



NETWORKS

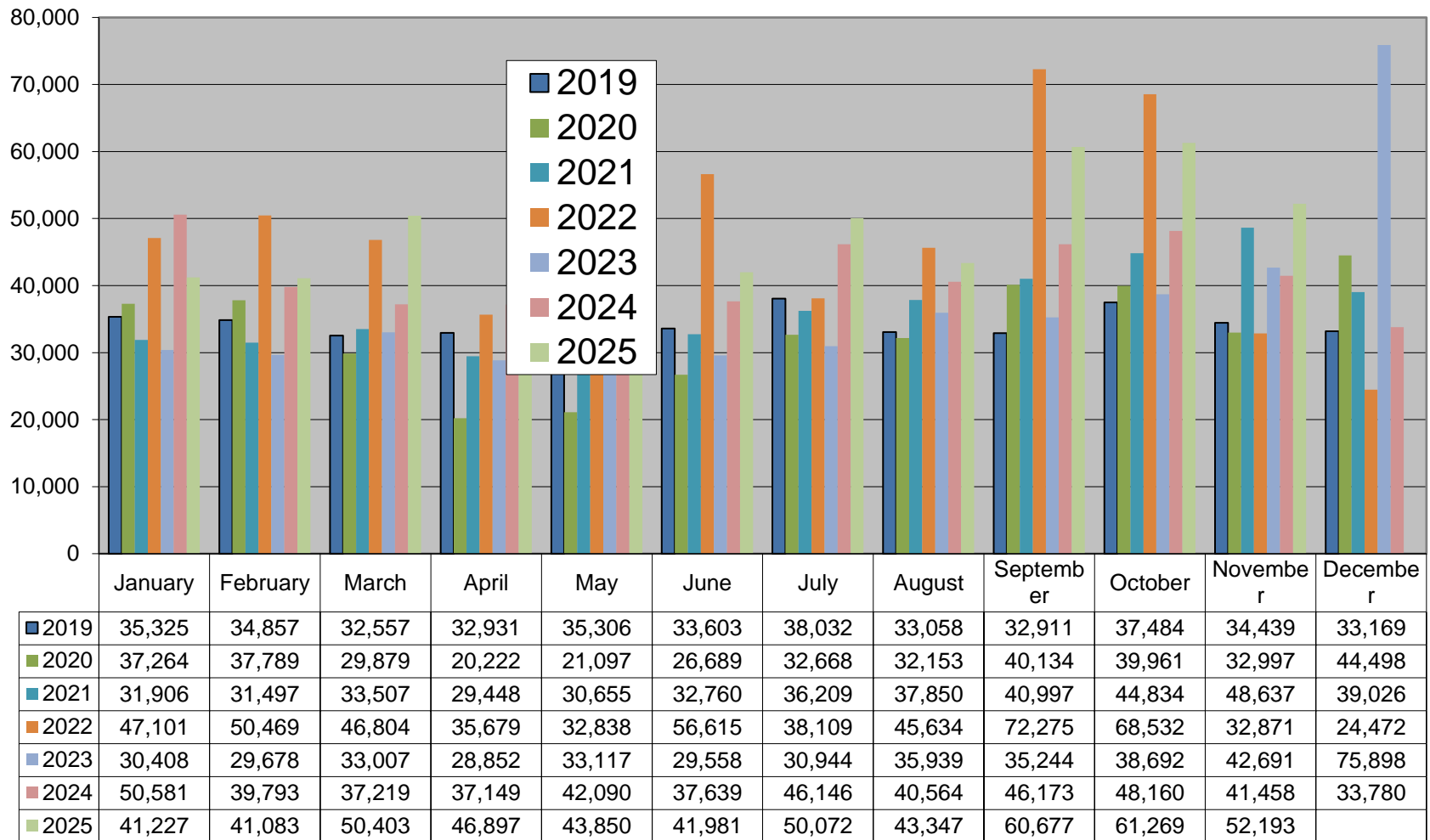
MRSO Update

James Long

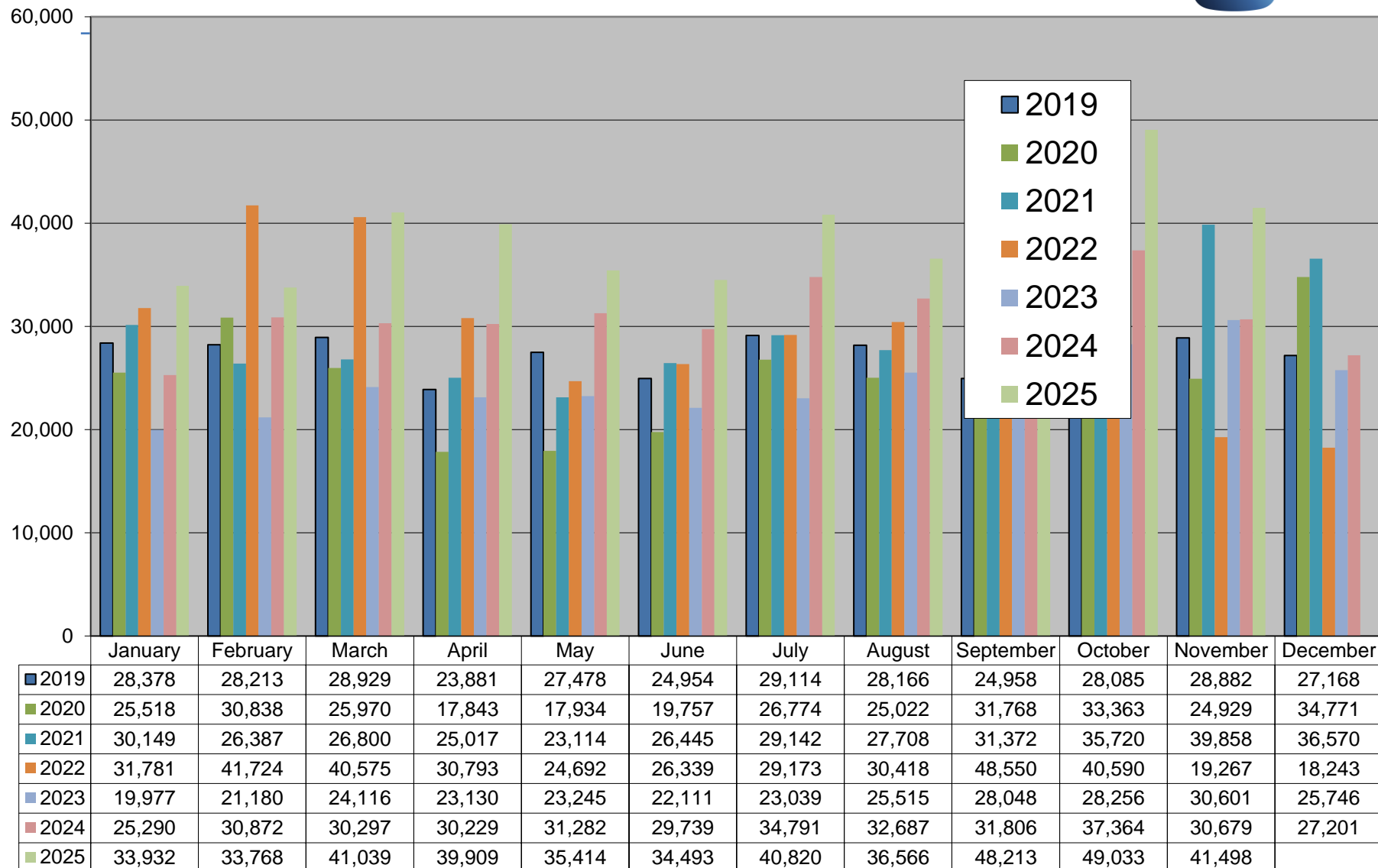
10th December 2025



1. Market Message 010



Market Message 105L



COS in-progress 8th December 2025 – 4,761

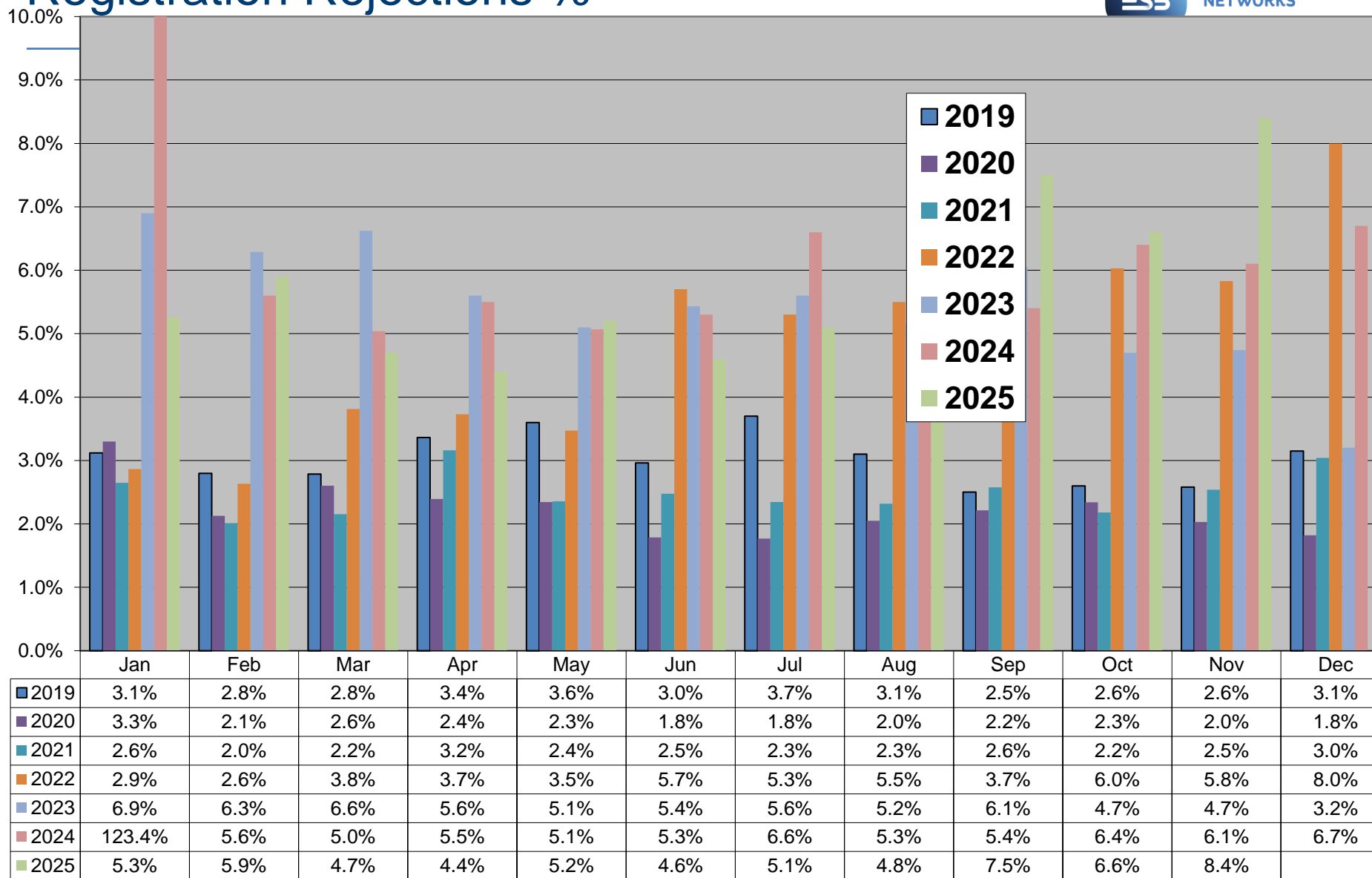
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **11 switches held due to an existing Open Service Order**

| | |
|-----------|---|
| Mar 2021 | 2 |
| Apr 2022 | 1 |
| Aug 2022 | 1 |
| Nov 2022 | 3 |
| Dec 2022 | 3 |
| Mar 2023 | 3 |
| Apr 2023 | 1 |
| May 2023 | 3 |
| Jun 2023 | 1 |
| Jul 2023 | 1 |
| Sept 2023 | 2 |

COS and CoLE

| Month | Explicit CoLE | Inferred CoLE | Total CoLE | Total 010 | % Explicit CoLE | % Total CoLE |
|--------|---------------|---------------|------------|-----------|-----------------|--------------|
| Aug-25 | 12,411 | 9,098 | 21,509 | 43,347 | 29% | 50% |
| Sep-25 | 22,012 | 10,608 | 32,620 | 60,677 | 36% | 54% |
| Oct-25 | 17,157 | 11,629 | 28,786 | 61,269 | 28% | 47% |
| Nov-25 | 11,777 | 11,116 | 22,893 | 52,193 | 23% | 44% |

Registration Rejections %

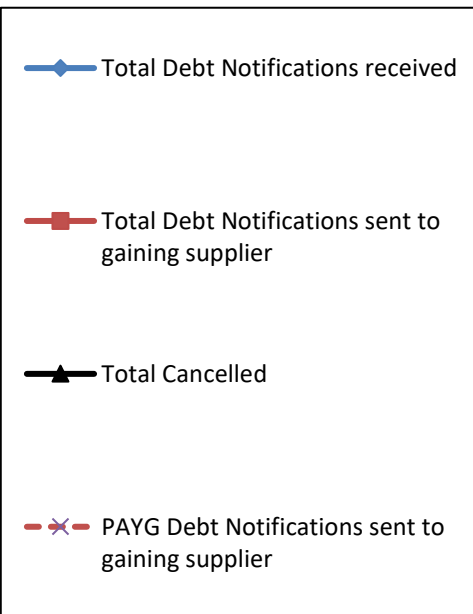


Debt Flagging

| | Sept - 25 | Oct - 25 | Nov - 25 |
|---|-----------|----------|----------|
| Total Debt Notifications received (012) | 242 (17) | 211 (21) | 239 (20) |
| Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc. | 49 (1) | 42 (3) | 49 (3) |
| Total Debt Notifications sent to gaining supplier (112) | 193 (16) | 169 (18) | 192 (17) |
| Total not cancelled | 132 (14) | 140 (15) | 135 (15) |
| Total cancelled | 61 (2) | 29 (3) | 57 (2) |
| Total Debt Notifications sent to gaining supplier as % of total COS | 0.40% | 0.34% | 0.46% |

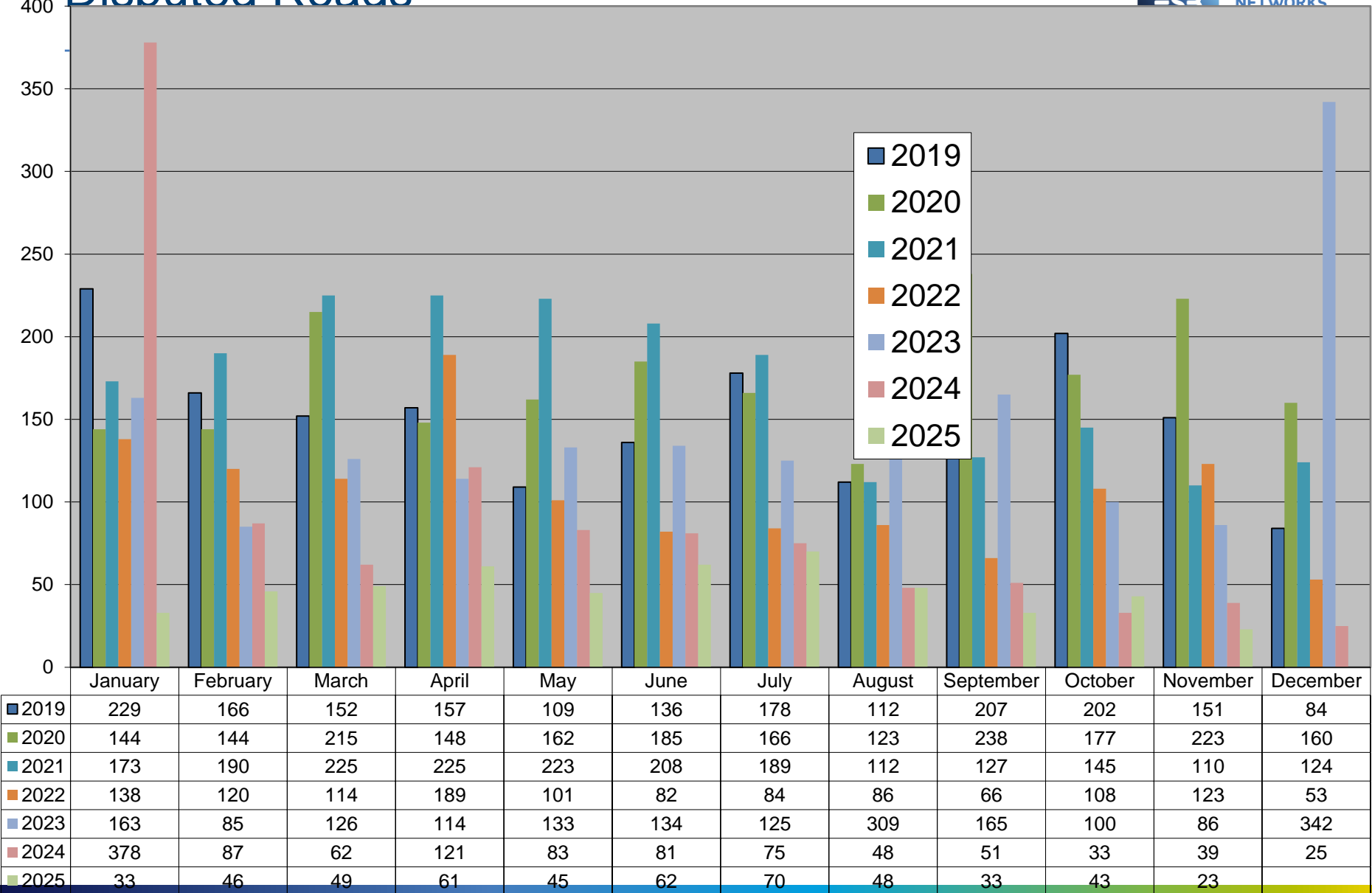
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

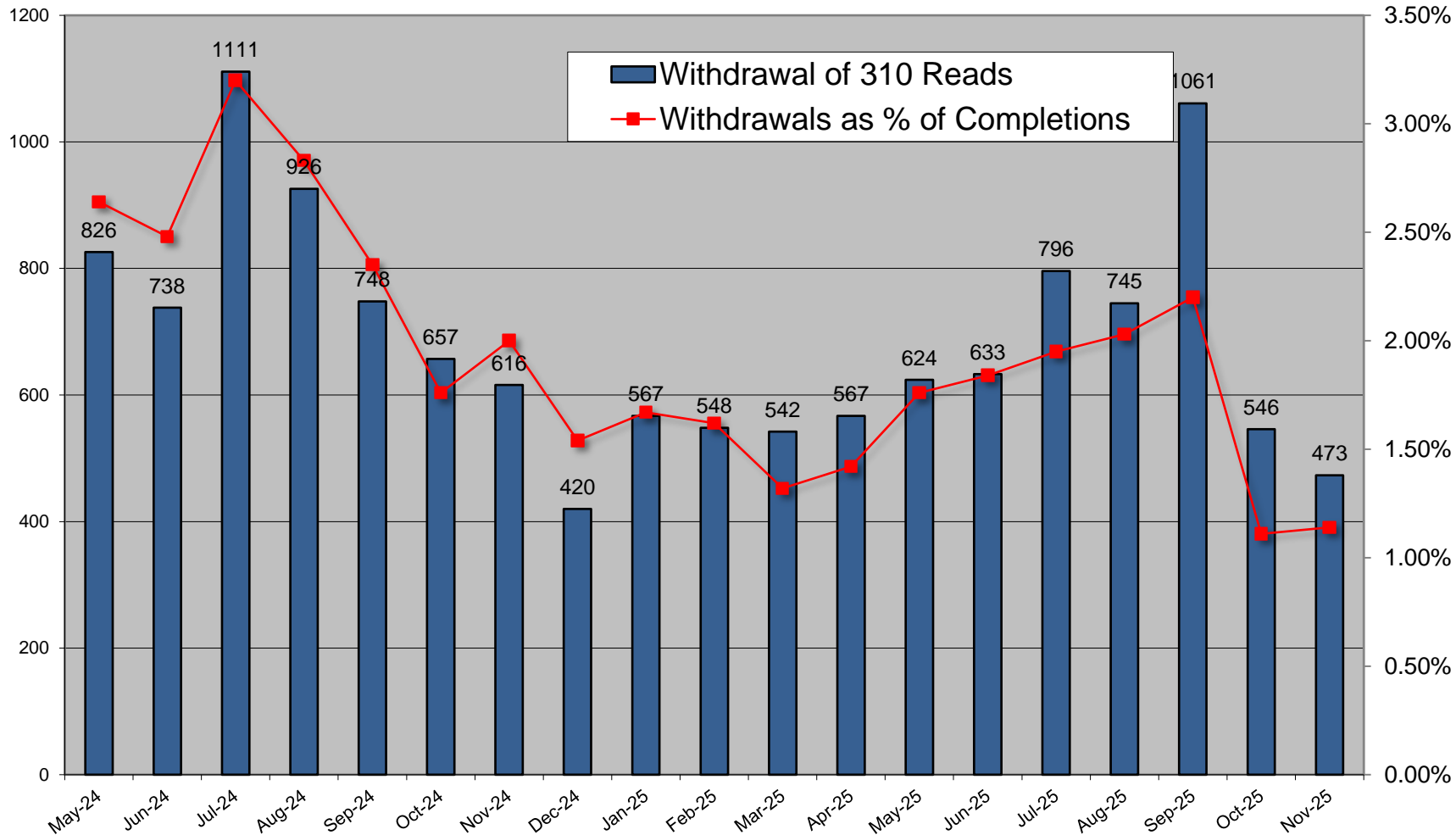


| | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Debt Notifications received | 176 | 223 | 229 | 226 | 214 | 279 | 219 | 242 | 211 | 233 |
| Total Debt Notifications sent to gaining supplier | 143 | 189 | 192 | 195 | 188 | 239 | 182 | 193 | 169 | 193 |
| Total Cancelled | 53 | 55 | 66 | 62 | 49 | 64 | 35 | 61 | 29 | 57 |
| PAYG Debt Notifications sent to gaining supplier | 15 | 16 | 13 | 13 | 10 | 16 | 15 | 16 | 18 | 17 |

Disputed Reads



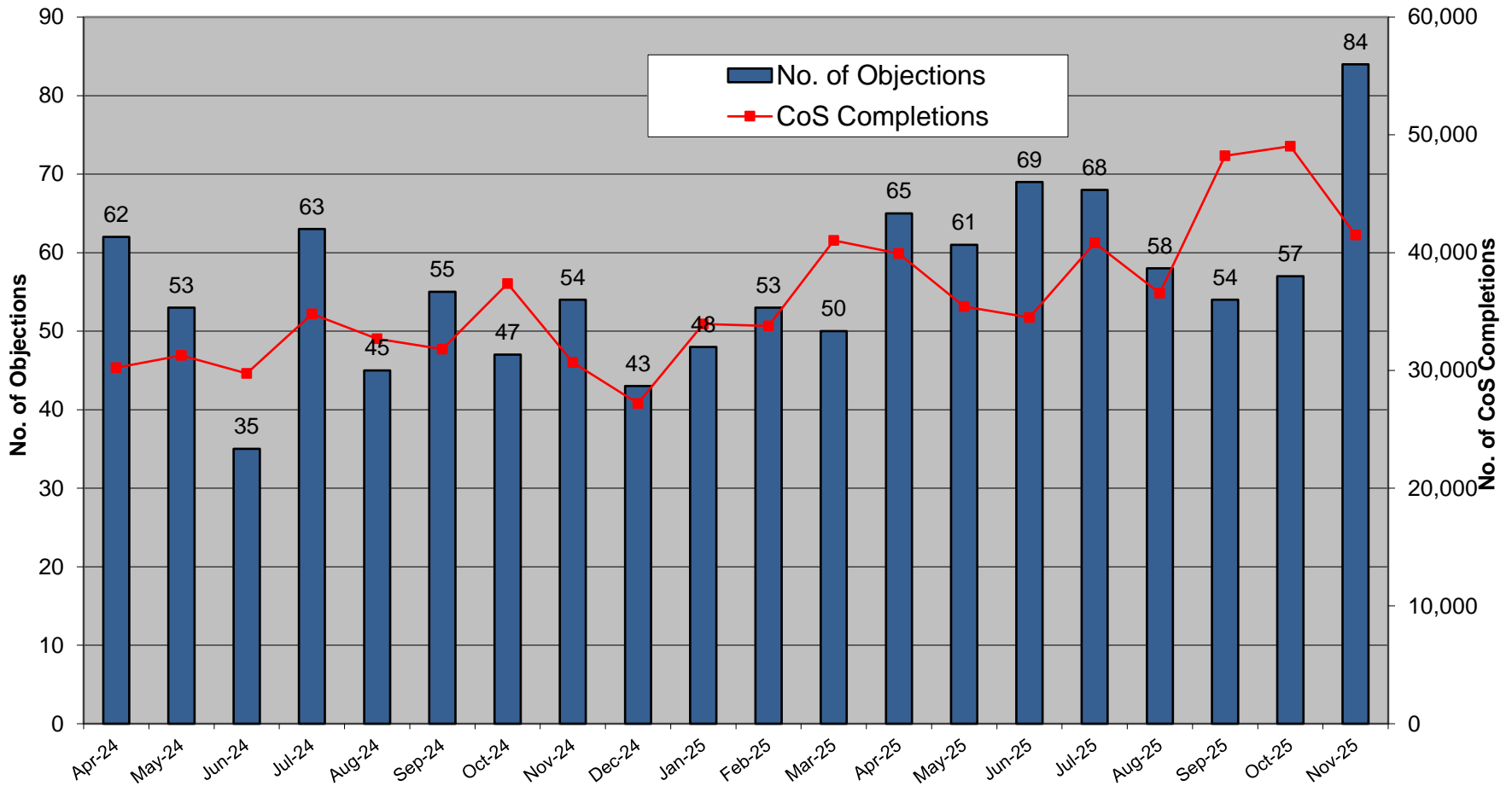
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

| | Sept - 25 | Oct – 25 | Nov - 25 |
|-------------------------------|-----------|----------|----------|
| No. of Objections | 54 | 57 | 84 |
| Cancellations from Objections | 4 | 6 | 11 |
| Objection emails to MRSO | 5 | 10 | 12 |
| Reasons: | | | |
| Uncontactable by phone | | 1 | 5 |
| Written communication | 4 | 9 | 4 |
| COS confirmed | 1 | | 3 |
| Other | | | |
| Escalation emails | 7 | 8 | 16 |

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 8th December 2025



MCC 12 – New Smart HH

Total to date – **572,031**

MCC 16 – New Smart Day / Night / Peak

Total to date – **75,479**