



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

Sprint 0

Document Classification: Internal

What we'll cover today



Welcome and introductions



Sprint Planning



Sprint Execution



Q&A



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The Migration Control Centre is the operational function which co-ordinates the industry migration to the MHHS arrangement.

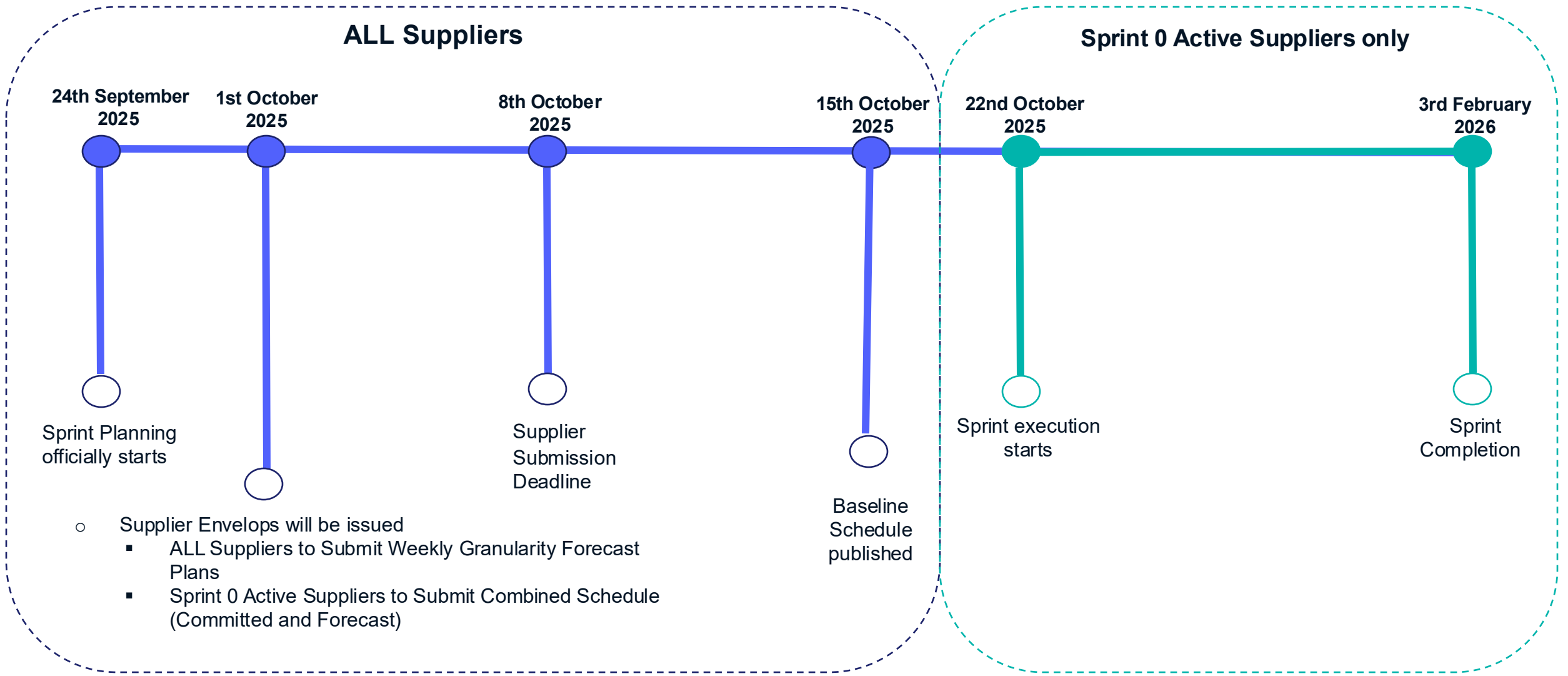
The MCC plays a pivotal role in ensuring a successful migration that completes by M15. We provide migration oversight and controls which look to ensure positive migration practice by participants whilst safeguarding migration daily thresholds.

The MCC is ready to operate and enable a controlled, coordinated migration.

The MCC will be looking to implement continuous improvement and as such will be monitoring the effectiveness and efficiency of MCC processes

Candidate Sprint Cycle Date

						Sprint Execution			
Sprint Cycle	Date of the EES Data Cut	Plan Start Date	Issue Envelope Date	Supplier Plan Submission Deadline	Baseline Schedule Publication Date	Execution Start Date	Execution End Date	Retro Start Date	Retro End Date
0	Fri 29/08/25	Wed 24/09/25	Wed 01/10/25	Wed 08/10/2025	Wed 15/10/25	Wed 22/10/25	Tue 03/02/26	Wed 04/02/26	Tue 17/02/26
1	Wed 31/12/25	Wed 07/01/26	Wed 14/01/26	Wed 21/01/2026	Wed 28/01/26	Wed 04/02/26	Tue 31/03/26	Wed 01/04/26	Tue 14/04/26
2	Fri 27/02/26	Wed 04/03/26	Wed 11/03/26	Wed 18/03/2026	Wed 25/03/26	Wed 01/04/26	Tue 02/06/26	Wed 03/06/26	Tue 16/06/26
3	Thu 30/04/26	Wed 06/05/26	Wed 13/05/26	Wed 20/05/2026	Wed 27/05/26	Wed 03/06/26	Tue 04/08/26	Wed 05/08/26	Tue 18/08/26
4	Tue 30/06/26	Wed 08/07/26	Wed 15/07/26	Wed 22/07/2026	Wed 29/07/26	Wed 05/08/26	Tue 06/10/26	Wed 07/10/26	Tue 20/10/26
5	Mon 31/08/26	Wed 09/09/26	Wed 16/09/26	Wed 23/09/2026	Wed 30/09/26	Wed 07/10/26	Tue 01/12/26	Wed 02/12/26	Tue 15/12/26
6	Fri 30/10/26	Wed 04/11/26	Wed 11/11/26	Wed 18/11/2026	Wed 25/11/26	Wed 02/12/26	Tue 02/02/27	Wed 03/02/27	Tue 16/02/27
7	Thu 31/12/26	Wed 06/01/27	Wed 13/01/27	Wed 20/01/2027	Wed 27/01/27	Wed 03/02/27	Tue 06/04/27	Wed 07/04/27	Tue 20/04/27
8	Fri 26/02/27	Wed 10/03/27	Wed 17/03/27	Wed 24/03/2027	Wed 31/03/27	Wed 07/04/27	Thu 06/05/27	Fri 07/05/27	Thu 20/05/27



- **Wednesday 10 September 2025** - Kestrel site enters maintenance mode (and will be unavailable as Dress Rehearsal has successfully completed)
- **Wednesday September 10 - Monday 22 September 2025** - Production setup:
 - Reset with Submission 2 data (removing dress rehearsal data)
 - Configure Sprint 0 - Load data
 - ✦ Electricity Enquiry Service (EES) - Snapshot 30th August 2025
 - ✦ Industry Standard Data (ISD) - Published 11th September 2025 Full version 12
 - ✦ Master data updates – Pending Supplier profile data
 - Deploy improvements from dress rehearsal feedback
 - Generate submission templates for Sprint 0
- **Monday 22 September 2025** - Early Access (M11 Qualified Suppliers):
 - Verify Early Life Support (ELS) volumes and Phase 3 peak capacity
 - Test combined template submissions for Sprint 0 especially daily granularity validations
- **Monday 29 September 2025** – Full industry access:
 - All participants can access Production
- **Wednesday 1 October 2025** – Envelopes issued
 - All suppliers can download and complete Sprint 0 submission templates
 - **Submission deadline: Wednesday 8 October 2025 (end of day)**
- **Wednesday 15 October 2025** - Sprint 0 baseline published:
 - Baselined - Committed and forecast schedule released to Supplier
 - Baselined - Aggregate schedules released
- **Wednesday 22 October 2025** - Sprint 0 Execution Starts:
 - ELS Phase 1 Starts
 - Supplier Migrations begins following Baselined committed schedule
 - Detailed of schedule of event for **Wednesday 22 October 2025** to be shared at later point.

The MCC will be managing active migration sprint engagement with PPs via Microsoft Teams. The MCC will be managing Teams Channels for each Migration Sprint.

In preparation for a Suppliers first sprint, they will be invited to a team's channel for said sprint. This will include all parties involved within the sprint.

Suppliers will also be invited to a private channel with their Account Manager. This is to ensure that Suppliers can engage their Account Managers directly with sensitive information that they do not wish to broadcast widely.

The MCC Account Managers will be diligently managing these channels and will be providing increased support to suppliers who are looking to take part in sprint planning and execution for the first time.

2 weeks prior to envelopes being issued, the MCC will send all Suppliers who are expected to be active within the sprint a Sprint Planning Readiness Assessment.

This will look to assure Supplier readiness and their plans of the submission. The MCC will be asking Suppliers which Agent MPIDs they are planning to migrate against within the sprint. This will be published to Sprint 0 Suppliers on the **18th September** and expected to be completed by the **1st October**.

The Migration Planning window spans 20WDs but the crucial period where Suppliers are expected to be actively involved is from **1st October – 8th October**.

The account managers will be working closely with their active Suppliers during planning to ensure that Suppliers are able to access their Migration Envelopes and that they submit to deadline. The Account Managers will be monitoring supplier submissions daily within this window. They will be on standby to provide support should Suppliers be struggling to get their submissions to pass validation. The MCC will look to coach and help triage issues with suppliers should problems emerge.

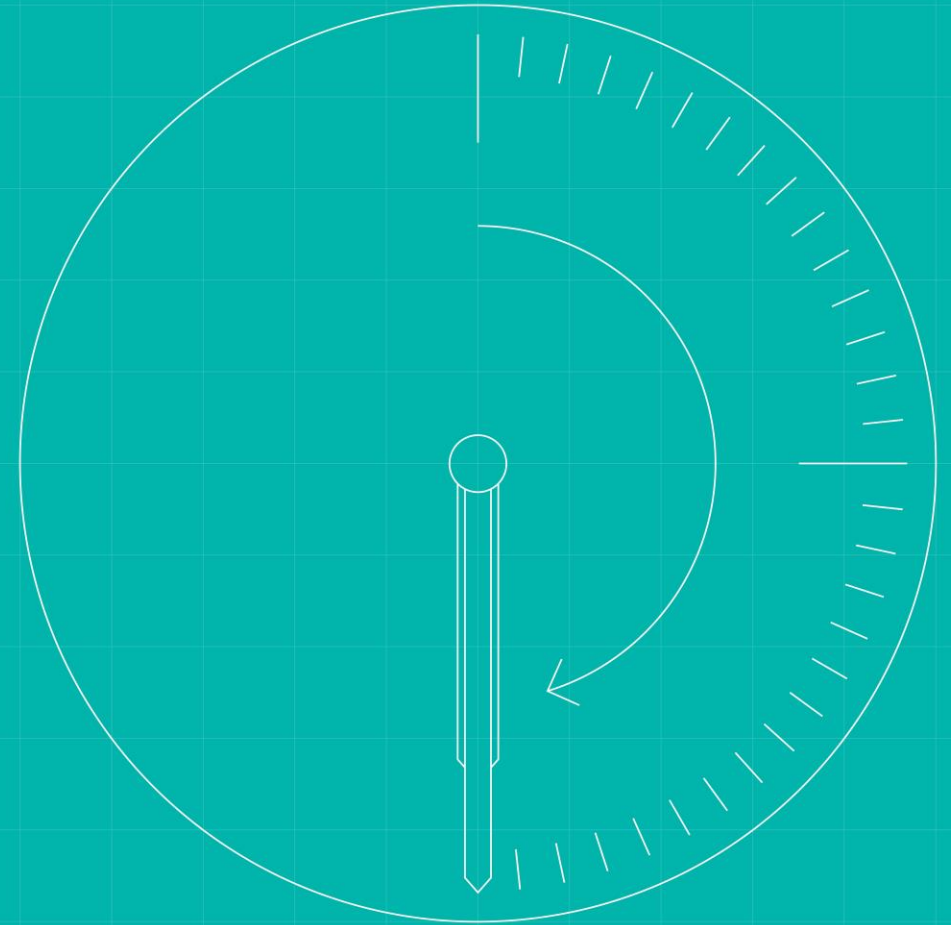
All non-active suppliers who will be submitting a forecast schedule, engagement will be provided from the Migration Inbox.



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Sprint 0 Execution



Migration Execution

The first week of a supplier's execution, the MCC will be ensuring they are ringfencing availability for their new entrants. This will look like daily check-ins within the suppliers' private Teams channel with the MCC and the MCC will be on standby for immediately support should a supplier require it.

The MCC will be acting with hyper vigilance with new entrants throughout their supplier ramp-up period.

The Supplier MCC Teams channels will be utilise instead of the daily Supplier Ramp-up / industry ramp-up Stand-up meetings which are outlined within MHHS-DEL2762 - [05] Migration Choreography v4.0.

Following Suppliers exiting their Supplier Ramp-Up period, the MCC will remain in close proximity to each supplier within their first sprint with the aim to still be in contact daily with each supplier via their individual teams channels.

The MCC will be running the following meetings throughout execution:

- M02.01 Weekly Migration Sprint Execution Phase Standup Meeting – *this will start post the end of the weekly TORWG meetings*
- M02.02 Mid Sprint Review Meeting
- M03.01 Retrospective Meeting

- M02.05 Ad-hoc Meetings for Significant Deviations
- M02.06 Ad-hoc Meetings for migration problem management

There are three main Migration Meetings

		
Weekly Migration Standup*	Mid Sprint Review Meetings	Retrospective Meeting
• Provide a concise cross-participant checkpoint on migration progress, blockers and next actions during the Execute phase. • Attendees - All suppliers in the current sprint, Optional Attendees - LDSOs Agents, Central Parties	• Take a strategic view across the current and next Sprint, highlighting milestones, cumulative performance, and external dependencies. • Attendees - All suppliers in the current sprint, all suppliers in upcoming sprint. • Optional Attendees - LDSOs Agents, Central Parties	• Reflect on the closed Sprint, celebrate successes, capture lessons, and agree improvements for future cycles. • Attendees - All participants active in the previous sprint including central parties, LDSOs

**this will start post the end of the weekly TORWG meetings*

Throughout Sprint execution, the MCC will be looking to monitor and track Suppliers performance. This will be to assure the quality of Migration and identify any risk that poor performance may introduce.

The MCC will be tracking performance with (and not limited to) the below metrics:

- Supplier compliance with sprint planning deadlines
- Supplier engagement with MCC
- Supplier planned vs actual deviation
- Supplier sprint execution quality (e.g error rates, incomplete migrations)

This will provide the MCC with an objective Supplier performance score.

Supplier Performance Reporting will be treated as commercially sensitive information. The MCC will manage poor performance directly with the specific supplier.

As discussed within MHHS-DEL3094 - MHHS Early Life Support Model v1.0, Migration has a daily limit associated with each of the 3 phases of ELS.

As such, the MCC will be working closely with the MHHS Transition team to ensure that Migration is co-ordinated in compliance with these upper limits.

In the event an ELS phase is extended, there is a high probability that Supplier plans will no longer be in compliance with this upper limit. The MCC will look to communicate any extension of an ELS phase with Suppliers and ask them to throttle back from their committed schedule to be in keeping with this upper limit. In this instance, any deviation as directed by the MCC, will not negatively contribute to a supplier's performance rating.

Early Life Support Phase Summary

	Early Life Support Phase			
	Phase 1	Phase 2	Phase 3	Early Life Exit
Number of migrations that can be planned across the industry daily	Up to 50,000	Up to 200,000	Up to 300,000	Early Life Exit – Migrations to be planned in line with Migration Framework
Minimum number of MPANs that need to be operating within the MHHS arrangements*	200,000**	1.2m**	2.6m**	N/A
Forecast phase length	4 weeks	4 weeks	2 weeks	N/A
Forecast End Dates	20/11/2025	18/12/2025	22/01/2026	22/01/2026

The MCC will be providing regular reporting to the industry.

The MCC will be reporting Migration progress within mid sprint review calls with active migration participants, as well as directly to TORWG, MWG, MCAG and PSG.

The MCC will also be providing Ofgem with regular reporting in relation to progress and risk to M15.

The MCC will also be providing communication and reporting to industry on meter types that have been successfully migrated. A log of all successfully migrated meter types will be updated and maintained on the collaboration base.

The MCC will also be reporting on MPANs that currently sit within the DCWG Migration exclusion list and will be communicating to participants when they become migratable.

In the event of a participant escalation, or a central services tolerance breach, the MCC will look to initially assess to understand the impact on Migration.

- In low severity incident scenario, such as Supplier Planned Vs Actual tolerance breach's that do not impact LDSO / Central Services thresholds, the MCC will look to have breach management calls with the offending supplier(s) and identify corrective action measures.
- In higher severity incidents, such as when an LDSO / Central Services threshold is breached, the MCC will raise an incident with Elexon Service Management and notify effected parties. The MCC may also take the decision to pause migrations until a resolution has been identified. Should the MCC decided to pause migration, the MCC would look to initially broadcast this across the active sprints Teams General Channel to all active participants before sending out wider communications.

Breaches can be reported to PAB, MCAG, PSG, OFGEM as appropriate. A reminder, adhering to the Migration Framework and Thresholds is a BSC obligation.

The MCC will be working closely with Code Bodies Performance Assurance Teams.

Should a Supplier decided that they need to pause their own Migration, the expectation is for the Supplier to communicate this to the MCC at the earliest possible opportunity.

The MCC would require for the Supplier to:

- Provide detail on why a Pause is necessary
- Provide detail on when they expect to be able to continue migration
- Provide detail on net impact on their Migration Plan
- Provide regular updates on their path back to GREEN

Should the MCC require Migration to Pause, the MCC will broadcast to all active industry participants within the Active Sprint via the General Teams channel.

The MCC would provide the following information to industry:

- Provide detail on why a Pause is necessary
- Provide detail on when the MCC expect Suppliers will be able to recommence Migration activity
- Provide detail on net impact on M15 achievability
- Provide regular updates on path back to GREEN

The MCC will be working with DIP Manager and Elexon Service Management to proactively ensure that anything that risks Migration is managed and communicated appropriately to industry.



MCC

The MCC will monitor progress of Suppliers' migration progress and adhere to the agreed decision-making and escalation principles. Any issues related to Central Systems will be raised via agreed service management process

Areas to raise with MCC

- ✓ Kestrel request
- ✓ Migration Plan
- ✓ Any items that that impact or could impact their migrations or there are concerns that migration cannot be completed within. MCC would that work with party on to overcome blockers to support participants to complete migration.

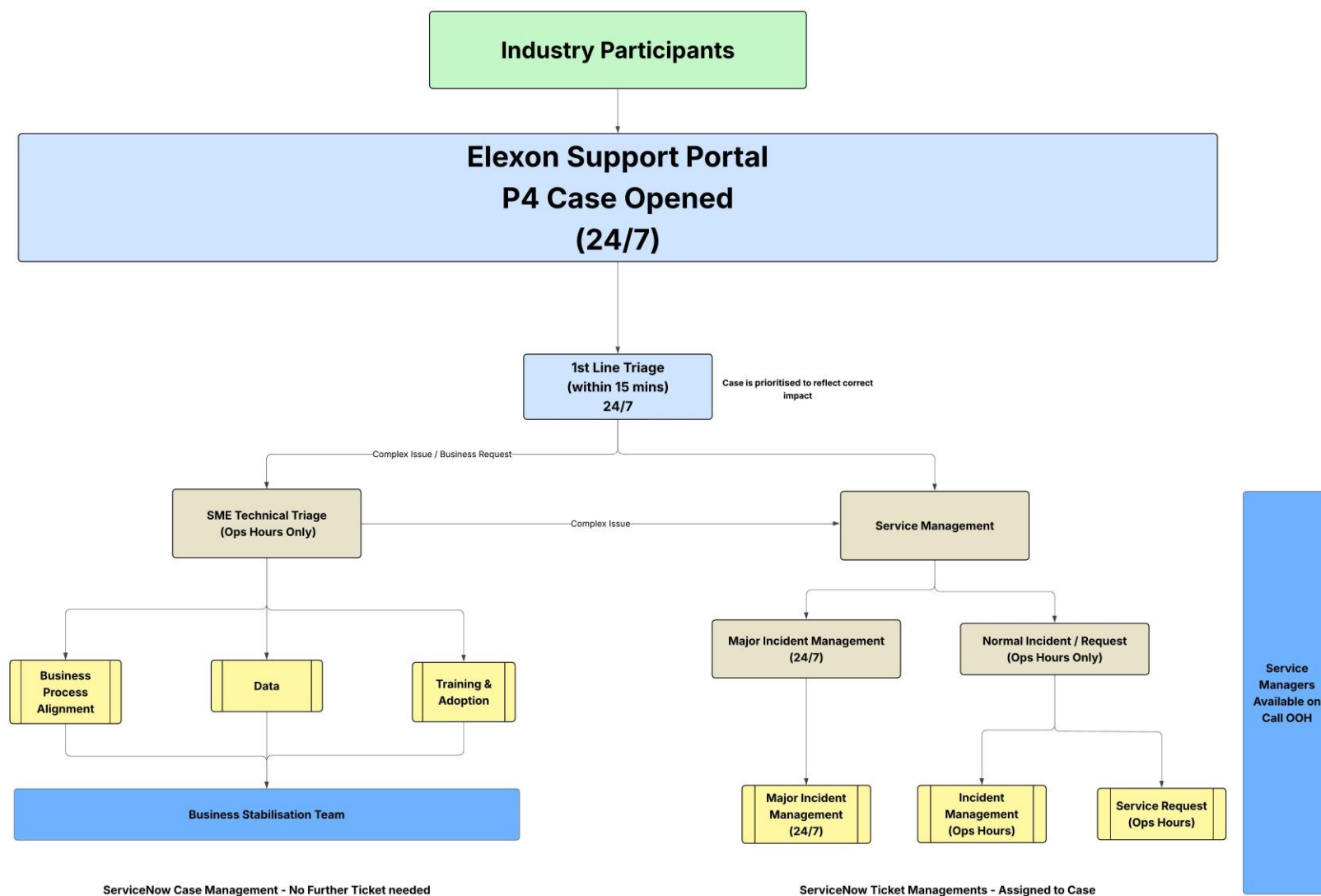


Elexon Service Management

Elexon will monitor their MHHS Central Systems and respond to Cases logged by Industry Participants

Areas to raise with Elexon Service Management

- ✓ Potential incident with DIP, Helix and other Elexon systems
- ✓ Design Queries.
- ✓ Settlement queries .



This model details Industry Participants log support cases via the Elexon Support Portal, and how those cases are triaged, Business Impact assessed and routed for resolution.

- 24/7 Portal Access for Participants
- All new cases are raised as P4 by default
- Immediate hand-off to 1st Line Service Desk (24/7)
- Triage within 15 minutes of submission, also 24/7
- Triage re-prioritises cases based on actual impact
- Operating Hours: 8.30am – 5.30pm Mon – Fri excluding Public Holiday

- Case Management
 - Logging and tracking of Cases, Incidents, Service Requests, Problems, and Changes
- Collaboration
 - A shared platform used by Elexon and its Service Providers for coordinated Service Management
- Self-Service Portal
 - Allows Service Users to raise cases, access knowledge articles, and track progress
- Knowledge Management
 - Central repository of articles to support faster resolution and self-service
- It is not a tool to raise cases, incidents or requests for 3rd parties such as LDSOs

The purpose of the Elexon Support (ServiceNow) portal is to provide a web-based interface that allows industry parties to undertake the following

- Logging of New Cases against Elexon– For Incidents and Requests
- Tracking the updates and status of previously logged cases
- Browse Knowledge

Individuals will need to self enrol in the Elexon Support (ServiceNow) Portal

Register

<https://register.elexon.co.uk/>

Authenticator Guide

[Authenticator Guide](#)

Portal

<https://support.elexon.co.uk/csm>

Migration Bilaterals

- For Migration, regular bilateral sessions with participants to discuss migration progress and any issues. Participants should communicate with MCC if they are facing an issue which is blocking or impact their migration plan.

Migration Queries & Kestrel Requests

- For Migration Queries and Kestrel requests, please utilise the [MCC Request and Enquires form](#):
 - Applications for Lost Migration days
 - Applications for an extended ramp-up window.
 - Application for opt-ins to daily submissions or vice versa
 - Unused Capacity Request
 - New user requests
 - Change to user permissions
 - Change to Migration Start Date
 - General Migration Design Queries

Migration Industry Meetings

- The MCC will be running the following meetings throughout execution:
 - Weekly Migration Standup – this will start post the end of the weekly TORWG meetings
 - M02.02 Mid Sprint Review Meeting
 - M03.01 Retrospective Meeting
 - M02.05 Ad-hoc Meetings for Significant Deviations
 - M02.06 Ad-hoc Meetings for migration problem management
- MCC will also be providing reporting into the programme governance meeting as needed



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Questions will be answered at the end of the webinar.

A complete Q&A will be made available on the website.



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Appendix

The Migration Team and Account Mangers will follow the following processes in order of precedence:

Priority Morning Activities

1. Check mailbox for any notifications of incidents or issues that may impact the ability of Parties to undertake Migration Processes and escalate as appropriate. Initiate Lost Migration day process if appropriate.
2. Interim check dashboard for the number of IF-031 initiations that have occurred since 05:00 to ensure Migration Thresholds are not likely to be breached when completion occurs. Escalation and notification to downstream systems e.g. DCC.
3. Check the IF-036 batch run for completions of both Data Service Appointment and Meter Service Appointment.
4. Check that IF-036 completions are on D+5 as per the Migration Framework
5. Check for lapsed appointments on the IF-036.
6. Liaise with Elexon for any potential SoLR activity.
7. Check for notifications of Bulk Change of Agent notifications and respond to notifying party confirming MCC Decision.

Administration Activities

1. Check for Supplier applications for Lost Migration days. Process as appropriate.
2. Check for applications for an extended ramp-up window.
3. Check for opt-ins to daily submissions or vice versa.
4. Raise Kestrel tickets where appropriate for any updates required from above.
5. Maintain the qualification tracker and Migration Start dates as required.
6. Respond to any general enquiries and user management requests from Migration Participants.
7. Calendar management activities e.g. scheduling/rescheduling meetings.

The Migration Team and Account Mangers will follow the following processes in order of precedence:

Priority Afternoon Activities

- 1. Check dashboard for the number of IF-031 initiations that have occurred since 05:00 to ensure Migration Thresholds are not likely to be breached when completion occurs. Escalation and notification to downstream systems e.g. DCC.
- 2. Check for applications for the unused capacity, check for contention and notify Supplier of outcome following the defied unused capacity process; a) Update any affected Supplier Schedules and the Unused Capacity Report and re-publish all.
- 3. Monitor Migration Party activity from dashboard for any breaches of governance tolerances and escalate as appropriate; Note: the early implementation might be a report only and any calculations would be done by the Account Manager.

RC-04	Plan vs Actual	Comparison of planned vs actual migration submissions
RC-05	Transaction Reporting	Views of transaction initiation and completion

Administrative Afternoon Activities

- 1. Monitor for any incident notifications and escalate accordingly.
- 2. Respond to any general enquiries and user management requests from Migration Participants.
- 3. On going engagement with other participants as needed on a regular basis. E.g. LDSO, Central Parties, Agents, Software Providers.
- 4. Capturing key information and insights to go into the Weekly Participant Performance Report.