



NETWORKS

MRSO Update

James Long

1st July 2026

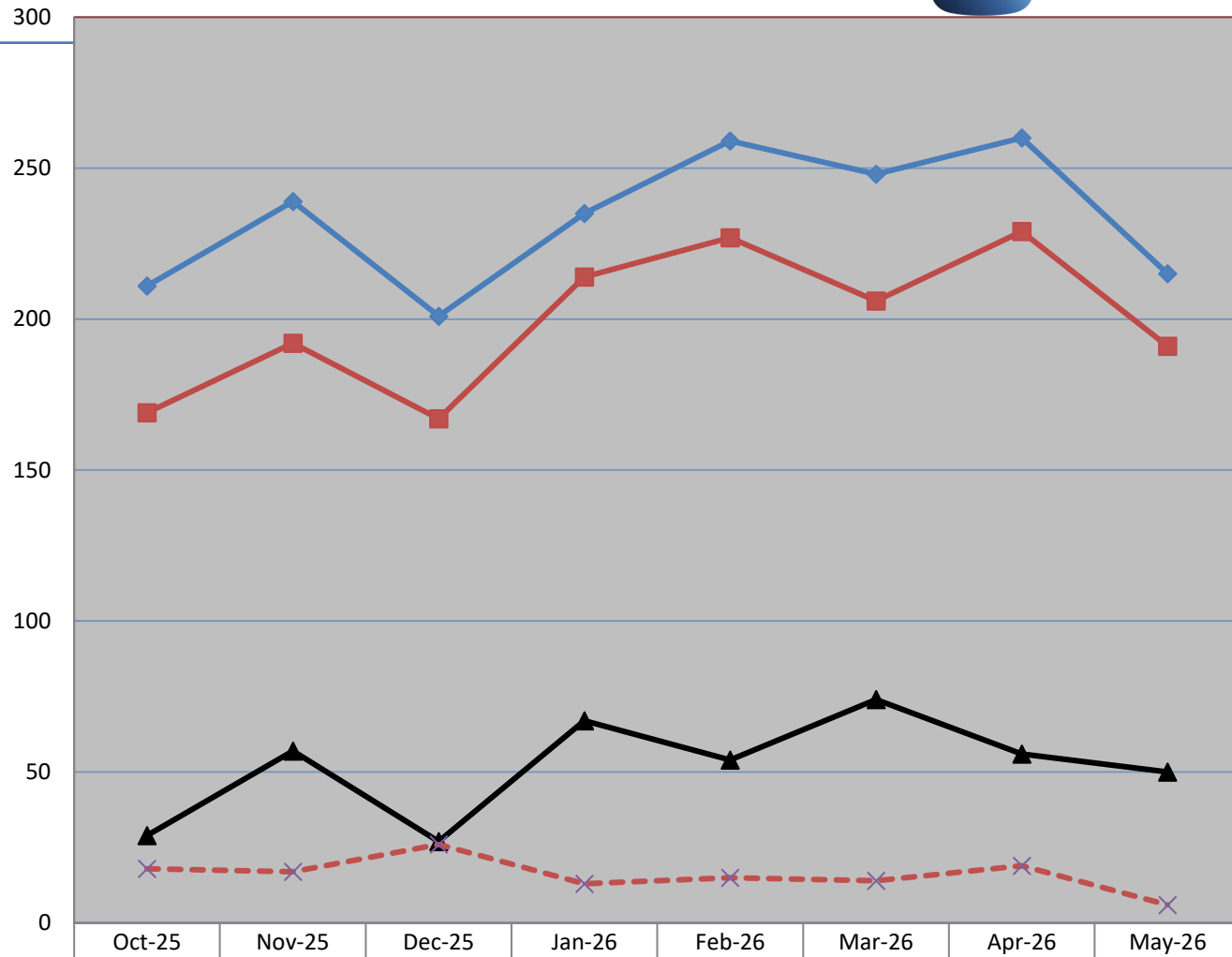
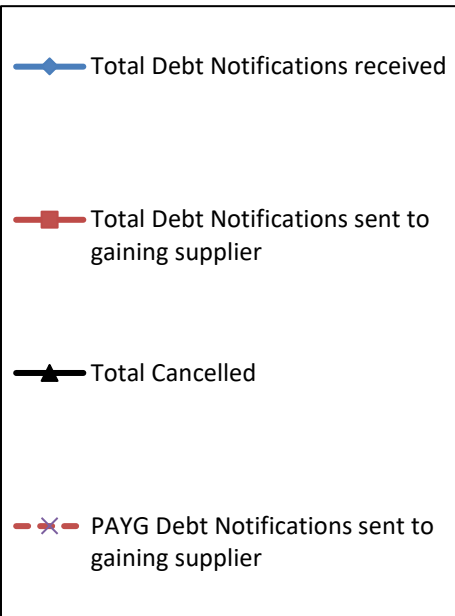


Debt Flagging

	Mar - 26	Apr - 26	May - 26
Total Debt Notifications received (012)	248 (15)	260 (19)	215 (6)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	42 (1)	31 (0)	24 (0)
Total Debt Notifications sent to gaining supplier (112)	206 (14)	229 (19)	191 (6)
Total not cancelled	132 (13)	173 (14)	141 (6)
Total cancelled	74 (1)	56 (5)	50 (0)
Total Debt Notifications sent to gaining supplier as % of total COS	0.38%	0.63%	0.56%

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

Debt Flagging

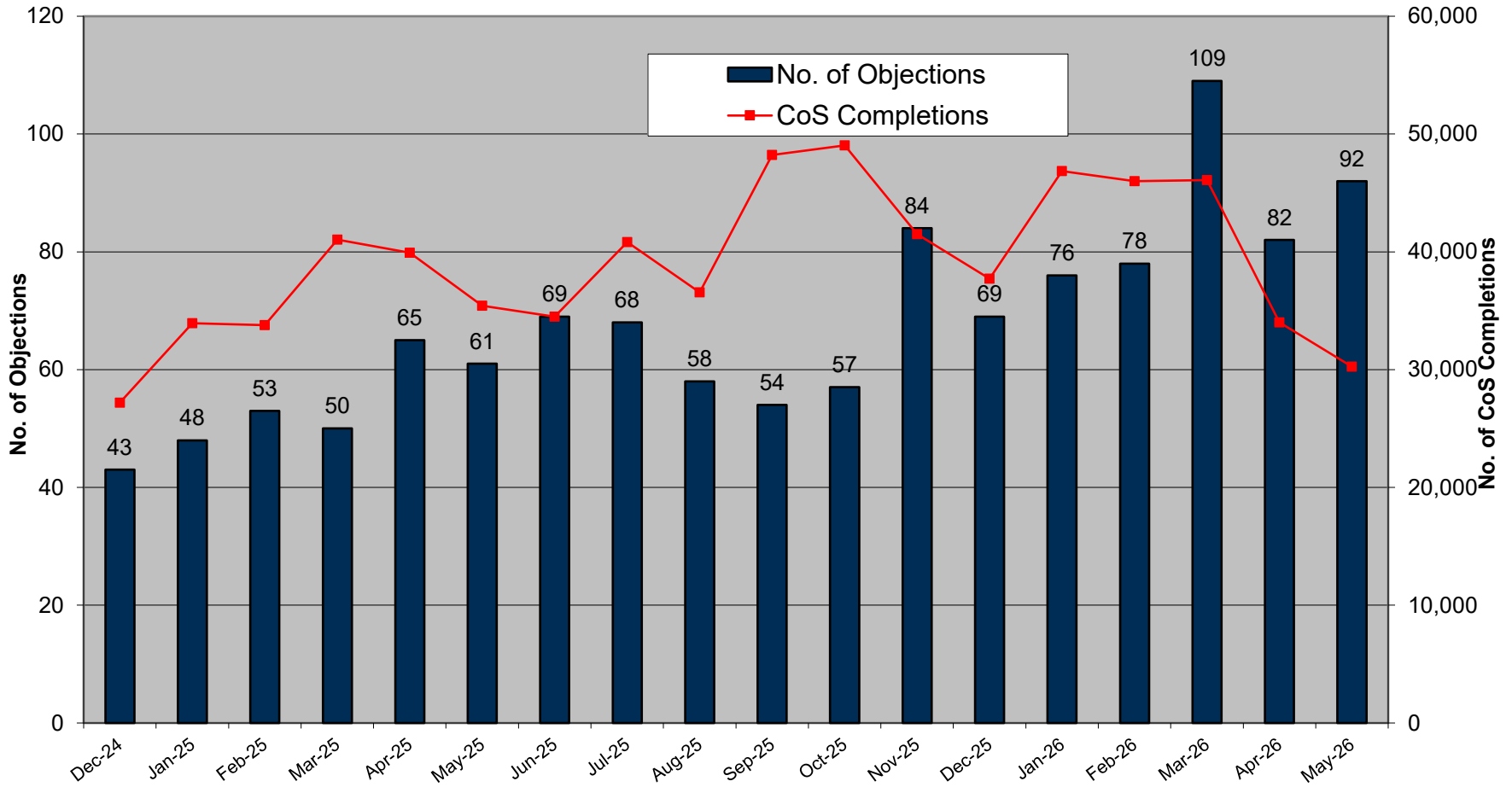


Total Debt Notifications received	211	239	201	235	259	248	260	215
Total Debt Notifications sent to gaining supplier	169	192	167	214	227	206	229	191
Total Cancelled	29	57	27	67	54	74	56	50
PAYG Debt Notifications sent to gaining supplier	18	17	26	13	15	14	19	6

Objections – Erroneous Transfer

	Mar - 26	Apr - 26	May - 26
No. of Objections	109	82	92
Cancellations from Objections	18	8	10
Objection emails to MRSO	13	21	7
Reasons:			
Uncontactable by phone			1
Written communication	7	11	4
COS confirmed	6	10	2
Other			
Escalation emails	12	13	11

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 25th June 2026



MCC 12 – New Smart HH

Total to date – **700,757**

MCC 16 – New Smart Day / Night / Peak

Total to date – **68,218**

Small Scale Generators 25/06/2026



Total of 598 sites set up as Small Scale Generators

271 sites set up with a Working Practice shared across 15 small and large retail suppliers

Updated list of SSG MPRN's will issue to suppliers over the next week