I0240 – Data Alignment of Meter Information Through MHHS Migration

Scenario Guidance Document

Version 2.0

30 April 2026

RETAIL ENERGY CODE

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Change History

Version Number	Date Published	Reason for Change / Updates Made
V1.0	05 November 2025	Document published to resolve I0240.
V2.0	30 April 2026	Document updated with amended flowcharts and general clarity updates.

The purpose of this document is to provide clear, actionable instructions for managing metering jobs that occur while a Metering Point is undergoing migration as part of the MHHS process.

Please note: It is advisable to avoid initiating a Forward Migration for a Metering Point if a metering job is still in progress. A job is considered complete either when a failed visit has been confirmed, or when the Energy Supplier has received the Meter Technical Details and Supplier Meter Registration Service (SMRS) has been updated.

It is recommended that all Energy Suppliers, Meter Operator Agents (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 SMRS, to manage Data Transfer Service (DTS) Data Flows and DIP Market Messages during MHHS Migration and Switching, and to handle expectations and communication effectively with your stakeholders.

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1. INTRODUCTION

During the MHHS Migration process, specific data flows between Market Participants and the SMRS will be rejected, leading to potential data integrity issues. Once a Forward Migration is initiated (for example, via IF-031 for a non-MHHS Metering Point), or a Reverse Migration is triggered (for example, via a Switch Request from a non-MHHS Qualified Supplier for an MHHS Metering Point), the Losing MOA is no longer permitted to send meter updates to SMRS via the D0312 or IF-005 respectively.

Under the MHHS arrangements, Meter Technical Details (MTDs) for Smart Meters are held within in SMRS and shared with participants via DIP Market Messages. As such it is important that the metering information held within SMRS for these Metering Points is correct. If it is not updated prior to a Reverse Migration the incoming MOA will be provided the incorrect metering information and not know this needs to be updated.

For MHHS Advanced and Traditional Meters and Metering Points in legacy arrangements, although MTDs are shared between the Losing and Gaining MOAs as part of the change of agent process during migration, any subsequent updates to MTDs, such as those resulting from meter work, may not be reflected in SMRS. This is because the Gaining MOA is unaware that an update has 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 and IF-007 will also be rejected during migration, potentially resulting in misalignment between Market Participant systems and SMRS.

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 within SMRS and that held between other industry Parties.

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 Metering Points 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 arise in the case of emergency jobs or updates that are required after MHHS Migration has been initiated.

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1) **MTD Update Rejection – Forward Migration Only (No change of Energy Supplier or change of MOA)**

2) **MTD Update Rejected - Forward Migration with change of MOA**

3) **MTD Update Rejected - Forward / Reverse Migration on a Switch (Including with or without a change of MOA as different contractual arrangements are in place)**

4) **Change of Energisation Rejection - Forward Migration only**

5) **Change of Energisation Rejection - Forward / Reverse Migration on a Switch**

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 Metering Points are not migrated prematurely to reduce the risk of inconsistent or missing data in SMRS, Data Integration Platform (DIP) or Electricity Enquiry Service (EES).

- **Standardised Error Handling for Failed SMRS Updates –** providing step by step recovery actions for when SMRS 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 navigation of 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 SMRS is updated, the Metering Point 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 SMRS;
- manage data flows during MHHS Migration and Switching; and

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- handle expectations and communication effectively with your stakeholders.

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 Portal (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 – MTD UPDATE REJECTION - MIGRATION ONLY (NO CHANGE OF ENERGY SUPPLIER OR CHANGE OF MOA)

In scenarios where a Metering Point 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 SMRS MTD update fails, the MOA must wait until migration is fully completed
- Once the new appointment is confirmed, the MOA should update SMRS with the MTDs via the IF-005 Market Message
- Effective From Dates should be populated with the date of the new appointment, and not the date of the actual meter works – MTDs will only be accepted by a MOA during its MHHS appointment period
- The event code to use should align to the type of update that has triggered the original requirement to send updated MTDs – for example 'MeterExchange' should be used if that was the activity that has triggered the original update
- The Metering Point will then transition into MHHS processes

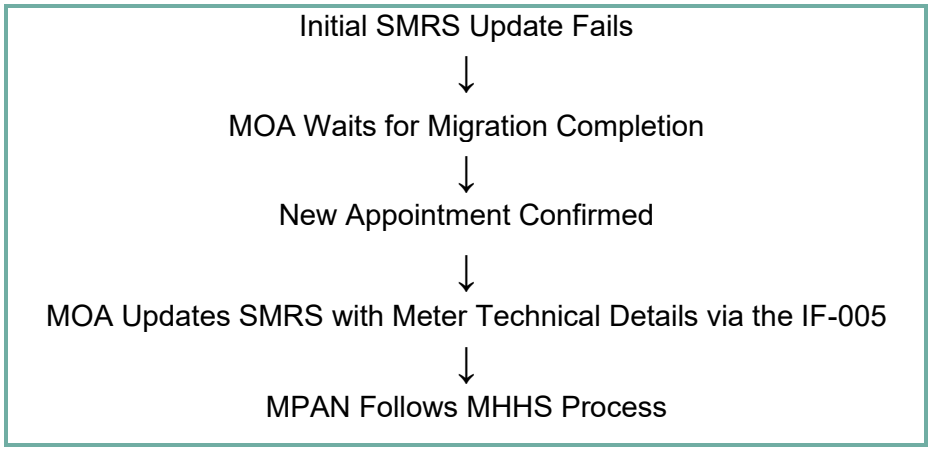


Figure 1: Flowchart for Recommended Migration Only Process

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4. SCENARIO 2 – MTD UPDATE REJECTED – FORWARD MIGRATION WITH CHANGE OF MOA

In scenarios where the initial SMRS MTD update fails where a Metering Point 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 SMRS update.
    - The Energy Supplier may also be aware of the failed update as they also received the D0312, including rejection reasons from 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 SMRS.
    - 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 SMRS, enabling the Metering Point to follow MHHS processes.
    - Effective From Dates should be populated with the date of the new appointment, and not the date of the actual meter works – MTDs will only be accepted by a MOA during its MHHS appointment period
    - The event code to use should align to the type of update that has triggered the original requirement to send updated MTDs – for example ‘MeterExchange’ should be used if that was the activity that has triggered the original update

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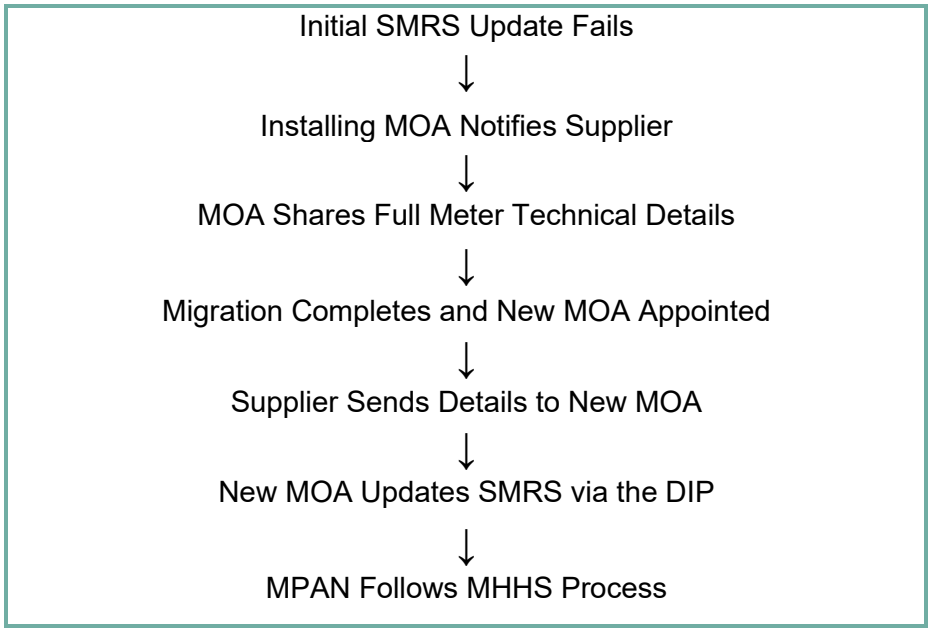


Figure 2: Flowchart for Recommended Migration with a Change of MOA Process

5. SCENARIO 3 – MTD UPDATE REJECTED – FORWARD / REVERSE MIGRATION ON A SWITCH

In scenarios where the initial SMRS MTD update fails for a Metering Point 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 SMRS update.
    - The Losing Energy Supplier may also be aware of the failed update as they also received the D0312 / IF-006, including rejection reasons from 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 SMRS
    - Details are shared in line with existing commercial agreements between the MOA and Energy Supplier, or between the MOA, Consumer and Energy Supplier.

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- The new MOA should then update SMRS via the DIP using the IF-005 Market Message for Forward Migration or D0312 for Reverse Migration, and the Metering Point will enter MHHS / Legacy processes.
    - Effective From Dates should be populated with the date of the new appointment, and not the date of the actual meter works – MTDs will only be accepted by a MOA during its MHHS appointment period
    - The event code to use should align to the type of update that has triggered the original requirement to send updated MTDs – for example 'MeterExchange' should be used if that was the activity that has triggered the original update

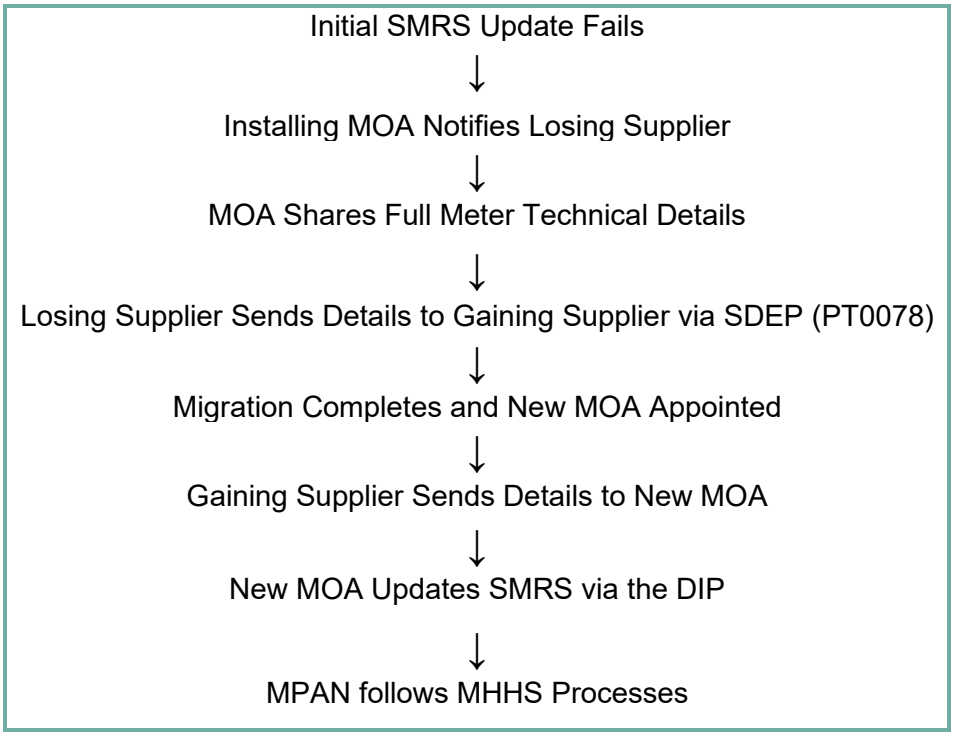


Figure 3: Flowchart for Recommended Migration on a Switch Process

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6. SCENARIO 4 – CHANGE OF ENERGISATION REJECTION - FORWARD MIGRATION ONLY

In scenarios where the initial SMRS update on change of Energisation fails for a Metering Point 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 Metering Point 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 Metering Point is correctly registered.
- Once the migration is complete, the Energy Supplier should inform the MOA of the incorrect energisation status held in SMRS and request they update it. (The MOA may already be aware of the discrepancy)
- The MOA should then update SMRS using the IF-007 Market Message via the DIP. Effective From Dates should be populated with the date of the new appointment, and not the date of the actual meter works – MTDs will only be accepted by a MOA during its MHHS appointment period.

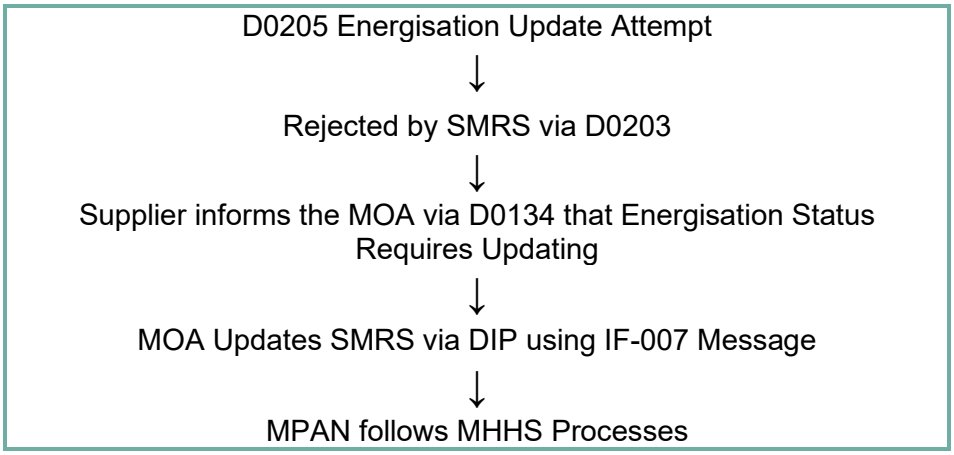


Figure 4: Flowchart for Recommended Migration (Change of Energisation) Process

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7. SCENARIO 5 – CHANGE OF ENERGISATION REJECTION - FORWARD / REVERSE MIGRATION ON A SWITCH

In scenarios where the initial SMRS update on change of Energisation fails for a Metering Point 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 / MOA attempts to update the Energisation status of the Metering Point via the D0205 / IF-007
- The D0205 / IF-008 update is rejected by the SMRS and returns a D0203 / IF-008 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 / MOA must then wait for the migration to complete before updating the SMRS.
- The Supplier should also inform their MOA in the event of a forward migration to update the energisation status.
- Once the Metering Point is active under the Gaining Supplier, the Gaining Supplier / MOA should update SMRS with the Energisation status and the Metering Point will enter MHHS processes.
- Effective From Dates should be populated with the date of the new appointment, and not the date of the actual meter works – MTDs will only be accepted by a MOA during its MHHS appointment period.

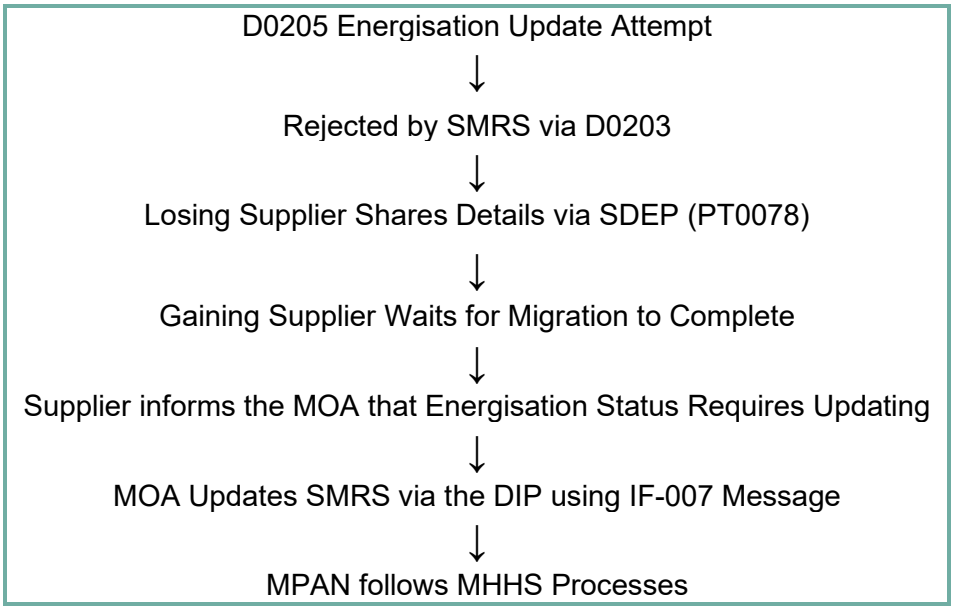


Figure 5: Flowchart for Change of Energisation Rejection **- Forward** Migration on A Switch (Change of Energisation)

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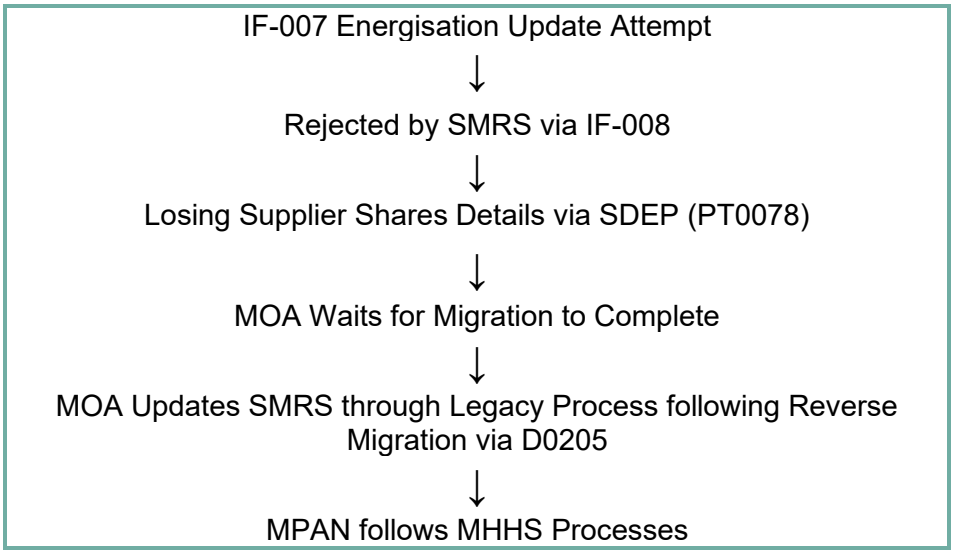


Figure 6: Flowchart for Change of Energisation Rejection **- Reverse** Migration on a Switch (Change of Energisation)

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8. APPENDIX 1 – USEFUL TERMS

Term	Acronym	What does it mean?
D0205		The D0205 is a Market Message used by the Electricity Supplier to update Registration details. The rules for including specific data items and the dependency between items are specified 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.
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).
IF-005		The IF005 is a Market Message used by Meter Operator Agents (MOAs) to notify any changes required to metering technical information, such as Metering Asset installations, removals, and exchanges. It also allows for corrections to the currently installed Metering Asset data and the historical record of installed Metering Assets.

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Term	Acronym	What does it mean?
		The IF005 is sent by the MOA to the Supplier Meter Registration Service (SMRS) following Metering Asset installation, removal, or exchange. The SMRS validates the IF005, and where validation is successful, Meter Technical Details (MTDs) are shared with other Market Participants via the IF006 'SMRS Notification of MTD Updates'.
IF-006		IF006 is the 'SMRS Notification of MTD Updates' sent by the SMRS. It is issued following the validation of IF005 'MTD Updates to SMRS' and shares Meter Technical Details (MTDs) with other Market Participants. Depending on the event, the IF006 is shared with the appointed MOA, Data Service and Smart Meter Data Retriever, Supplier, DNO, and the Electricity Enquiry Service.
IF-007		IF007 'Change of Energisation Status' is sent by the Meter Operator Agent (MOA) to the Supplier Meter Registration Service (SMRS) following a change of Energisation Status. The SMRS validates the IF007, and where validation is successful, notification of the change of Energisation Status is issued to other Market Participants via the IF008 'SMRS Notification of Change of Energisation Status'.
IF-008		The IF008 is the 'SMRS Notification of Change of Energisation Status'. It is issued to other Market Participants after the SMRS successfully validates the IF007 'Change of Energisation Status' sent by the MOA.
IF-031		The IF-031 is the ‘Supplier Agent Appointment Request’/ It is sent by the Gaining Supplier to ensure the chosen Meter Operator Agent is acceptable based on the Premises, Market Segment and meter type.
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

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Term	Acronym	What does it mean?
		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 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.
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.”
PT0078		PT0078 is the ‘Missing MTDs (Elec) – General Query’ process type. It is used when the Gaining Supplier may raise a query with the Losing Supplier if the Gaining Meter Equipment Manager (MEM) has not received Meter Technical Details from the Losing Metering Equipment Manager/Meter Operator Agent. This process can be initiated via the Secure Data Exchange Portal (SDEP) and is relevant in the context of a switch
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

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Term	Acronym	What does it mean?
		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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