



NETWORKS

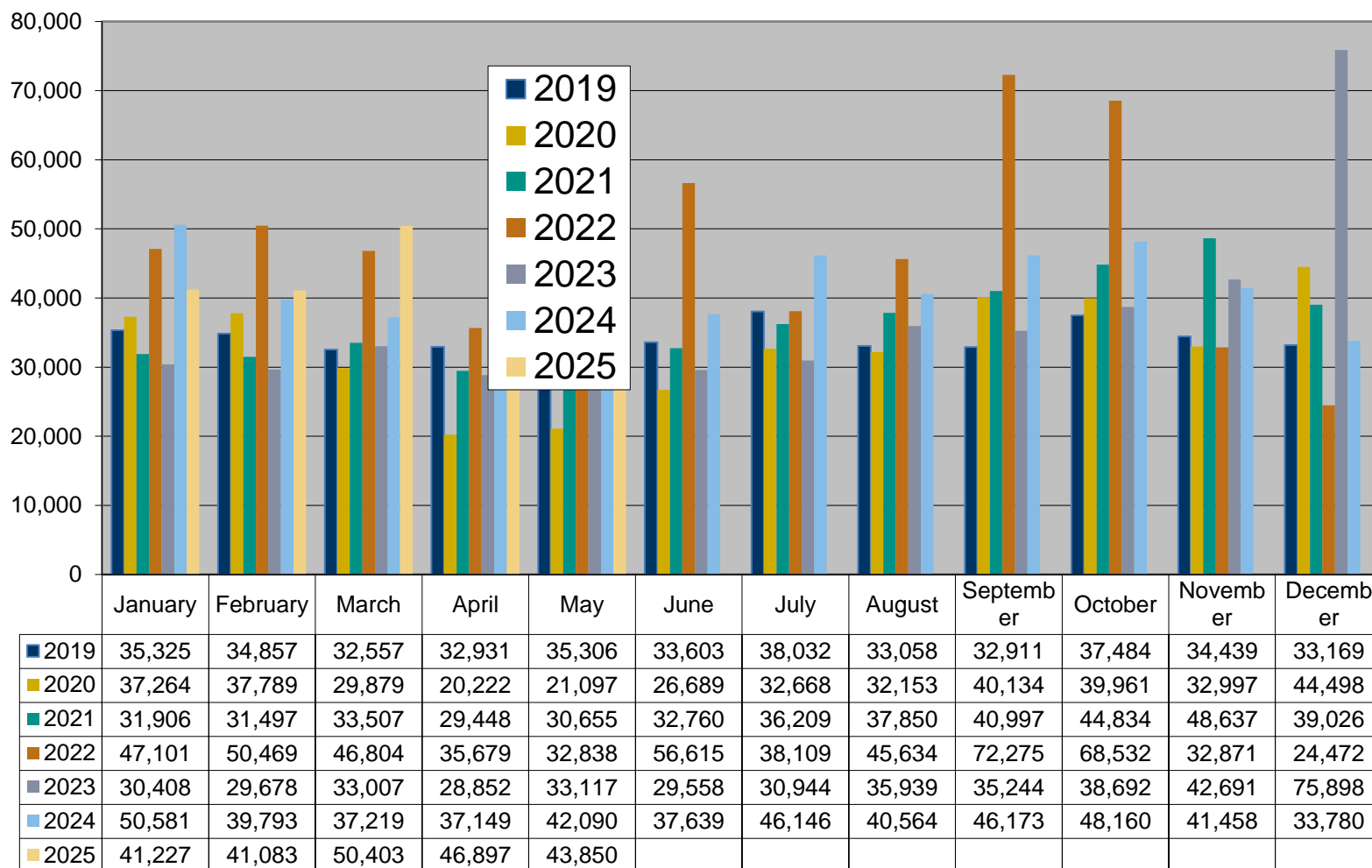
MRSO Update

James Long

2nd July 2025



1. Market Message 010



Market Message 105L



COS in-progress 26th June 2025 – 4,131

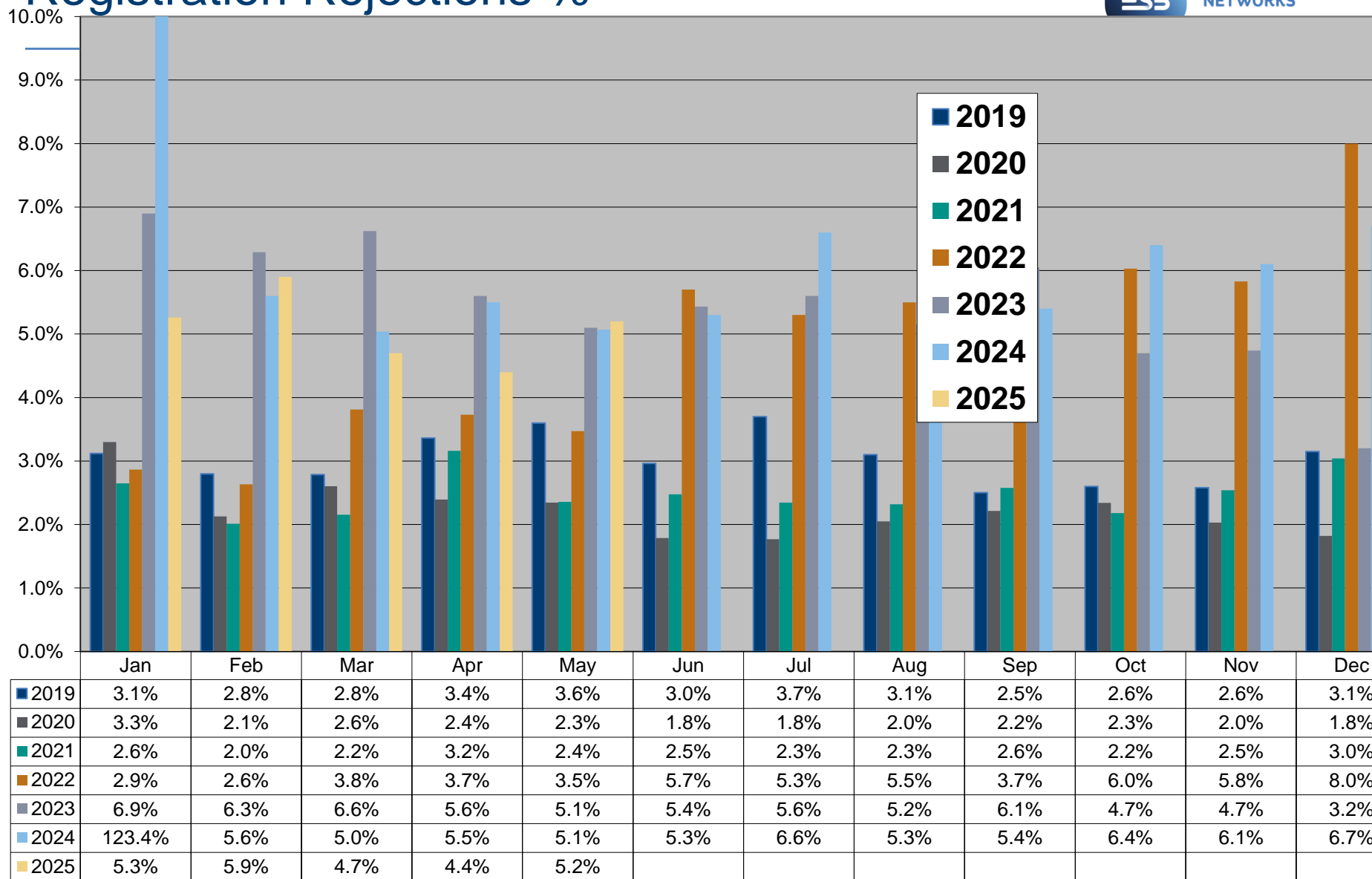
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **10 switches held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

Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	3
Mar 2023	4
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
Feb-25	16,493	7,067	23,560	41,083	40%	57%
Mar-25	18,858	8,500	27,358	50,403	37%	54%
Apr-25	16,425	8,498	24,923	46,897	35%	53%
May-25	13,580	8,665	22,245	43,850	31%	51%

Registration Rejections %

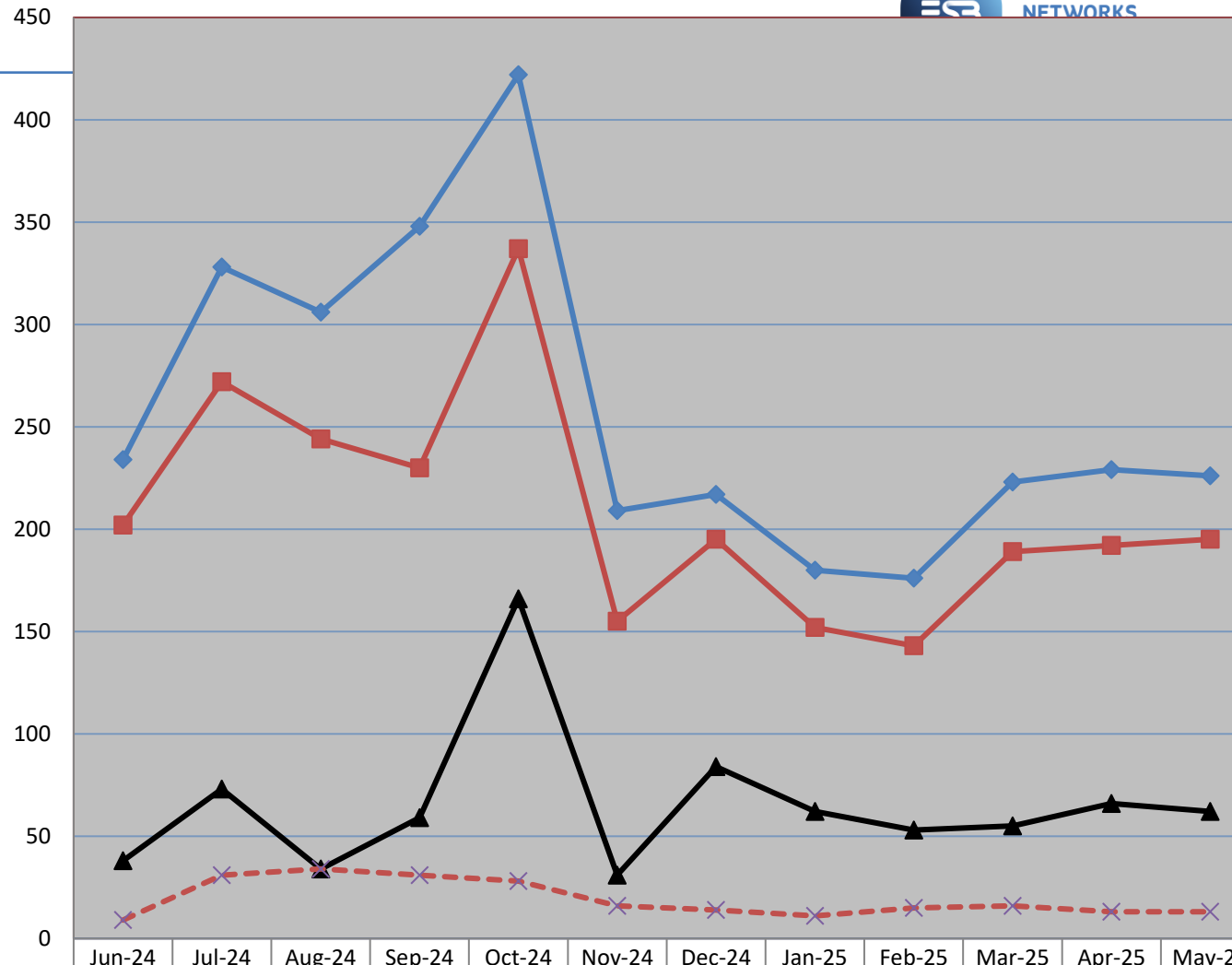
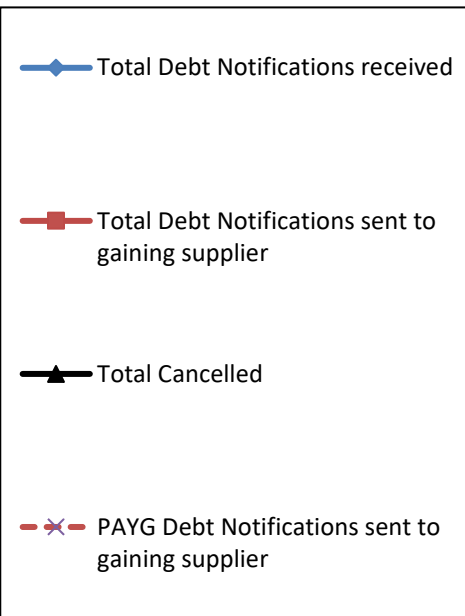


Debt Flagging

	Mar - 25	Apr - 25	May - 25
Total Debt Notifications received (012)	223 (18)	229 (15)	226 (13)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	34 (2)	37 (2)	31 (0)
Total Debt Notifications sent to gaining supplier (112)	189 (16)	192 (13)	195 (13)
Total not cancelled	134 (15)	126 (10)	133 (11)
Total cancelled	55 (1)	66 (3)	62 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.38%	0.41%	0.45%

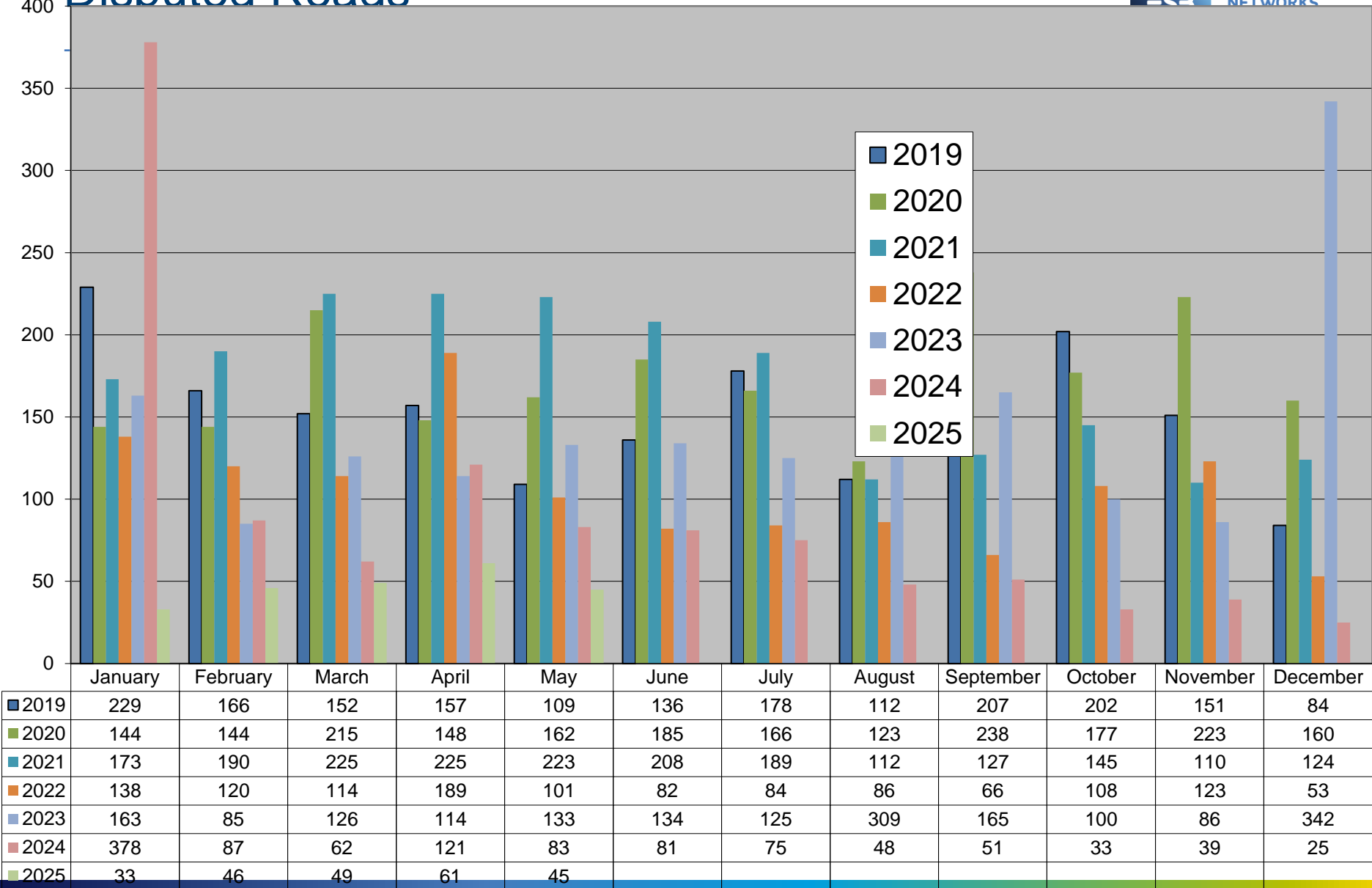
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

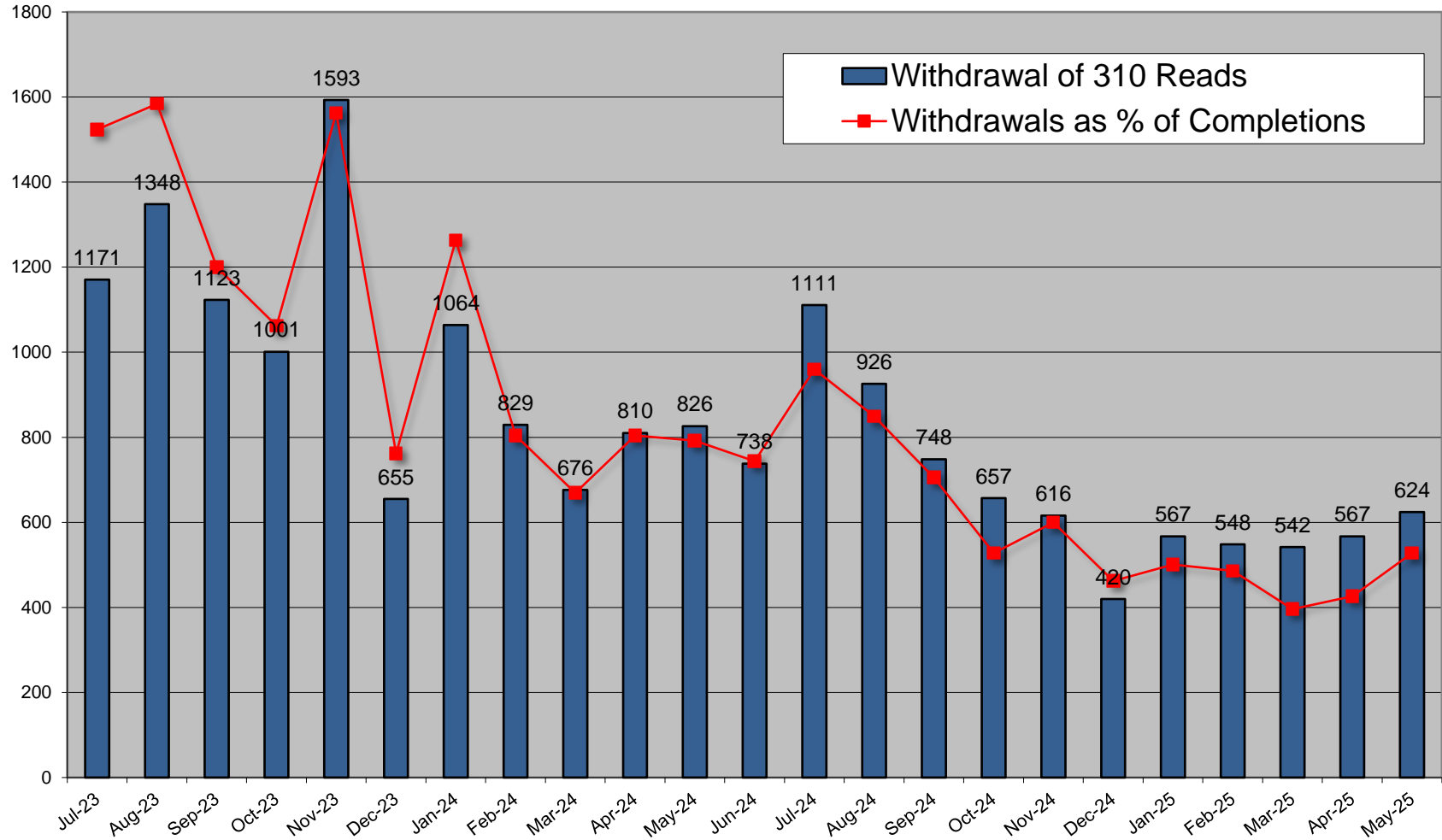


Total Debt Notifications received	234	328	306	348	422	209	217	180	176	223	229	226
Total Debt Notifications sent to gaining supplier	202	272	244	230	337	155	195	152	143	189	192	195
Total Cancelled	38	73	34	59	166	31	84	62	53	55	66	62
PAYG Debt Notifications sent to gaining supplier	9	31	34	31	28	16	14	11	15	16	13	13

Disputed Reads



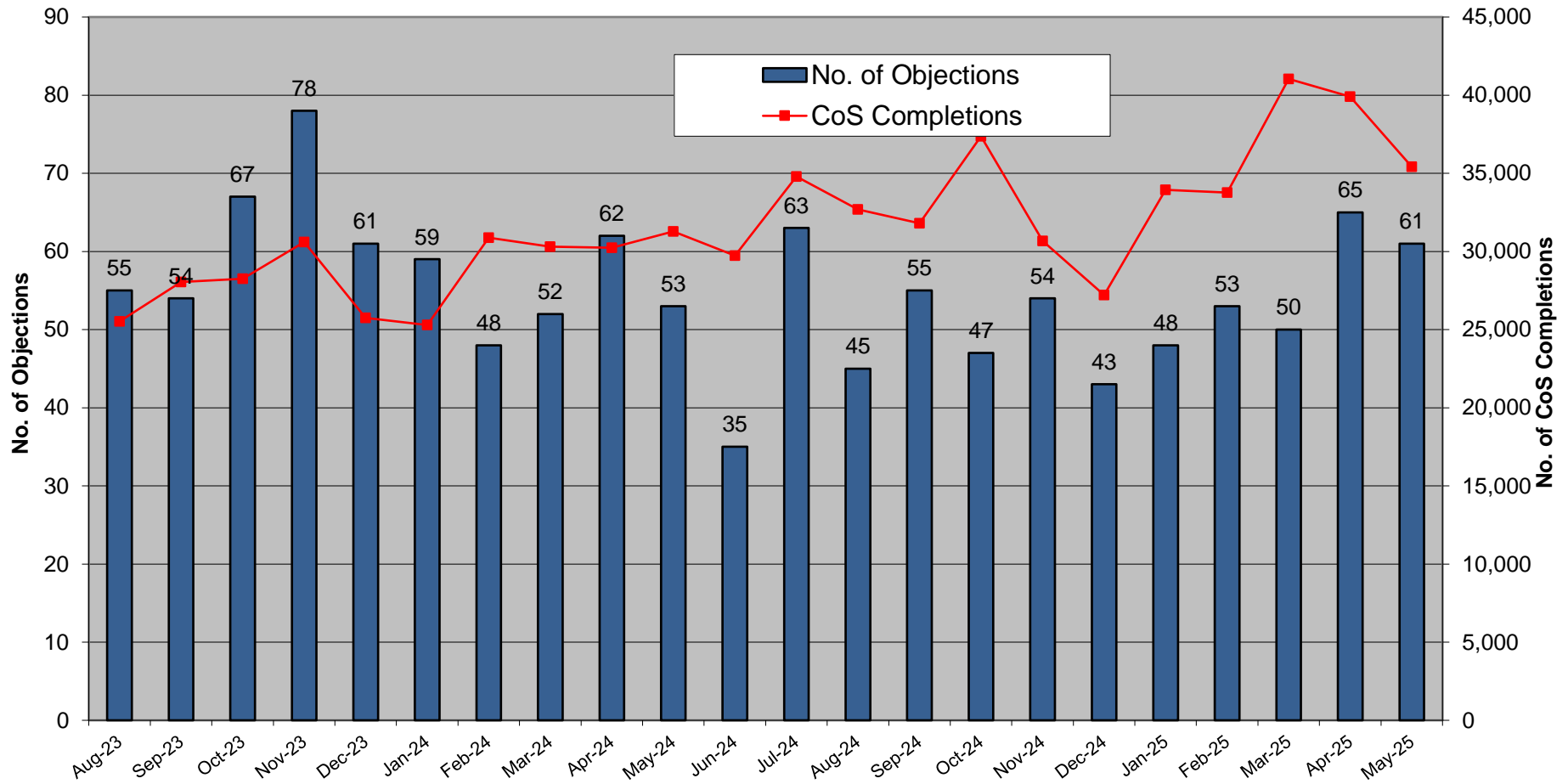
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Mar - 25	Apr - 25	May - 25
No. of Objections	50	65	61
Cancellations from Objections	6	8	6
Objection emails to MRSO	3	3	13
Reasons:			
Uncontactable by phone	1		7
Written communication	2	1	4
COS confirmed		2	2
Other			
Escalation emails	6	8	7

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 27th June 2025



MCC 12 – New Smart HH

Total to date – **475,770**

MCC 16 – New Smart Day / Night / Peak

Total to date – **65,727**