



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

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# Sprint Retrospective - Sprint 4

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## What we'll cover today



**Welcome and introductions**



**Sprint 4 Progress**



**Common Issues and Trends**



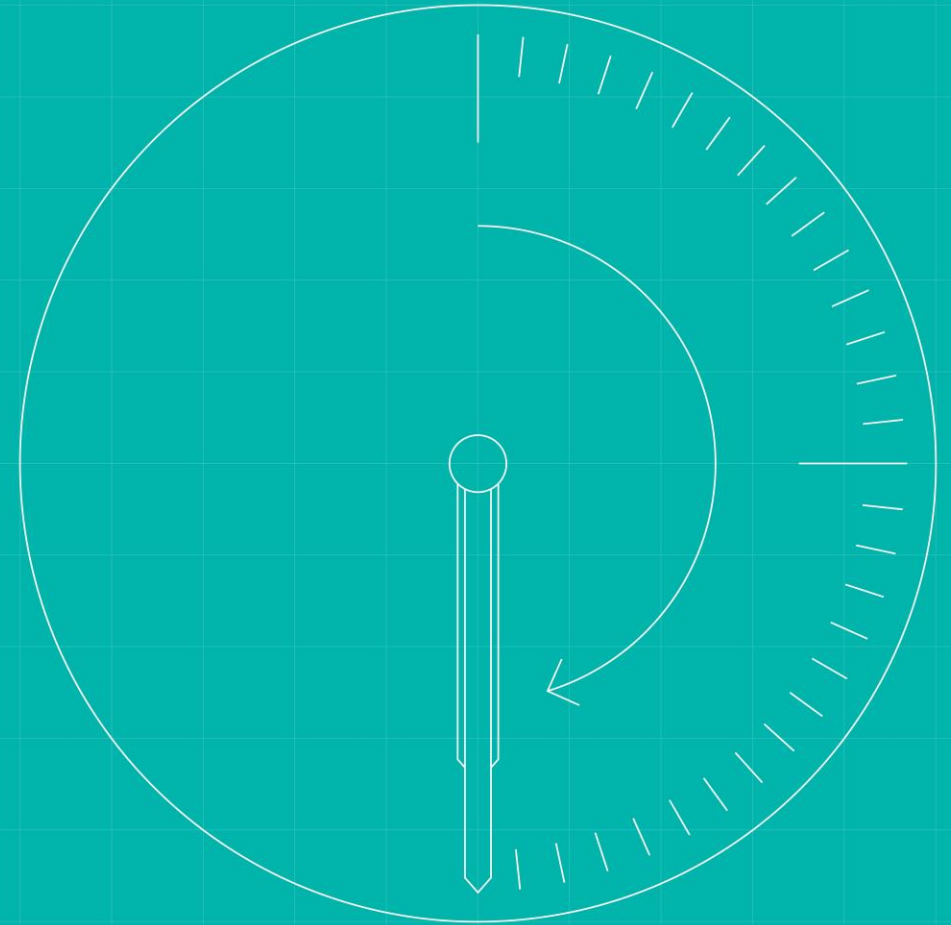
**Participant Feedback**



**Look Ahead**

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

# Sprint 4 - Progress



- 5.3 Million Migrations were initiated in Sprint 4, which is 102% of those planned. This was lower than Sprint 3 volumes but higher than Sprint 1 and 2 volumes.
- Migration completions continued to closely track in line with the Original M11 Baseline Migration Plan (actuals to plan delta being –2.91% at the end of Sprint 4) and is within tolerance on the plan thresholds set out in the Migration Framework.
- There continues to be no known central systems issues that stopped migrations during Sprint 4.
- There were 2 instances of a LDSO faced an issue that delayed the sending of messages. 1 as resolved in day and the LDSO were able to send PUB-32 by 5pm. 1 issue was multi day with PUB-036 not being issued until the following afternoon. This was a decrease from Sprint 3 which saw 6 instances.
- Sprint 4 saw the biggest volume of Suppliers starting in a single sprint with 20 starting. A number of Suppliers their start dates in advance due to internal issues.
- Of the Suppliers starting, all successfully completed a migration on their first day. Issues encountered were similar to those experience by other Suppliers for example contract references not being set up or agreed.
- 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 4 saw five suppliers become conditional complete with their portfolio being fully compliant with the M15 acceptance criteria. The MCC is engaging with these suppliers to understand their approach to ensuring that their portfolios remain compliant as well as continue to monitor ourselves.

Cumulative Migration Totals Since M11 as of 02 October 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) |
|-------------------------------|-------------------------------------------|-------------------------------------------------|-------------------------------------------|-------------------------------------------------|
| 37                            | 24,824,812                                | 73.53%                                          | 24,430,711                                | 72.36%                                          |

Cumulative Migration Totals in Sprint 4

| Migrations Planned in Sprint 4 | Migrations Initiated in Sprint 4 | % of planned initiated | Migrations Completed in Sprint 4 | Initiation to Completion % |
|--------------------------------|----------------------------------|------------------------|----------------------------------|----------------------------|
| 5,251,060                      | 5,365,319                        | 102.2%                 | 5,238,465                        | 97.6%                      |

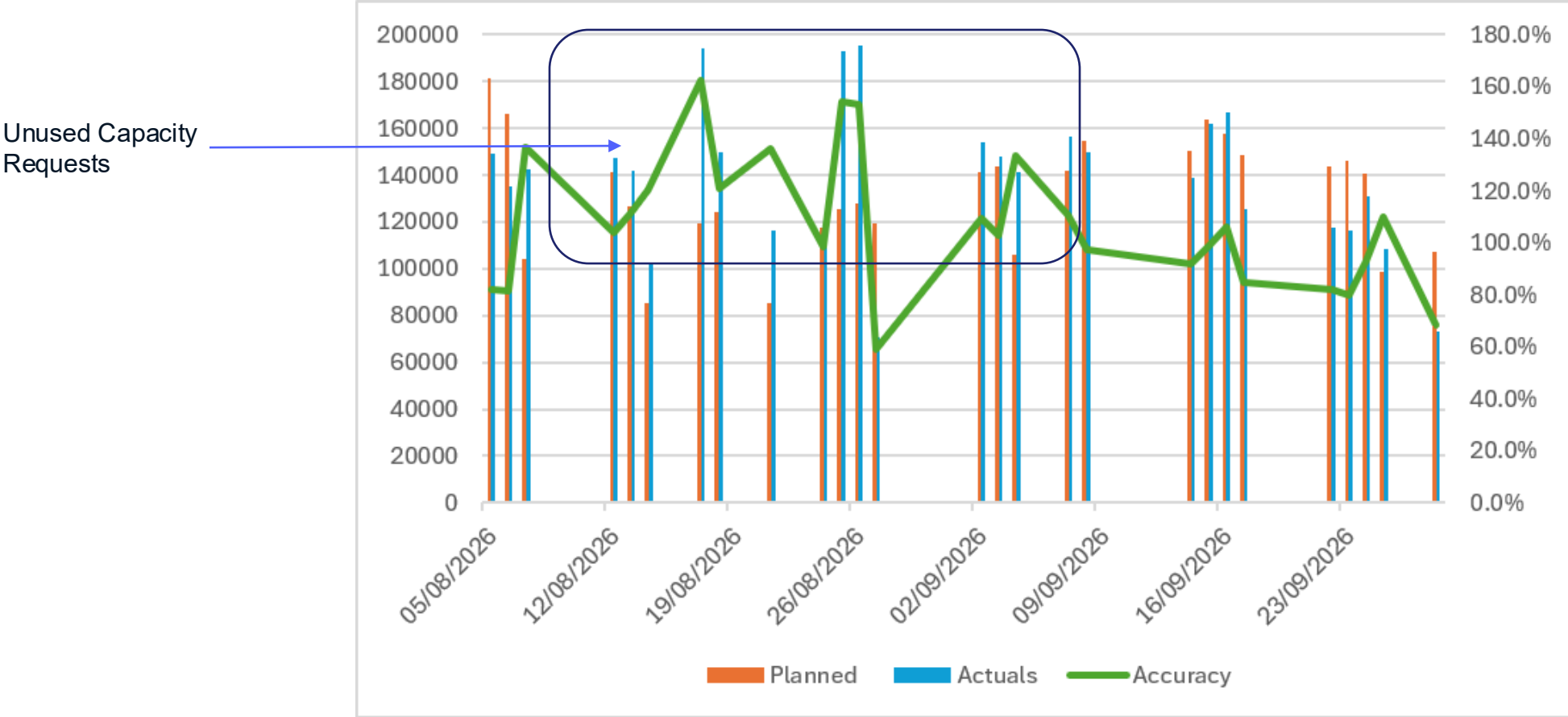
|                                                               | Number |
|---------------------------------------------------------------|--------|
| Migration Days in Sprint 4                                    | 40     |
| Migrations Days, in Sprint 4, where migrations were scheduled | 40/40  |
| Migration Days were migrations occurred                       | 40/40  |
| Unplanned no migration days                                   | 0      |

- Overall Plan V Actuals accuracy, at overall Sprint level, was 102%. This compared to 96% in Sprint 3 and 69% in Sprint 2.
- Being over planned volumes was driven by some Suppliers requesting Additional Capacity so they can migrate a quicker rate than planned.
- Whilst overall sprint volumes were met, there was a small number of Suppliers who were behind their own plan due to localised issues. Each has an agreed recovery plan with MCC and is being tracked against it, with volume now expected to be caught up in Sprint 5.
- Overall weekly volumes were lower than Sprint 3 which saw a number of over 1 million Migrations so the peak volume of migration has passed. 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 % |
|------------|-------------------------|-------------------------------|---------------------------------|--------------------|--------------|----------------------|----------------------------|
| 42*        | 10/08/2026 - 14/08/2026 | 771,860                       | 693,394                         | 3,566              | 0.51%        | 690,988              | 99.65%                     |
| 43         | 17/08/2026 - 21/08/2026 | 658,279                       | 660,262                         | 52,212             | 7.91%        | 655,107              | 99.22%                     |
| 44         | 24/08/2026 - 02/09/2026 | 572,851                       | 704,831                         | 3,592              | 0.51%        | 697,055              | 98.90%                     |
| 45         | 01/09/2026 - 04/09/2026 | 577,428                       | 643,276                         | 42,878             | 6.58%        | 627,510              | 97.55%                     |
| 46         | 08/09/2026 - 11/09/2026 | 532,492                       | 598,446                         | 13,008             | 2.17%        | 581,894              | 97.23%                     |
| 47         | 14/09/2026 - 18/09/2026 | 721,573                       | 718,135                         | 27,164             | 3.78%        | 705,488              | 98.24%                     |
| 48         | 21/09/2026 - 25/09/2026 | 722,974                       | 711,984                         | 3,574              | 0.50%        | 700,591              | 98.40%                     |
| 49         | 28/09/2026 - 02/10/2026 | 665,323                       | 564,767                         | 7,160              | 1.27%        | 551,059              | 98.15%                     |
| 50         | 05/10/2026 - 09/10/2026 | 348,485                       | 268,846                         | 13,507             | 4.94%        | 266,023              | 98.95%                     |
| ***        | TOTALS                  | 5,571,265                     | 5,560,610                       | 166,661            | 2.99%        | 5,475,704            | 98.44%                     |

Please note: Week 42 has volumes from Sprint 3 due to sprints starting and finishing in the middle of the week

Planning Actuals – Daily



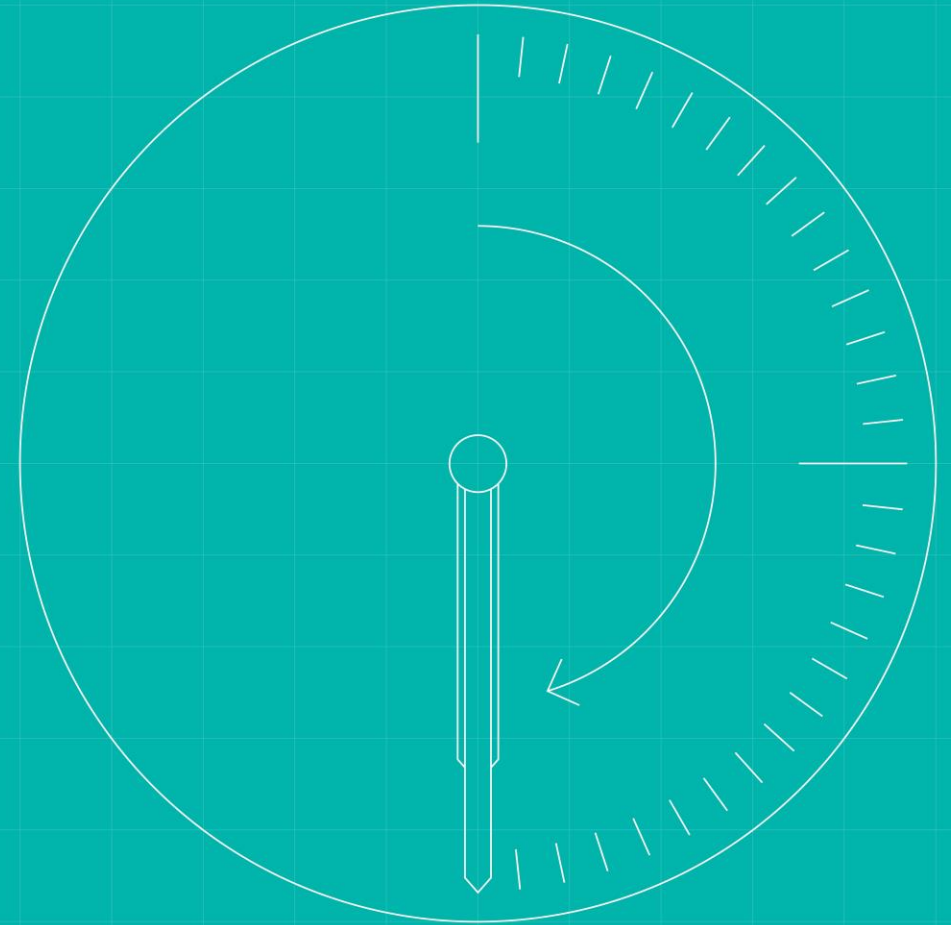
Daily variances were again higher than those seen over the whole sprint. 6 days were on plan, with 12 above and 9 below. There was more daily planned variance than Sprint 3 where the majority of days were on plan. The average daily accuracy was 103%.

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 4 – Trends and Common Issues



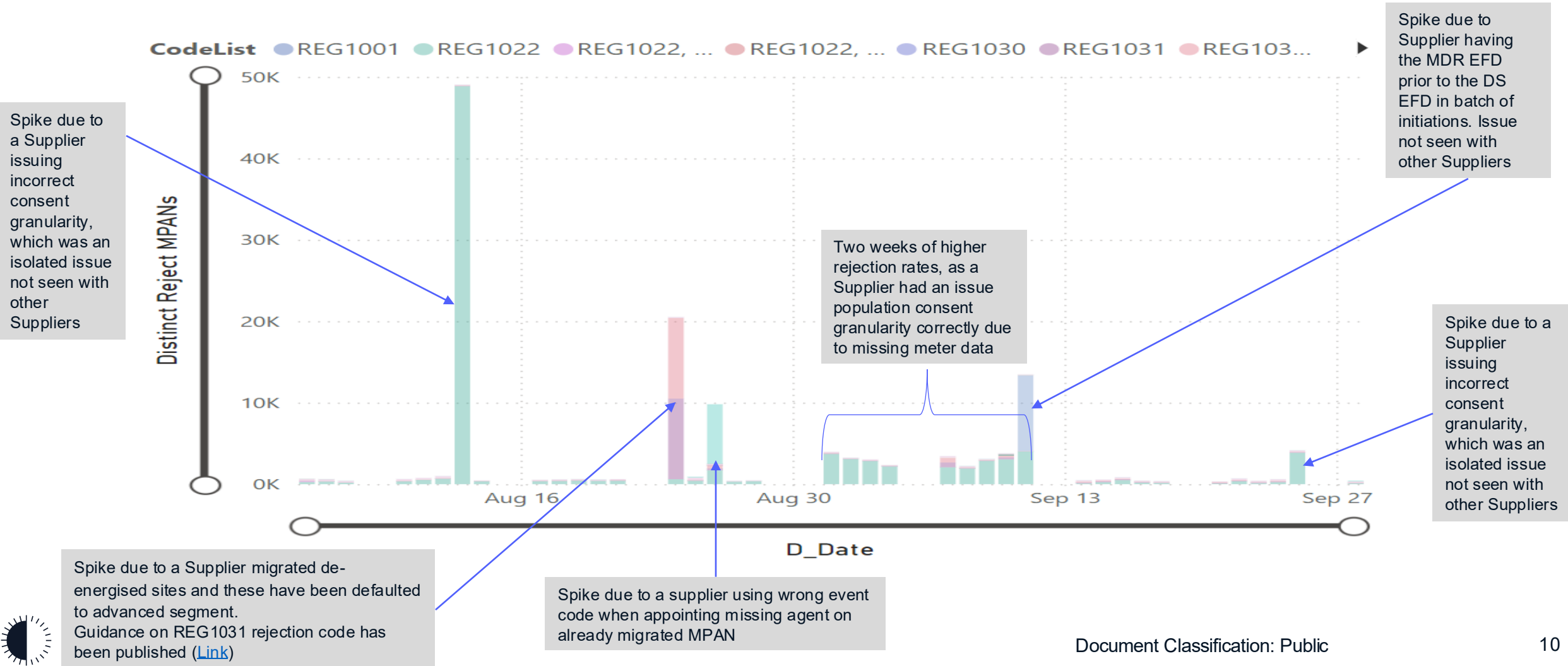
## Migration Plan Compliance and Supplier Accountability

- Over recent sprints, a number of Suppliers have requested reductions to, or temporary pauses in, their migration activities due to internal operational challenges.
- **Suppliers are reminded that the daily committed Migration plan submitted through the sprint planning process forms part of the overarching Migration Plan and Migration Framework. Under the BSC, Suppliers are obligated to deliver against these committed plans.**
- Any Supplier experiencing circumstances that may impact delivery against their agreed migration plan should engage with MCC at the earliest opportunity to discuss the situation and agree appropriate next steps.
- Any Agent-related issues, Customer-related issues, and/or technical issues are considered Supplier responsibilities to manage. Suppliers are expected to have appropriate mitigation and resolution measures in place, and such issues would not ordinarily constitute valid grounds for an SRO exemption request.
- Where MCC agrees to a Supplier request to reduce or pause migration activity, this does not alter or remove the supplier's obligations to complete Migration prior to M15.

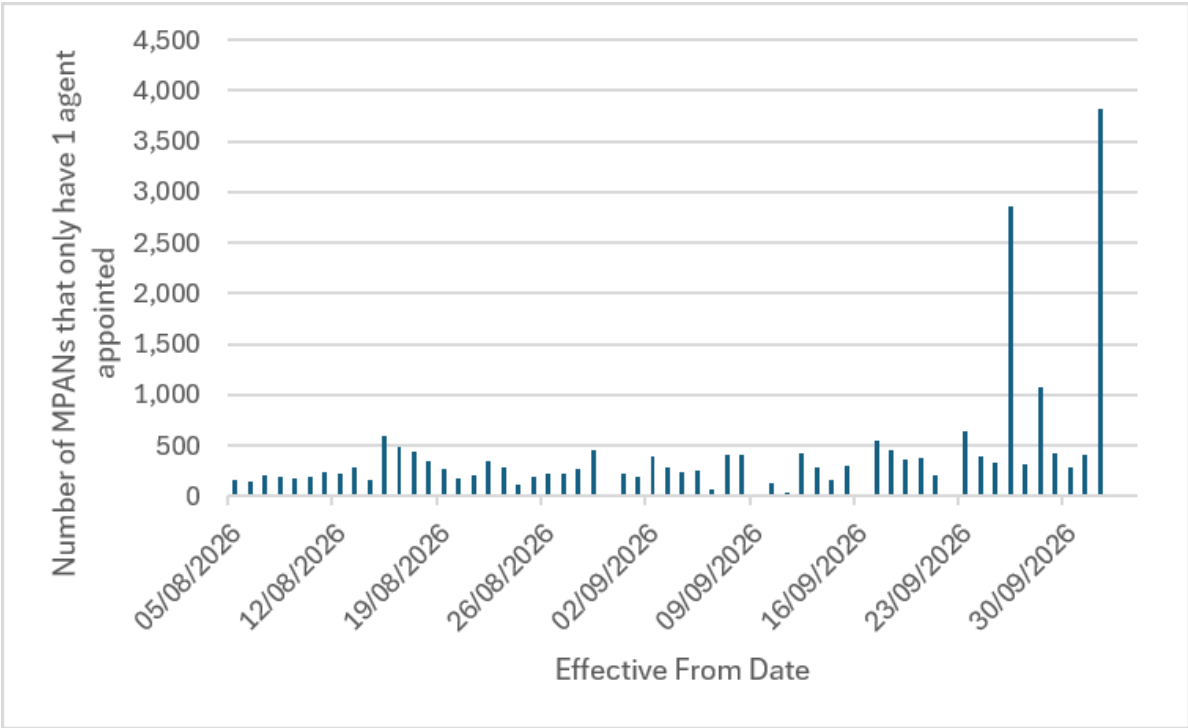
# IF-032 Rejection Rates in Sprint 4 (Page 1 of 2)

IF-032 rejection rates for Sprint 4 have been higher than 1% for the first time (1.3%). There have been localised cases of Suppliers having issues, causing spikes in rejection rates rather than a more systematic issue. Suppliers are reminded of the importance of monitoring their IF-032 rejection rates so they can spot any issues as quickly as possible.

As per the first four sprints, IF-032 rejections are highest on the Data Service Appointments compared to the Metering Service Appointments.



'Half' Migrated MPANs in Sprint 4



- Of the migrations that completed in Sprint 4, just over 23k are 'half'-migrated MPANs so have only 1 Agent appointed. This is an increase from Sprint 3 where are around 17k of migrations completed were 'half'-migrated by the end of the Sprint 3.
- There were two spikes. One is linked to an issue with the agent not receiving the PUB-033 on a given day and another to a supplier having a spike in PUB-032 rejections. a
- There are still a number are half migrated MPANs from earlier Sprints 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 4, there were 56 requests for unused capacity from Suppliers. These requests totalled around ~1m of additional capacity. This was an increase in the number of requests from Sprint 3 and the volume requested in Sprint 3.

The requests could be split into two categories:

- ~100k 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
- ~900k was Suppliers adding additional volume to get ahead of plan

Overall Sprint volumes were on plan or slightly ahead as whilst there was additional capacity requests, there was a number Suppliers under plan.

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

# Questions?



# Sprint 4 – Participant Feedback



## What went well in Sprint 4?

***Common theme has been that engagement was good, with good lines of communication between participants and the MCC. Suppliers highlighted that they made good progress against plan, with several starting their Migrations in this sprint***

Programme support was quick and provided helpful, actionable guidance when we raised queries, especially once we had started Migration

The teams that we have with MCC has been really helpful. Everything has been brilliant, and everyone has been so helpful and calming.

Progress was mostly very smooth for us - exactly as needed to complete our core migration

We successfully migrated the majority of our portfolio in Sprint 4, with only a small amount of MPANs now left to migrate

## Advice for any new participants

Agree Agent contract references earlier and in full. While contract references are optional, for many agent contracts they are mandatory for an accepted appointment.

To expect the unexpected! Things I thought may have caused issues were all fine, then we saw problems from completely unexpected areas

Getting DIP integration and flow-ingestion working early pays off. Having systems process DIP messages early meant that there was less technical risk for Migration day

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Data cleanse activities need to start as soon as possible. Test different MPAN types/meter types/customer segments early on to ensure any issues are identified

Discuss reporting with your platform service provider as even if they have migrated other Suppliers they may not have the reports you need.

# Q&A