



NETWORKS

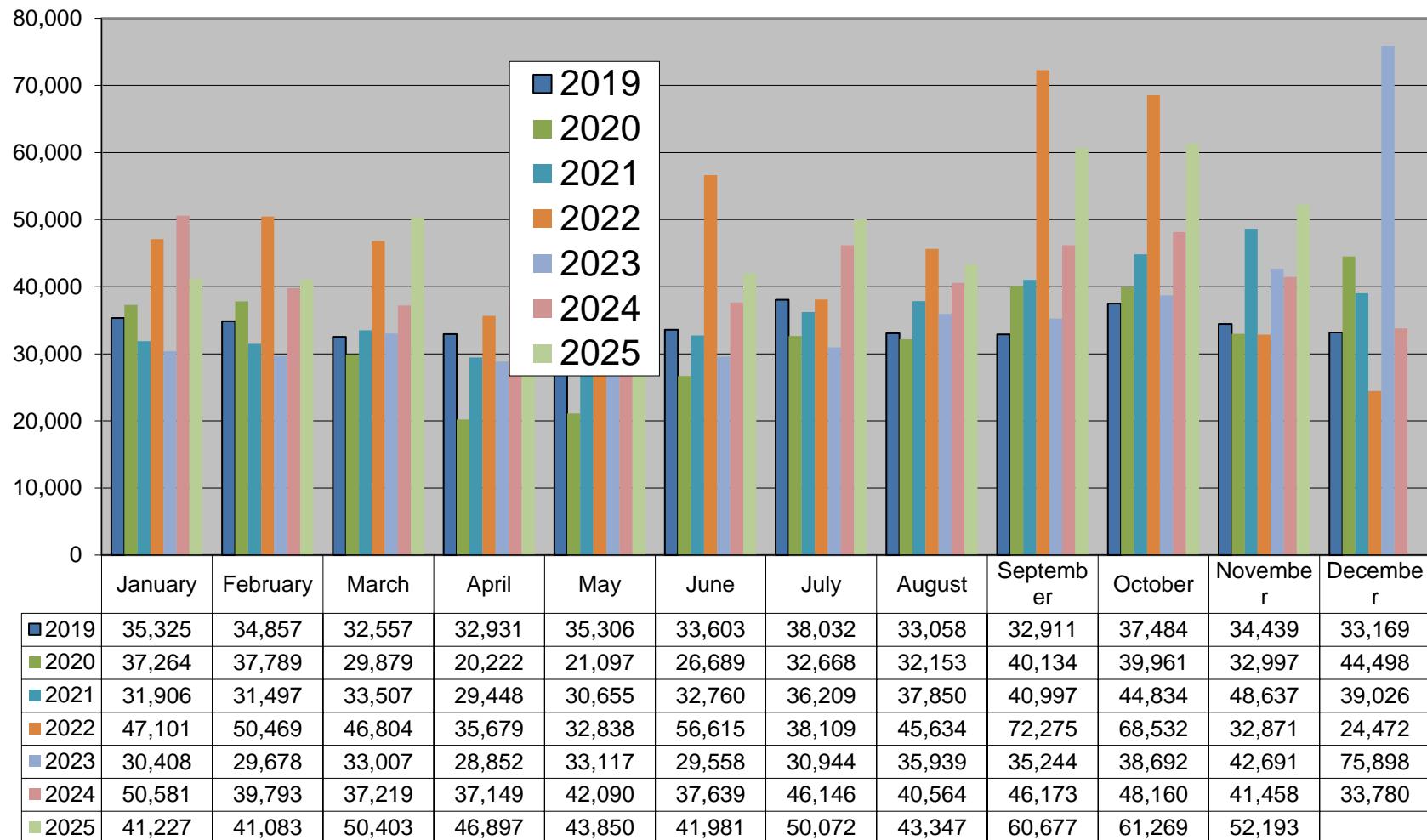
# MRSO Update

James Long

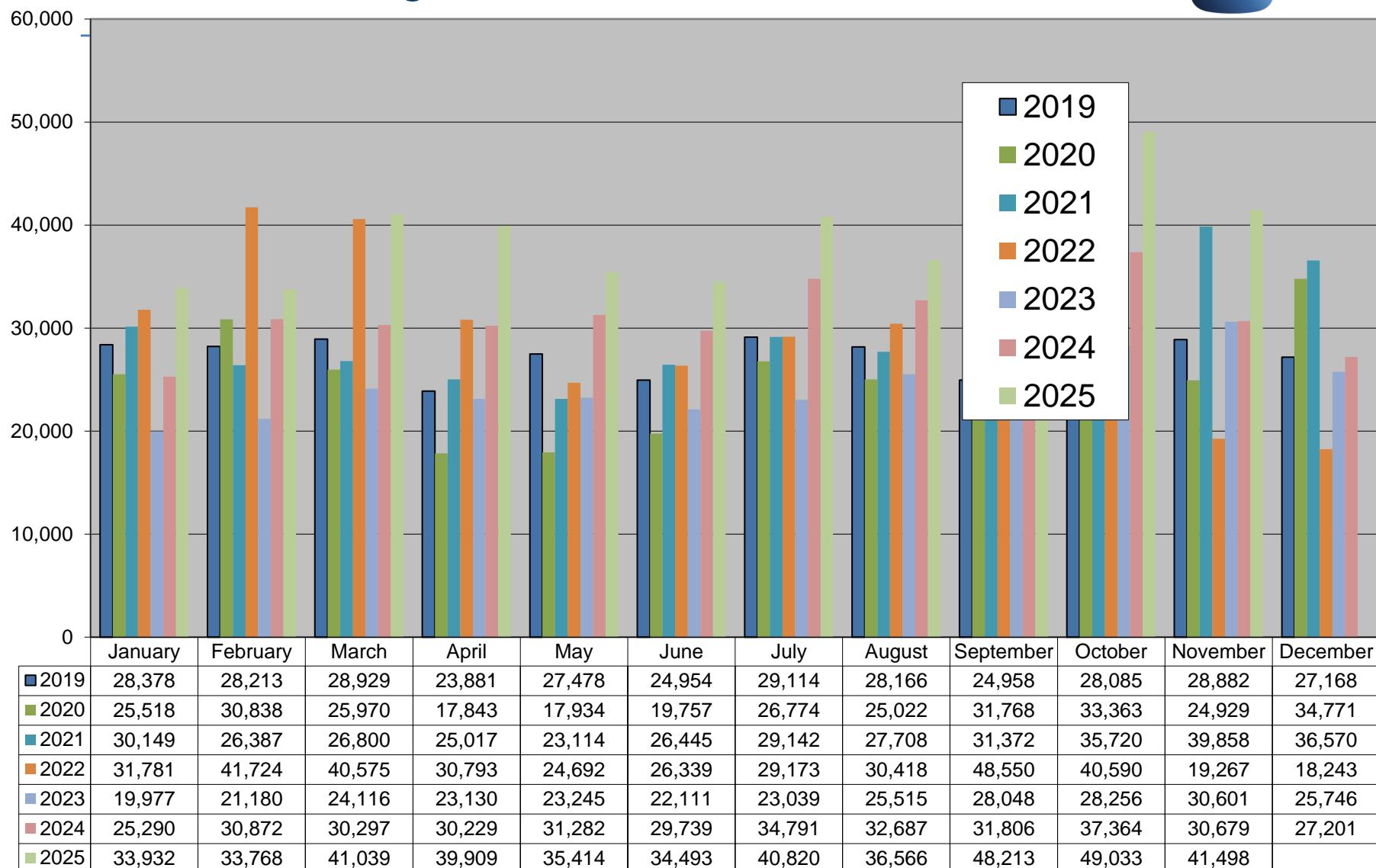
10<sup>th</sup> December 2025



# 1. Market Message 010



# Market Message 105L



- 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**

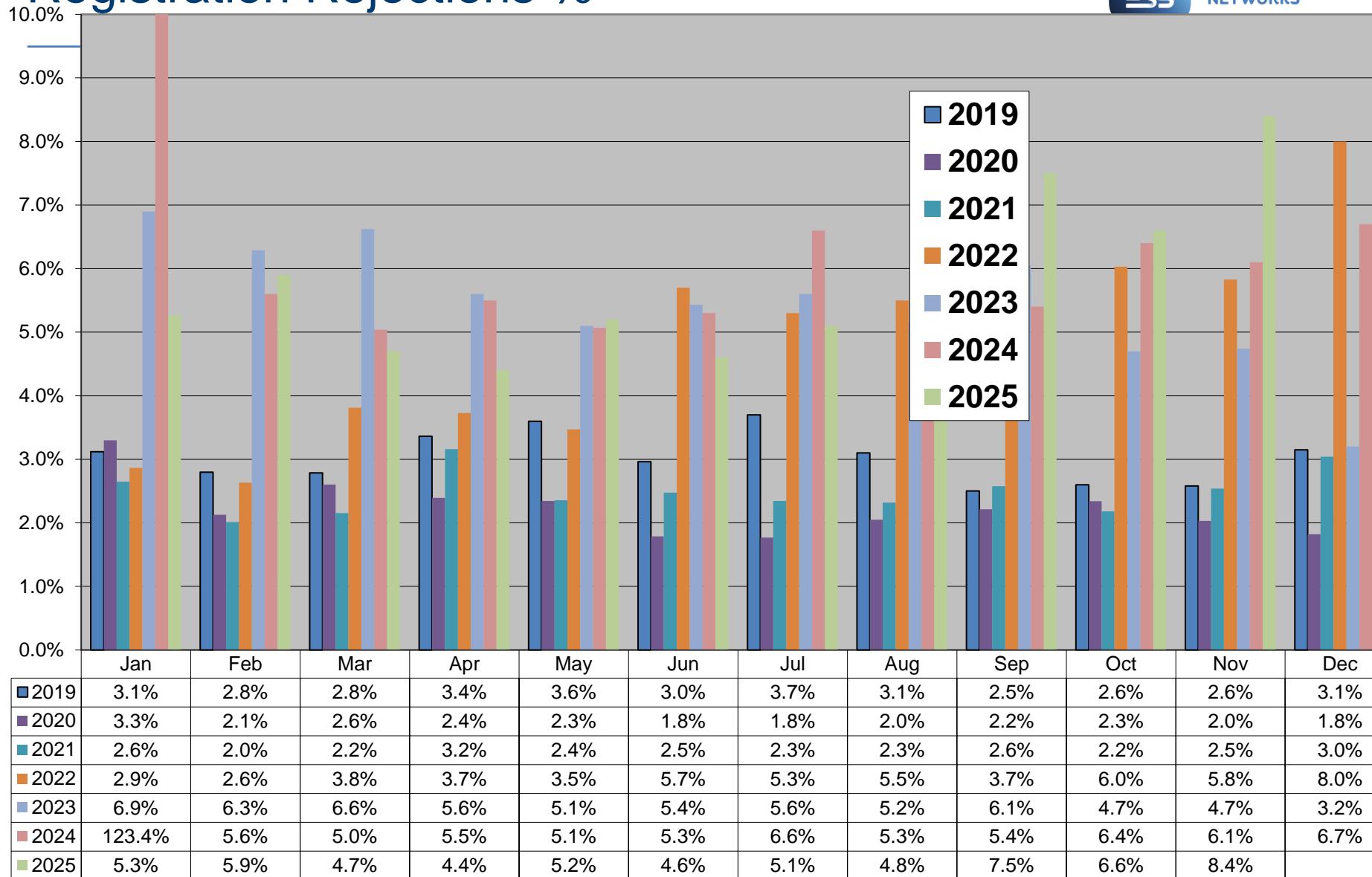
Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	3
Mar 2023	3
Apr 2023	1
May 2023	3
Jun 2023	1
Jul 2023	1
Sept 2023	2

# 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 %



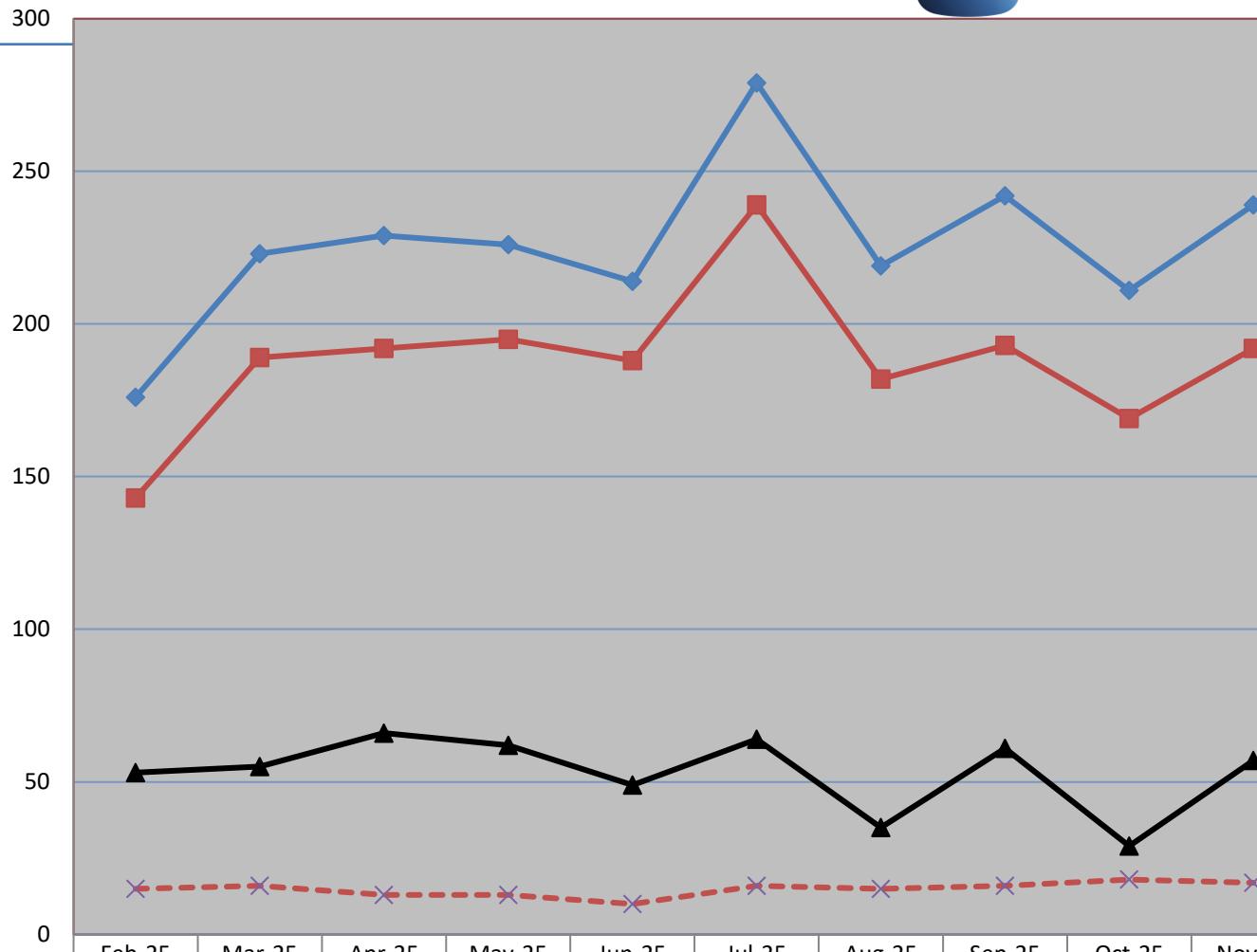
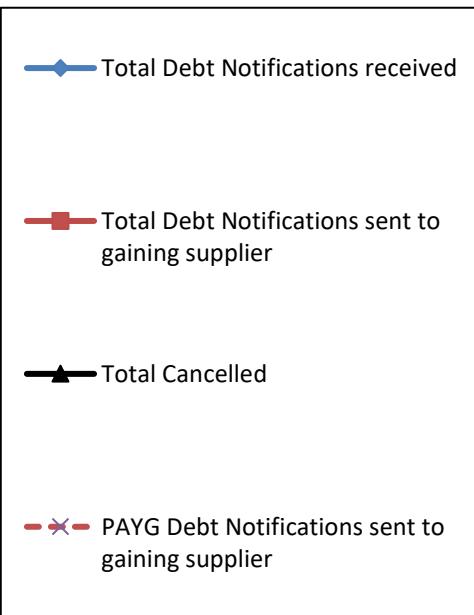
# Debt Flagging



	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%

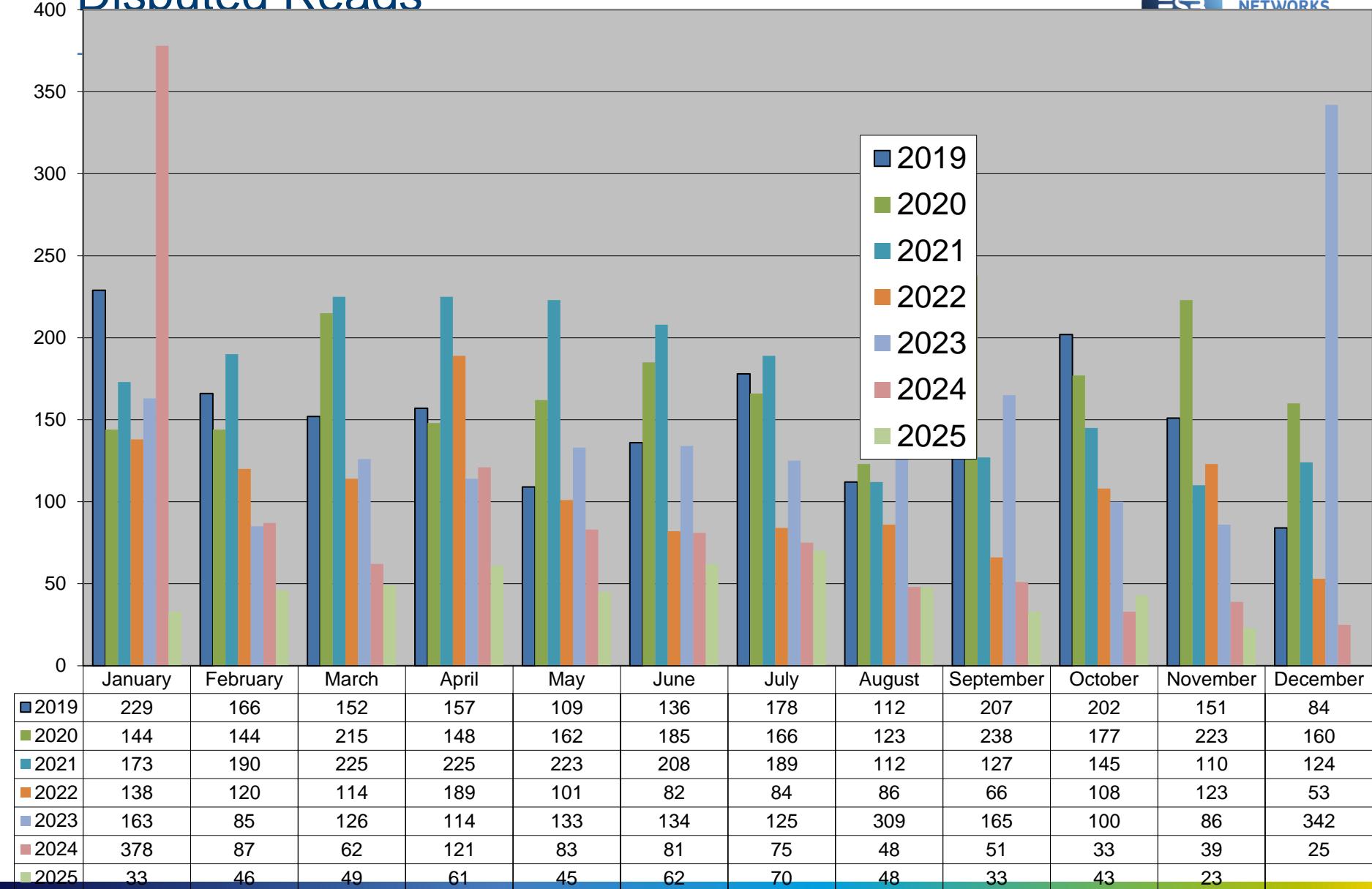
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging

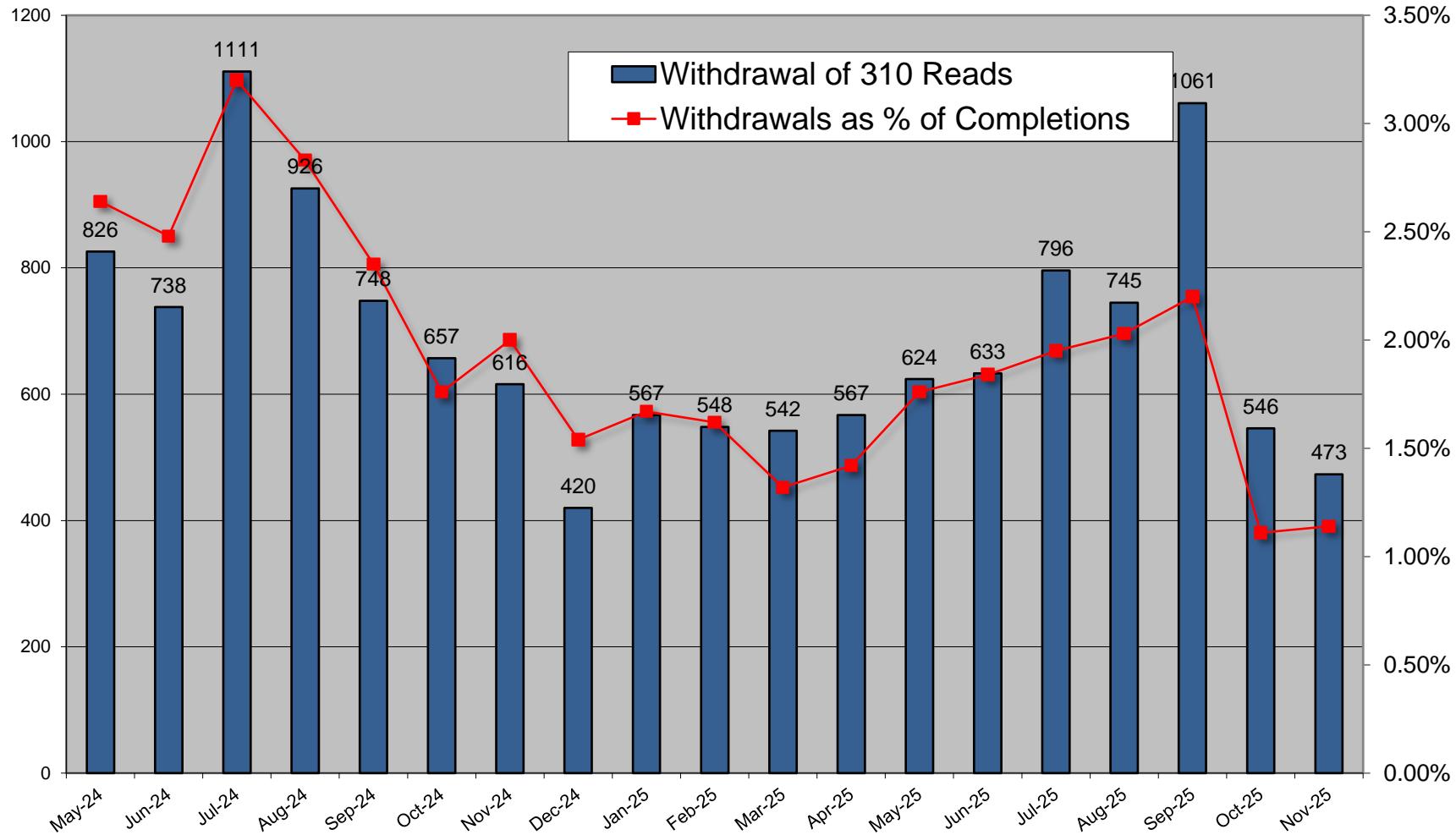


Total Debt Notifications received	176	223	229	226	214	279	219	242	211	233
Total Debt Notifications sent to gaining supplier	143	189	192	195	188	239	182	193	169	195
Total Cancelled	53	55	66	62	49	64	35	61	29	57
PAYG Debt Notifications sent to gaining supplier	15	16	13	13	10	16	15	16	18	11

# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers

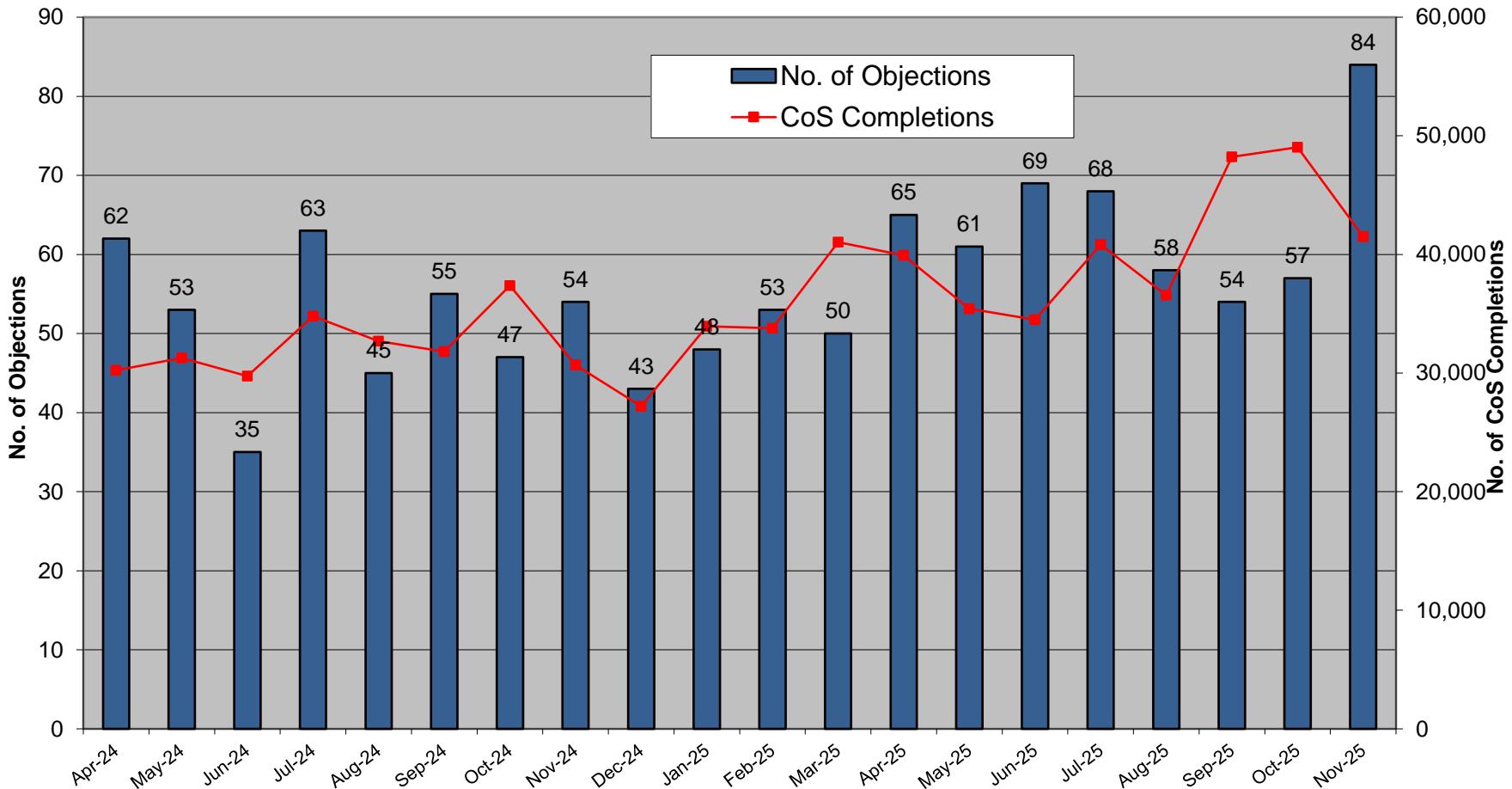


# Objections – Erroneous Transfer



	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 8<sup>th</sup> December 2025



MCC 12 – New Smart HH

Total to date – **572,031**

MCC 16 – New Smart Day / Night / Peak

Total to date – **75,479**