



NETWORKS

MRSO Update

James Long

7th May 2025

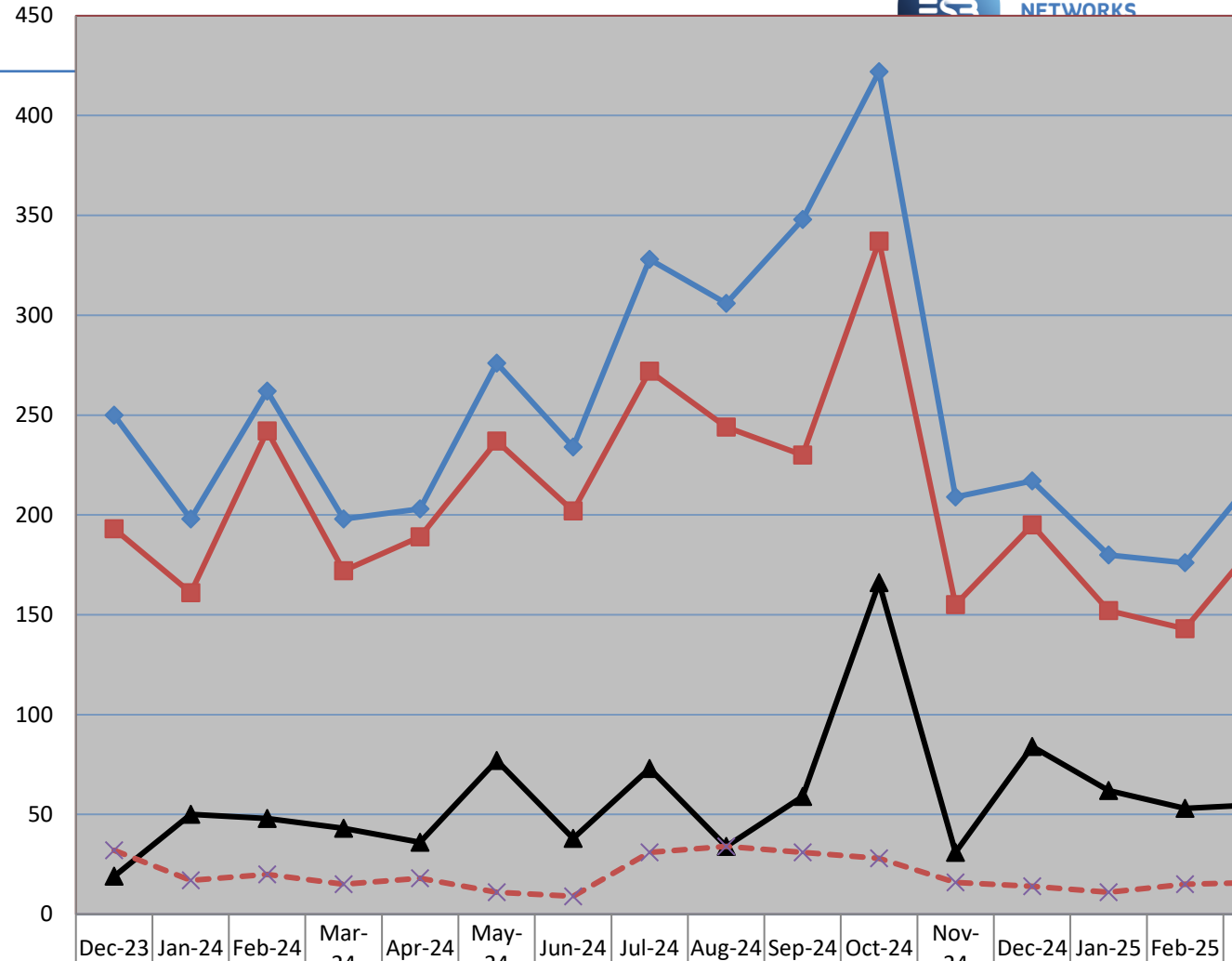
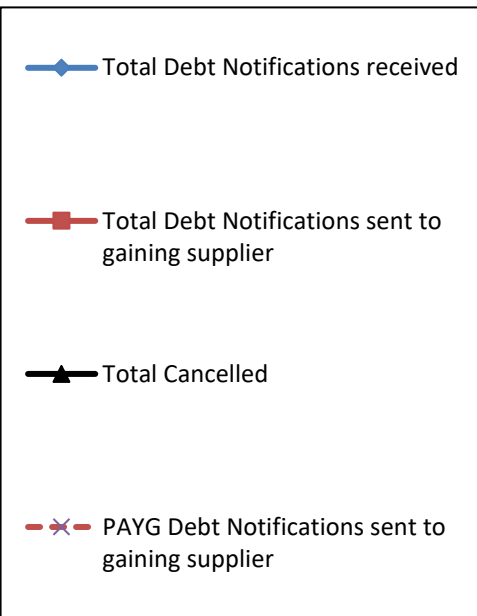


Debt Flagging

	Jan - 25	Feb - 25	Mar - 25
Total Debt Notifications received (012)	180 (13)	176 (15)	223 (18)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	28 (2)	33 (0)	34 (2)
Total Debt Notifications sent to gaining supplier (112)	152 (11)	143 (15)	189 (16)
Total not cancelled	90 (10)	90 (13)	134 (15)
Total cancelled	62 (1)	53 (2)	55 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.37%	0.35%	0.38%

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

Debt Flagging

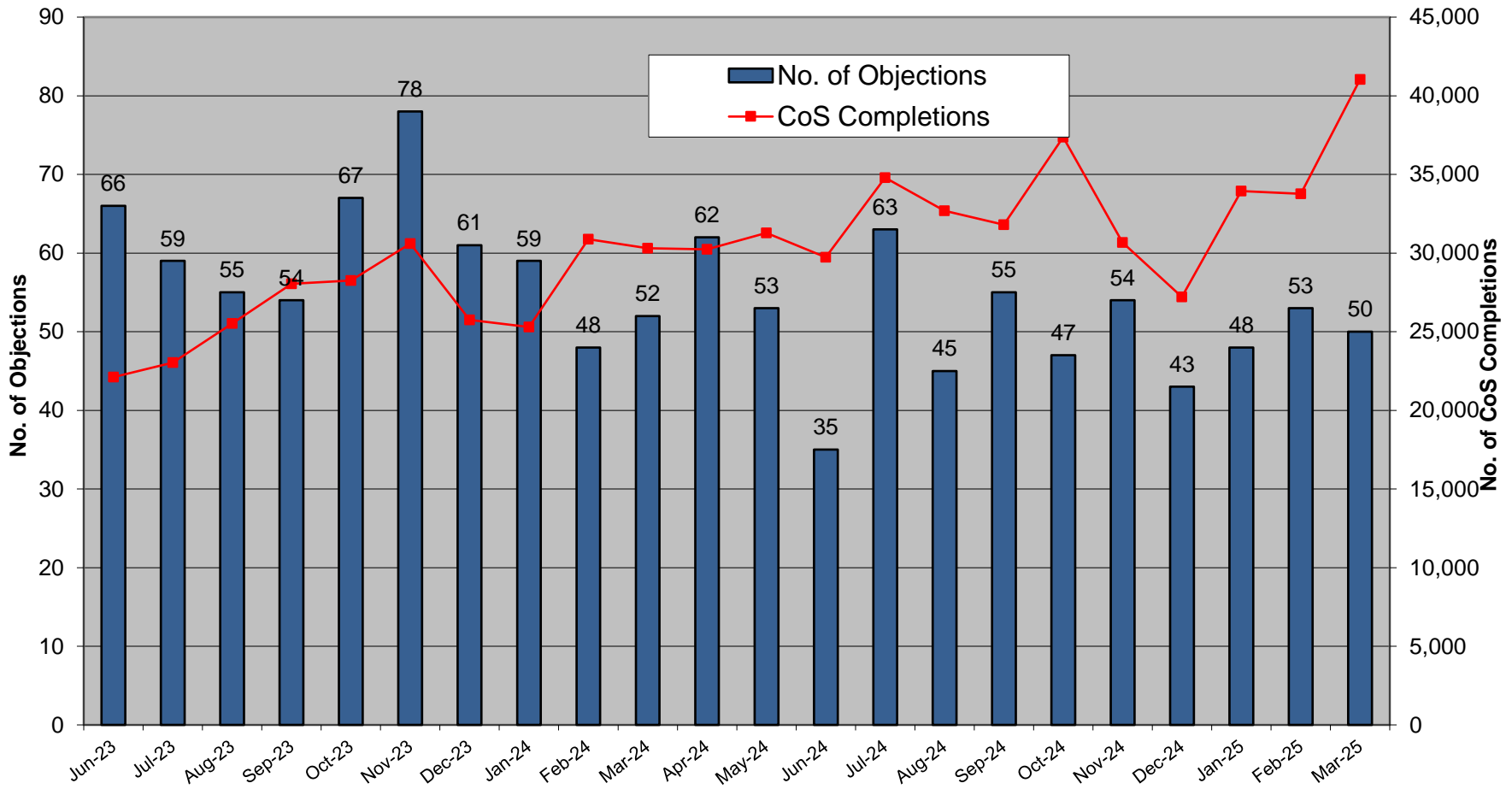


Total Debt Notifications received	250	198	262	198	203	276	234	328	306	348	422	209	217	180	176
Total Debt Notifications sent to gaining supplier	193	161	242	172	189	237	202	272	244	230	337	155	195	152	143
Total Cancelled	19	50	48	43	36	77	38	73	34	59	166	31	84	62	53
PAYG Debt Notifications sent to gaining supplier	32	17	20	15	18	11	9	31	34	31	28	16	14	11	15

Objections – Erroneous Transfer

	Jan - 25	Feb - 25	Mar - 25
No. of Objections	36	53	50
Cancellations from Objections	5	8	6
Objection emails to MRSO	6	7	3
Reasons:			
Uncontactable by phone	4	2	1
Written communication			2
COS confirmed	2	5	
Other			
Escalation emails	9	9	6

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 30th April 2025



MCC 12 – New Smart HH

Total to date – **449,424**

MCC 16 – New Smart Day / Night / Peak

Total to date – **60,791**

Small Scale Generation Update



Currently 284 small scale generators set up in our systems (sites with a MEC > 50Kva)

114 x WP14 documents completed and 342 messages issuing to relevant supplier

12 Suppliers with SSG's sites

Updated list to follow giving details of SSG sites to retail market suppliers

MRSO continue to work on SSG road map and end to end process