



NETWORKS

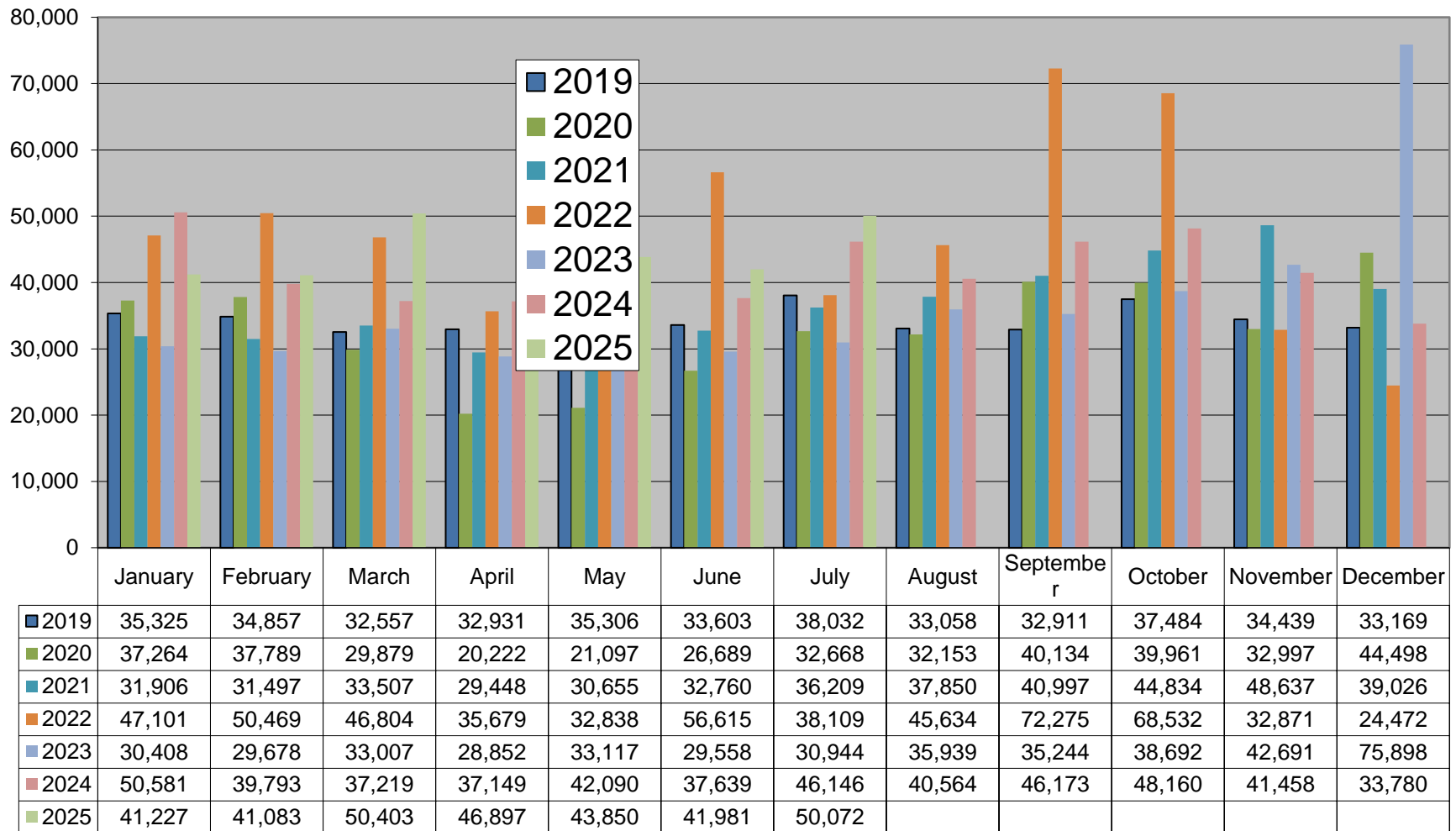
MRSO Update

James Long

27th August 2025



1. Market Message 010



Market Message 105L



COS in-progress 22nd August 2025 – 4,144

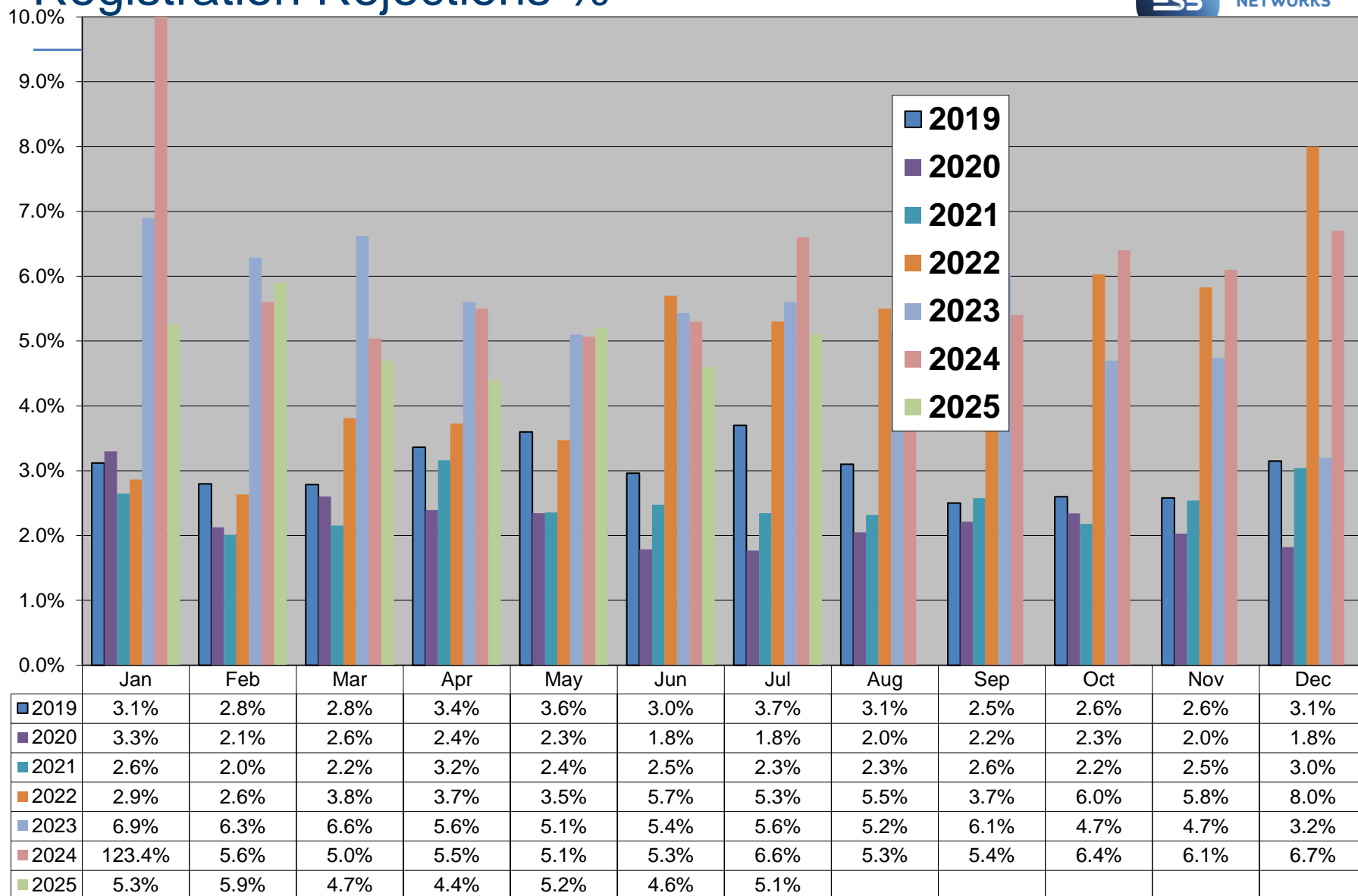
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held 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
Apr-25	16,425	8,498	24,923	46,897	35%	53%
May-25	13,580	8,665	22,245	43,850	31%	51%
June-25	12,907	8,790	21,697	41,981	31%	52%
July-25	15,350	9,940	25,290	50,072	31%	51%

Registration Rejections %

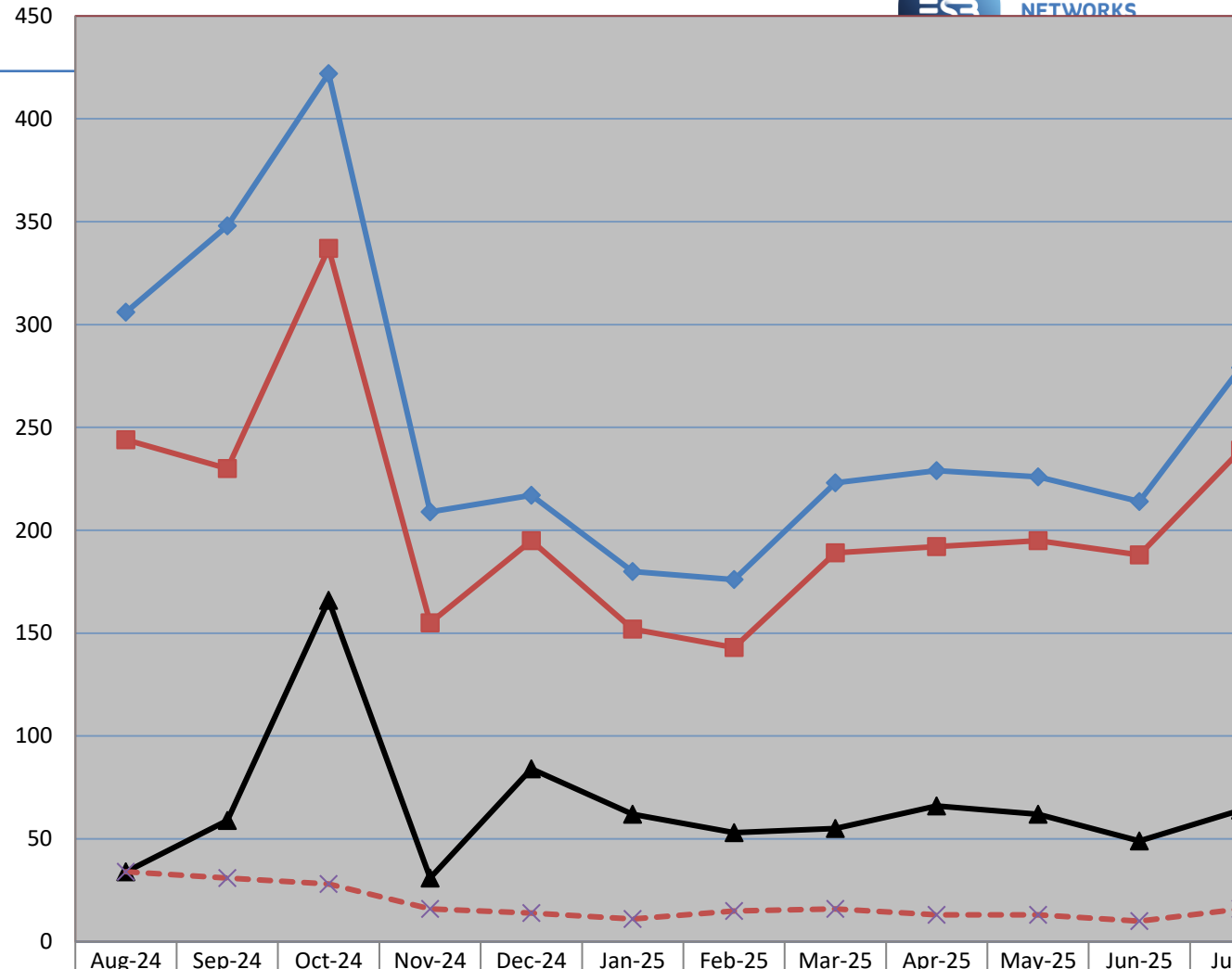
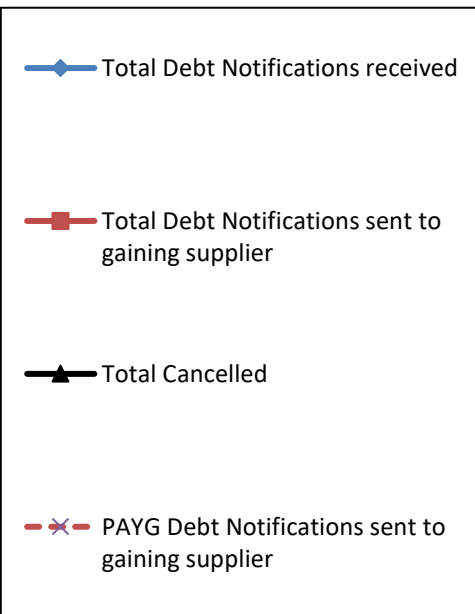


Debt Flagging

	May - 25	June - 25	July - 25
Total Debt Notifications received (012)	226 (13)	214 (12)	279 (19)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	31 (0)	26 (2)	40 (3)
Total Debt Notifications sent to gaining supplier (112)	195 (13)	188 (10)	239 (16)
Total not cancelled	133 (11)	139 (7)	175 (14)
Total cancelled	62 (2)	49 (3)	64 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.45%	0.45%	0.48%

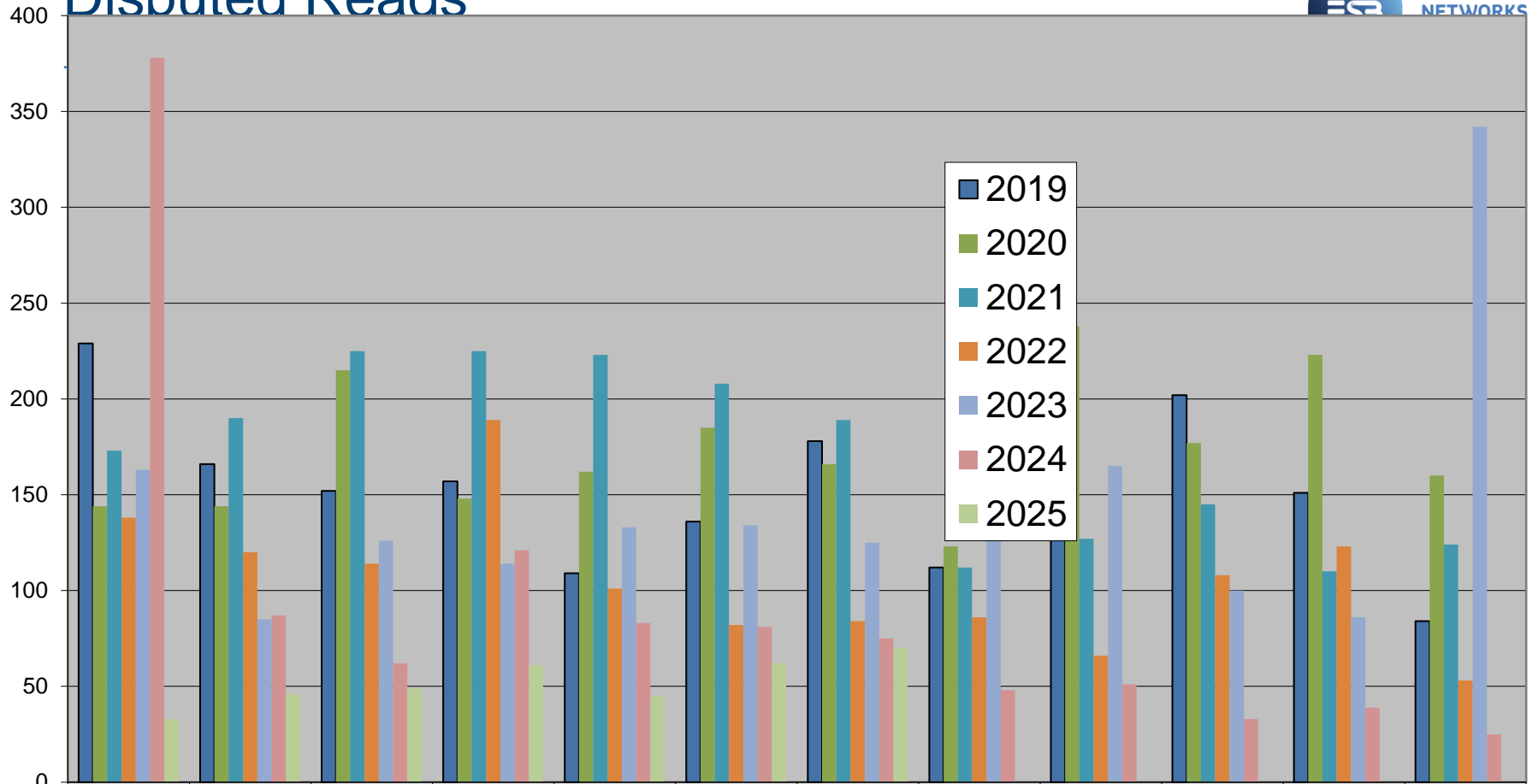
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

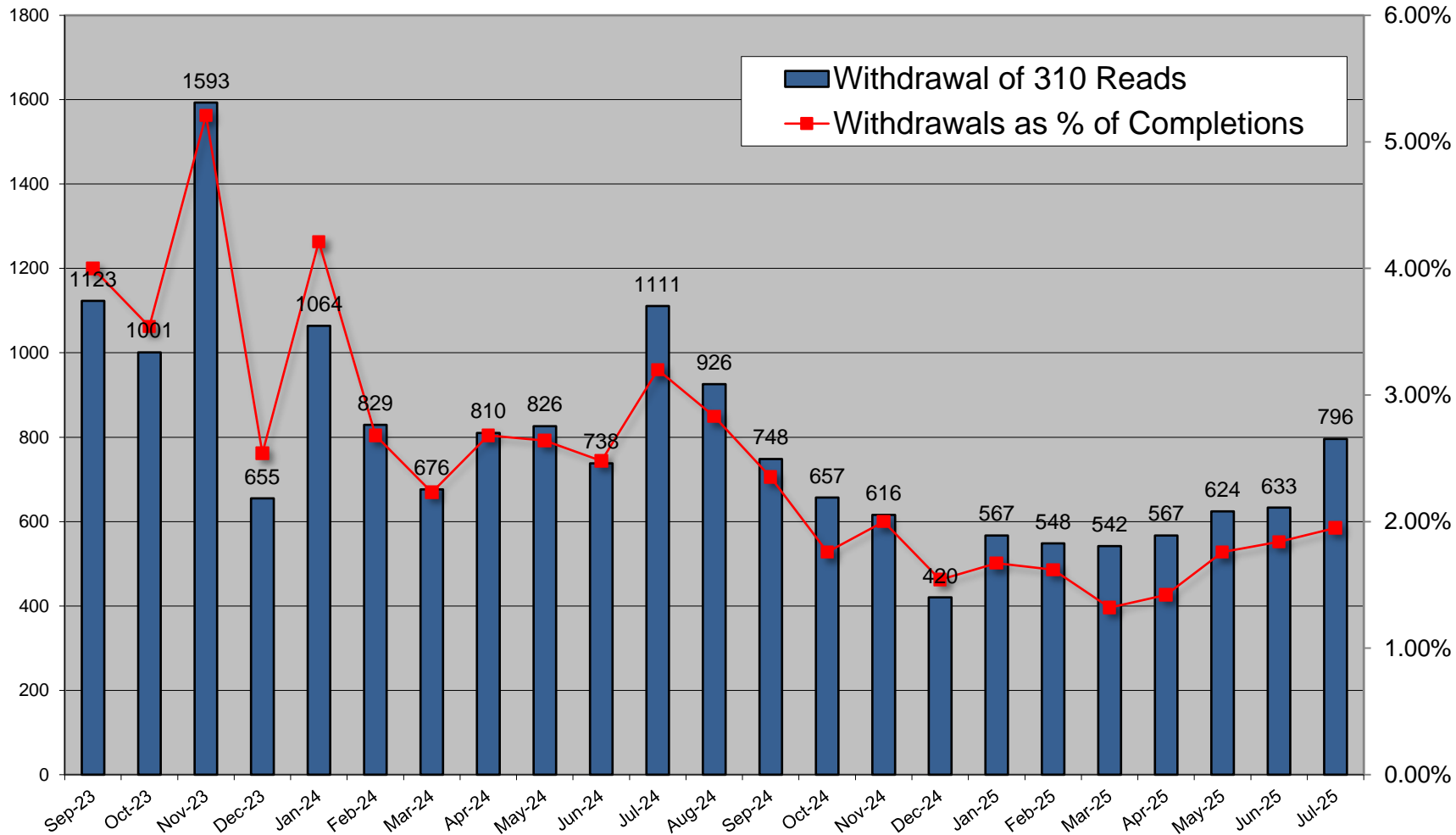


Total Debt Notifications received	306	348	422	209	217	180	176	223	229	226	214	2
Total Debt Notifications sent to gaining supplier	244	230	337	155	195	152	143	189	192	195	188	2
Total Cancelled	34	59	166	31	84	62	53	55	66	62	49	6
PAYG Debt Notifications sent to gaining supplier	34	31	28	16	14	11	15	16	13	13	10	1

Disputed Reads



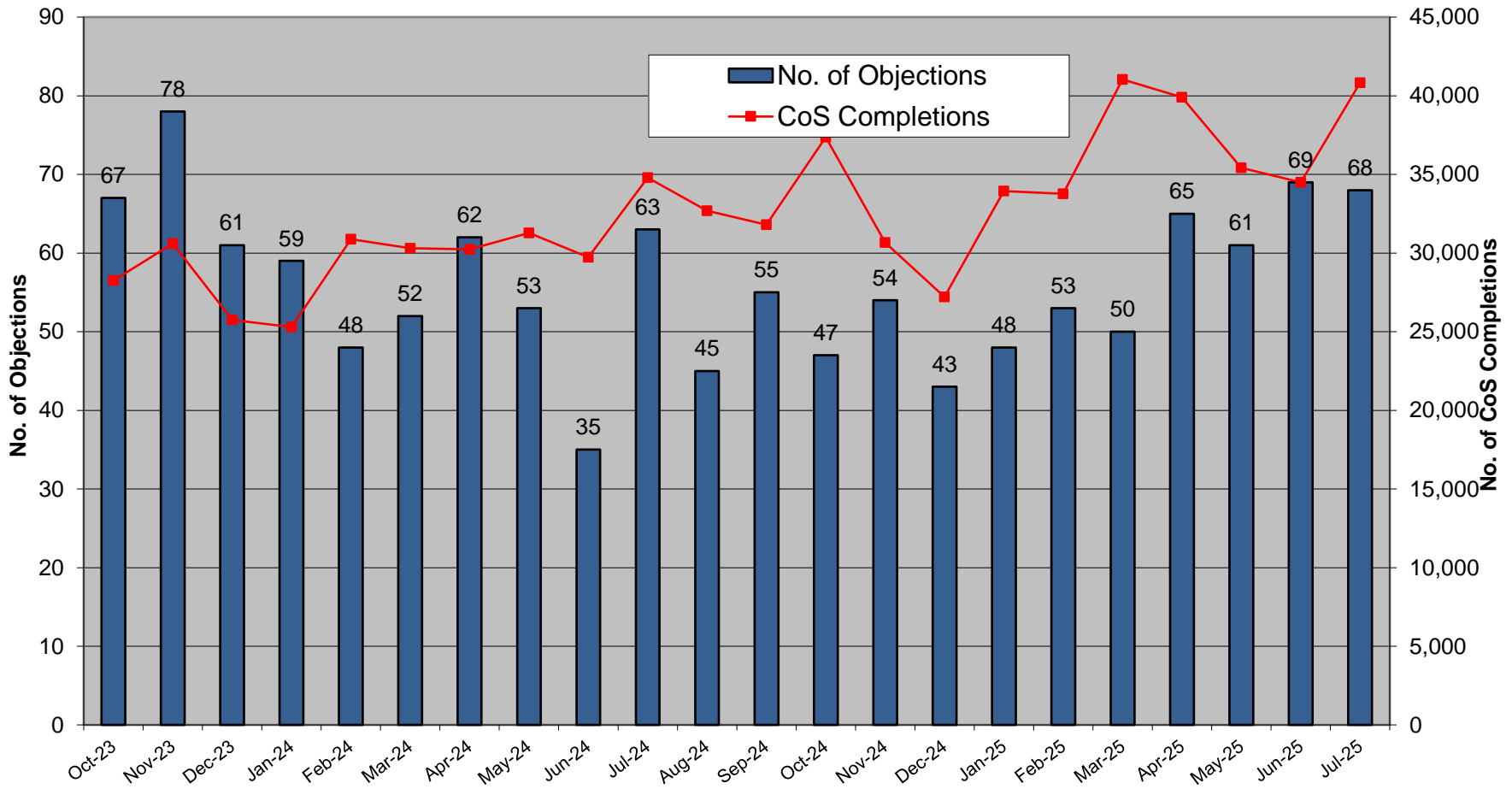
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	May - 25	June - 25	July - 25
No. of Objections	61	69	68
Cancellations from Objections	6	9	7
Objection emails to MRSO	13	9	5
Reasons:			
Uncontactable by phone	7	2	
Written communication	4	2	2
COS confirmed	2	5	3
Other			
Escalation emails	7	5	6

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 22nd August 2025



MCC 12 – New Smart HH

Total to date – **504,333**

MCC 16 – New Smart Day / Night / Peak

Total to date – **69,408**

Small Scale Generation

SSG's are Quarter Hour customers who have had their meters re-configured from 2 channel (import only) to 4 channel (import & export)

We currently have 381 sites in the scheme

173 Working Practice 14s received (export data issuing via 342 MM)