I0240 – Data Alignment of Meter Information Through MHHS Migration

Scenario Guidance Document

Version 0.1

28 August 2025

RETAIL ENERGY CODE

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Change History

Version Number	Date Published	Reason for Change / Updates Made
V0.1	28 August 2025	Draft document published for discussion at REC Change Issues Group – 04 September 2025

The purpose of this document is to provide clear, actionable instructions for handling MPAN migrations when metering jobs are incomplete or have failed, especially in emergency scenarios.

Please note: do not migrate MPAN if a metering job has not completed. This can be either confirmation of failed visit or if the Energy Supplier has received Meter Technical Details and EES has been updated.

In the case of emergency jobs or updates after migration the following scenarios and steps, set out in this document, are available.

It is recommended that all Energy Suppliers, MOAs and Customer Service and Operation teams who are involved in the MHHS migration, refer to this document in order to understand how and when to update the DIP, to manage data flows during MHHS migration and Switching, and to handle expectations and communication effectively with your stakeholders.

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1. INTRODUCTION

During the Market-wide Half Hourly Settlement (MHHS) migration process, specific data flows between Market Participants and the Registration Service will be rejected, leading to potential data integrity issues. Once a forward migration is initiated (for example, via IF-031 for a non-MHHS MPAN), or a reverse migration is triggered (for example, via a Switch Request from a non-MHHS Qualified Supplier for an MHHS MPAN), the Losing Meter Operator Agent (MOA) is no longer permitted to send meter updates to the Supplier Meter Registration Service (SMRS) via D0312 or IF-005 respectively.

Although Meter Technical Details (MTDs) are shared between the Losing and Gaining MOAs as part of the agent change process as part of migration, any subsequent updates to MTD, such as those resulting from meter work, may not be reflected in the Registration Service. This is because the Gaining MOA is unaware that an update been unsuccessfully attempted and therefore does not send the necessary D0312 or IF-005, while the Losing MOA is restricted from doing so.

Further complications arise in relation to Energisation status updates and Metering Point notifications. Messages such as the D0205 (Energisation status) may also be rejected during migration, potentially resulting in misalignment between Market Participant systems and the Registration Service. It is unclear whether the MHHS equivalent message (IF-007) would also be rejected under these conditions.

This issue presents a risk to data accuracy and operational consistency across the market. It requires clarification and potential process changes to ensure that all relevant updates are captured and communicated effectively during the migration window. Primarily, there will be a misalignment in the data held with the Registration Service and that held between other industry Parties. In addition, the Registration Service could issue an incorrect PUB_036 to Parties which would need in updated MTD's being received from the MS and old MTD's from the Registration Service resulting in user intervention to correct the discrepancy.

2. SUMMARY

This document acts as the solution to REC Issue I0240 - Data Alignment of Meter Information Through MHHS Migration and provides clear, actionable instructions for REC Parties whilst handling Meter Point Administration Numbers (MPANs) during MHHS migration when metering jobs are incomplete or have failed, especially in emergency scenarios, with a focus on maintaining data integrity and quality, system interoperability, and compliance with MHHS processes.

This document sets out five scenarios that may be following in the case of emergency jobs or updates that are required after migration.

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1) **Migration Only (No change of Energy Supplier or change of MOA)**

2) **Migration with Change of MOA**

3) **Migration on a Switch (Including with or without a change of MOA as different contractual arrangements are in place)**

4) **Migration Only (Change of Energisation)**

5) **Migration on a Switch (Change of Energisation)**

The scenarios set out aim to provide clarity and details for impacted REC Parties and limit the associated risks of this issue through the following actions:

- **Preventing Data Conflicts in Market Systems –** ensuring MPANs are not migrated prematurely to reduce to risk of inconsistent or missing data in SMRS, Data Integration Platform (DIP) or Electricity Enquiry Service (EES).

- **Standardised Error Handling for Failed EES Updates –** providing step by step recovery actions for when EES updates fail, including alternative communication processes between MOAs and Energy Suppliers.

- **Clarifying Data Exchange Responsibilities –** outlining how, and when, MTDs should be shared between an installing MOA and Losing Supplier, a Losing Supplier and a Gaining Supplier (via PT0078), and Energy Suppliers and newly appointed MOAs, emphasising adherence to existing commercial agreements and secure data handling practices.

- **Support Emergency and Complex Migration Scenarios –** providing detailed guidance for the migration only, migration with a MOA change, and a migration during an Energy Supplier Switch scenario, to support stakeholders navigate exceptions and emergency situations without compromising data quality, thus reducing ambiguating and manual intervention by aligning with MHHS and DIP processes.

- **Enable Smooth Transitions to MHHS Processes –** ensuring that once the DIP is updated, the MPAN can follow the appropriate MHHS Settlement and Market Messaging flows without disruption and minimising exceptions and rework by enforcing pre-migration validation steps.

It is recommended that all Energy Suppliers, MOAs and Customer Service and Operation teams who are involved in the MHHS migration, refer to this document in order to:

- understand how and when to update the DIP or SMRS;
- to manage data flows during MHHS migration and Switching; and
- to handle expectations and communication effectively with your stakeholders.

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When sharing data as part of the scenario processes, Energy Suppliers and MOAs should also ensure that:

- MTDs are shared securely and in line with existing commercial agreements;
- clear communication and audit trails are maintained; and
- Secure Data Exchange Platform (SDEP) is used correctly, including the use of the correct process type and heading, to ensure timely and accurate sharing of data.

3. SCENARIO 1 – MIGRATION ONLY (NO CHANGE OF ENERGY SUPPLIER OR CHANGE OF MOA)

In scenarios where an MPAN is being migrated without a change of Energy Supplier or MOA, the following steps should be followed to ensure accurate data handling and compliance with MHHS processes:

- If the EES update fails, the MOA must wait until migration is fully completed.
- Once the new appointment is confirmed, the MOA should update the DIP with the MTDs.
- The MPAN will then transition into MHHS processes.



Figure 1: Flowchart for Recommended Migration Only Process

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4. SCENARIO 2 – MIGRATION WITH CHANGE OF MOA

In scenarios where the initial EES update fails where an MPAN is being migrated with a change of MOA, the following steps should be followed to ensure accurate data handling and compliance with MHHS processes:

- The installing MOA should inform the Energy Supplier of the failed EES update.
    - The Energy Supplier may also be aware of the failed update as they also received the D0312, including rejection reasons for SMRS.
- The full MTDs should then be shared in line with existing commercial agreements between
    a) the MOA and Energy Supplier; or
    b) MOA, Consumer and Energy Supplier.
- Migration will then be completed including the appointment of a new MOA.
- After migration and the appointment of the new MOA, the Energy Supplier should pass the full MTDs to the new MOA with a request to update the DIP.
    - Details are shared in line with existing commercial agreements between the MOA and Energy Supplier, or between the MOA, Consumer and Energy Supplier.
- The new MOA should then update the DIP, enabling the MPAN to follow MHHS processes.

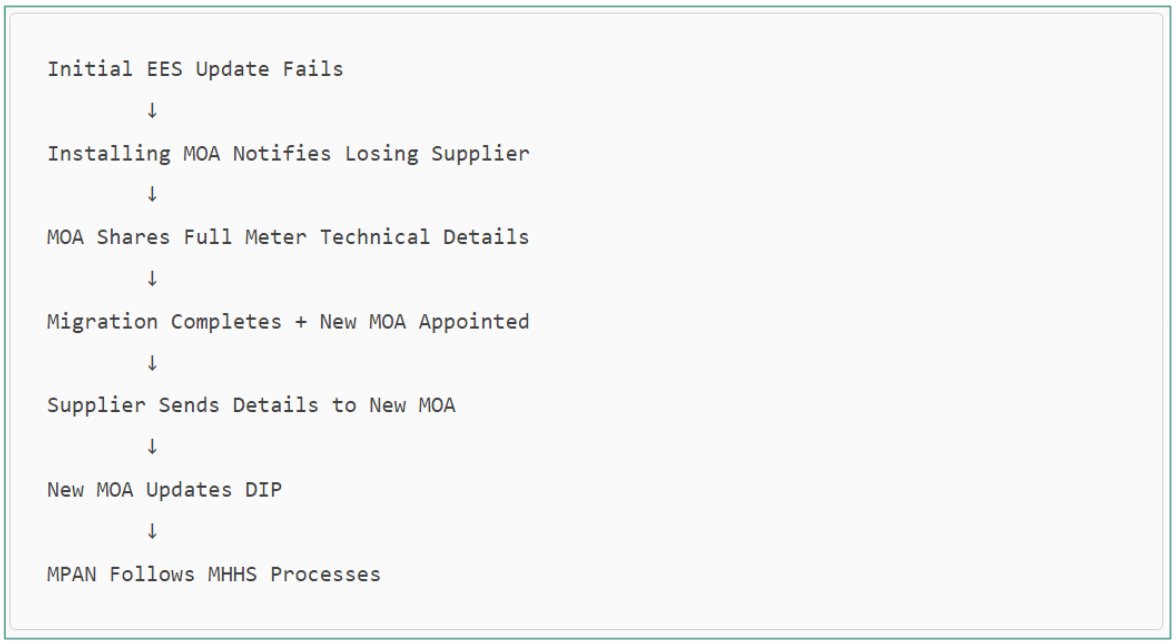


Figure 2: Flowchart for Recommended Migration with a Change of MOA Process

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5. SCENARIO 3 – MIGRATION ON A SWITCH

In scenarios where the initial EES update fails for an MPAN being migrated on a Switch, including with or without a change of MOA, the following steps should be followed to ensure accurate data handling and compliance with MHHS processes:

- The installing MOA should inform the Losing Energy Supplier of the failed EES update.
    - The Losing Energy Supplier may also be aware of the failed update as they also received the D0312, including rejection reasons for SMRS.
- The full MTDs should then be shared in line with existing commercial agreements between:
    a) the MOA and Energy Supplier; or
    b) MOA, Consumer and Energy Supplier.
- The Losing Supplier should use SDEP to send details to the Gaining Supplier. For this SDEP process type PT0078 – Missing MTDs (Elec) should be used with the subject title as “MTD Update During Migration”.
- After migration and completion of the Switch, including the appointment of the new MOA, the Gaining Supplier should pass the MTDs to the new MOA with a request to update the DIP.
    - Details are shared in line with existing commercial agreements between the MOA and Energy Supplier, or between the MOA, Consumer and Energy Supplier.
- The new MOA should then update the DIP, and the MPAN will enter MHHS processes.

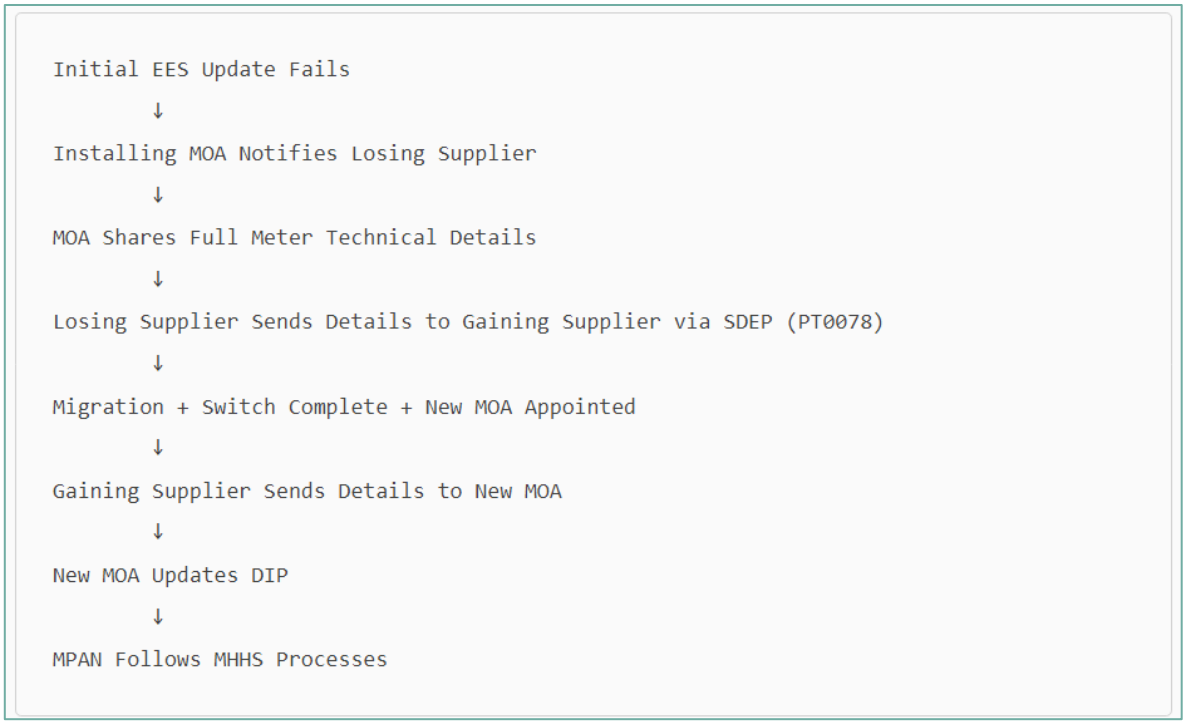


Figure 3: Flowchart for Recommended Migration on a Switch Process

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6. SCENARIO 4 – MIGRATION ONLY (CHANGE OF ENERGISATION)

In scenarios where the initial SMRS update on change of Energisation fails for an MPAN immediately before or during migration (without a Switch), the following steps should be followed to ensure accurate data handling and compliance with MHHS processes:

- The Energy Supplier initiates a D0205 flow to update the Energisation status of the MPAN in SMRS.
- SMRS rejects the update and a D0203 rejection flow will be returned.
- The Energy Supplier must then wait for the migration process to be fully completed to ensure the MPAN is correctly registered.
- Once the migration is complete, the Energy Supplier should send the Energisation status update to the DIP and the MPAN will enter MHHS processes.

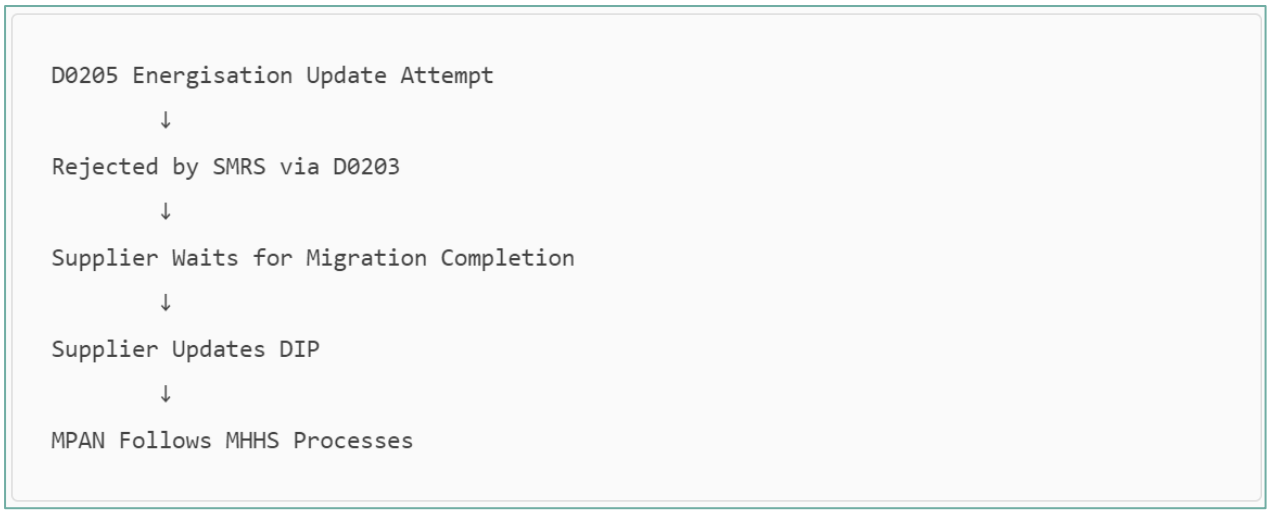


Figure 4: Flowchart for Recommended Migration (Change of Energisation) Process

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7. SCENARIO 5 – MIGRATION ON A SWITCH (CHANGE OF ENERGISATION)

In scenarios where the initial SMRS update on change of Energisation fails for an MPAN immediately before or during migration triggered by a Switch, the following steps should be followed to ensure accurate data handling and compliance with MHHS processes:

- The Losing Supplier attempts to update the Energisation status of the MPAN via the D0205.
- The D0205 update is rejected by the SMRS and returns a D0203 rejection.
- The Losing Supplier should then share the change of Energisation status of details with the Gaining Supplier via SDEP. Process type PT0078 – Missing MTDs (Elec) General Query should be used with the subject title as “Energisation update during Migration”.
- The Gaining Supplier must then wait for the migration to complete before updating the DIP.
- Once the MPAN is active under the Gaining Supplier, the Gaining Supplier should update the DIP with the Energisation status and the MPAN will enter MHHS processes.

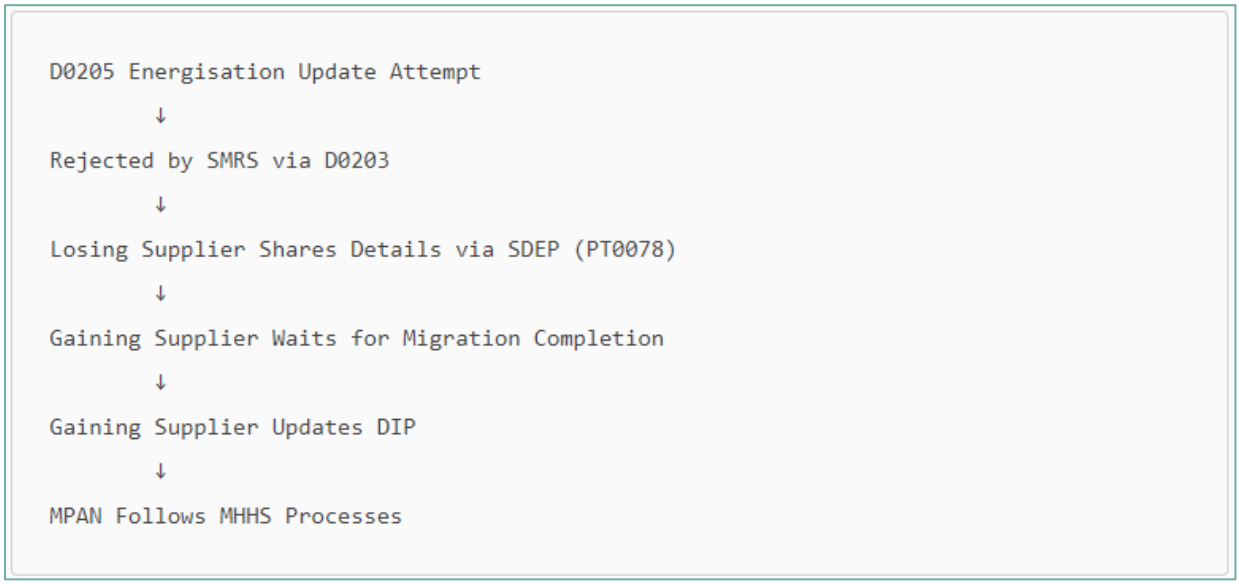


Figure 5: Flowchart for Recommended Migration on a Switch (Change of Energisation) Process

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8. APPENDIX 1 – USEFUL TERMS

Term	Acronym	What does it mean?
D0205		The D0205 is a Market Message used for updating Registration details. It is referenced as MM00108 and is a supplier-initiated update of Registration details. The rules for including specific data items and the dependency between items are specified within the MRA and MPAS Validation Procedures.
D0312		The D0312 is a notification of Meter information sent to MPAS (Meter Point Administration Service) by the Electricity Supplier. It includes a MOP (Meter Operator) Flow Response Code and can be sent electronically or by another agreed method. If the response to a D0312 is 'Accepted', the process proceeds or ends as specified. If not accepted, a corrected D0312 may be sent if the rejection can be resolved without involving other industry Parties.
Data Integration Platform	DIP	The Data Integration Platform (DIP) is an industry-wide system created to support multiple Industry Code obligations on Market Participants, beyond just BSC obligations. The DIP uses a cloud-based Event Driven Architecture (EDA) designed to deliver real-time message exchange.
Electricity Enquiry Service	EES	The Electricity Enquiry Service (EES) allows EES Users to access market data where they are entitled to do so in accordance with the Data Access Matrix defined within the Data Access Schedule. Data is sourced from each Electricity Retail Data Service (ERDS) and the Central Switching Service (CSS). The EES consists of: (a) an online portal to view data for all electricity Metering Points; (b) an Application Programming Interface (API) service which allows EES Users to gather information from the service in a specified manner; (c) a prepayment transaction processing function to match Meter Serial Numbers for Prepayment Meters to the associated Metering Point and Registered Supplier; and (d) a reporting function enabling defined data sets to be provided to individual EES Users.

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Term	Acronym	What does it mean?
Energise		shall have the meaning given under the DCUSA, and 'energised', 'energisation' and similar expressions shall be interpreted accordingly.
Energy Supplier		means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Gaining Supplier		means, in relation to a proposed Switch (or Switch), the Energy Supplier which is proposing to become the Registered Supplier at an RMP as a result of that proposed Switch (or which has become the Registered Supplier as a result of that Switch).
Losing Supplier		means, in relation to a proposed Switch (or Switch), the Energy Supplier which will cease to be the Registered Supplier at an RMP as a result of that proposed Switch (or which has ceased to be the Registered Supplier as a result of that Switch).
Market Message		means a structured communication sent between two Market Participants in the form and with the content required (and as otherwise specified) by the Data Specification.
Meter Operator Agent	MOA	means a Party which has Qualified in that role under the Qualification and Maintenance Schedule. Where used in respect of a particular Metering Point, it means the MOA Appointed by an Electricity Supplier in accordance with the Metering Operations Schedule. The MOA is accountable for the installation, replacement, repair and maintenance of electricity Metering Equipment (either itself or by an EMO), and the MOA must also therefore be Accredited under the Metering Accreditation Schedule.
Meter Point Administration Number	MPAN	means the unique reference number used to identify electricity Metering Points.
Meter Technical Details	MTDs	means all the relevant information about Energy meters required by the Registered Energy Supplier, Supplier Agents, Distribution Network Operator and/or Gas Transporter to carry out its duties as such under this Code and other Energy Codes.

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Term	Acronym	What does it mean?
Metering Point		has the meaning given to it in the Electricity Distribution Licence, which for the time being means: "the point, determined according to the principles and guidance given in the MRA Transition Schedule to the Retail Energy Code, at which a supply of electricity taken into or conveyed from the licensee's Distribution System: (a) is or is intended to be measured; or (b) where Metering Equipment has been removed, was or was intended to be measured; or (c) in the case of an Unmetered Supply, is treated as measured."
Registration Service		means the component of the Central Switching Service which records Switching Operation Data and manages Switches, as further described in the Switching Data Management Schedule and the Registration Services Schedule.
Secure Data Exchange Portal	SDEP	means the portal of that name which forms part of the Secure Data Exchange Service.
Supplier Meter Registration Service	SMRS	The service provided or to be provided by a Licensed Distribution System Operator for the registration of Metering Systems at Boundary Points on its Distribution System(s) and its Associated Distribution System(s) (if any), in accordance with the Master Registration Agreement.
Switch		means a change to the Registered Supplier for an RMP.
Switch Request		means a request from a Gaining Supplier to initiate a Switch.

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