



NETWORKS

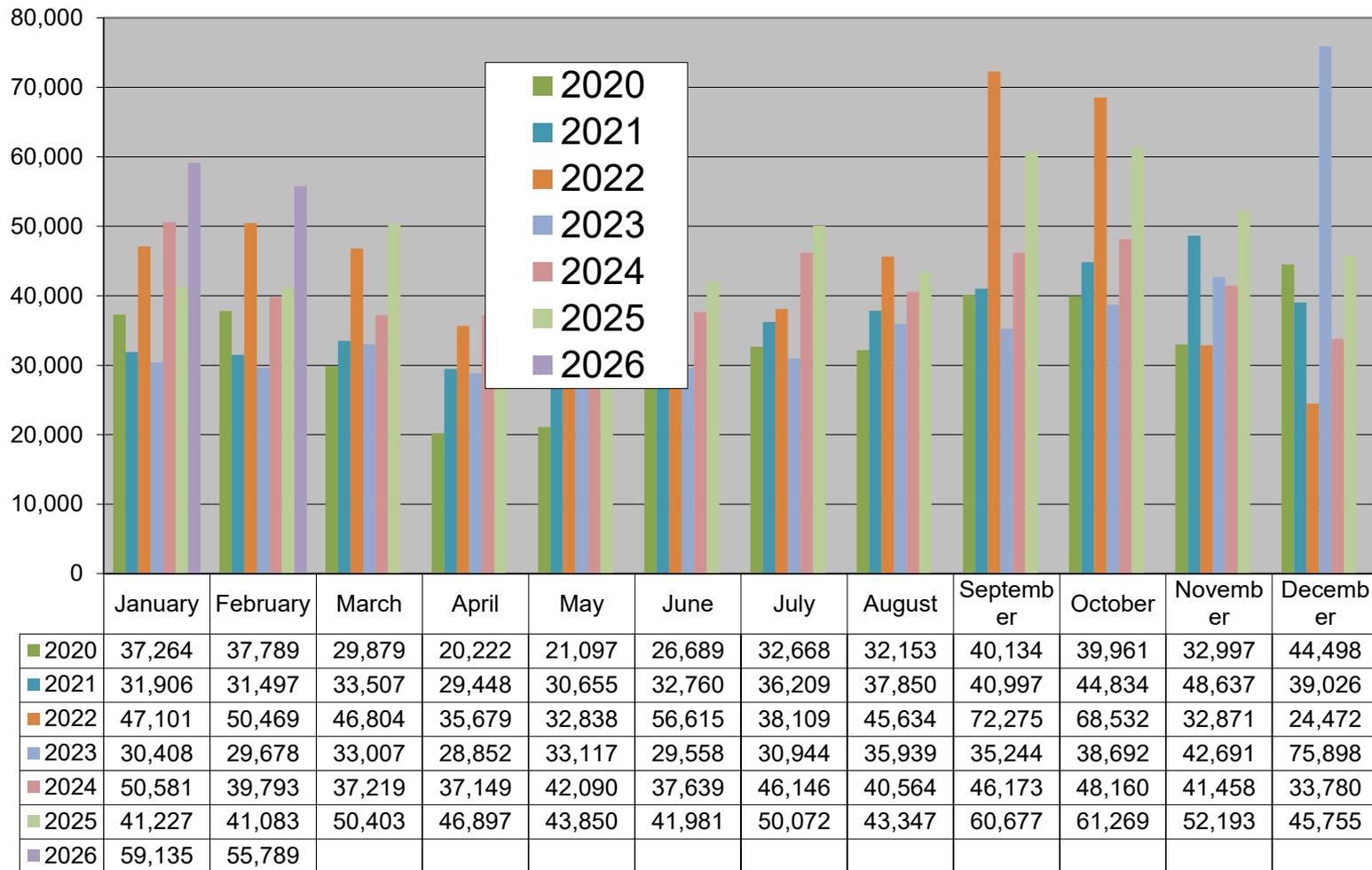
MRSO Update

James Long

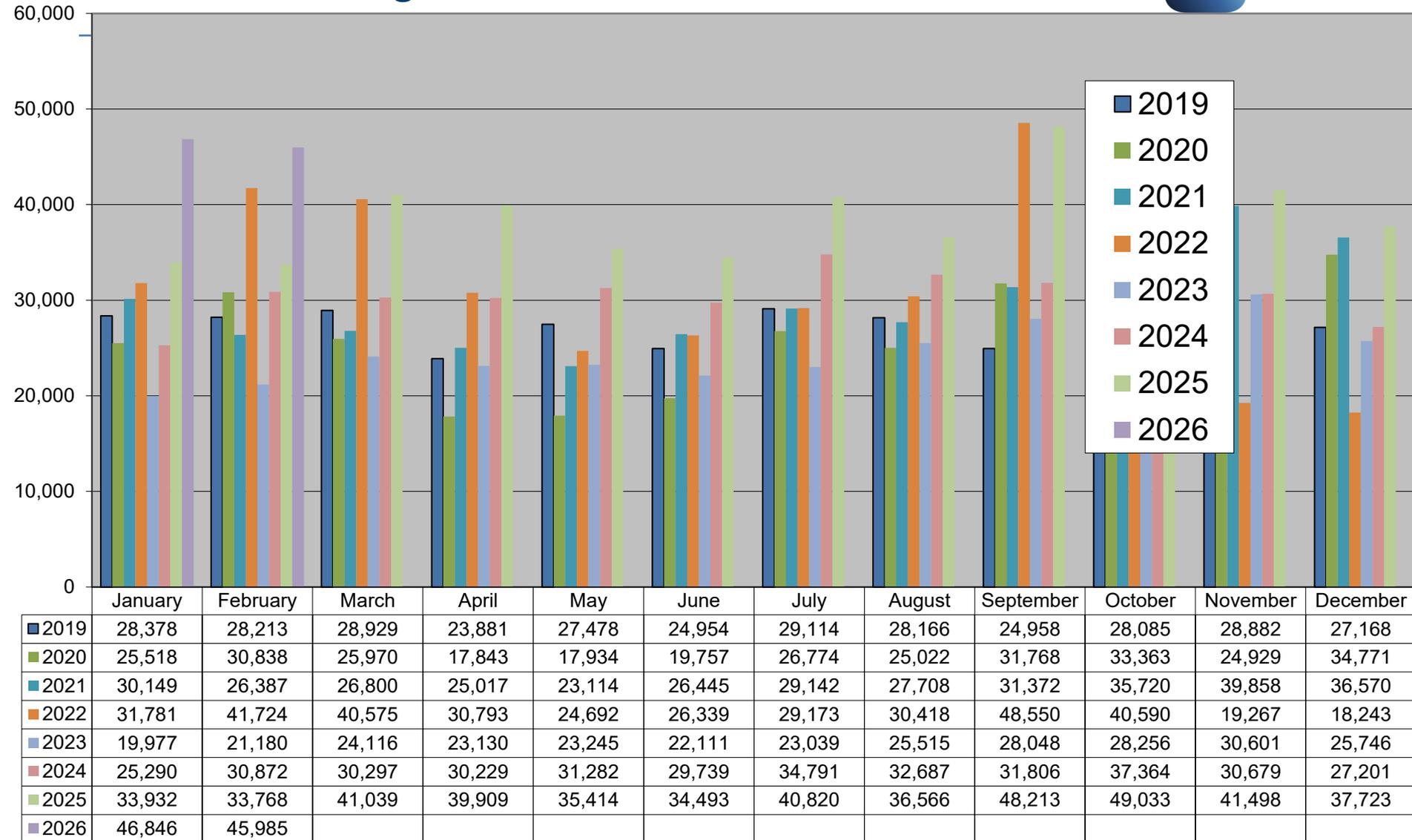
11^h March 2026



1. Market Message 010



Market Message 105L



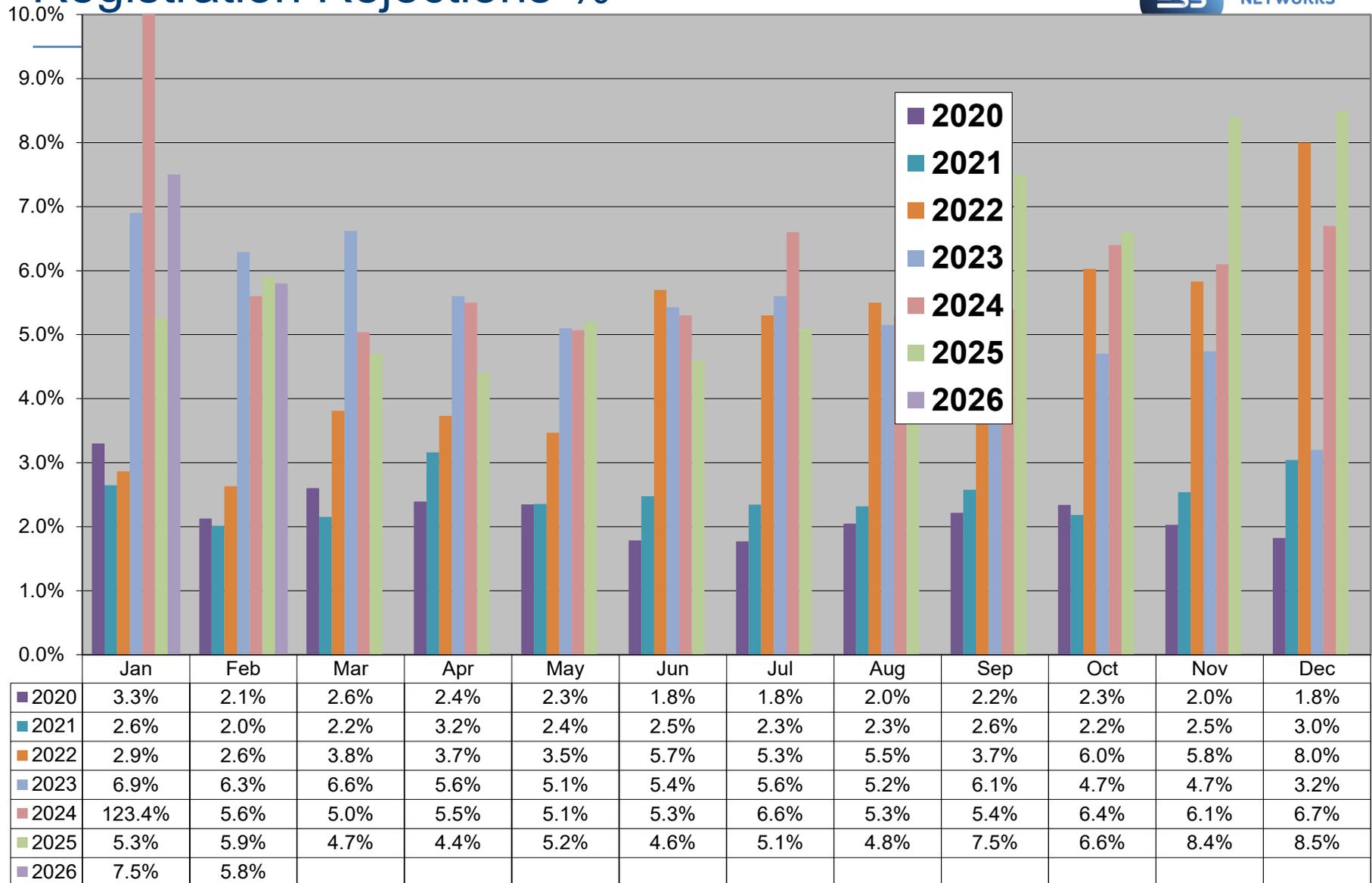
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **9 switches held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

Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	3
Mar 2023	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
Nov-25	11,777	11,116	22,893	52,193	23%	44%
Dec-25	11,412	11,313	22,725	45,755	25%	50%
Jan-26	16,847	11,989	28,836	59,135	28%	49%
Feb-26	14,661	10,899	25,560	55,789	26%	46%

Registration Rejections %

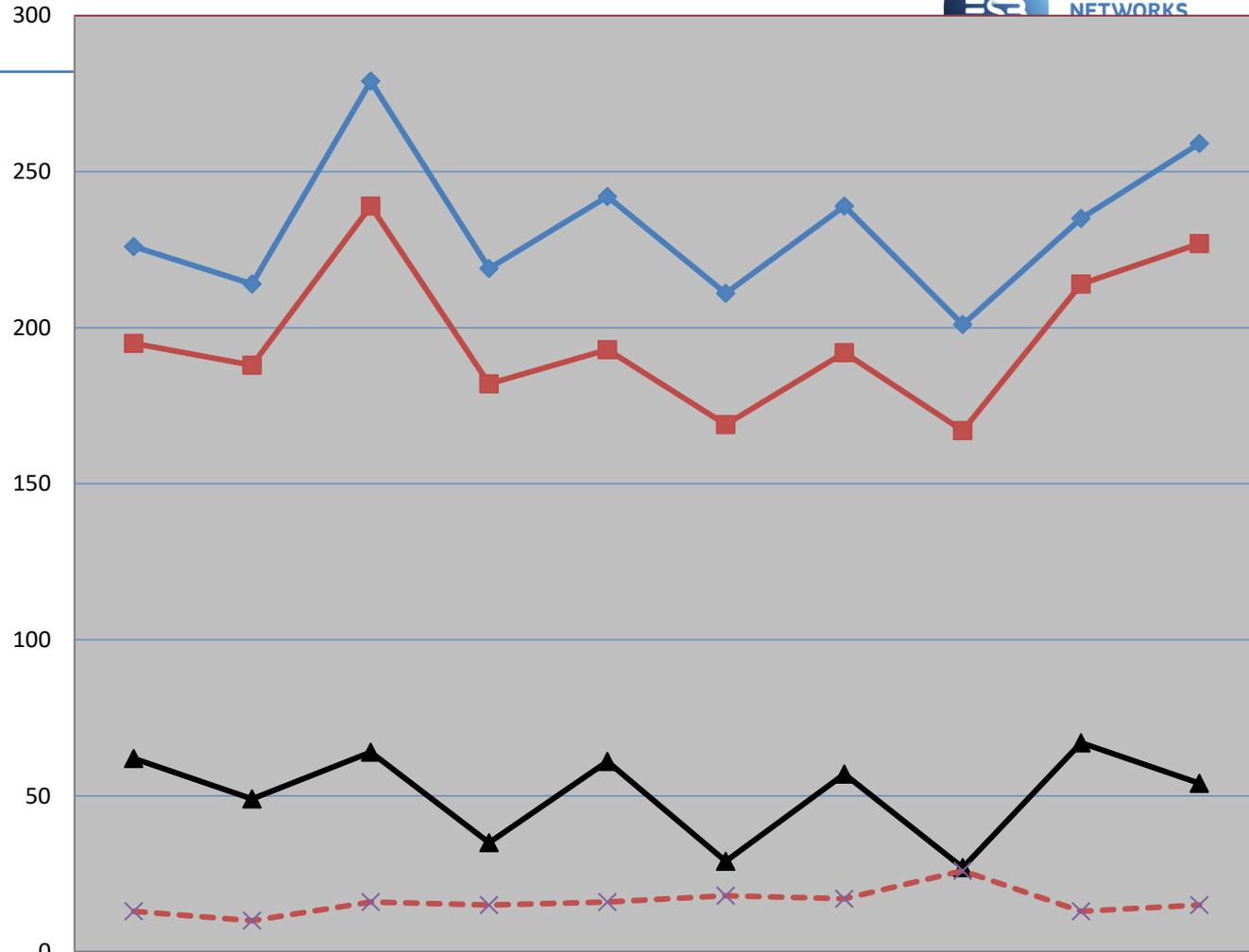
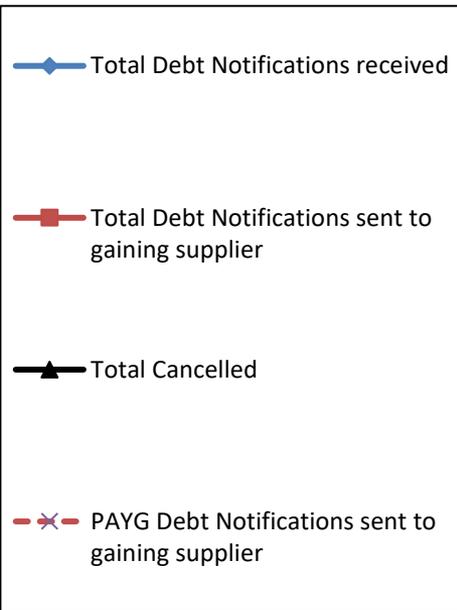


Debt Flagging

	Dec - 25	Jan - 26	Feb - 26
Total Debt Notifications received (012)	201 (27)	235 (13)	259 (16)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	34 (1)	21 (0)	32 (1)
Total Debt Notifications sent to gaining supplier (112)	167 (26)	214 (13)	227 (15)
Total not cancelled	140 (23)	147 (5)	173 (12)
Total cancelled	27 (3)	67 (8)	54 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.44%	0.36%	0.41%

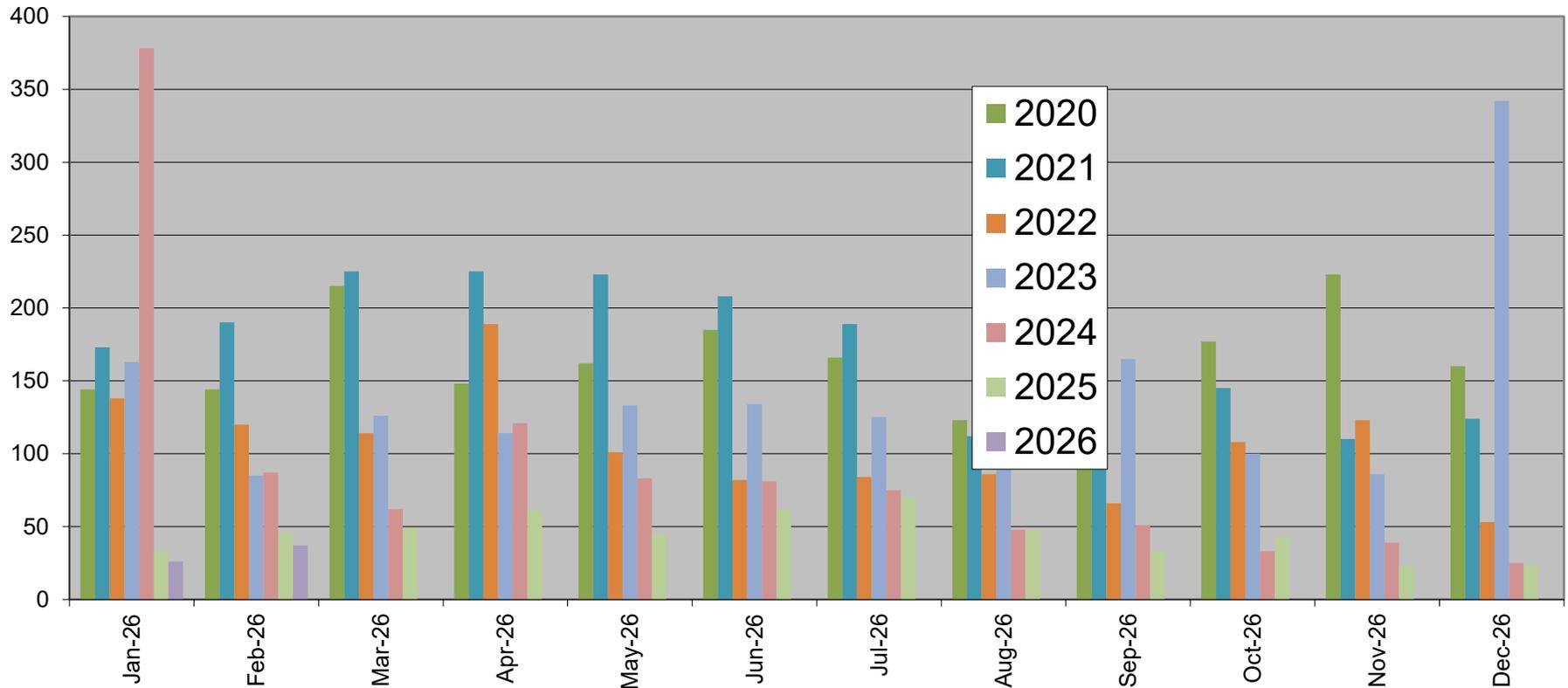
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



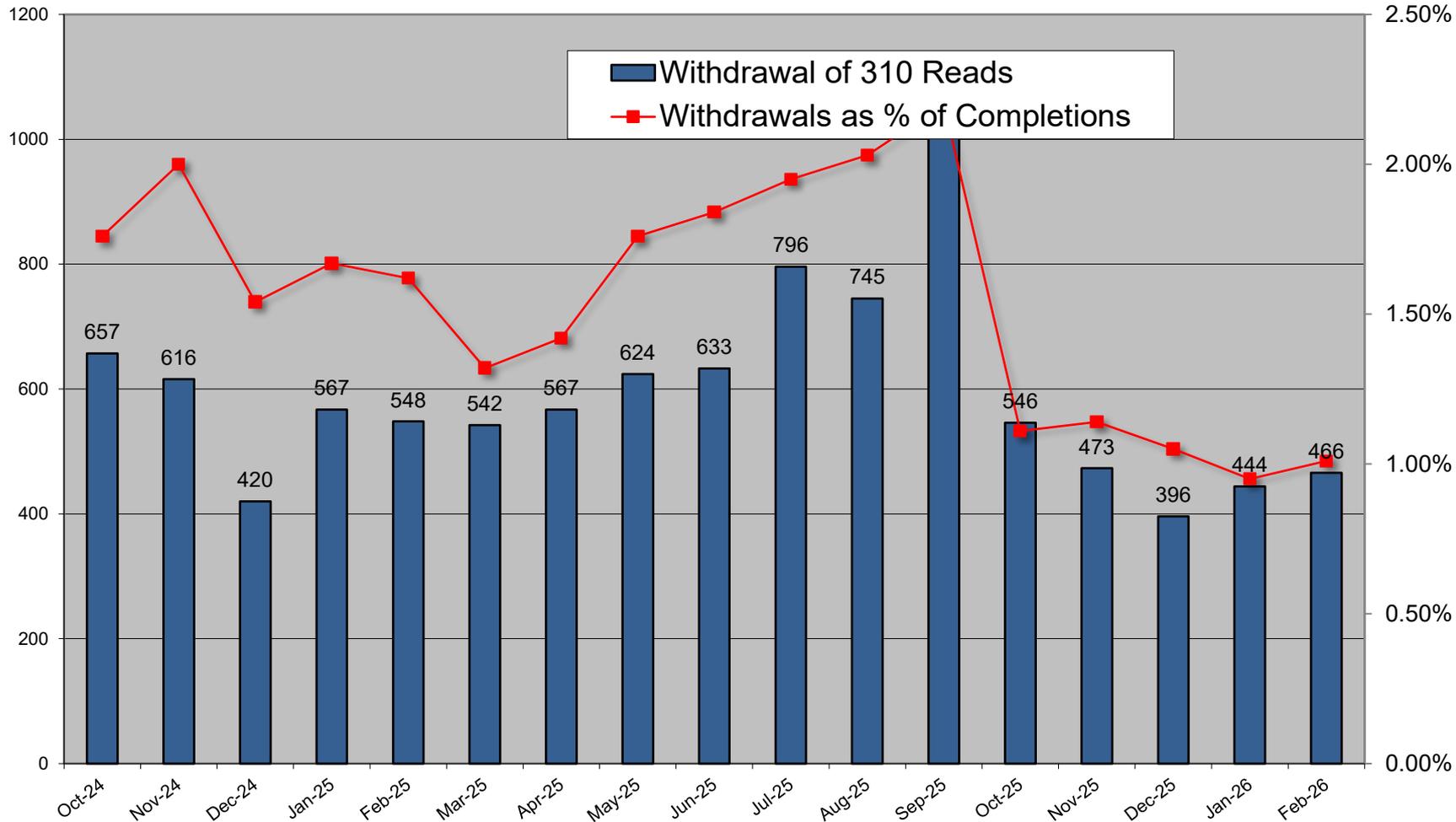
	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26
◆ Total Debt Notifications received	226	214	279	219	242	211	239	201	235	259
■ Total Debt Notifications sent to gaining supplier	195	188	239	182	193	169	192	167	214	227
▲ Total Cancelled	62	49	64	35	61	29	57	27	67	54
✕ PAYG Debt Notifications sent to gaining supplier	13	10	16	15	16	18	17	26	13	15

Disputed Reads



	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
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	61	45	62	70	48	33	43	23	24
2026	26	37										

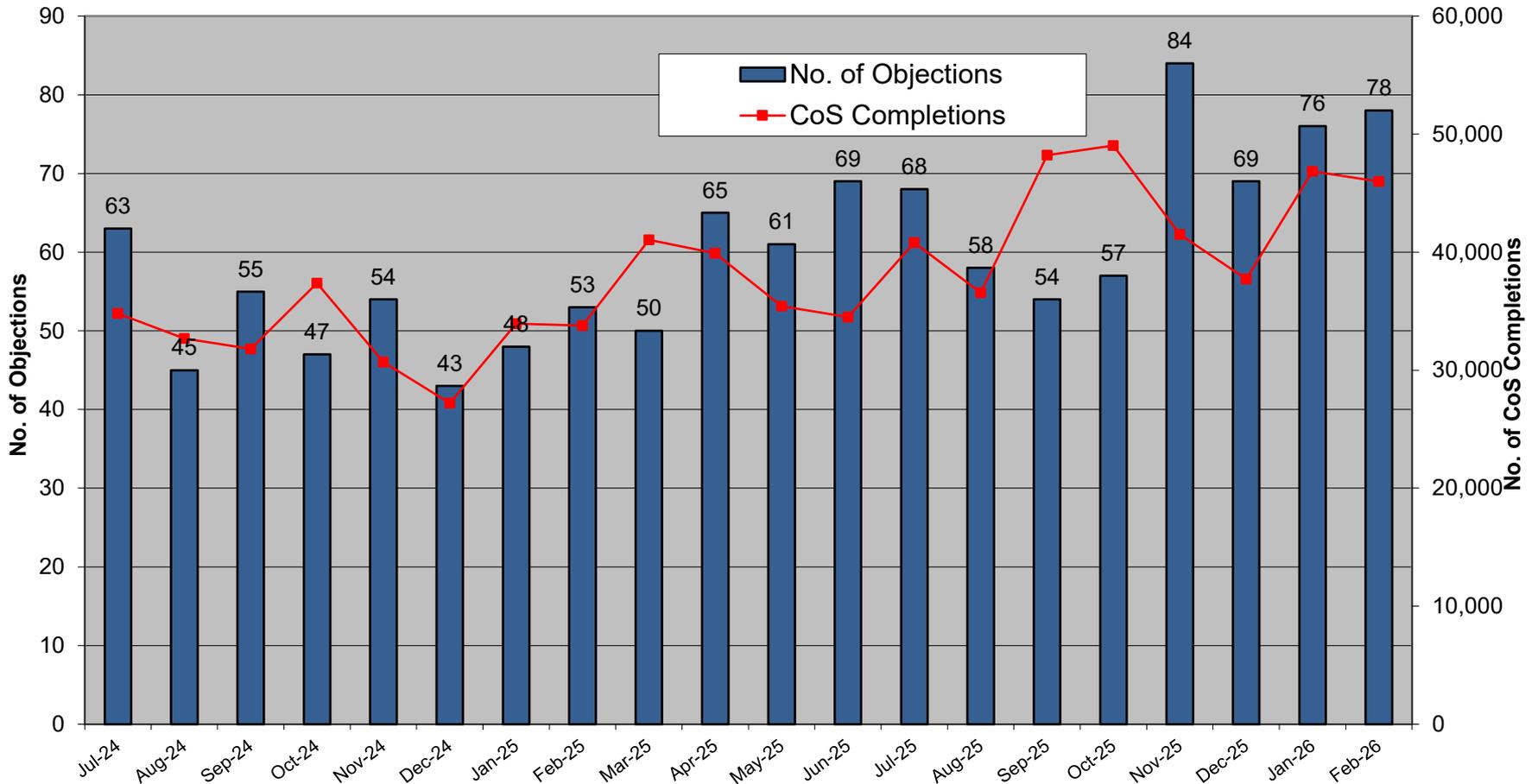
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Dec - 25	Jan - 26	Feb - 26
No. of Objections	69	76	78
Cancellations from Objections	5	8	10
Objection emails to MRSO	11	9	7
Reasons:			
Uncontactable by phone			
Written communication	6	8	2
COS confirmed	5	1	5
Other			
Escalation emails	13	11	7

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 6th March 2026



MCC 12 – New Smart HH

Total to date – **633, 995**

MCC 16 – New Smart Day / Night / Peak

Total to date – **74,342**