



NETWORKS

MRSO Update

James Long

14^h January 2026

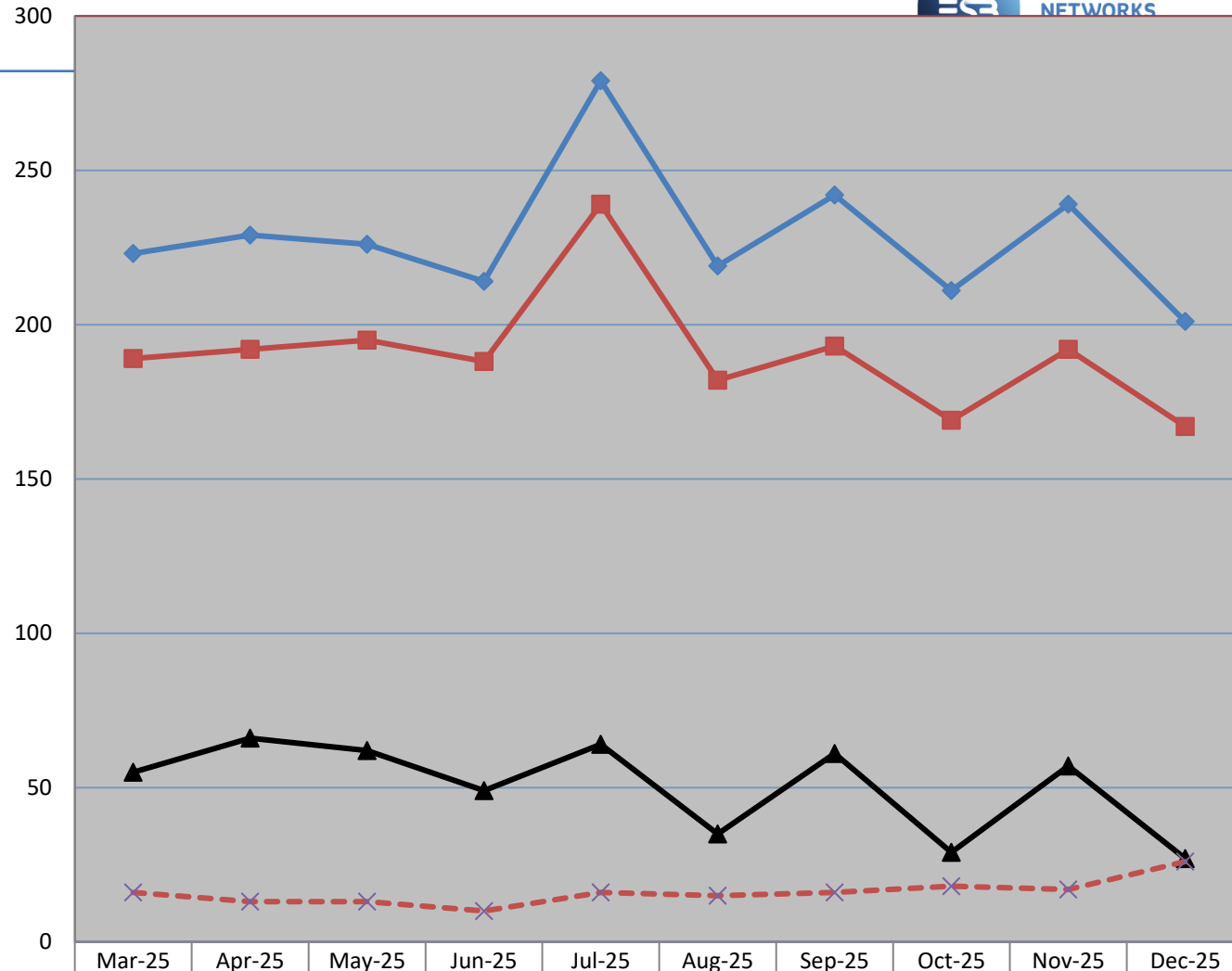
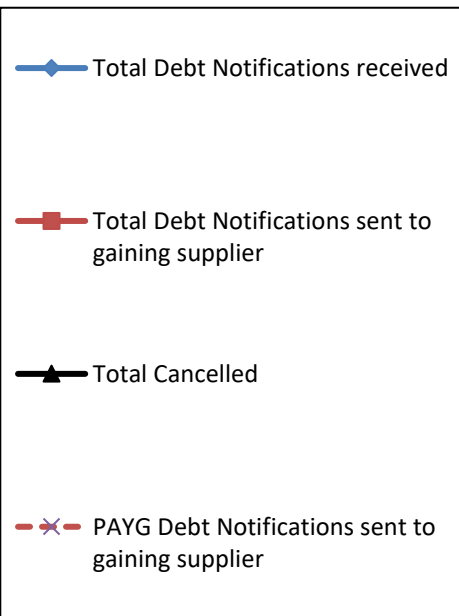


Debt Flagging

	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

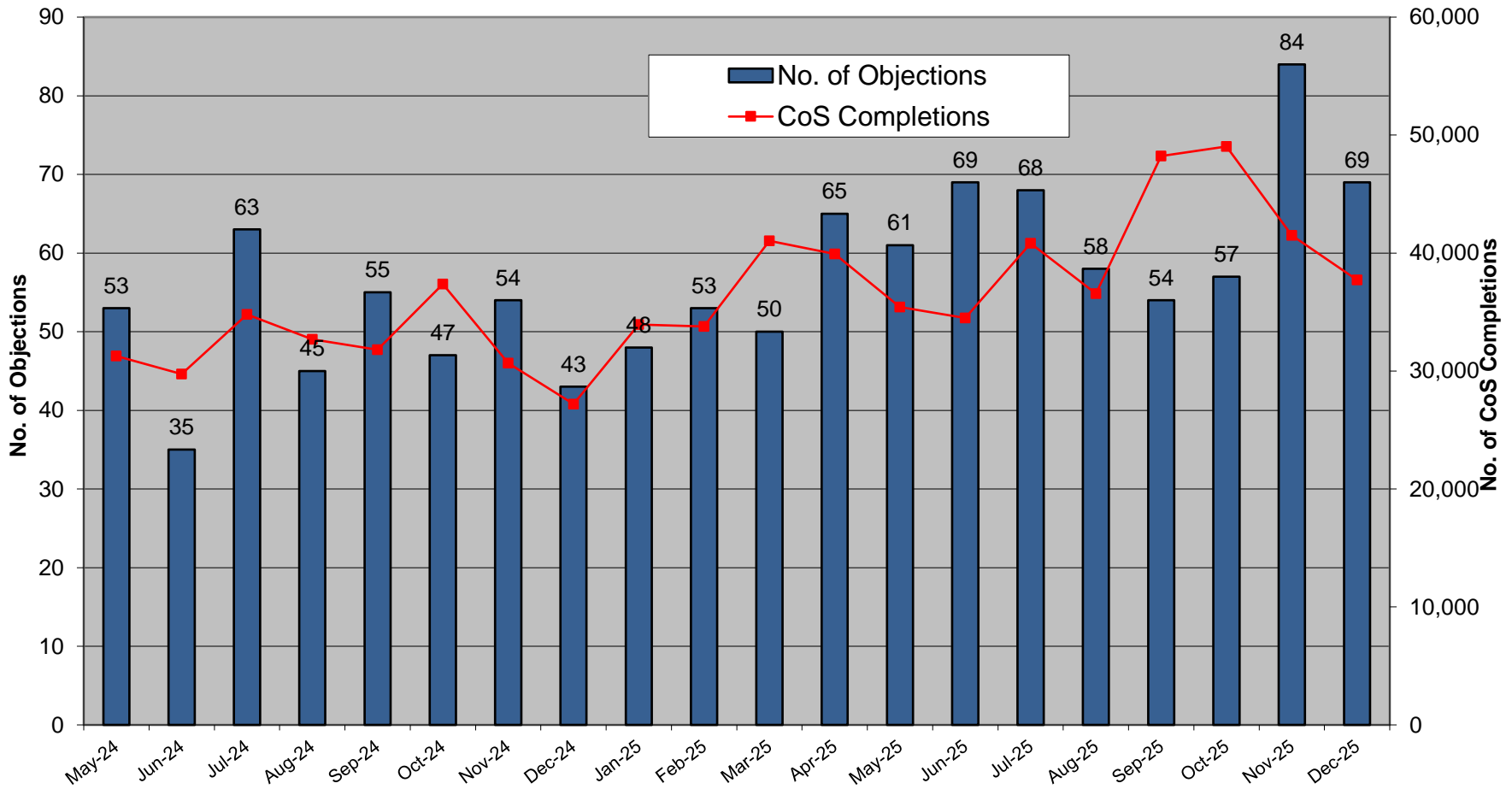


Total Debt Notifications received	223	229	226	214	279	219	242	211	239	201
Total Debt Notifications sent to gaining supplier	189	192	195	188	239	182	193	169	192	167
Total Cancelled	55	66	62	49	64	35	61	29	57	27
PAYG Debt Notifications sent to gaining supplier	16	13	13	10	16	15	16	18	17	26

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 8th January 2026



MCC 12 – New Smart HH

Total to date – **588,966**

MCC 16 – New Smart Day / Night / Peak

Total to date – **75,371**