



NETWORKS

MRSO Update

James Long

27th August 2025

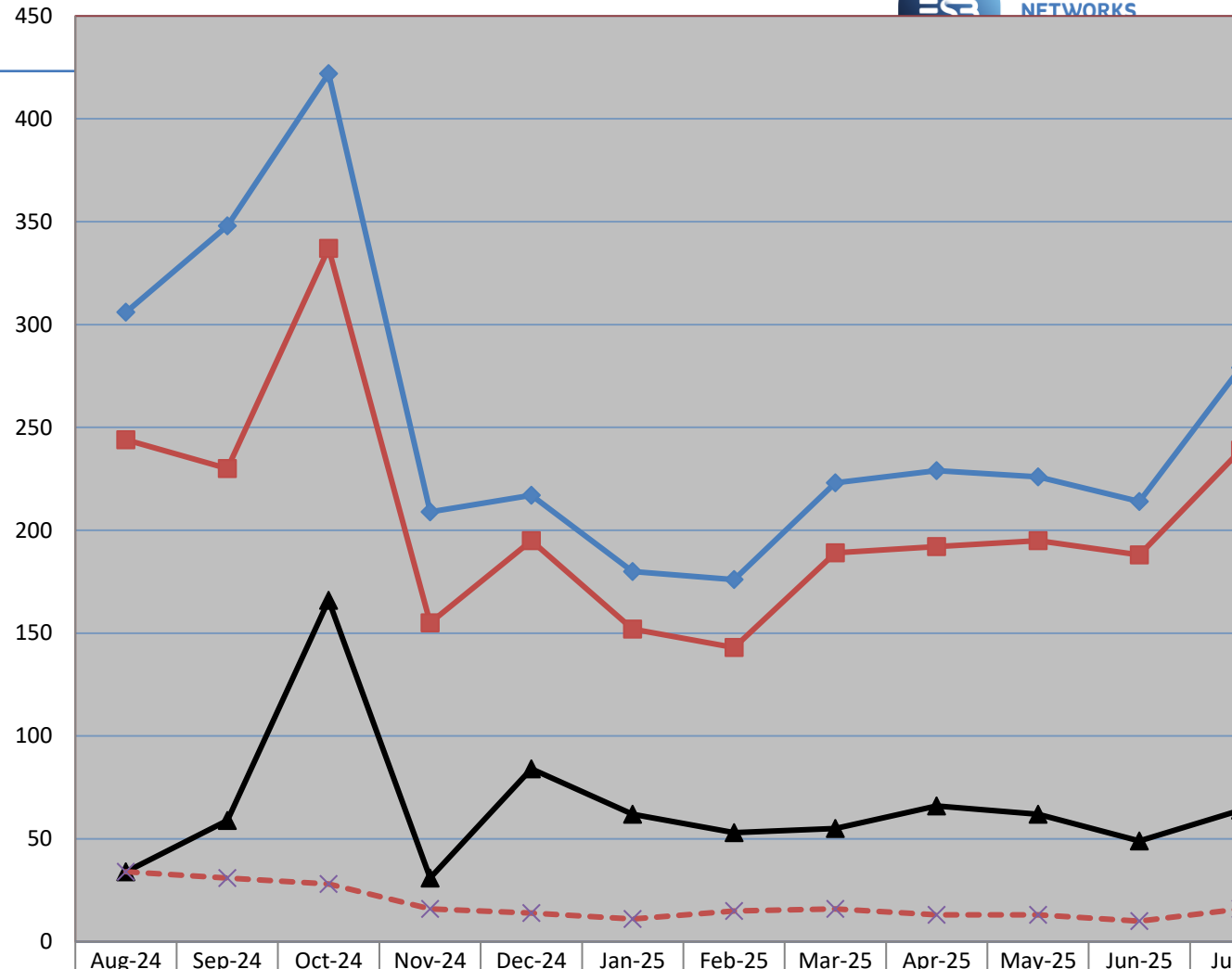
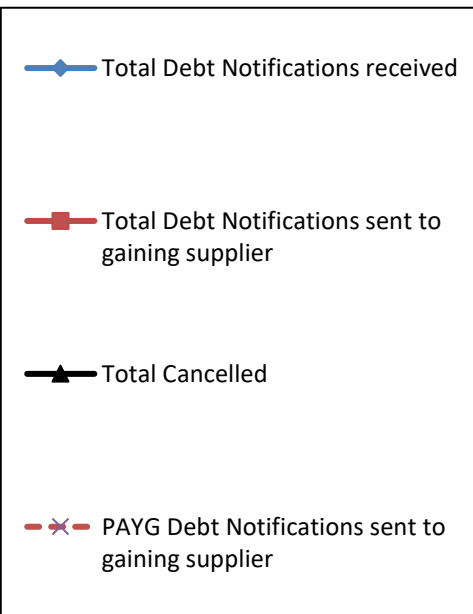


Debt Flagging

	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

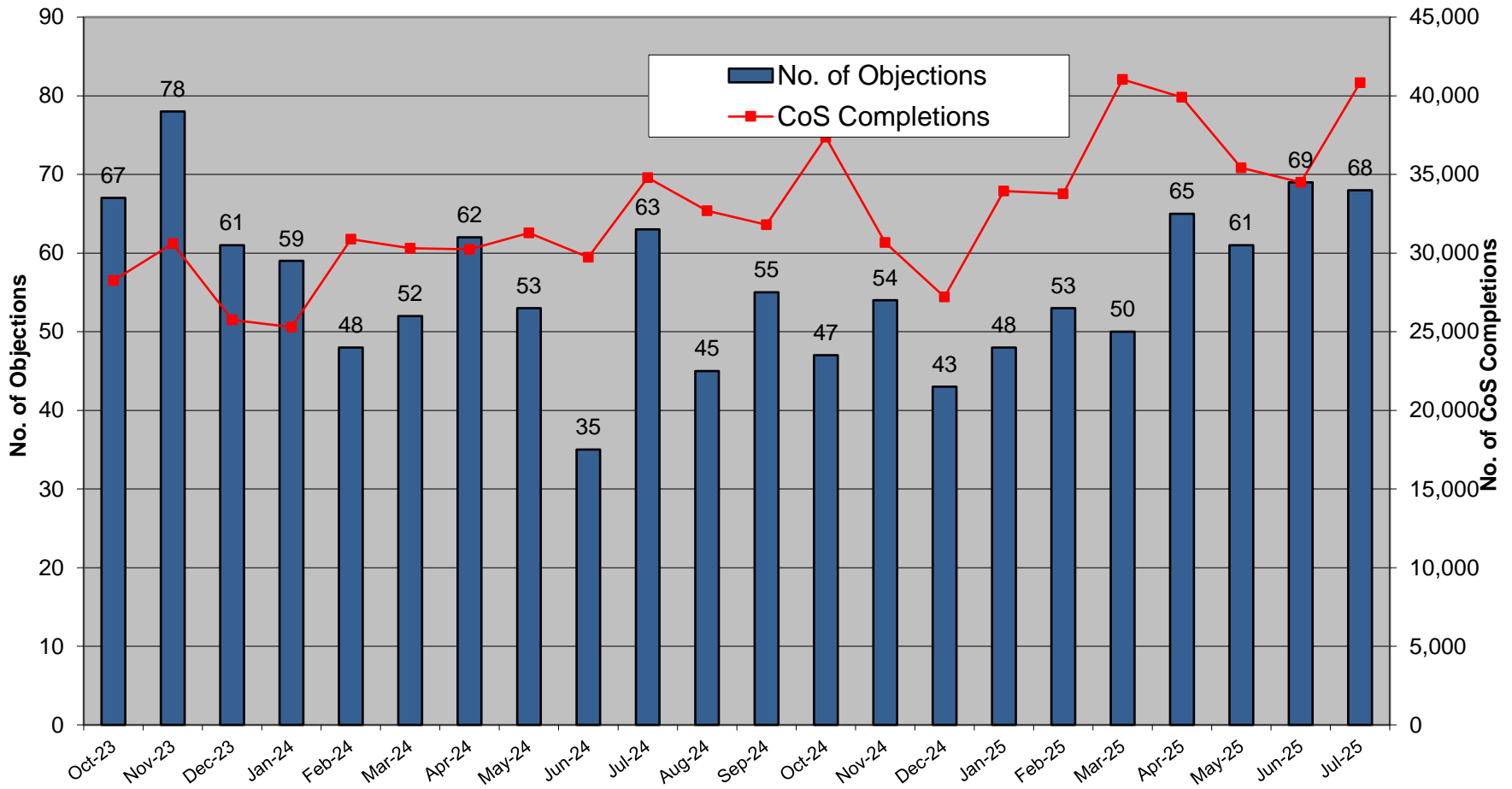


Total Debt Notifications received	306	348	422	209	217	180	176	223	229	226	214	275
Total Debt Notifications sent to gaining supplier	244	230	337	155	195	152	143	189	192	195	188	238
Total Cancelled	34	59	166	31	84	62	53	55	66	62	49	62
PAYG Debt Notifications sent to gaining supplier	34	31	28	16	14	11	15	16	13	13	10	15

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)