



NETWORKS

MRSO Update

James Long

11th March 2026

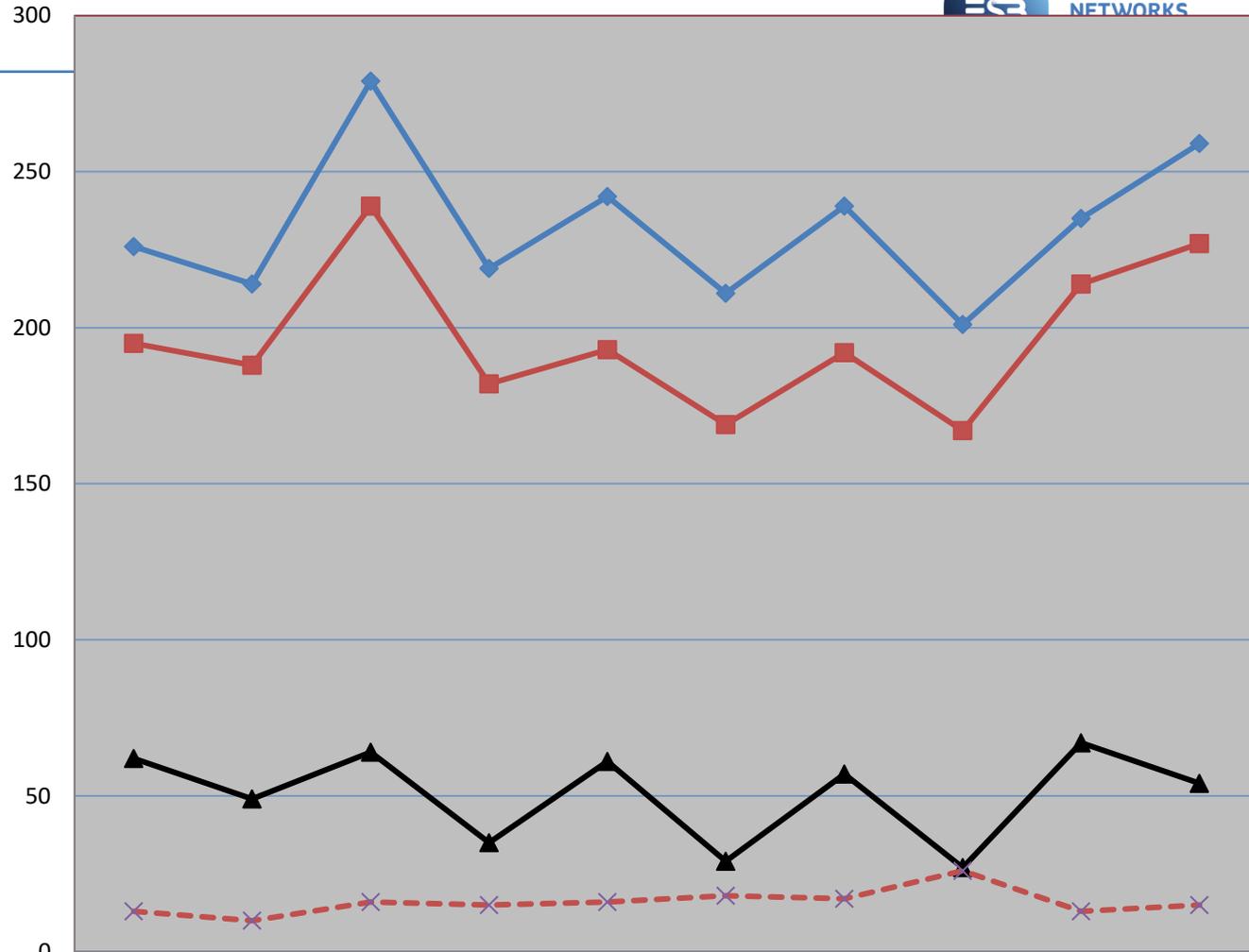
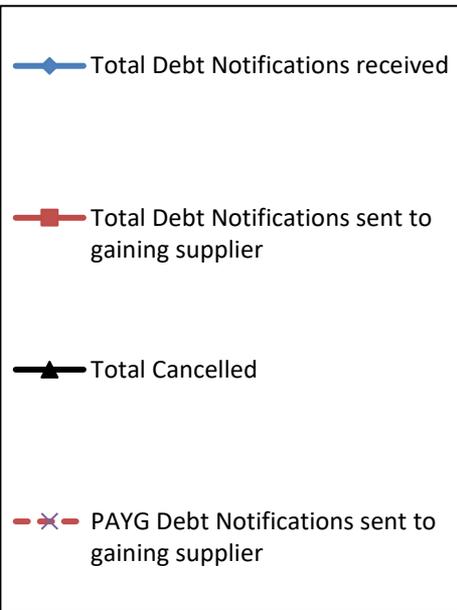


Debt Flagging

	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

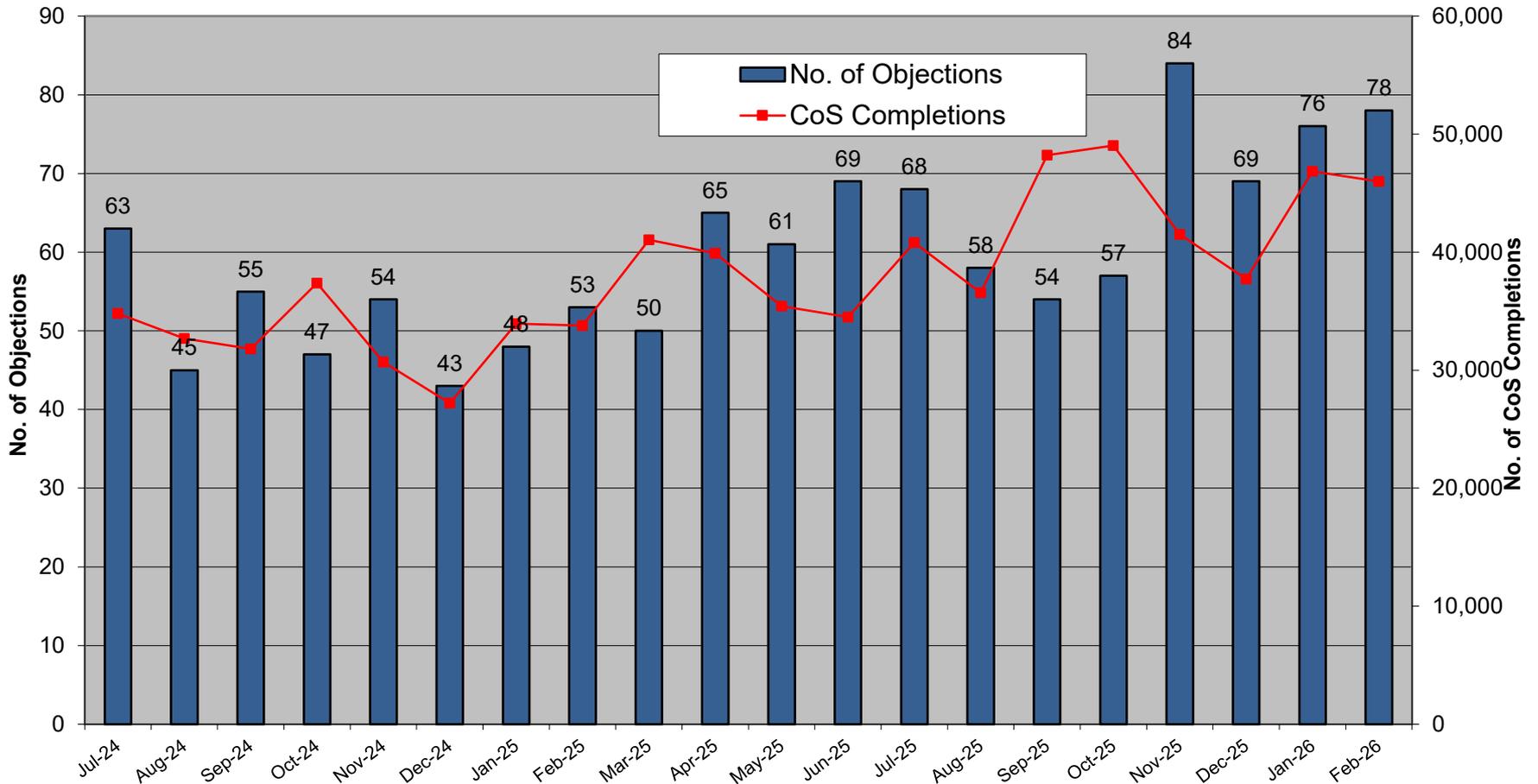


	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26
Total Debt Notifications received	226	214	279	219	242	211	239	201	235	259
Total Debt Notifications sent to gaining supplier	195	188	239	182	193	169	192	167	214	227
Total Cancelled	62	49	64	35	61	29	57	27	67	54
PAYG Debt Notifications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

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**