



NETWORKS

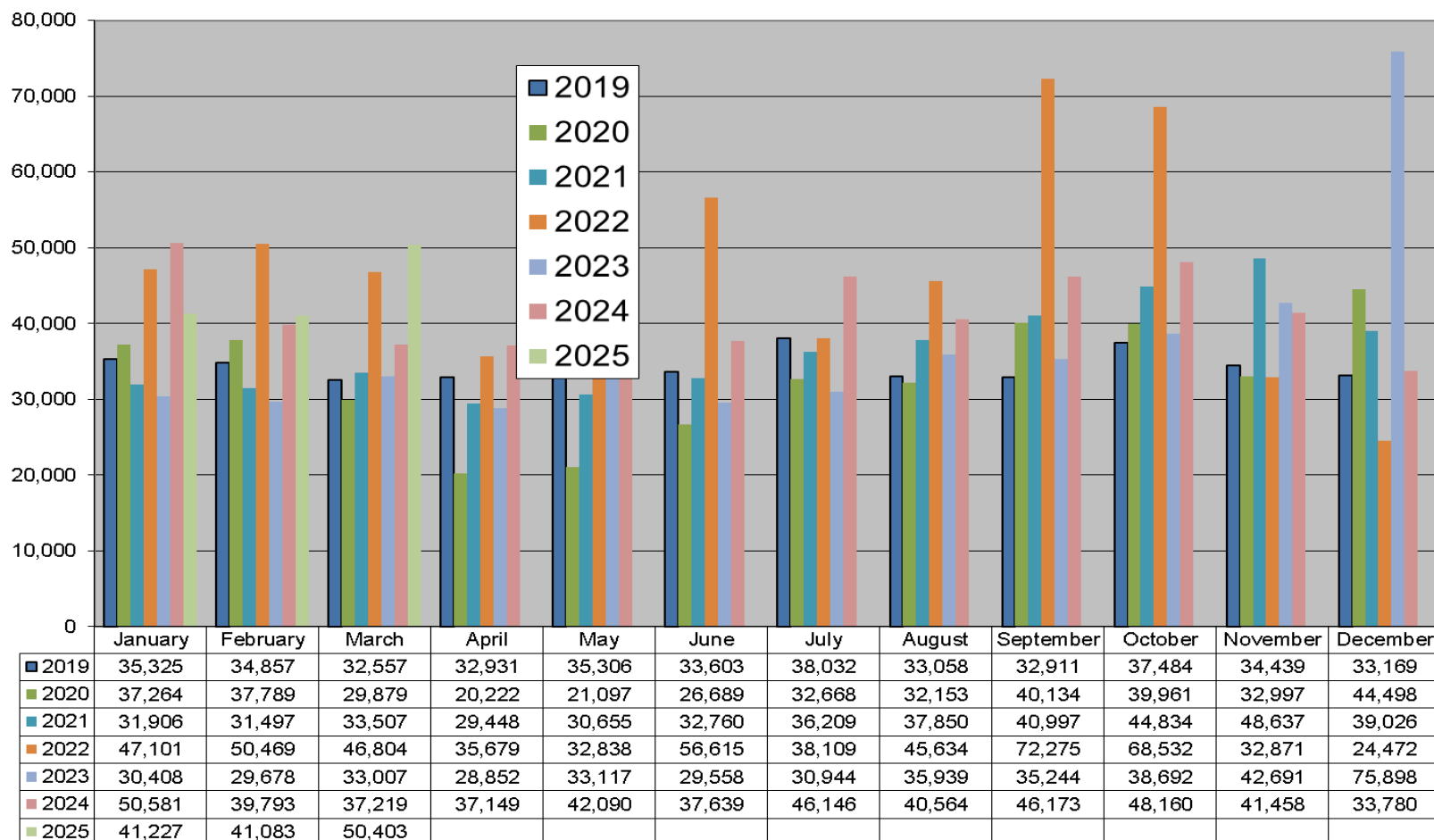
# MRSO Update

James Long

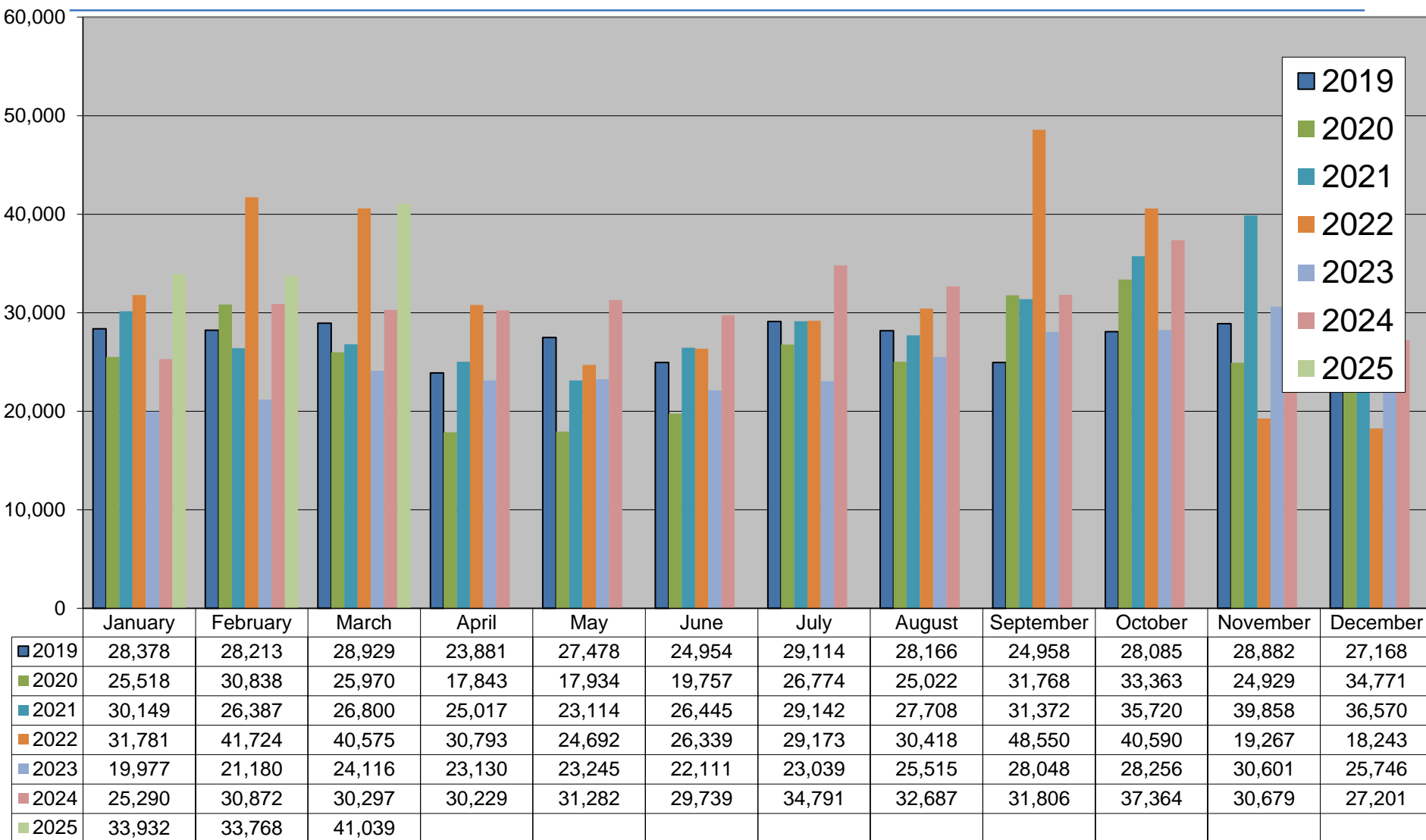
7<sup>th</sup> May 2025



# 1. Market Message 010



# Market Message 105L



# COS in-progress 29<sup>th</sup> April 2025 – 3,763

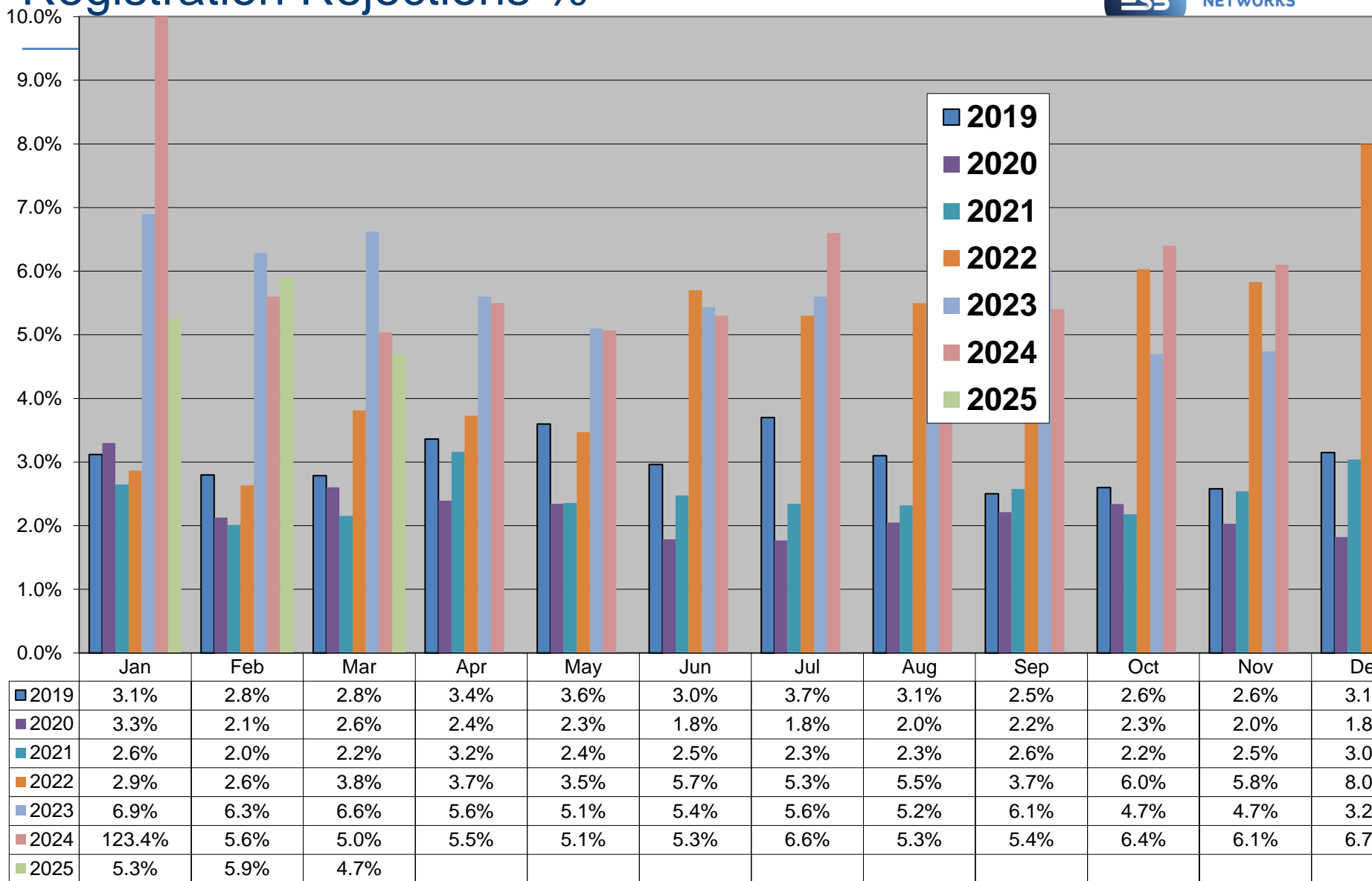
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **9 switches held 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
Dec-24	10,848	8,127	18,975	33,780	32%	56%
Jan-25	13,695	8,054	21,749	41,227	33%	53%
Feb-25	16,493	7,067	23,560	41,083	40%	57%
Mar-25	18,858	8,500	27,358	50,403	37%	54%

# Registration Rejections %

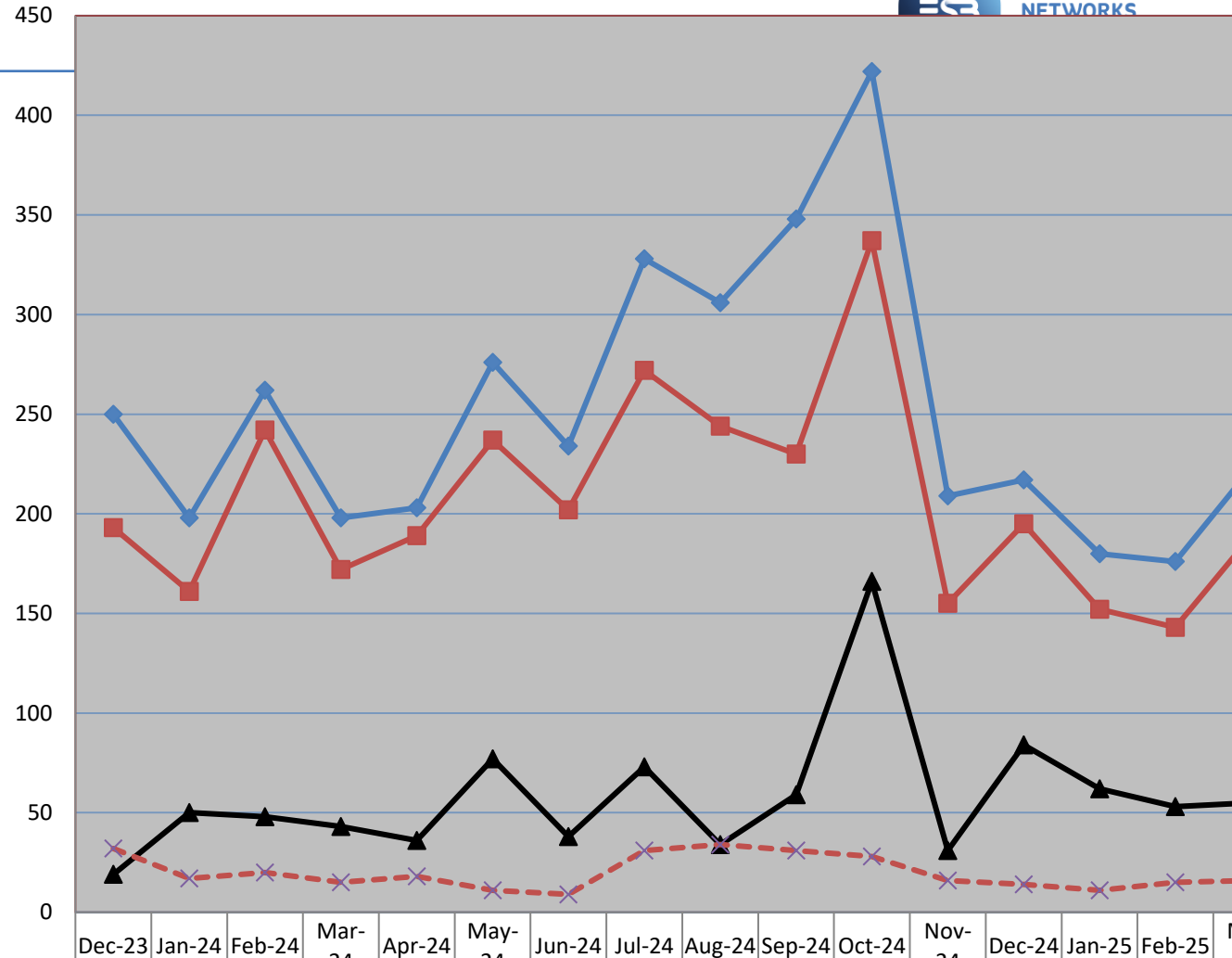
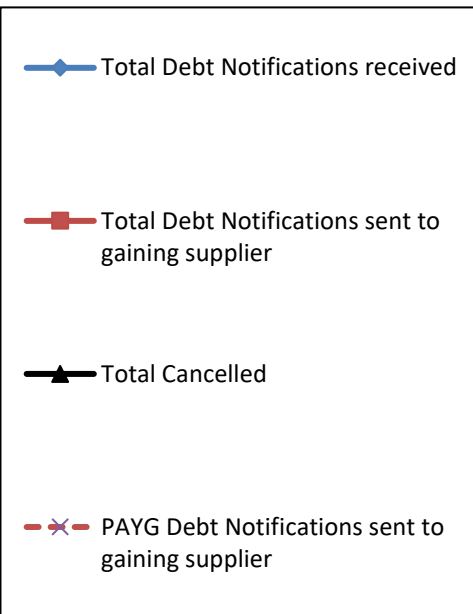


# Debt Flagging

	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.

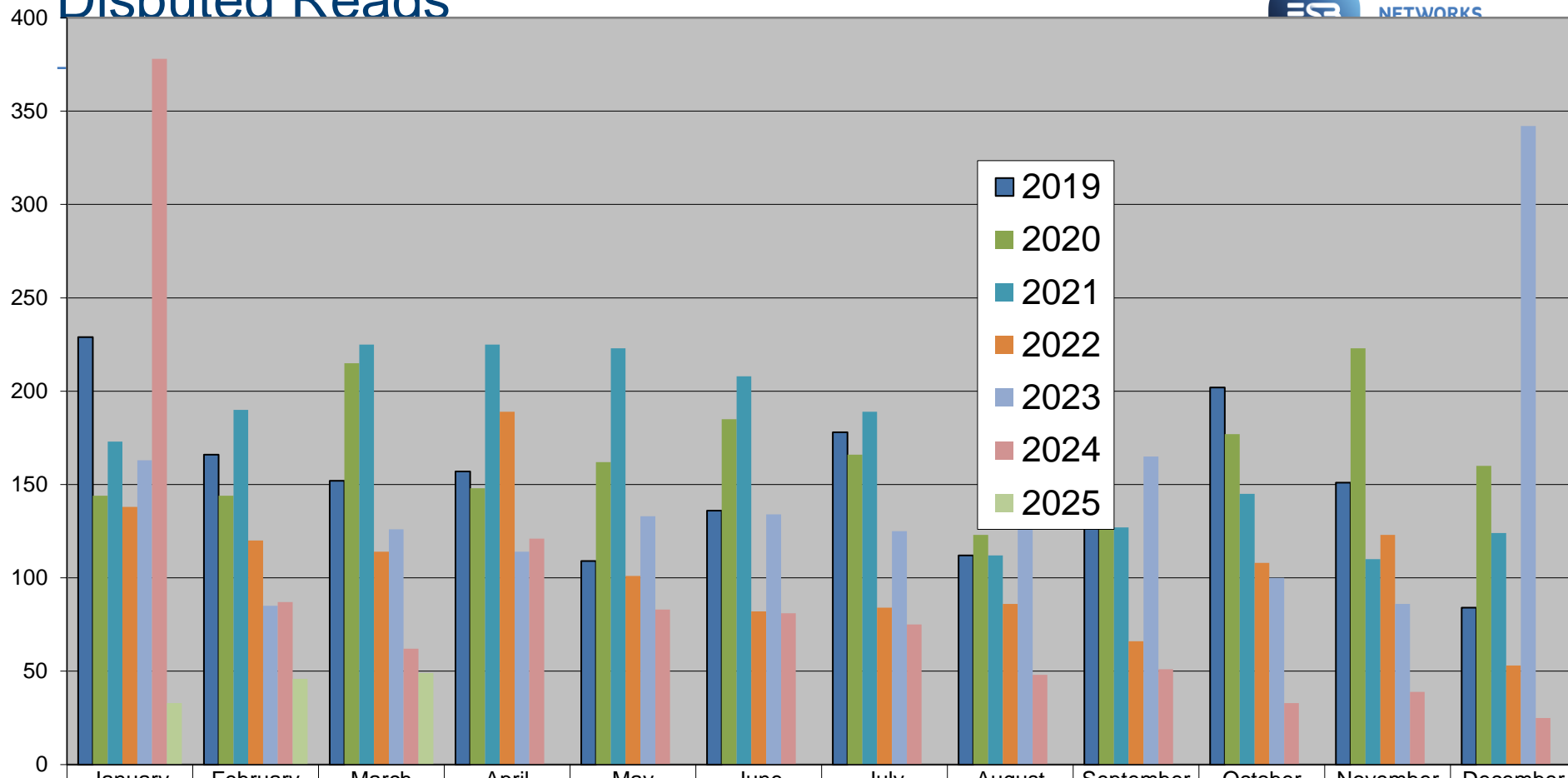
# Debt Flagging



	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
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

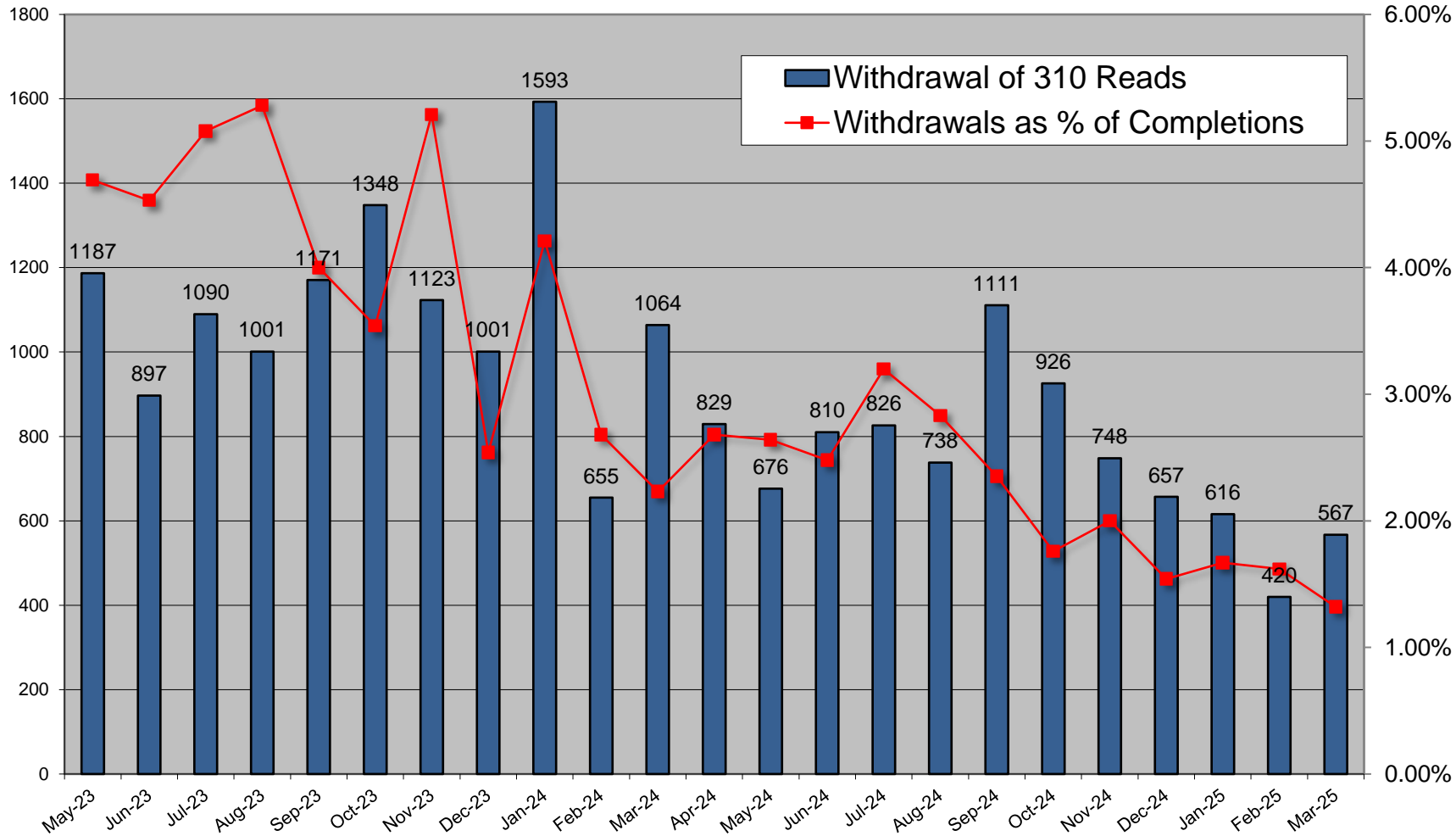


# Disputed Reads



	January	February	March	April	May	June	July	August	September	October	November	December
2019	229	166	152	157	109	136	178	112	207	202	151	84
2020	144	144	215	148	162	185	166	123	238	177	223	160
2021	173	190	225	225	223	208	189	112	127	145	110	124
2022	138	120	114	189	101	82	84	86	66	108	123	53
2023	163	85	126	114	133	134	125	309	165	100	86	342
2024	378	87	62	121	83	81	75	48	51	33	39	25
2025	33	46	49									

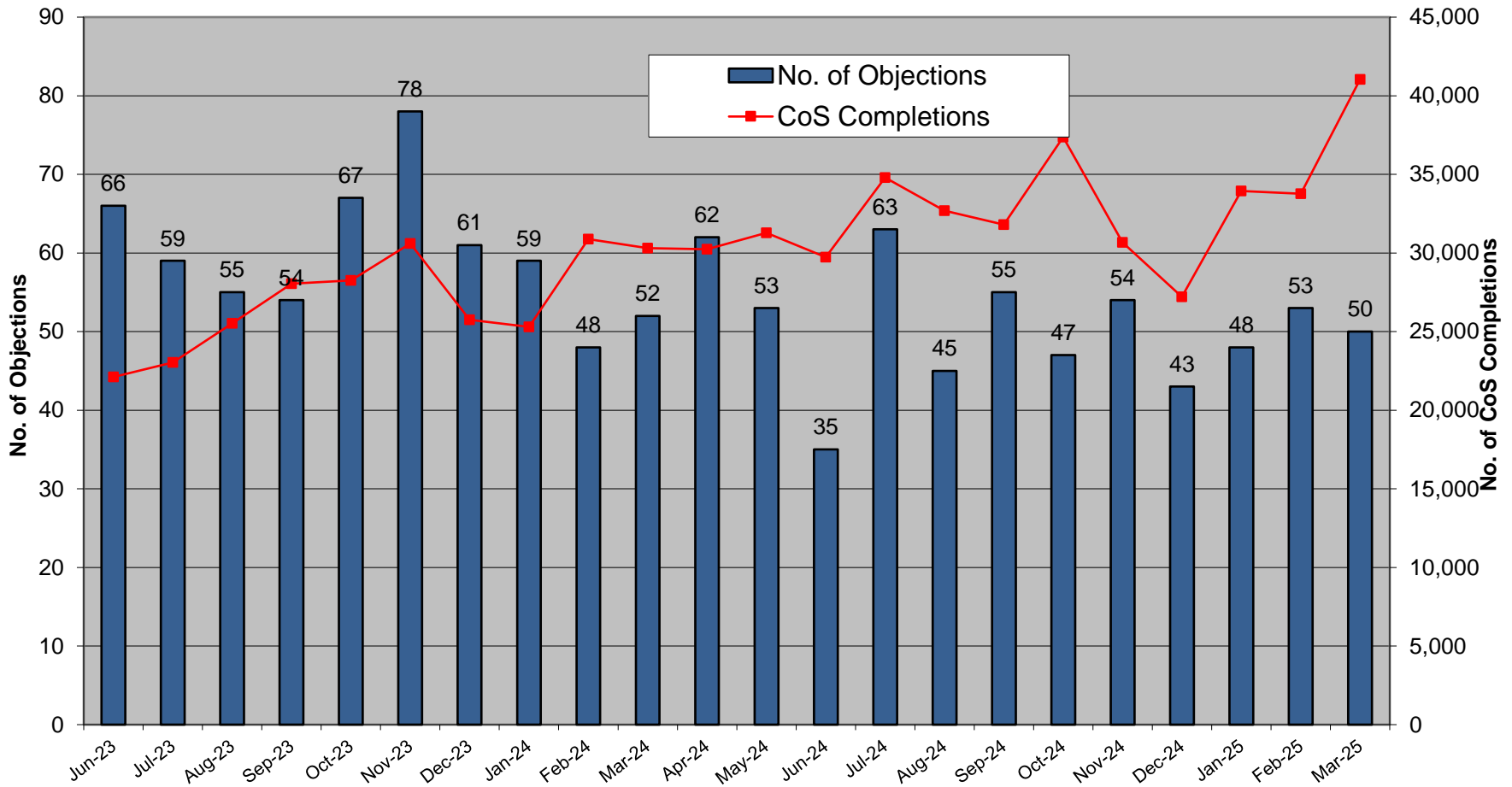
# Total Withdrawal of 310 reads for all Suppliers



# 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 30<sup>th</sup> April 2025

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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

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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