



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

Sprint Retrospective - Sprint 0

Document Classification: Public

What we'll cover today



Welcome and introductions



Sprint 0 Progress



Common Issues and Trends



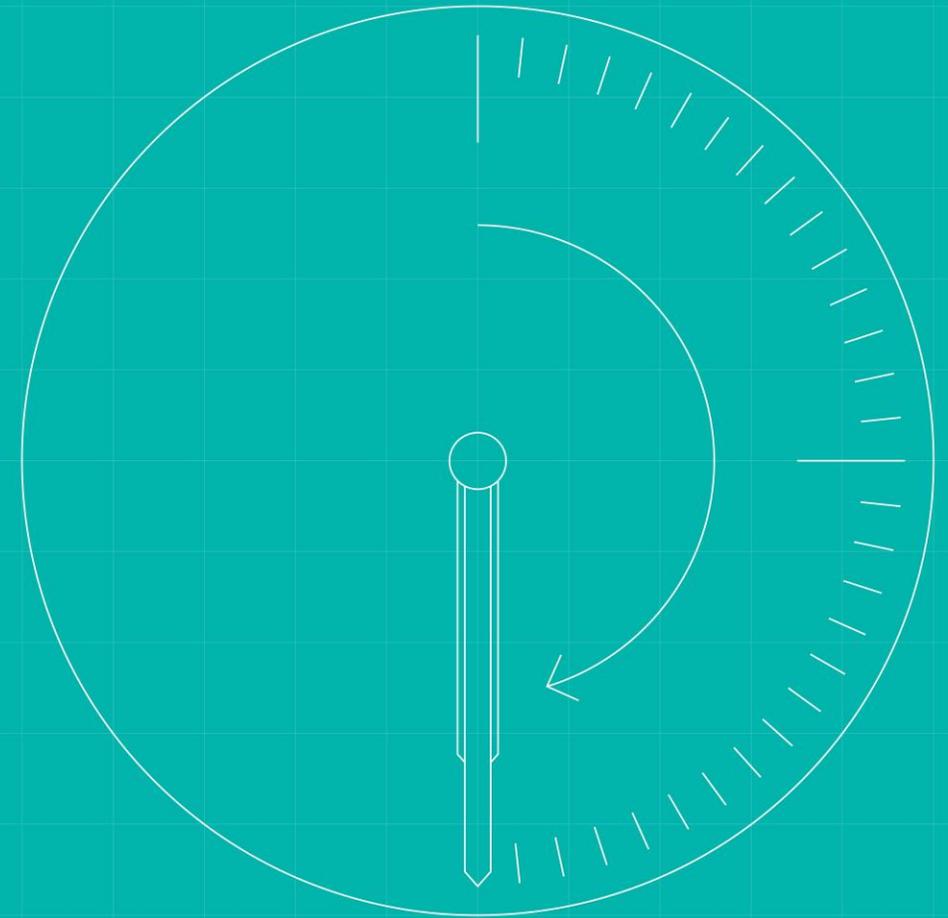
Participant Feedback



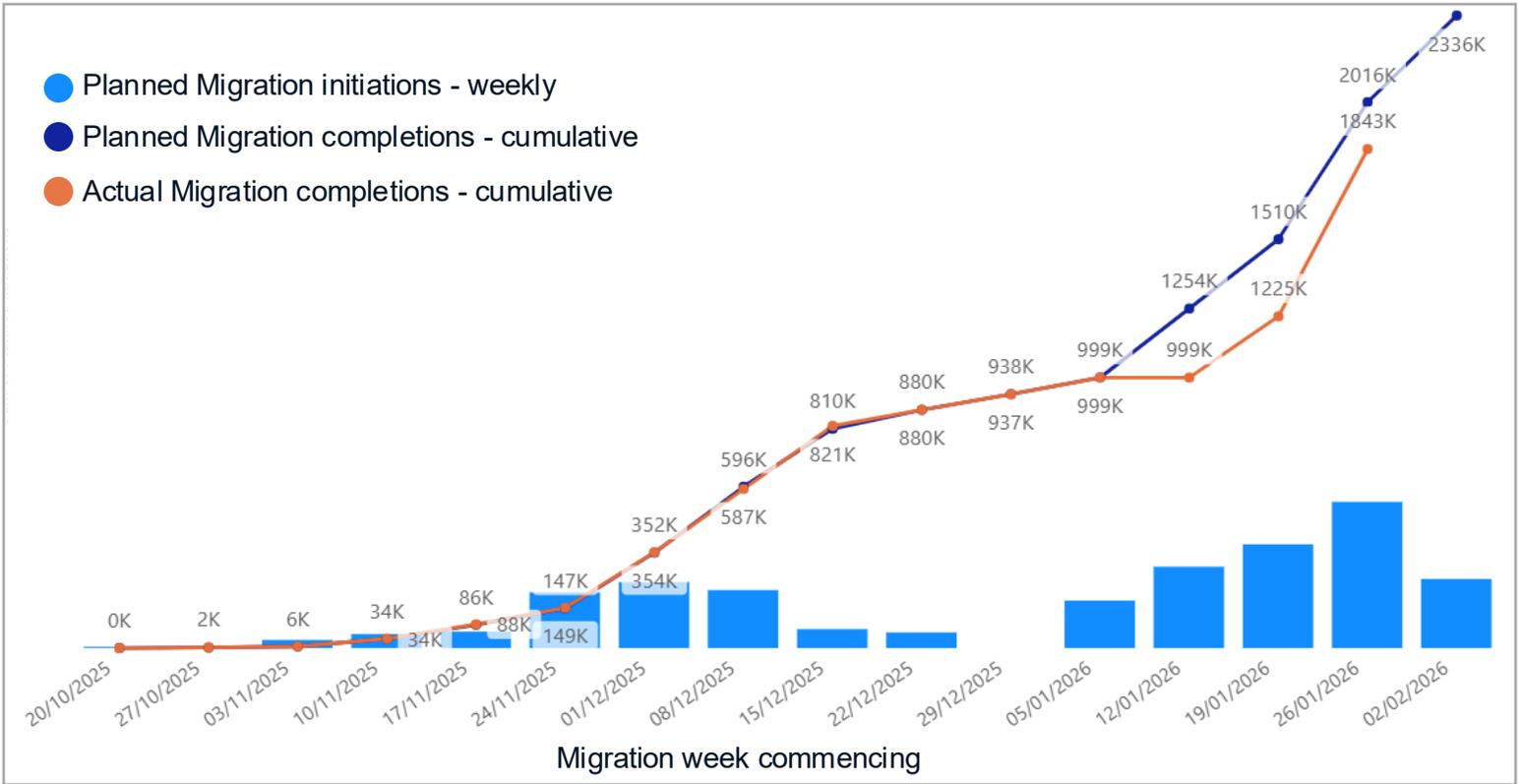
Look Ahead

Data included in these slides is as of 4 February 2026.

Sprint 0 - Progress



Migration Status: Sprint 0



Migration initiation summary

Cumulative Migration initiations to 30 Jan 2026

Migration initiations planned	Migration initiations (IF31)	Migration initiations successful (IF35)	% IF31 v IF35
2,336,965	2,102,095	2,096,010	99.7%

Migration completion summary

Cumulative Migration completions to 30 Jan 2026

Migration completions planned	Migration completions expected (IF35)*	Migrations completed (IF36)**	% IF35 v IF36
2,016,052	1,845,774	1,843,133	99.8%

* A lag of 3 working days is required between migration initiation (IF31) and migration completion (IF36)

** Some variances may occur due to related MPANs and Changes of Supplier events taking place between migration initiation and completion

Commentary:

1. Migration completions are approximately 170k below plan following a pause in migration activities from 7–14 Jan 2026 due to incident INC0131738 (invalid D0209 data). The variance is expected to be fully recovered by 19 Feb 2026.
2. Total exceptions remain low. Exception trends and preventative measures are discussed at the Migration Working Group.

- 5 out of 5 Suppliers who were expected to start migrating in Sprint 0 have started migrating.
- Sprint 0 initiated migrations for 7% migrated the total MPANs needed to achieve M15.
- There were 6 Migration Days where no migrations occurred when migrations were planned and overall, there were 10 no migration days. However, 4 of these were planned as part of Supplier's submissions. These planned none migration days were often planned around the Peak of Peak tests so is unlikely to occur in future sprints.

Migrations Planned in Sprint 0	Migrations Initiated in Sprint 0	% of planned initiated	Migrations completed in Sprint 0
2,591,958	2,384,792	92.0%	2,090,473

	Number
Migration Days in Sprint 0	68
Migrations Days, in Sprint 0, where migrations were scheduled	64/68
Migration Days where migrations occurred	58/68
Unplanned no migration days	6

There was a central pause in migration between 7th January to the 14th January to allow cross party investigation to understand the impact on invalid D0209s (INC0131738) and to understand and start to implement the resolution path.

This meant that ~350,000 migrations could not happen as planned as well as the planned peak of peak 3 test having to be rescheduled.

The catch up on these volumes is expected to be completed by 20th February.

MCC would be interested in any feedback on how the central pause was managed and if this could be improved, if a similar pause is needed in the future?

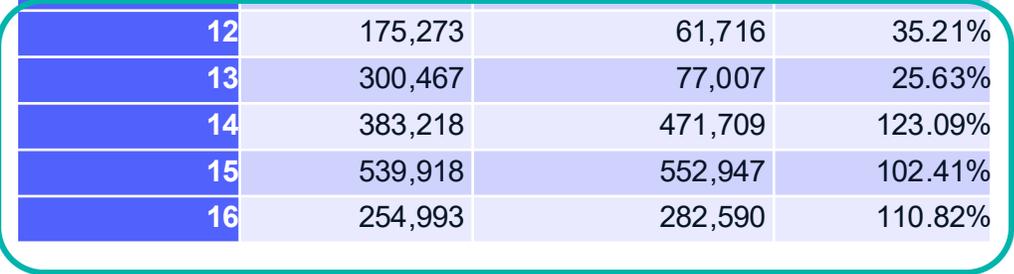
Overall Plan V Actuals accuracy, at overall Sprint level, dropped from **100.06%** accuracy at the mid-point of the sprint to the **92.00%** at the end of sprint due to the central pause in migration at the beginning of January .

Migrations Planned	Migrations Initiated	Accuracy of Plan
2,591,958	2,384,792	92%

Weekly Plan V Actuals accuracy across Sprint 0 dropped to 93.34% as the weekly Plan V Actuals accuracy from January to the end of the sprint was 79.43%. The average at the mid sprint review was 99.76% accuracy.

Where there were shortfalls in initiations, Suppliers were able to catch up by doing added volume within the week. This was discussed with MCC in advance. 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.

Migration Week	Migrations Planned	Migrations Initiated	Accuracy of Plan
1	800	769	96.13%
2	3,741	3,747	100.16%
3	30,156	29,990	99.45%
4	51,469	53,438	103.83%
5	60,846	60,943	100.16%
6	205,631	205,671	100.02%
7	243,467	233,984	96.11%
8	214,067	218,814	102.22%
9	70,000	73,498	105.00%
10	57,912	57,872	99.93%
11	-	-	-
12	175,273	61,716	35.21%
13	300,467	77,007	25.63%
14	383,218	471,709	123.09%
15	539,918	552,947	102.41%
16	254,993	282,590	110.82%



Plan accuracy affected by central migration pause

Planning Actuals – Daily

The biggest variance continued to be against planned v actuals was seen at a daily level. Average daily Plan V Actuals accuracy rate is 99.72%.

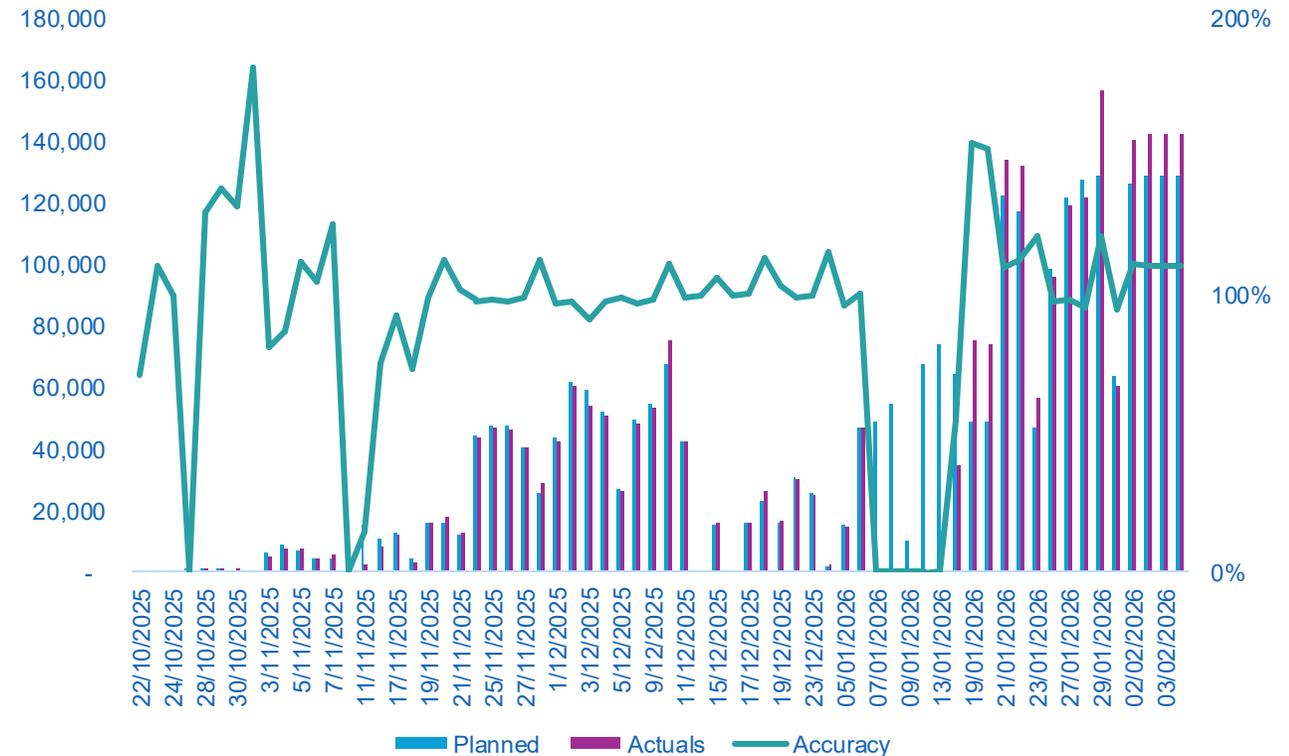
Daily planned accuracy have been increasing prior to Christmas with average daily accuracy for December being 99.6%, However due to central pause in migrations in January and Suppliers supporting catching up with missed migrations in Sprint 0 as well as supporting a rearranged peak of peak 3 date, this accuracy was not maintained.

There was also variance against planned actuals for Suppliers who started in January 2026. Some of this was due to them submitting they daily committed plan for Sprint 0 in September and then having 3-month gap to them starting.

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 small 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.

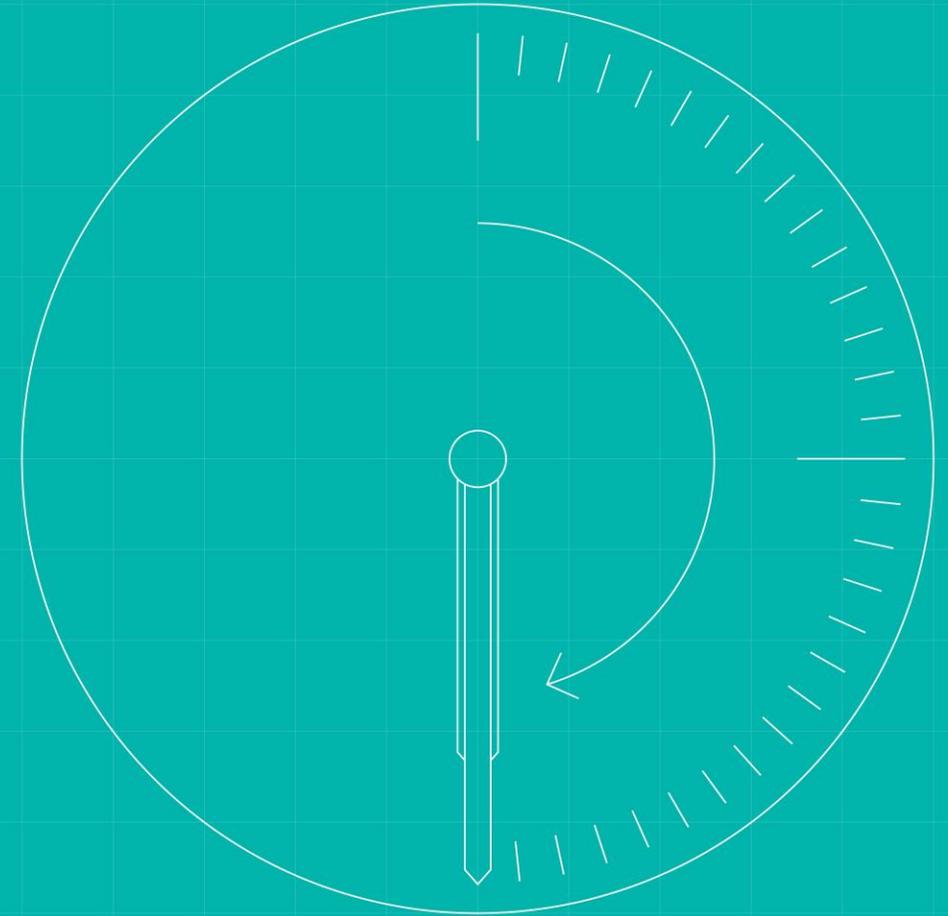
Where Suppliers have been over plan, this has mainly been driven by them catching up missed volume. In this scenario, variances were discussed with MCC in advance.

	Number of Days
Days under Plan	43
Days over Plan	29

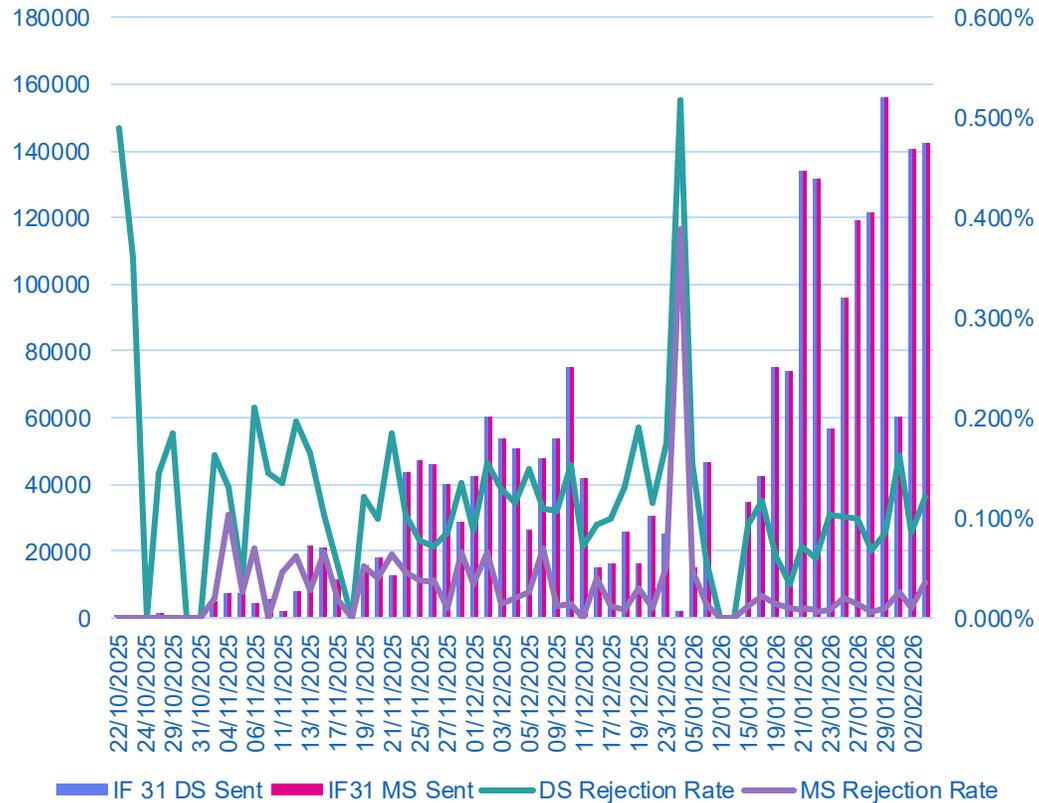


Questions?

Sprint 0 – Trends and Common Issues



IF-32 Rejection Rate



- There is 1% expected error rate built into the Migration Framework. Error rate seen so far in migration is under this value.
- Overall average error rate on the DS is 0.121% and 0.031% on the MS. This is the same as the average rate at the mid sprint review
- Error rate has also been low for Supplier who have started to migrate since January
- Error rate on the DS is consistently higher than on MS
- Highest error rate was seen on Day 1 of Migration and 24th December.
- Error rate has not increased as migration volumes have increased.

IF-32 – Common Rejection Codes

Code List	Description	DSApp	MSApp
REG1022	Consent Granularity, Domestic Premises Indicator, Energy Direction and Market Segment combination is invalid	2484	N/A
REG1031	Agent is not compatible with current Market Segment for MPAN	9	322
REG1031, REG1022	Agent is not compatible with current Market Segment for MPAN Consent Granularity, Domestic Premises Indicator, Energy Direction and Market Segment combination is invalid	313	N/A
REG1039	Appointments barred on Related Secondary MPAN	118	118
REG9004	Third Party Switch in Progress	70	70
REG9007	MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	41	53
REG1039, REG9007	Appointments barred on Related Secondary MPAN MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	10	10
REG1081, REG9007	MDR ID is not a valid MDR Third Party Switch in Progress	8	N/A
REG9005	MCA Appointment Scenario Can Only be Used by Current Supplier	3	3
REG1081, REG9005, REG9007	MDR ID [DI-834] is not a valid MDR, MCA Appointment Scenario Can Only be Used by Current Supplier, MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	2	N/A
REG9005, REG9004	MCA Appointment Scenario Can Only be Used by Current Supplier Third Party Switch in Progress	1	1

- Most common rejection reasons are due to Consent Granularity & Agent being appointed not matching market segment of the MPAN. They have remained consistently two highest reason across the sprint. With Consent Granularity accounting for 81% of IF032 rejections on DS appointments and 68% of overall rejections.
- In the second half of sprint 0, saw REG9005 and REG1081 occurring for the first time as well as more combinations of rejection codes.

MCC would be interested in any feedback on why consent granularity is consistently the highest rejection code?



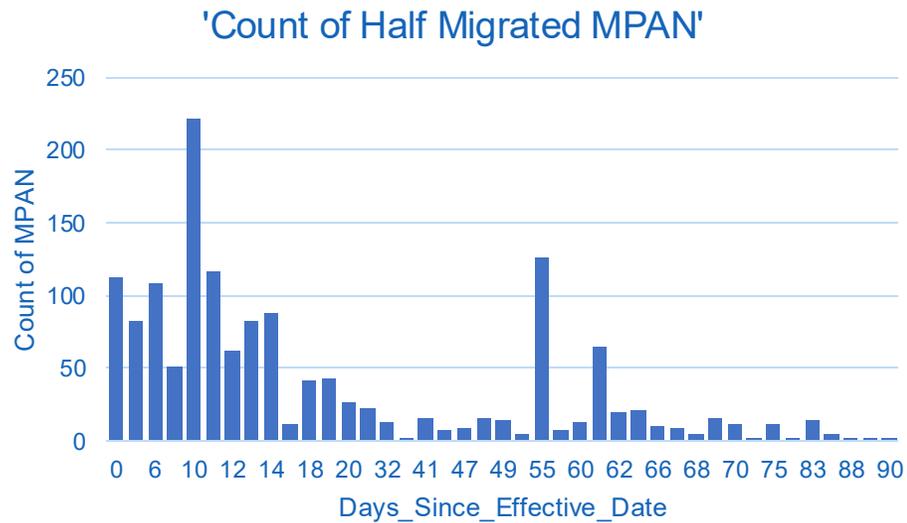
Overall, LDSOs' performance has been good with response times to IF-31s being quick and vast majority of migrations that have been initiated pre 9am getting to IF-35 stage before 12pm.

There have been several instances where LDSOs have experienced system issues, resulting in delays in processing IF-31s and issuing subsequent messages. In some cases, IF-32 responses were issued after the 5:00 pm SLA defined in the Migration Framework.

However, due to the migration offset, these delays have not impacted migration completions, as messages were ultimately processed and sent prior to the effective-from date.

LDSOs have not consistently raised these issues with the MCC, meaning Suppliers and the MCC were not always informed. This has led to uncertainty regarding the progress of migrations. LDSOs are reminded of their obligations under the Migration Framework and are expected to notify the MCC should any unplanned issues occur. The MCC will continue to monitor the associated risk.

If a LDSO is having an issue with system, please engage with MCC so that MCC can communicate with Suppliers about the impact on migrations.



- Of the 2,090,473 migrations that have received PUB-036, 1,487 appear to be half migrated so has 1 agent successfully appointed but not the other. This is an 0.07% error rate. This has increased slightly since the mid sprint review where the error rate was 0.01%
- '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 slightly higher on the DS.
- This is being monitored and raised with Suppliers.

Questions?

Sprint 0 – Participant Feedback



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

There was a great deal of communication, webinars, working groups etc. to support the industry.

In our view, the general execution of the sprint well went. Communication with the MCC has been great, and any support we've required has always been readily available

Migration volumes - Although some variance in numbers, the volume never exceeded our thresholds, even in catch up days, and mostly the number of migration initiations execution reflected the rough expected volumes .

- Message processing times have been very quick when services are running as expected.
- Exception rates have been as predicted.
- The collaboration between MCC and ourselves has been brilliant, we would like this to continue once other players come on board with migration.

Feedback

Baseline migration profiles are helpful but can become outdated. eg. the migration pause changed the backend of the Sprint 0 profile, but no re-baselining was provided.

On a Migration when a PUB-031 fails an IF-045 is sent to Supplier, to notify them that one appointment failed. Is there a report to show these IF-045's are being picked up. As I am seeing some MPANs showing as Migrated but only one Agent appointed.

We would only note the minor issue of occasional delay with Kestrel reporting or tool access, teething issues are normal and minor ones were seen in this sprint.

It took me a while to interpret the Kestrel Reports. Maybe a guide that gives a breakdown of each report, columns, acronym's, etc...

MCC Action

As more Suppliers migrate, there will be more use of the unused capacity process which would result in the baseline schedule being republished mid sprint

Importance of Suppliers considering monitoring and use information sources such as PUB-045 being highlighted in MCC migration planning bilateral with Suppliers.

Work is underway to make the kestrel infrastructure more robust to improve reliability of kestrel

Kestrel Reporting user guide in development to support participants understanding Kestrel reports

Q&A