



NETWORKS

# MRSO Update

James Long

10<sup>th</sup> December 2025

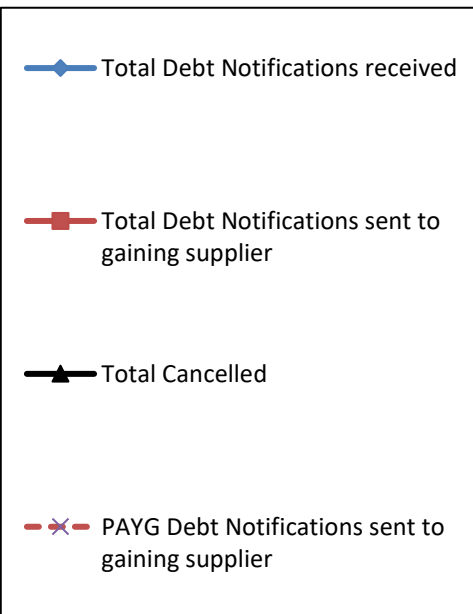


# Debt Flagging

	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

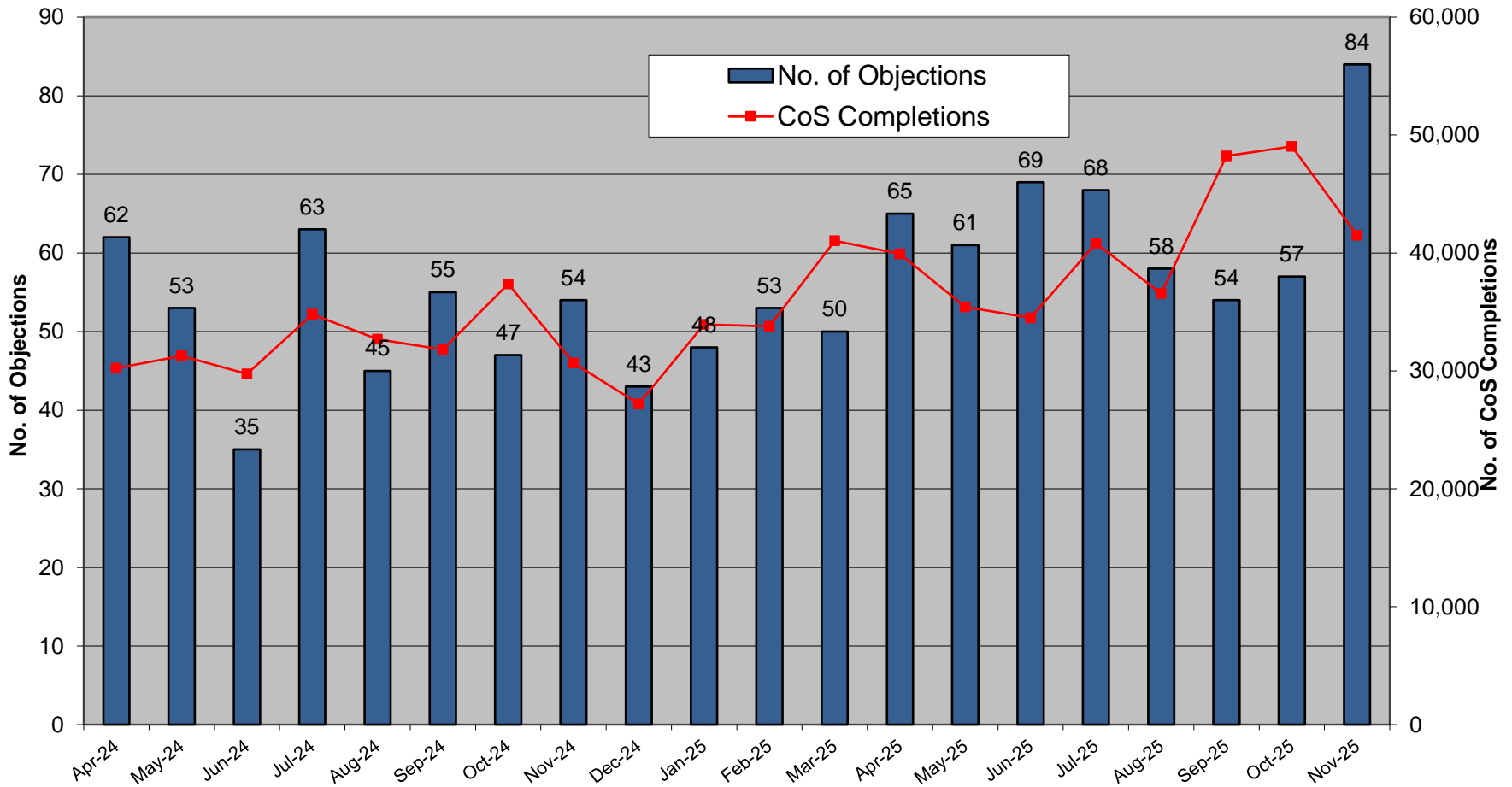


	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Total Debt Notifications received	176	223	229	226	214	279	219	242	211	233
Total Debt Notifications sent to gaining supplier	143	189	192	195	188	239	182	193	169	193
Total Cancelled	53	55	66	62	49	64	35	61	29	57
PAYG Debt Notifications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

# 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

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MCC 12 – New Smart HH

Total to date – **572,031**

MCC 16 – New Smart Day / Night / Peak

Total to date – **75,479**