



NETWORKS

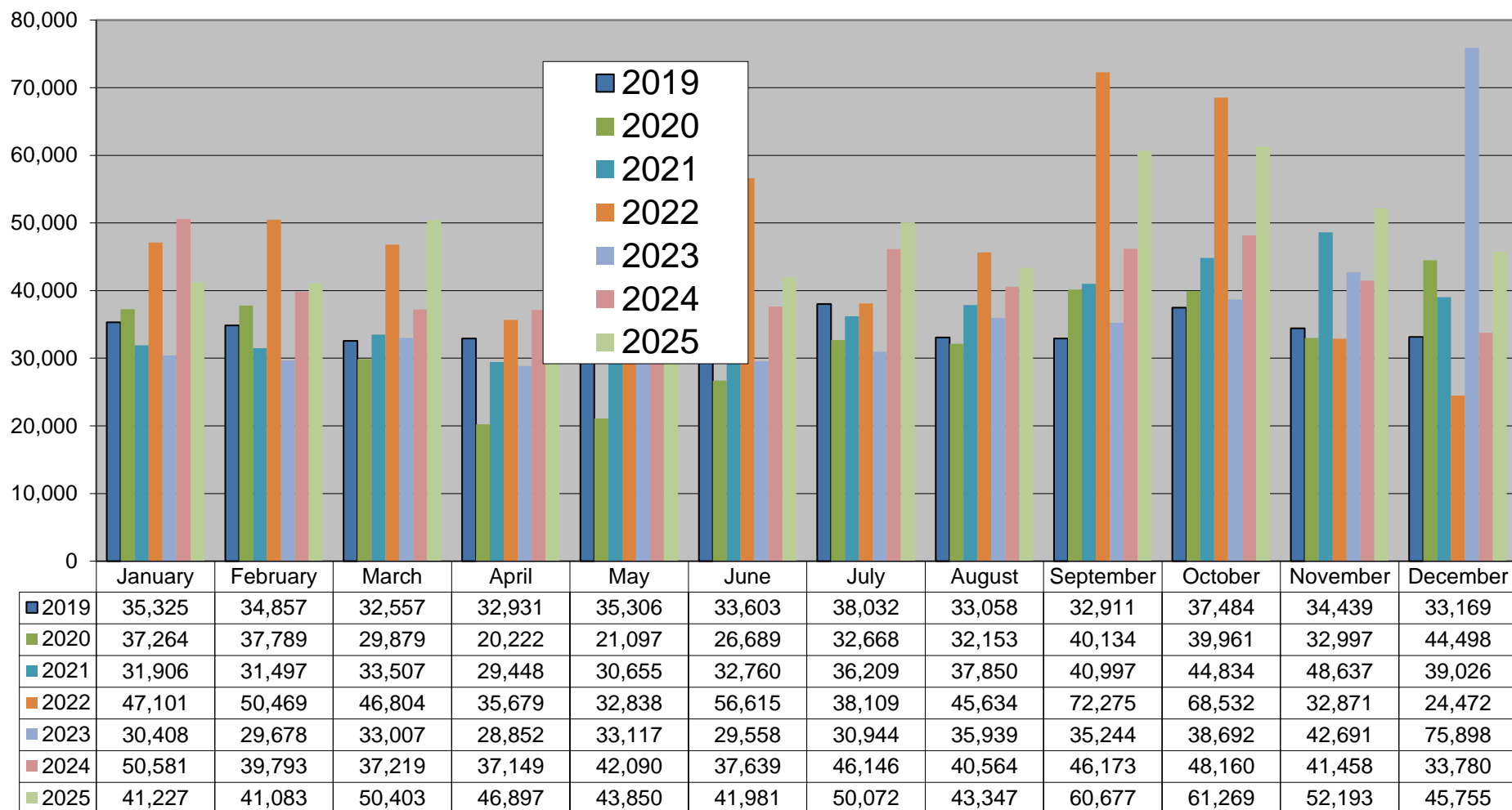
# MRSO Update

James Long

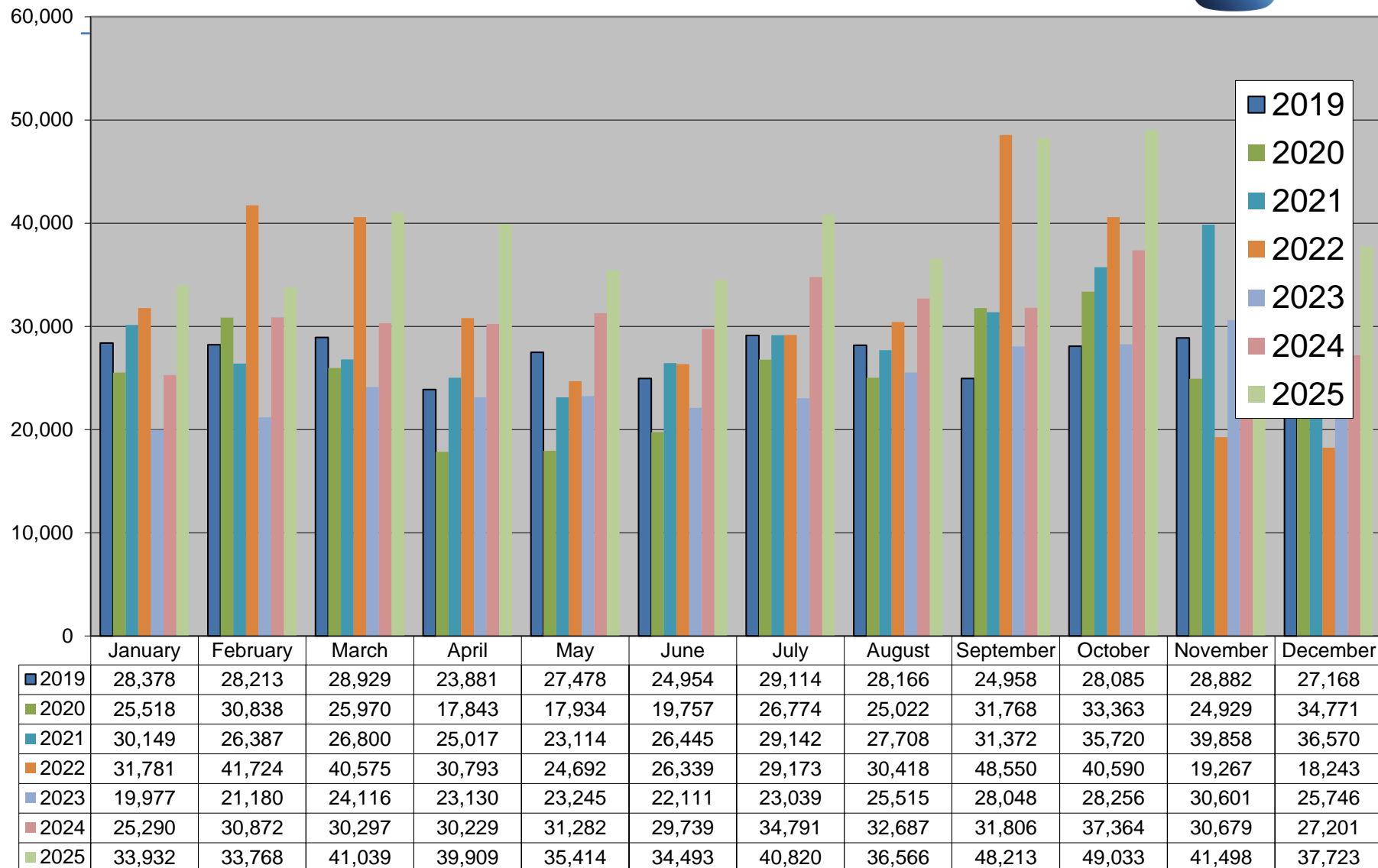
14<sup>h</sup> January 2026



# 1. Market Message 010



# Market Message 105L



# COS in-progress 8<sup>th</sup> January 2026 – 3,739

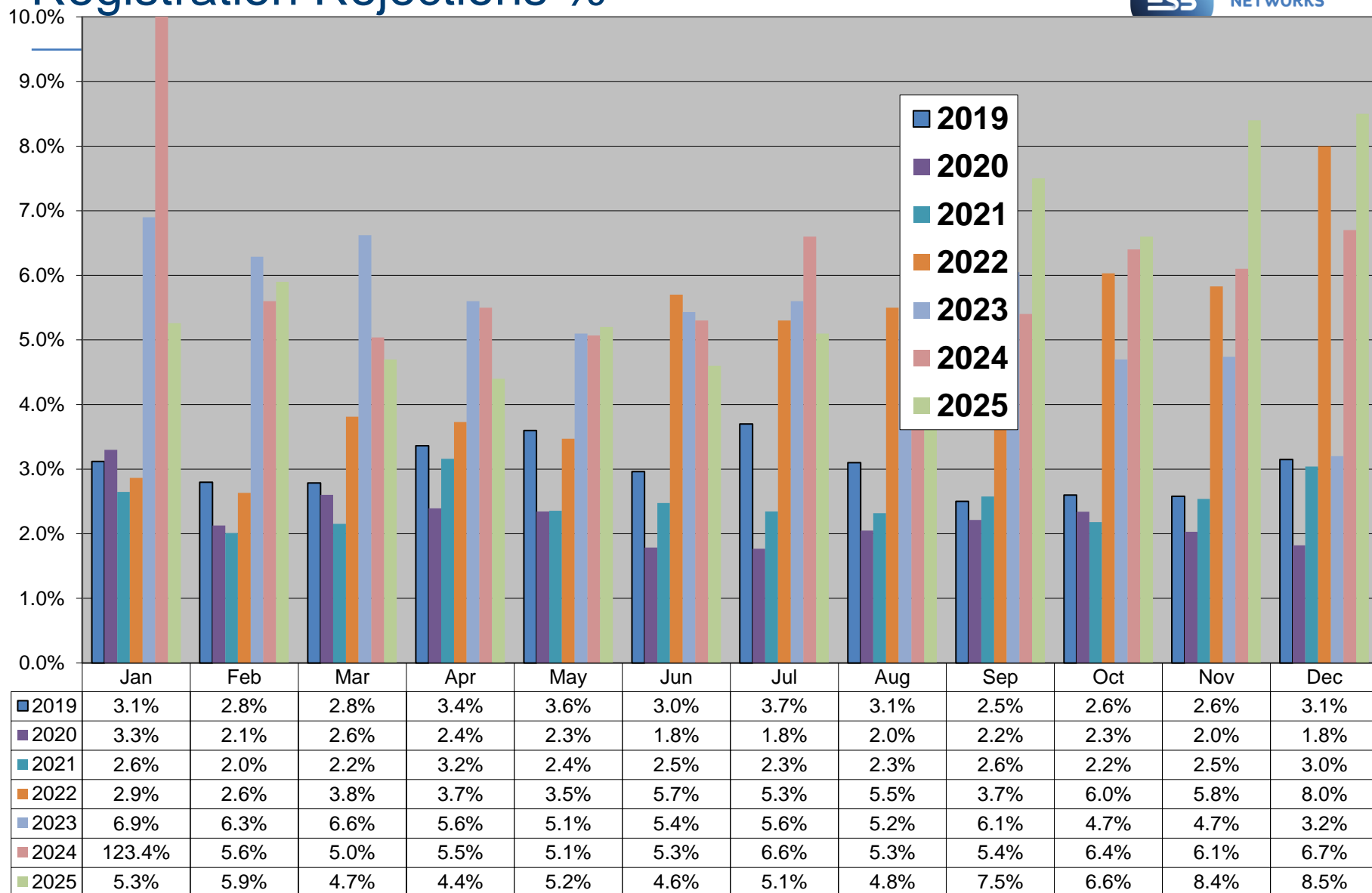
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **10 switches held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

Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	3
Mar 2023	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
Sep-25	22,012	10,608	32,620	60,677	36%	54%
Oct-25	17,157	11,629	28,786	61,269	28%	47%
Nov-25	11,777	11,116	22,893	52,193	23%	44%
Dec-25	11,412	11,313	22,725	45,755	25%	50%

# Registration Rejections %

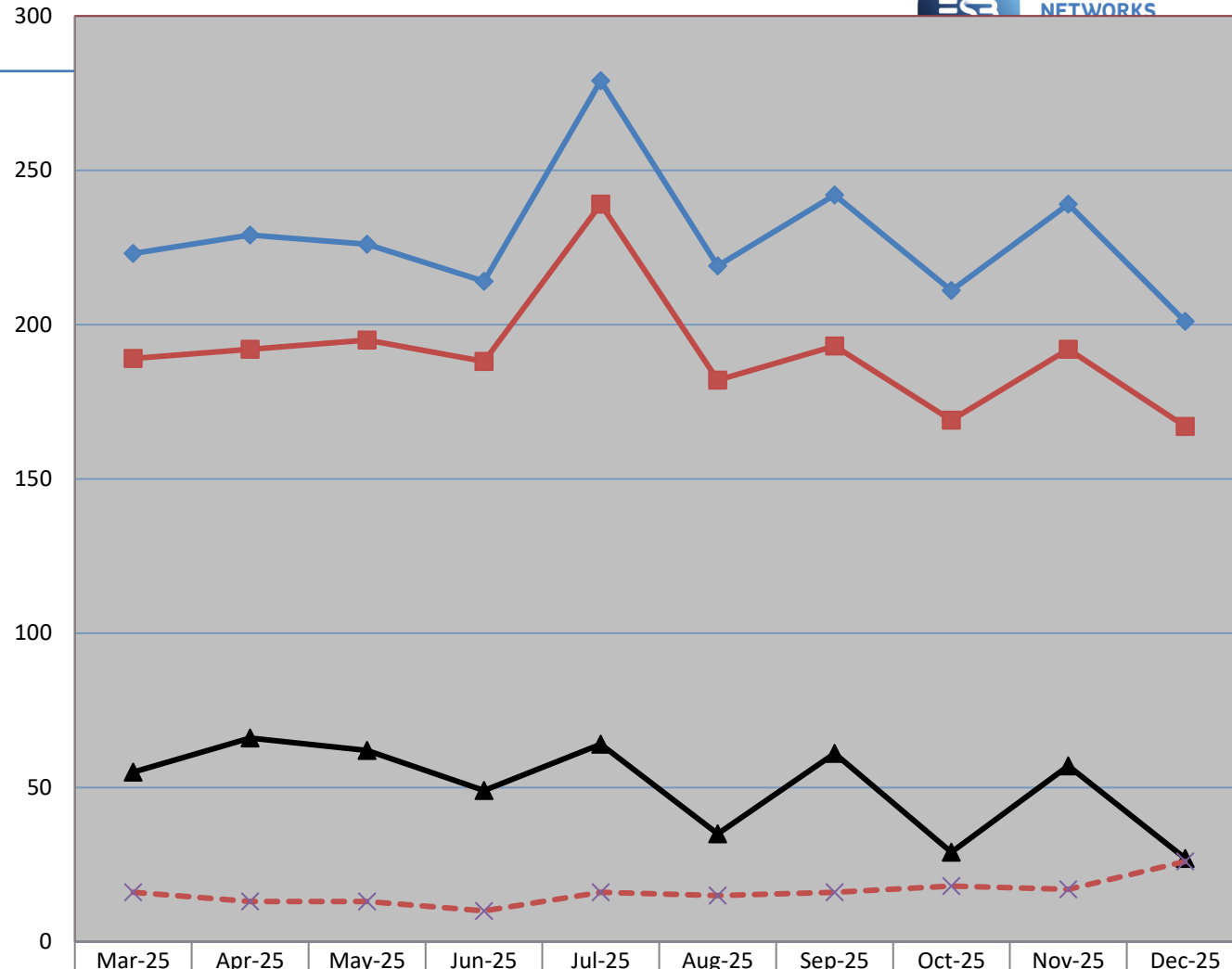
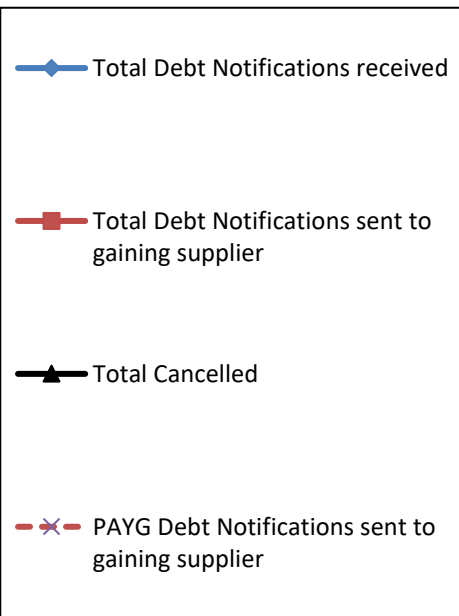


# Debt Flagging

	Oct - 25	Nov - 25	Dec - 25
Total Debt Notifications received (012)	211 (21)	239 (20)	201 (27)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	42 (3)	49 (3)	34 (1)
Total Debt Notifications sent to gaining supplier (112)	169 (18)	192 (17)	167 (26)
Total not cancelled	140 (15)	135 (15)	140 (23)
Total cancelled	29 (3)	57 (2)	27 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.34%	0.46%	0.44%

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

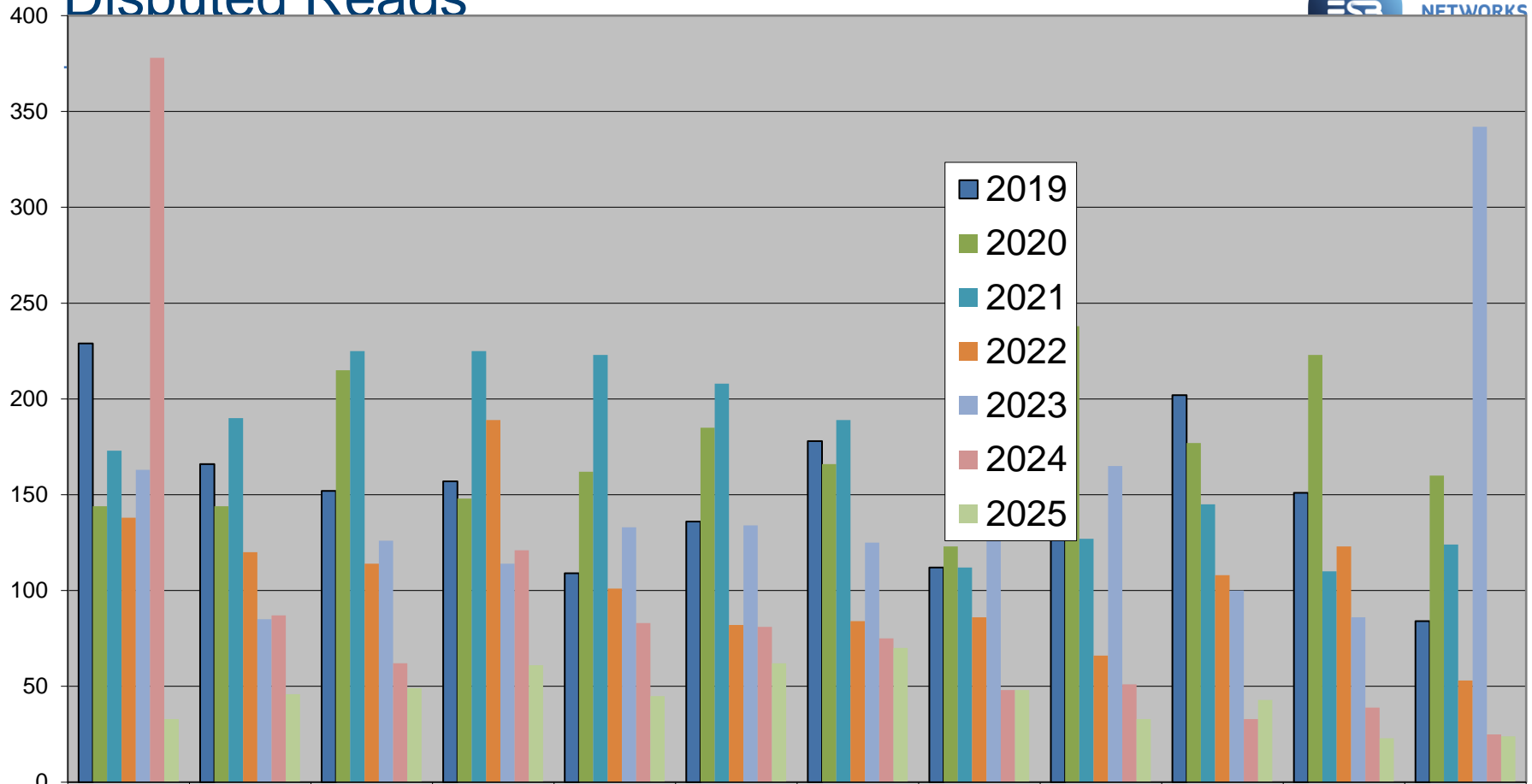
# Debt Flagging



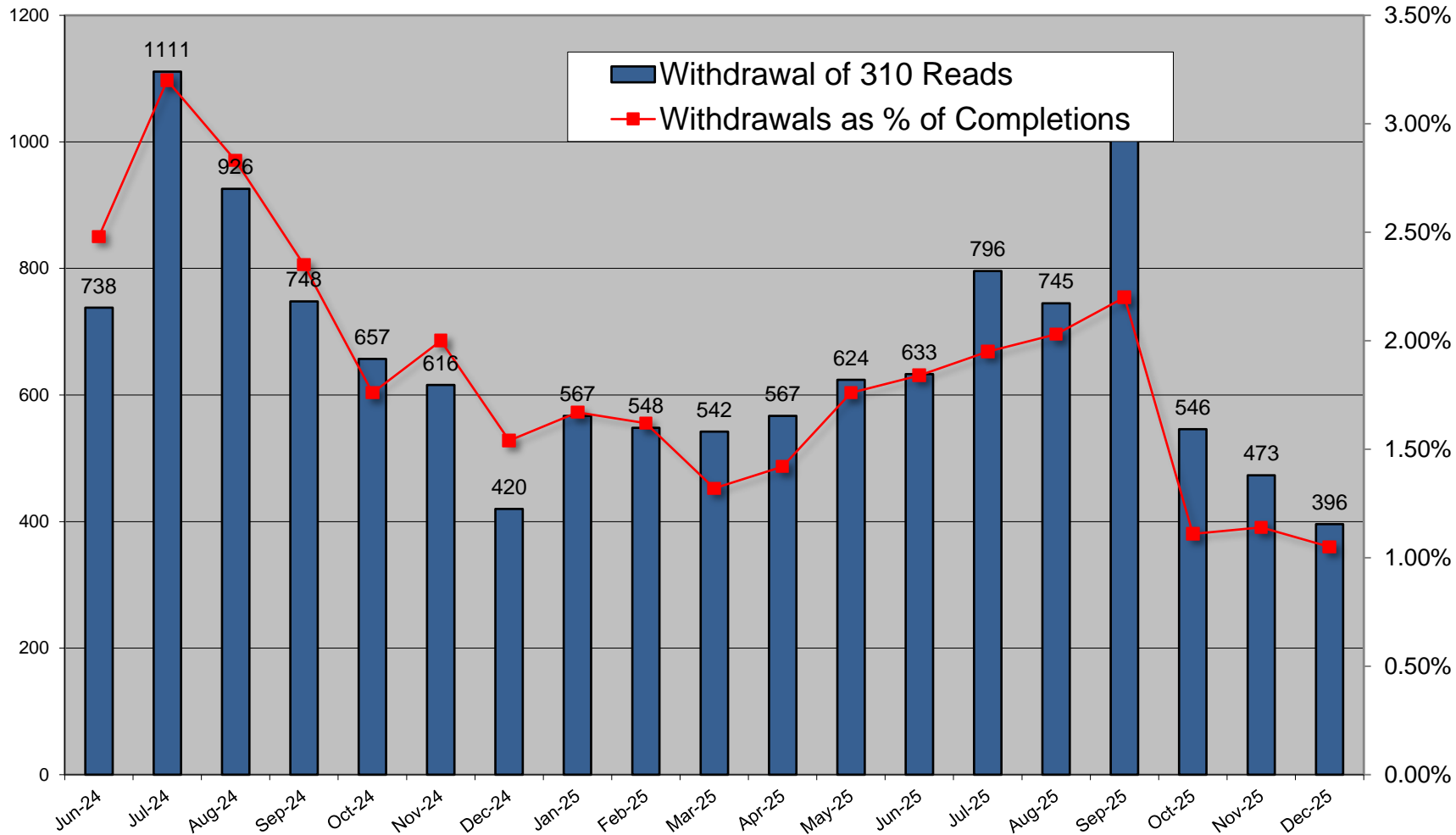
	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Total Debt Notifications received	223	229	226	214	279	219	242	211	239	201
Total Debt Notifications sent to gaining supplier	189	192	195	188	239	182	193	169	192	167
Total Cancelled	55	66	62	49	64	35	61	29	57	27
PAYG Debt Notifications sent to gaining supplier	16	13	13	10	16	15	16	18	17	26



# Disputed Reads



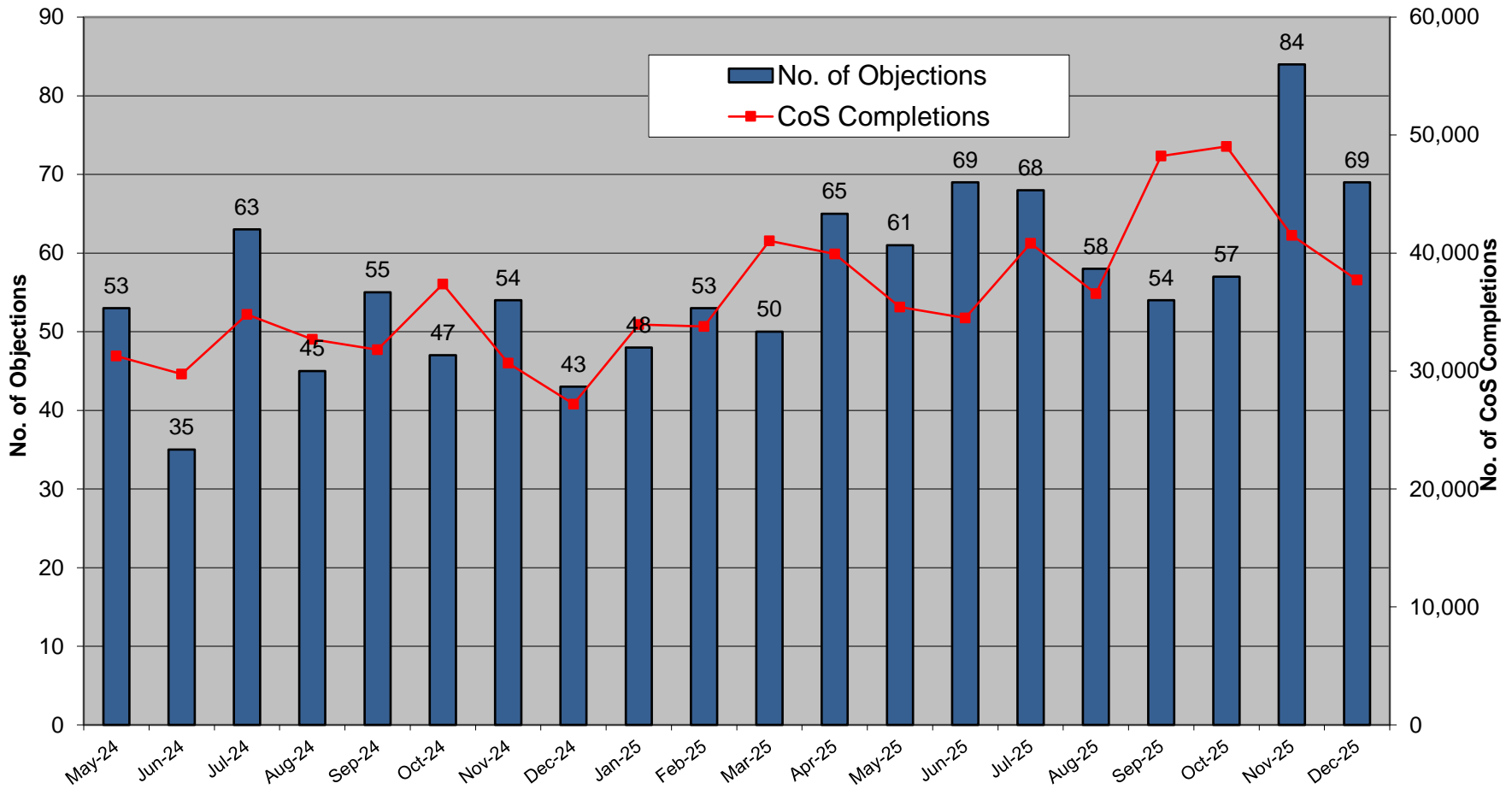
# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

	Oct – 25	Nov - 25	Dec - 25
No. of Objections	57	84	69
Cancellations from Objections	6	11	5
Objection emails to MRSO	10	12	11
Reasons:			
Uncontactable by phone	1	5	
Written communication	9	4	6
COS confirmed		3	5
Other			
Escalation emails	8	16	13

# Objections – Erroneous Transfer



## List of new Smart MCC Switches as of 8<sup>th</sup> January 2026

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MCC 12 – New Smart HH

Total to date – **588,966**

MCC 16 – New Smart Day / Night / Peak

Total to date – **75,371**