



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

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# Sprint Retrospective - Sprint 1

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Document Classification: Public

# What we'll cover today



**Welcome and introductions**



**Sprint 1 Progress**



**Common Issues and Trends**



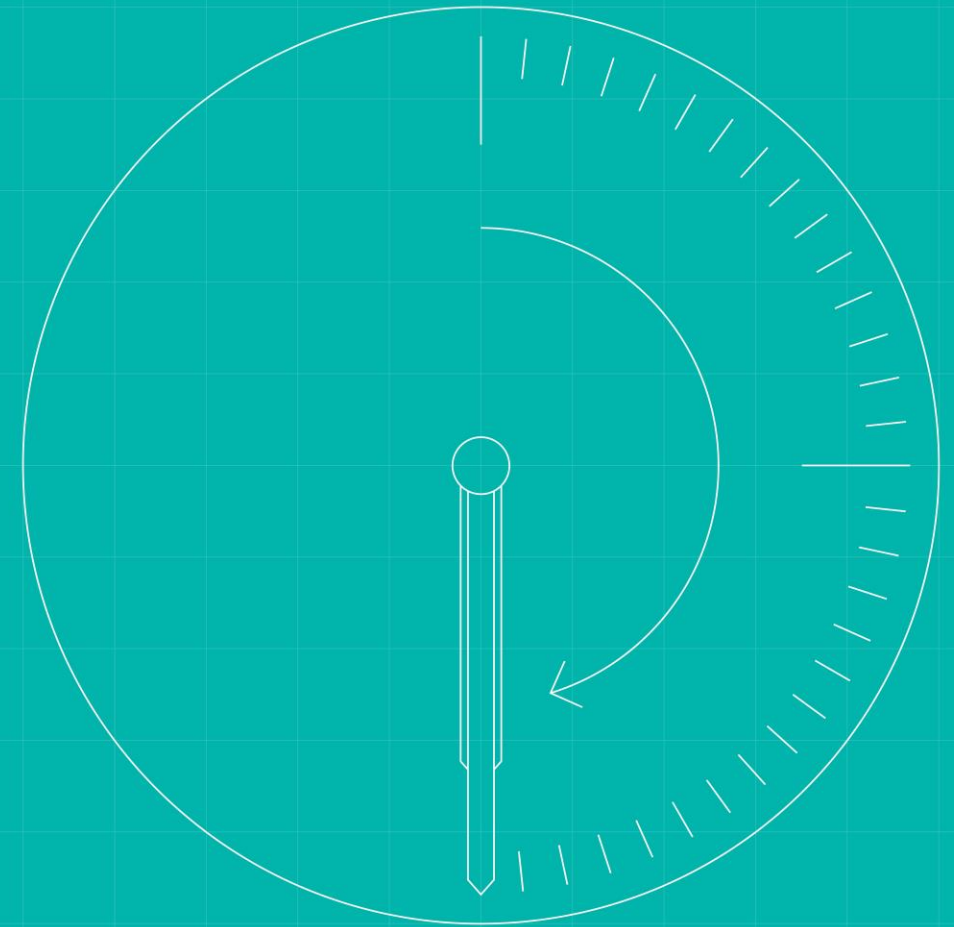
**Participant Feedback**



**Look Ahead**

Data included in these slides is as of 31 March 2026 unless stated.

# Sprint 1 - Progress



- Overall, 75% of the planned migrations were initiated in Sprint 1. 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 (~1.4m) is considered to be recoverable in later sprints so it is not currently considered to a material risk to M15.
- There were no central systems issues that stopped migrations during Sprint 1.
- 1 out of 1 Suppliers who were expected to start migrating in Sprint 1 have started migrating.
- 3 out of 3 Suppliers who were expected to meet their supplier ramp up target in Sprint 1 achieved this
- Sprint 1 initiated migrations for 13.73% of MPANs needed to achieve M15.
- More Migrations were initiated and completed in Sprint 1 compared to Sprint 0. This was due to the completion of ELS and Industry ramp up as well as more Suppliers migrating.
- There were was 1 Migration Day where no migrations occurred when migrations were planned and 1 Migration Day where no migrations were planned but migrations occurred due to unused capacity request. This is reduction in the unplanned non migration days that occurred in Sprint 0 which is due to there being no central pause in Sprint 0 and more Suppliers migrating.
- Sprint 1 saw more variance to plan with some Suppliers due to localised issues.

### Cumulative Migration Totals Since M11 as of 03 April 2026

Suppliers currently migrating	Cumulative Migrations Planned since M11	Cumulative Migrations Initiated since M11	Initiations % of total MPANs (required for M15)	Cumulative Migrations Completed Since M11	Completions % of total MPANs (required for M15)
6	8,570,331	6,889,838	20.41%	6,834,109	20.24%

### Cumulative Migration Totals in Sprint 1

Migrations Planned in Sprint 1	Migrations Initiated in Sprint 1	% of planned initiated	Migrations completed in Sprint 1
5,978,373	4,505,206	75%	4,582,034

	Number
Migration Days in Sprint 1	40
Migrations Days, in Sprint 1 where migrations were scheduled	39/40
Migration Days were migrations occurred	39/40
Unplanned no migration days	1

Overall Plan V Actuals accuracy, at overall Sprint level, dropped from **92%** in Sprint 0 to **75%** at the end of Sprint 1 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 first half of Sprint 1, overall plan accuracy was good. 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. As well as, some requests for unused capacity.

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.

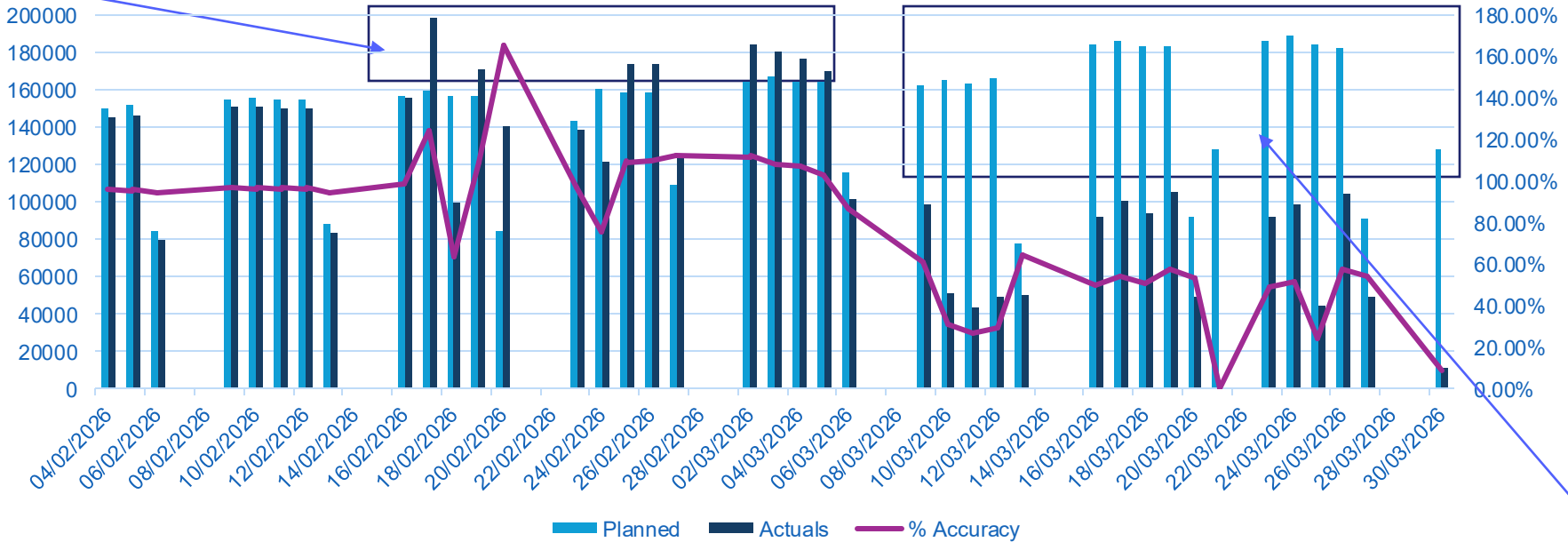
Week_N um	Supplier s due to Migrate	Planned Volume	IF031_Di stinct_M PAN_Ac tual	Delta	% Accuracy to Plan
16	5	642,438	654,373	11,935	101.86%
17	6	709,586	686,163	-23,423	96.70%
18	6	716,664	766,335	49,671	106.93%
19	5	731,496	732,215	719	100.10%
20	5	776,706	813,189	36,483	104.70%
21	5	735,095	292,824	-442,271	79.31%
22	5	831,129	442,828	-388,301	77.40%
23	4	833,498	393,521	-439,977	47.21%
24	2	256,704	10,993	-245,711	4.28%
<b>Total</b>		<b>6,233,316</b>	<b>4,792,441</b>	<b>-1,440,875</b>	<b>79.83%</b>

Plan accuracy affected by issues localised to specific Suppliers

Please note: Week 16 has 2 days from Sprint 0 due to sprints starting and finishing in the middle of the week

## Planning Actuals – Daily

Request for unused capacity and Suppliers catching up missed volumes



Suppliers pausing due to localised issues

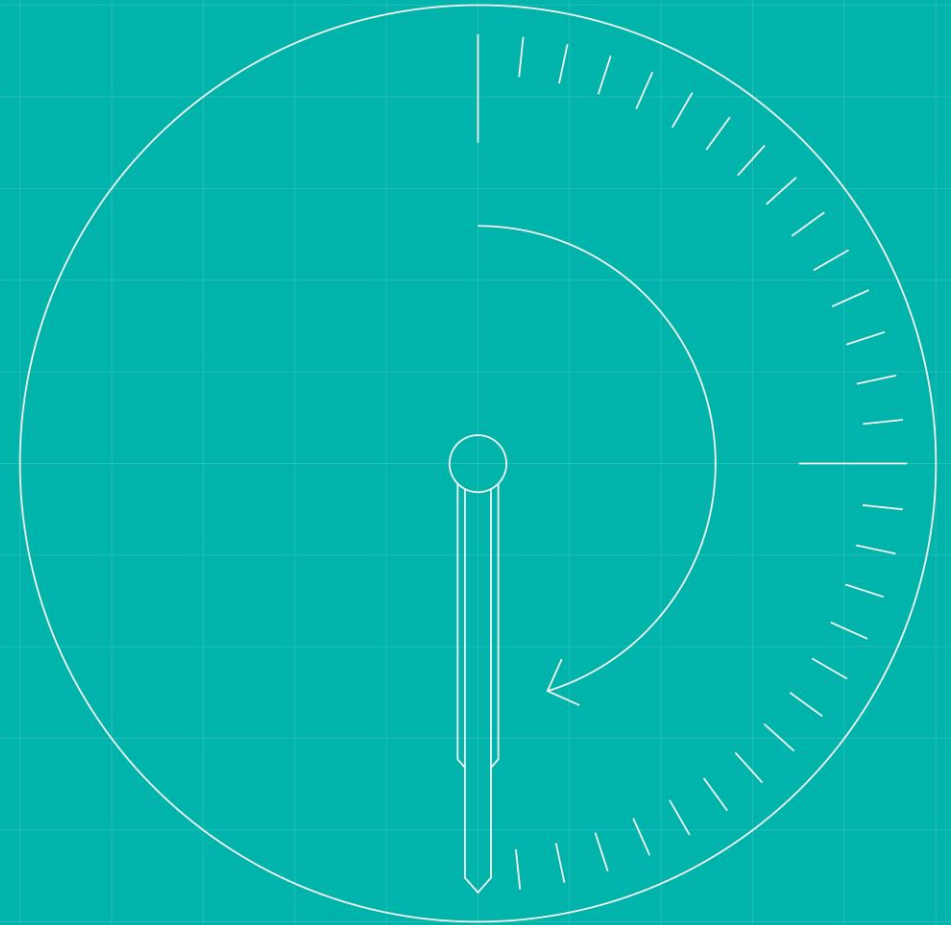
The biggest variance continued to be against planned v actuals was seen at a daily level. Average daily Plan V Actuals accuracy rate is 63.88%. This is decrease from Sprint 0 which had an average of 99.72%. There were 10 days where migrations were over the daily committed and 30 days where volumes were under plan.

There was also variance against planned actuals for Suppliers who started since January 2026. 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.

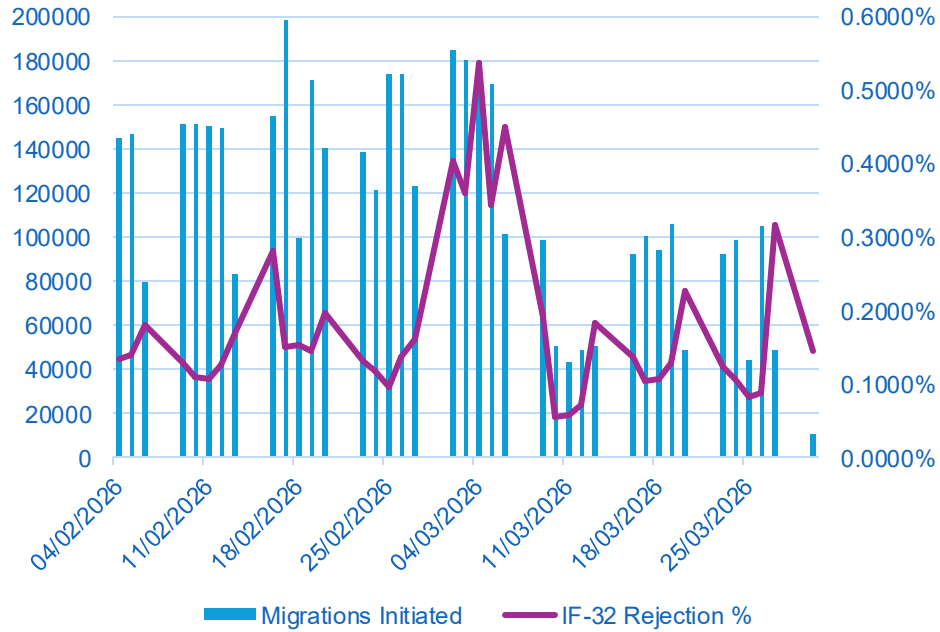
Where Suppliers have been over plan, this has been driven by them catching up missed volume or unused capacity requests. In this scenario, variances were discussed with MCC in advance.

# Questions?

# Sprint 1 – Trends and Common Issues



## PUB-32 Rejection Rate During Sprint 1



	IF-32 Rejection Rate for Sprint 1	
	DS App	MS App
Supplier A	0.038%	0.029%
Supplier B	0.215%	0.167%
Supplier C	0.169%	0.120%
Supplier D	0.188%	0.056%
Supplier E	0.000%	0.000%

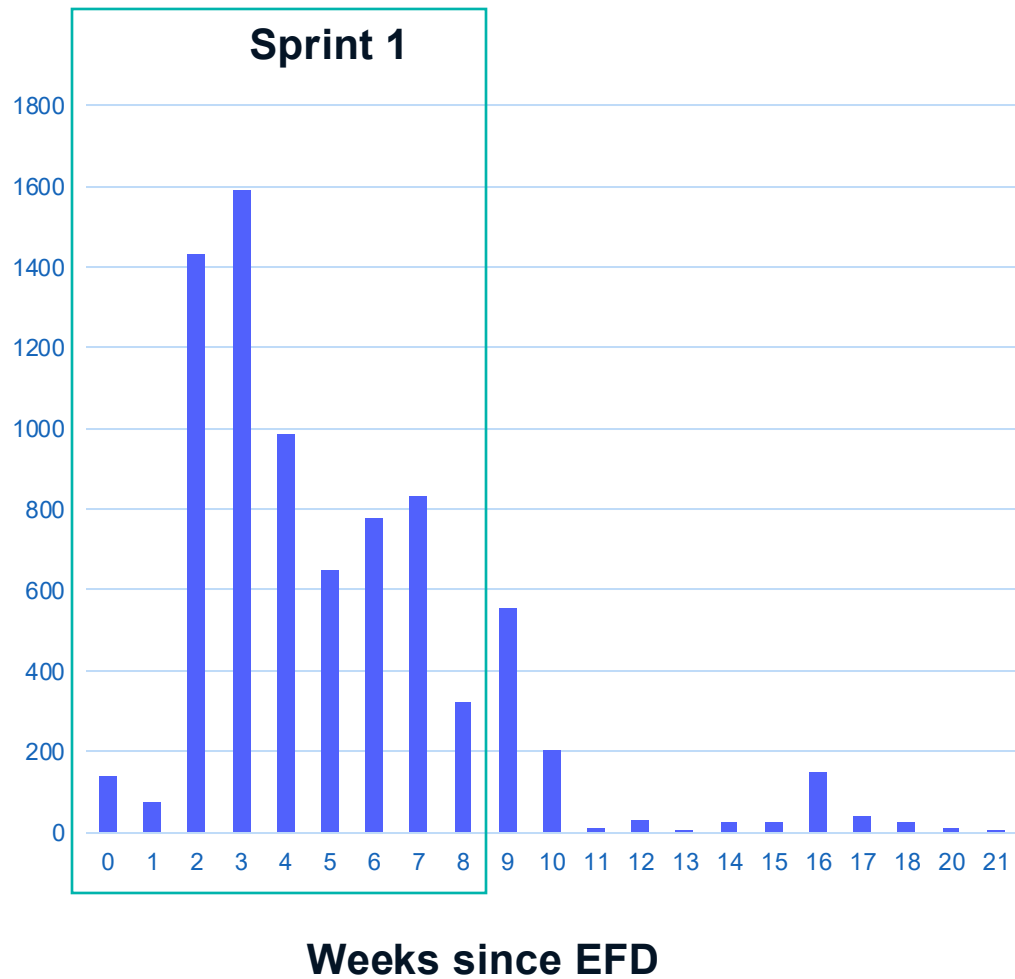
- There is 1% expected error rate built into the Migration Framework. Error rate seen so far in migration is under this value. PUB-32 Rejection Rate during Sprint 1 is 0.117%.
- DS for Sprint 1 is 0.119% and was 0.121% in Sprint 0. MS for Sprint 1 is 0.058% and was 0.031% on the MS in Sprint 0.
- PUB-032 rejection rate continues to be higher on the Data Service appointment than on the Meter Service Appointment
- Individual Supplier PUB-032 rejection rates are broadly similar and show the same pattern of higher rejection rates on the DS Appointment compared to the MS Appointment

## IF-32 – Common Rejection Codes

Code List	Description	Sprint 0		Sprint 1	
		DSApp	MSApp	DSApp	MSApp
REG1001	MPAN RMP status not status created/operational	0	0	1	1
REG1022	Consent Granularity, Domestic Premises Indicator, Energy Direction and Market Segment combination is invalid	2484	N/A	3081	N/A
REG1031	Agent is not compatible with current Market Segment for MPAN	9	322	10	1854
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	1839	N/A
REG1039	Appointments barred on Related Secondary MPAN	118	118	1	1
REG9004	Third Party Switch in Progress	70	70	600	601
REG9004, REG9007	Third Party Switch in Progress MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	0	0	1	2
REG9007	MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	41	53	321	254
REG1039, REG9007	Appointments barred on Related Secondary MPAN MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	10	10	0	0
REG1081, REG9007	MDR ID is not a valid MDR Third Party Switch in Progress	8	N/A	0	0
REG9005	MCA Appointment Scenario Can Only be Used by Current Supplier	3	3	0	0
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	0	0
REG9005, REG9004	MCA Appointment Scenario Can Only be Used by Current Supplier Third Party Switch in Progress	1	1	25	25
REG9004, REG9005, REG9007	MCA Appointment Scenario Can Only be Used by Current Supplier Third Party Switch in Progress MCS/MCA Scenarios cannot be used for an Already Migrated MPAN	0	0	2	2
<b>Total</b>		<b>3,059</b>	<b>587</b>	<b>5,871</b>	<b>2,740</b>

- As like Sprint 0, REG1022 – Consent Granularity invalid continues to be the biggest reason for PUB-32 rejections in Sprint 1 . With the second highest continuing to be incorrect market segment for MPAN.
- In Sprint 1 , there has been an increase in PUB-32 Rejections because a Supplier is triggering a migration for MPAN that is not in a suitable state to be migrated e.g. CoS is in progress or it is already migrated
- Suppliers have corrected sending IF-31 for secondary MPAN in related pair as there were no instances of REG1039 rejection code being seen in Sprint 1 .

## 'Half' Migrated MPANs



- Of the 4,582,034 migrations that have received PUB-036, 6,803 appear to be half migrated so has 1 agent successfully appointed but not the other. This is an 0.15% error rate. This has increased since Sprint 0 where the error rate was 0.07%
- There is still a number of 'half' migrated MPANs that have not been resolved since Sprint 0. Of 1,487 half' migrated MPANs at Sprint 0, 1,072 have not been resolved. It is expected that Suppliers resolve 'half' migrated MPANs as quickly as 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.
- Whilst all Suppliers have less than 1% of their migrations resulted in half migrations, there is variations in individual Supplier performance. With 2 Suppliers being responsible for 96% of the 'half' migrated MPANs. This is being monitored and raised with Suppliers. Both REC and BSC, will be monitoring missing appointments as part of their performance assurance work.

Supplier	% of Migrations that result in half migrated MPAN
Supplier A	0.01%
Supplier B	0.01%
Supplier C	0.14%
Supplier D	0.43%
Supplier E	0.00%

In Sprint 1, there were 12 requests for unused capacity from Suppliers. The requests were for around 500k of additional capacity.

The requests could be split into two categories:

- ~300k was a request for additional capacity where a Supplier was looking to progress quicker than their committed plan
- ~200k 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.

Across Sprint 1, there were 36 instances of Suppliers sending an IF-031 after 12pm. This was across 4 different Suppliers.

There were 8 instances of a Suppliers sending all their IF-031s post 12pm.

This could be split into two categories:

- A portion of these would be due to a Supplier retriggering an IF-031 that had received a PUB-032 a rejection prior to migration EFD.
- A Supplier requesting exceptions to be able to send IF-031s post 12pm to support them testing fixes to internal issues and catching up volume within in day. These scenarios were discussed with MCC in advance.

- The end of Sprint 0 and beginning Sprint 1 saw number of a performance issues with LDSOs with delays in PUB-032 being received. This was linked to a performance issue with Registration Services and since the deployment of the latest version there has been a reduction in issues with LDSO systems.
- Where there has been issues with individual LDSOs, there seems to have been improved monitoring with issues being picked up quickly. This is often resulted in issues been fixed within day and PUB-032 being issued by 5pm SLA.

# Questions?

# Sprint 1 – Participant Feedback



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

I think the teams channel was really useful, and in general the comms and support from the programme was great

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.

Suppliers following the forecasts that were provided which made it easier for us to manage and make sure all systems were working as they should be and ensure that the process did not get stuck along the way.

We think Sprint 1 went well, especially in the respect that additional suppliers have qualified compared to ELS, yet we've not seen any changes with respect to either migrations or how the MCC works with participants.

## Feedback

Migrations received after 12 noon reduced however this is still recurring, and whilst we can accommodate in line with thresholds as more suppliers are onboarding this may become an issue.

The Sprint submission plan activity still needs refinement/simplifying.

Kestrel reports are sometimes hard to understand, especially the column headers

## MCC Action

MCC are monitoring the sending of Migrations after the 12pm cutoff and will be encouraging Suppliers to submit their initiations before this time

MCC will review this process in upcoming sprint planning windows to refine the process and make it simpler for suppliers who are actively migrating. We would note that there were less reported issues in this sprint

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

# Q&A

## Forward Look

- Sprint 2 (post 15th May) – The first Non-SIT participants will begin migration. With 7 Suppliers expected to start migration in Sprint 2
- July – Approximately 50% of industry MPANs will have migrated
- Sprint 4 – Largest intake of suppliers into active migration (31 suppliers), August (12 Suppliers), September (16 Suppliers) and October (1 Supplier)
- Sprint 5 (October) – Approximately 80% of industry MPANs will have migrated. All Suppliers expected to have started migration by the end of October

Migration Sprint	Migration start date	Number of Suppliers Starting Migration
2	15/05/2026	2
2	18/05/2026	3
2	20/05/2026	1
2	26/05/2026	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	7
3	Wed 03/06/26	Tue 04/08/26	14
4	Wed 05/08/26	Tue 06/10/26	31
5	Wed 07/10/26	Tue 01/12/26	20
6	Wed 02/12/26	Tue 02/02/27	0
7	Wed 03/02/27	Tue 06/04/27	0
8	Wed 07/04/27	Thu 06/05/27	0

