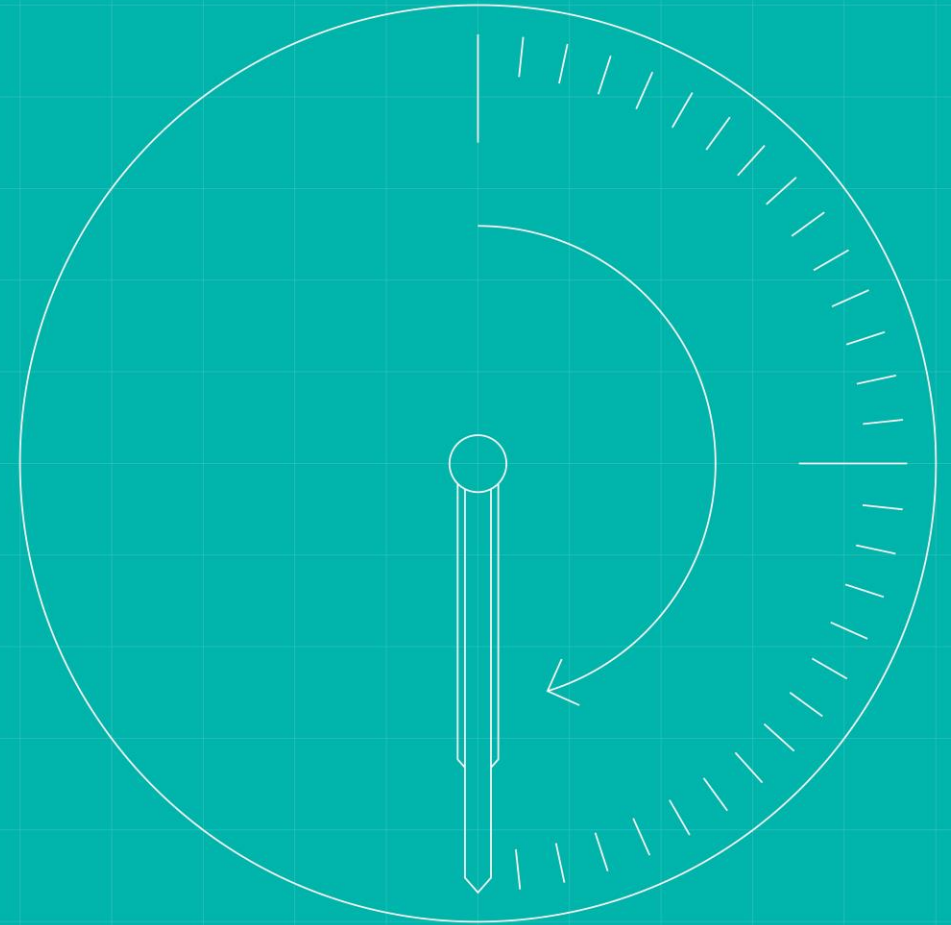
Participant Feedback



Look Ahead

Data included in these slides is as of 12 August 2026 unless stated.

Sprint 3 - Progress



- 8.4 Million Migrations were initiated in Sprint 3, which is 96% of those planned. This was both the highest volume planned and highest volume initiated we have had in a single sprint.
- The high volumes in Sprint 3 allowed us to catch up from the lower volumes in Sprint 2. We are now less than 3% under the original M11 baseline plan
- There continues to be no known central systems issues that stopped migrations during Sprint 3. There were 6 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. 1 issue was multi day and IF-032s were not issued until the following afternoon.
- 6 out of 9 Suppliers who were expected to start migrating in Sprint 3 have started migrating. 3 suppliers changed their start dates in advance due to internal issues
- There were no Migration Days where no migrations occurred when migrations were planned. This reflects that there were no central issues that necessitated a pause in Migrations
- Sprint 3 saw suppliers sticking more closely to plan than Sprint 2, with less Suppliers experiencing issues
- Sprint 3 saw two suppliers near 100% completion of their portfolios. The MCC is engaging with these two suppliers to understand their approach to ensuring that their portfolios remain at 100% MHHS.

Cumulative Migration Totals Since M11 as of 07 August 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)
17	19,953,174	59.10%	19,221,030	56.93%

Cumulative Migration Totals in Sprint 3

Migrations Planned in Sprint 3	Migrations Initiated in Sprint 3	% of planned initiated	Migrations Completed in Sprint 3	Initiation to Completion %
8,778,592	8,487,763	96.6%	8,479,652	99.9%

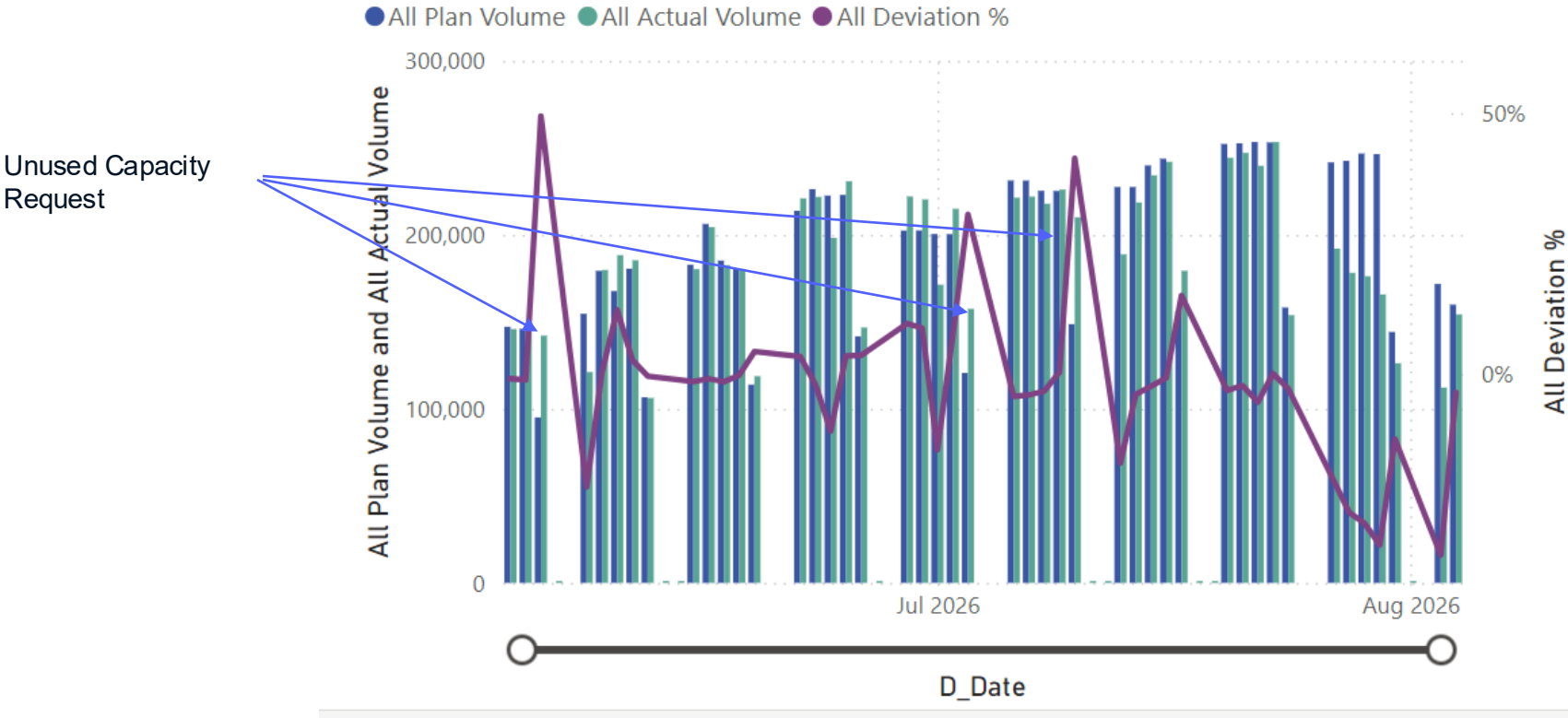
	Number
Migration Days in Sprint 3	36
Migrations Days, in Sprint 3, where migrations were scheduled	36/36
Migration Days were migrations occurred	36/36
Unplanned no migration days	0

Planning Actuals

- Overall Plan V Actuals accuracy, at overall Sprint level, increased from 69% in Sprint 2 to 96% in Sprint 3
- Multiple weeks in Sprint 3 saw over 1 million Migrations occurring, with three consecutive weeks over that number. These weeks also had over 1 million completions per week, with no central systems issues reported
- The MCC continue to advise suppliers to catch up within-week where possible, to minimise the growth of any backlogs

Mig week #	Mig EFD Dates****	Migration Initiations Planned	Actual Initiations Sent (IF-31)	Exceptions (IF-32)	Exceptions %	Completions (PUB-36)	Initiation to Completion %
33*	06/06/2026 -12/06/2026	807,474	710,240	2,545	0.36%	709,658	99.92%
34	15/06/2026-19/06/2026	847,288	781,046	3,970	0.51%	778,393	99.95%
35	22/06/2026 -26/06/2026	907,606	862,543	16,636	1.93%	854,944	99.12%
36	29/06/2026 -03/07/2026	1,063,315	1,014,254	4,449	0.44%	1,009,874	99.57%
37	06/07/2026 -10/07/2026	1,032,742	985,861	4,365	0.44%	981,589	99.57%
38	13/07/2026 -17/07/2026	1,043,069	1,096,963	4,797	0.44%	1,092,732	99.71%
39	20/07/2026 -24/07/2026	1,050,422	1,062,917	5,088	0.48%	1,063,633	100.1%
40	27/07/2026 -31/07/2026	1,100,659	1,138,354	93,294	8.20%	1,140,331	100.17%
41	03/08/2026 -07/08/2026	944,369	838,554	12,797	1.53%	836,308	99.73%
42	10/08/2026 -14/08/2026	771,860	693,394	3566	0.51%		
***	TOTALS	9,568,804	9,184,022	151,507	1.65%	8,467,462	99.73%

Please note: Week 33 and 42 has volumes from Sprint 2 and Sprint 4 due to sprints starting and finishing in the middle of the week



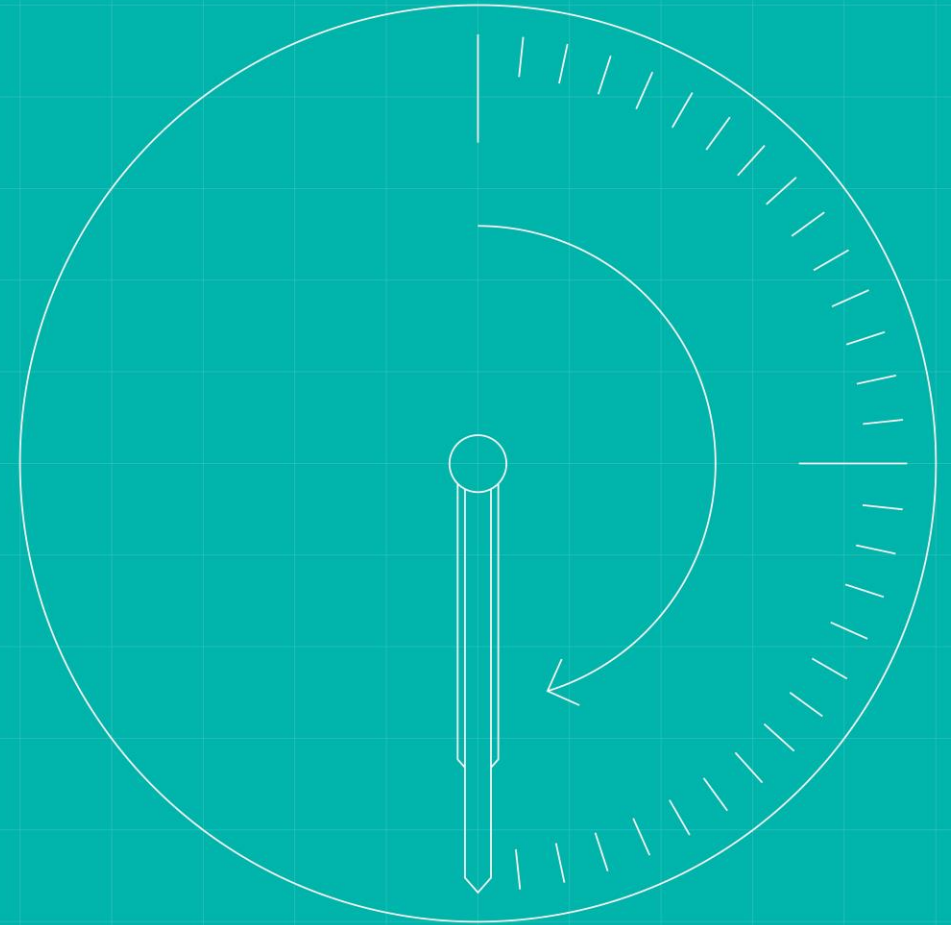
Daily variances were again higher than those seen over the whole sprint. 76% of days were on plan, with 9% above and 15% below. We had some suppliers who paused or did not Migrate on some days due to internal issues, and these Suppliers were proactive at catching up missed volumes.

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

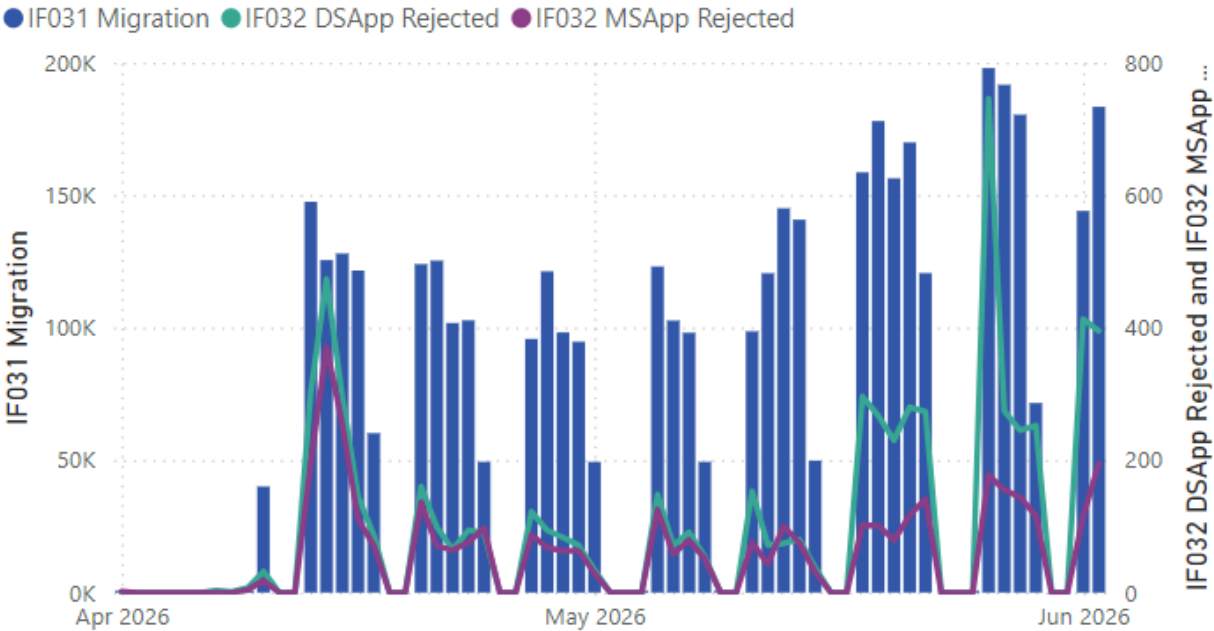


IF-32 Rejection Rates in Sprint 3

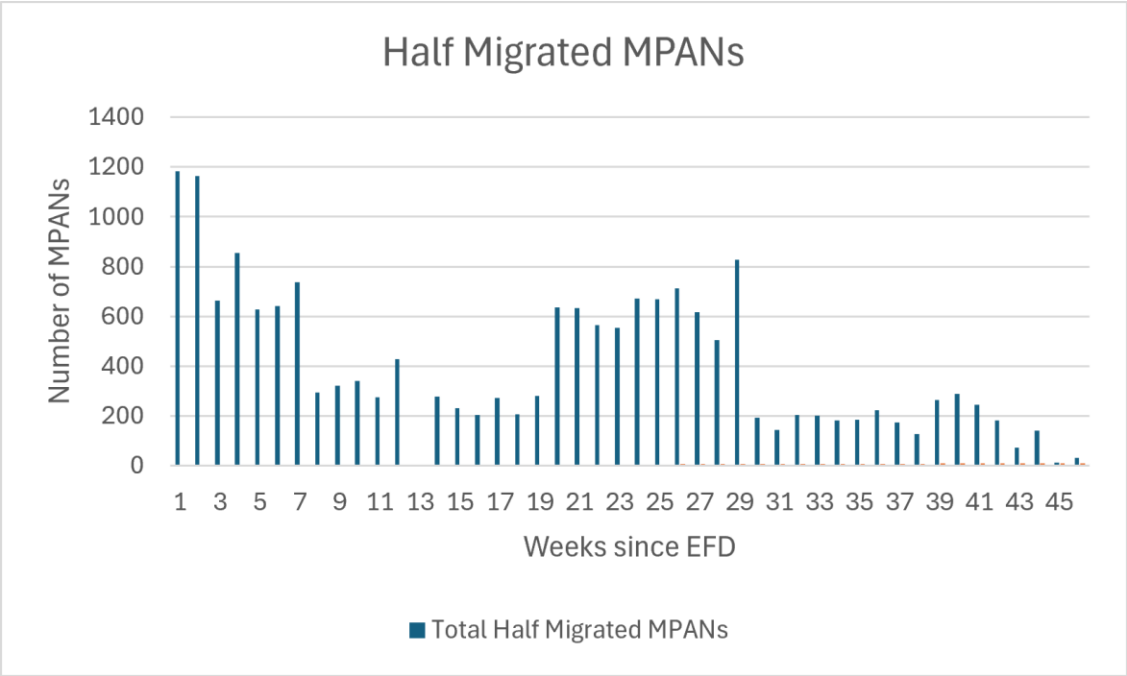
- IF-032 rejections rate was 1.6% in Sprint 3.
- The rate was slightly higher due to 1 supplier having an internal issue for a single day, which caused higher than expected DSapp rejections
- Overall rejections were slightly higher, which is to be expected with more new suppliers starting Migrations and dealing with early issues
- 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 previous sprints

Sprint 0		Sprint 1		Sprint 2		Sprint 3	
DS App	MS App	DS App	MS App	DS App	MS App	DS App	MS App
3059	587	5871	2740	6711	3859	8660	5160
3646		8611		10570		13820	

Initiated Volumes vs IF32 Rejections



'Half' Migrated MPANs



- At the end of Sprint 2, there were 3,497 half-Migrated MPANs, and at the end of Sprint 3 there are 18,269 MPANs. Around 17k of these were added in Sprint 3, with a reduction in aged half-migrated MPANs
- The increase in new half Migrated MPANs was due a supplier having a persistent issue with consent granularity, which caused higher levels of DSApp issues which then led to MPANs becoming half-migrated
- 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 3, there were 20 requests for unused capacity from Suppliers. These requests totalled around 260k of additional capacity. This was an increase in the number of requests from Sprint 2, but a similar amount of additional volume was requested

The requests could be split into two categories:

- ~200k was Suppliers catching up on missed volumes caused by internal issues. This was either where suppliers had missed a day of their plan, or where internal checks had caused dropouts in suppliers Migration initiations
- ~60k was Suppliers adding additional volume to get ahead of plan

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

Questions?



Sprint 3 – Participant Feedback



View across respondents was that comms and support has worked well, and migration continued to run smoothly despite several new suppliers starting their plans

Quick responses from MHHS support team whenever we encountered issues. The MCC team was fantastic with prompt responses and daily updates and feedbacks. We are finding the whole process a lot easier with the support from MCC

Communications is well defined within the Migration team. Any issues we raised was put on the lesson learnt log and updates sent to industry as required

The continued balance of the overall migration, in all aspects, despite more and more participants beginning to get involved.

We stayed on plan for our main MPID whilst also starting migration on a second MPID

Advice for any new participants

Preparation with regards to how you 'split up' your portfolio needs to be considered, alongside ensuring any MHHS-adjacent work is accounted for

Check out the lessons learnt log...

Plan, plan and plan again for different scenarios and eventualities - always have a contingency if you need it

Check your Consent Granularity combinations. If unsure, ask the MCC team, they've got you covered.

The response messages from the DIP are very clear, if you're not receiving an IF-032 within 10 min, something went wrong on downstream systems and you should get in touch with your agent.

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 to Sprint 4

- August – Approximately 60% of industry MPANs will have migrated and 15 Suppliers due to start.
- September – 12 Suppliers due to start migration.
- October – 31 Suppliers due to start migration.
- Sprint 5 (October) – Approximately 80% of industry MPANs will have migrated.

Migration start dates in Sprint 4

Migration Start Date	Count of Suppliers Due to Start	Migration Start Date	Count of Suppliers Due to Start
10/08/2026	1	04/09/2026	1
17/08/2026	1	07/09/2026	2
18/08/2026	4	10/09/2026	1
19/08/2026	1	14/09/2026	3
20/08/2026	1	16/09/2026	1
24/08/2026	1	05/10/2026	2
01/09/2026	4	06/10/2026	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	28
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

