



NETWORKS

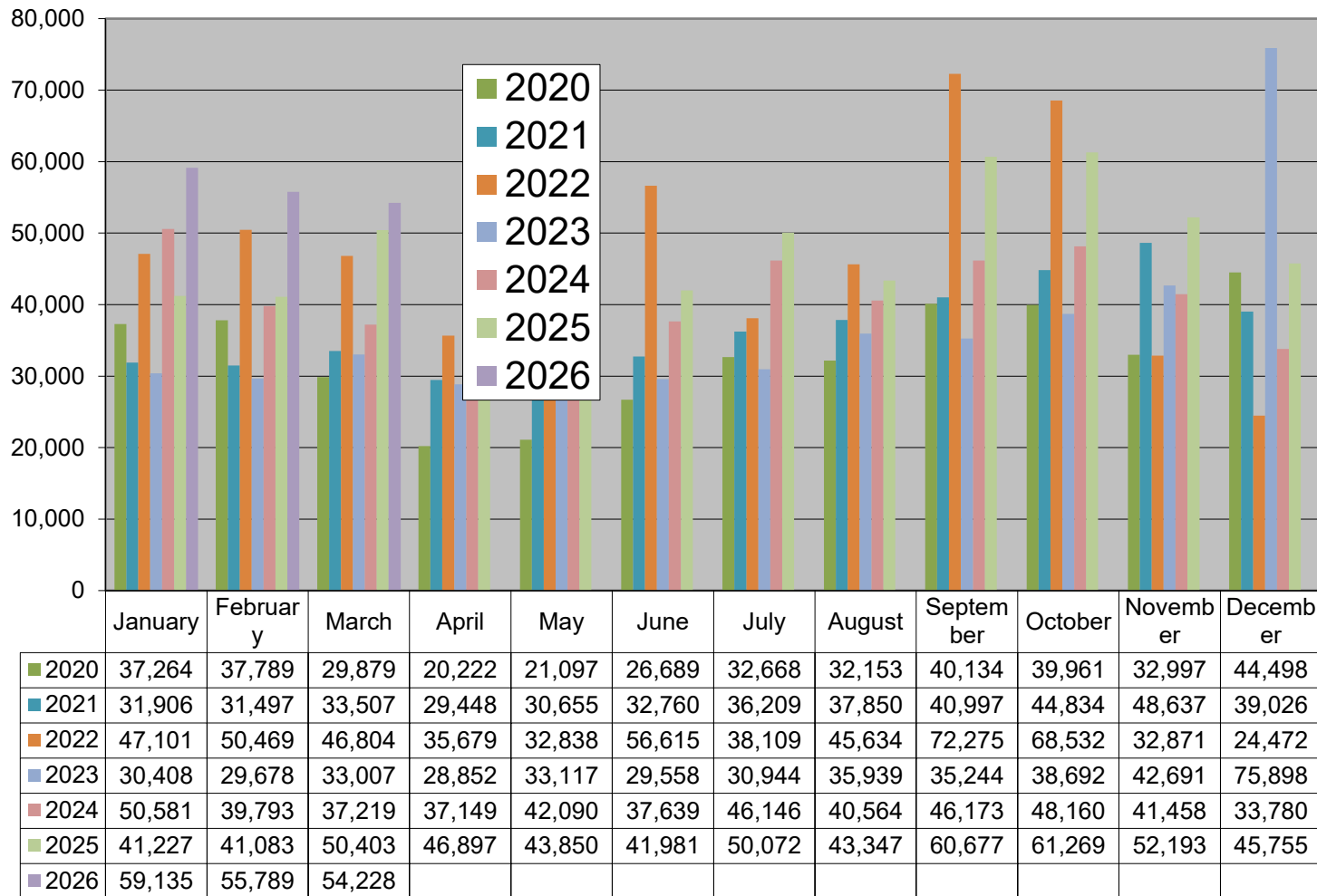
MRSO Update

James Long

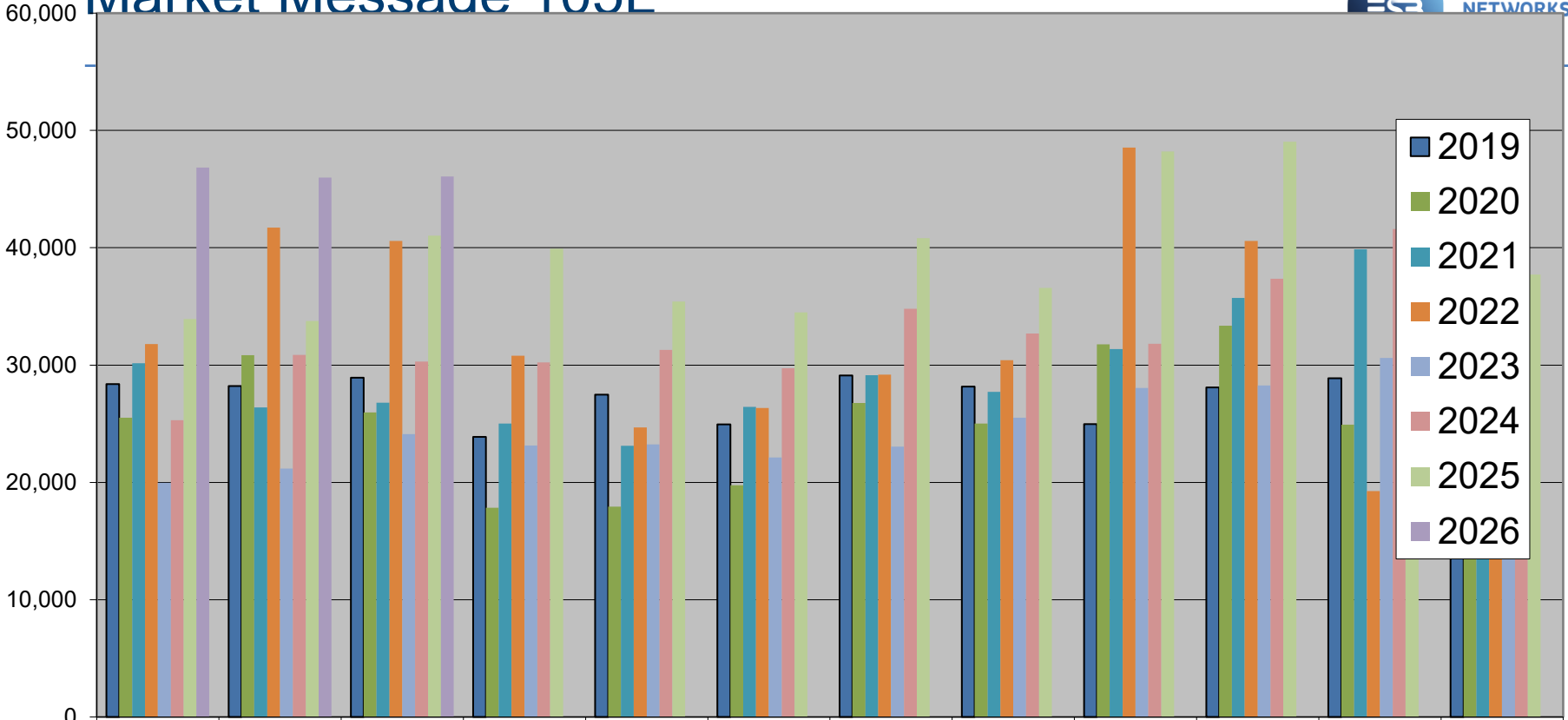
06th May 2026



1. Market Message 010



Market Message 105L



	January	February	March	April	May	June	July	August	September	October	November	December
2019	28,378	28,213	28,929	23,881	27,478	24,954	29,114	28,166	24,958	28,085	28,882	27,168
2020	25,518	30,838	25,970	17,843	17,934	19,757	26,774	25,022	31,768	33,363	24,929	34,771
2021	30,149	26,387	26,800	25,017	23,114	26,445	29,142	27,708	31,372	35,720	39,858	36,570
2022	31,781	41,724	40,575	30,793	24,692	26,339	29,173	30,418	48,550	40,590	19,267	18,243
2023	19,977	21,180	24,116	23,130	23,245	22,111	23,039	25,515	28,048	28,256	30,601	25,746
2024	25,290	30,872	30,297	30,229	31,282	29,739	34,791	32,687	31,806	37,364	41,595	27,201
2025	33,932	33,768	41,039	39,909	35,414	34,493	40,820	36,566	48,213	49,033	41,498	37,723
2026	46,846	45,985	46,088									

COS in-progress 1st May 2026 – 3203

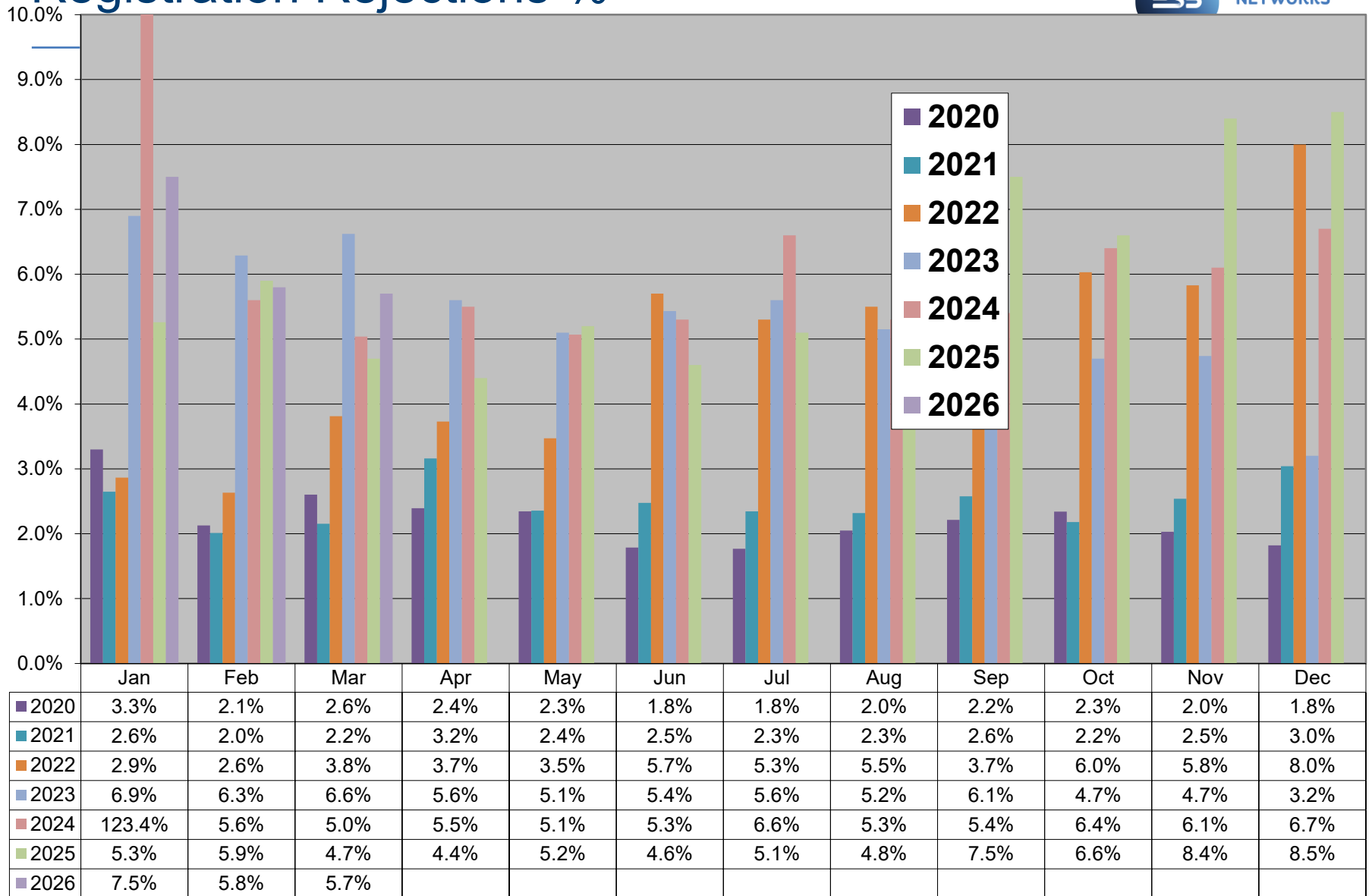
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **11 switches held 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
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%
Mar-26	16,449	10,912	27,361	54,228	30%	50%

Registration Rejections %

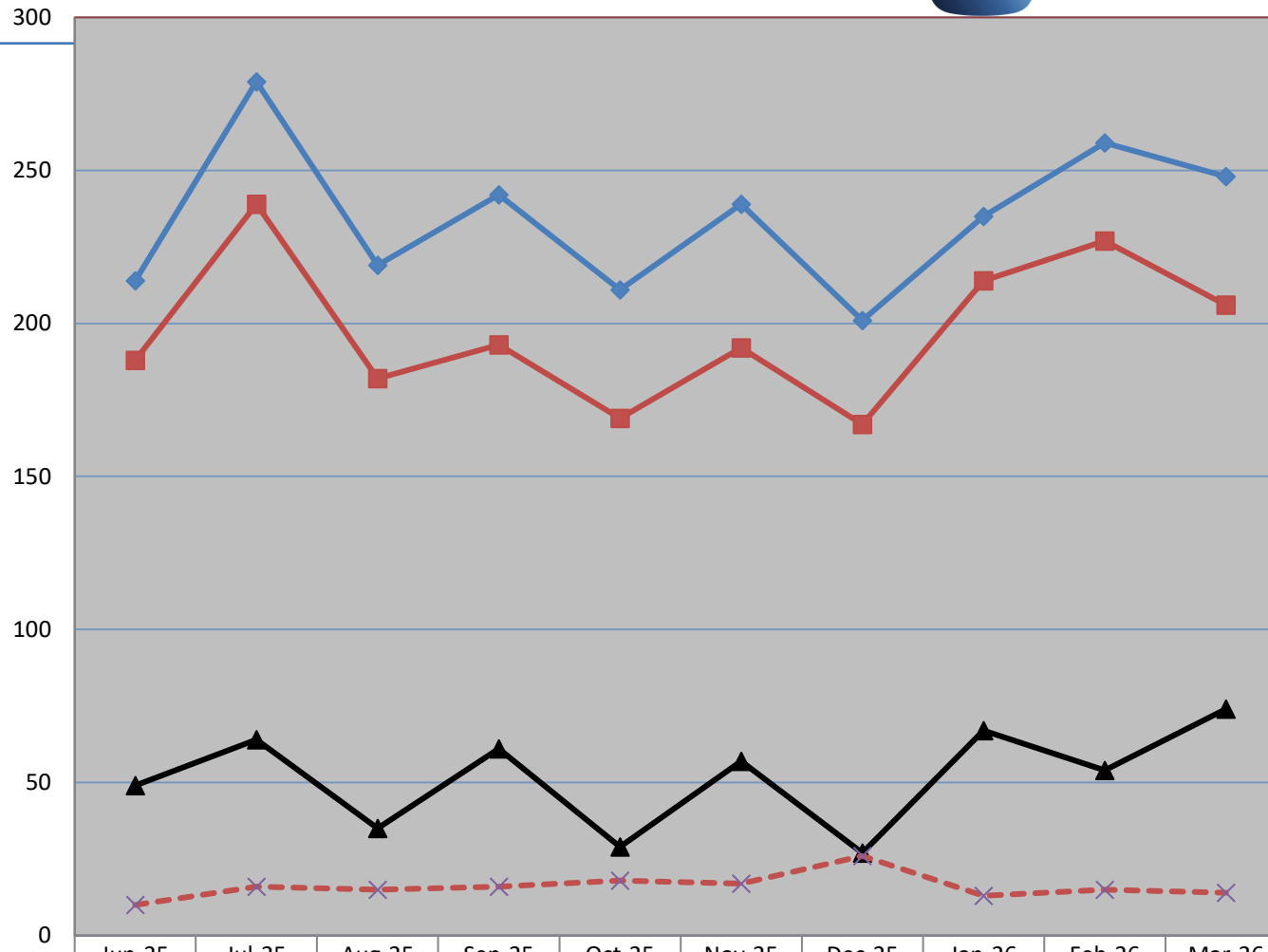
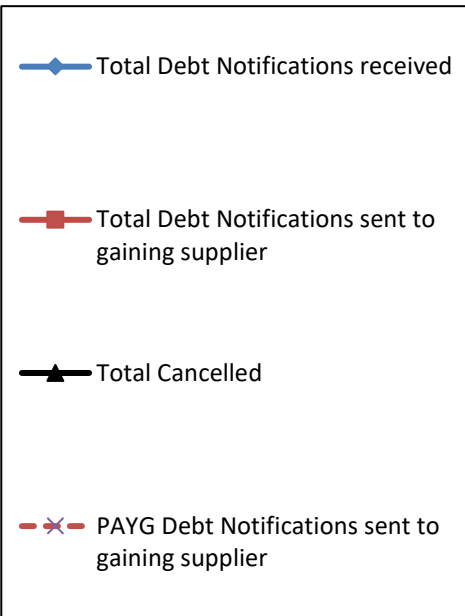


Debt Flagging

	Jan - 26	Feb - 26	Mar - 26
Total Debt Notifications received (012)	235 (13)	259 (16)	248 (15)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	21 (0)	32 (1)	42 (1)
Total Debt Notifications sent to gaining supplier (112)	214 (13)	227 (15)	206 (14)
Total not cancelled	147 (5)	173 (12)	132 (13)
Total cancelled	67 (8)	54 (3)	74 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.36%	0.41%	0.38%

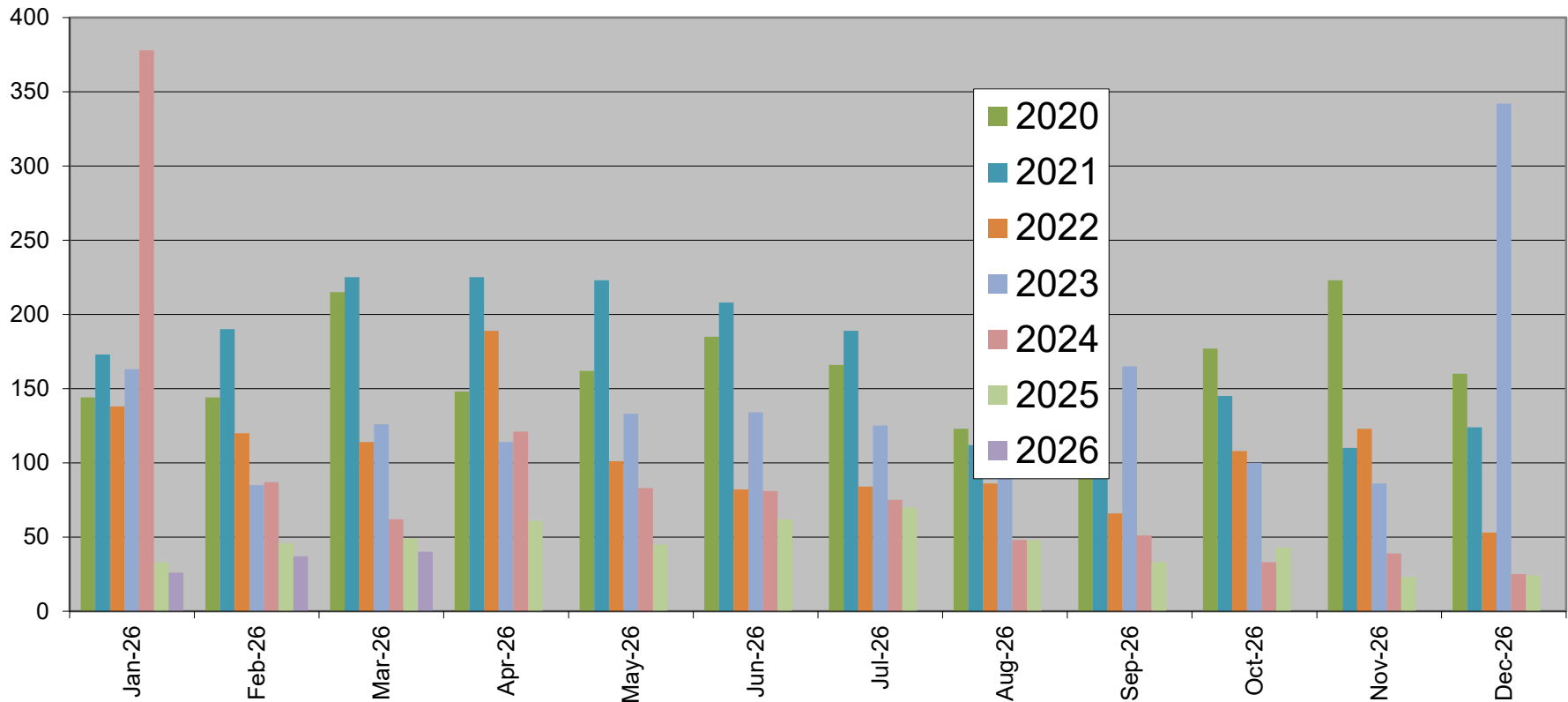
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



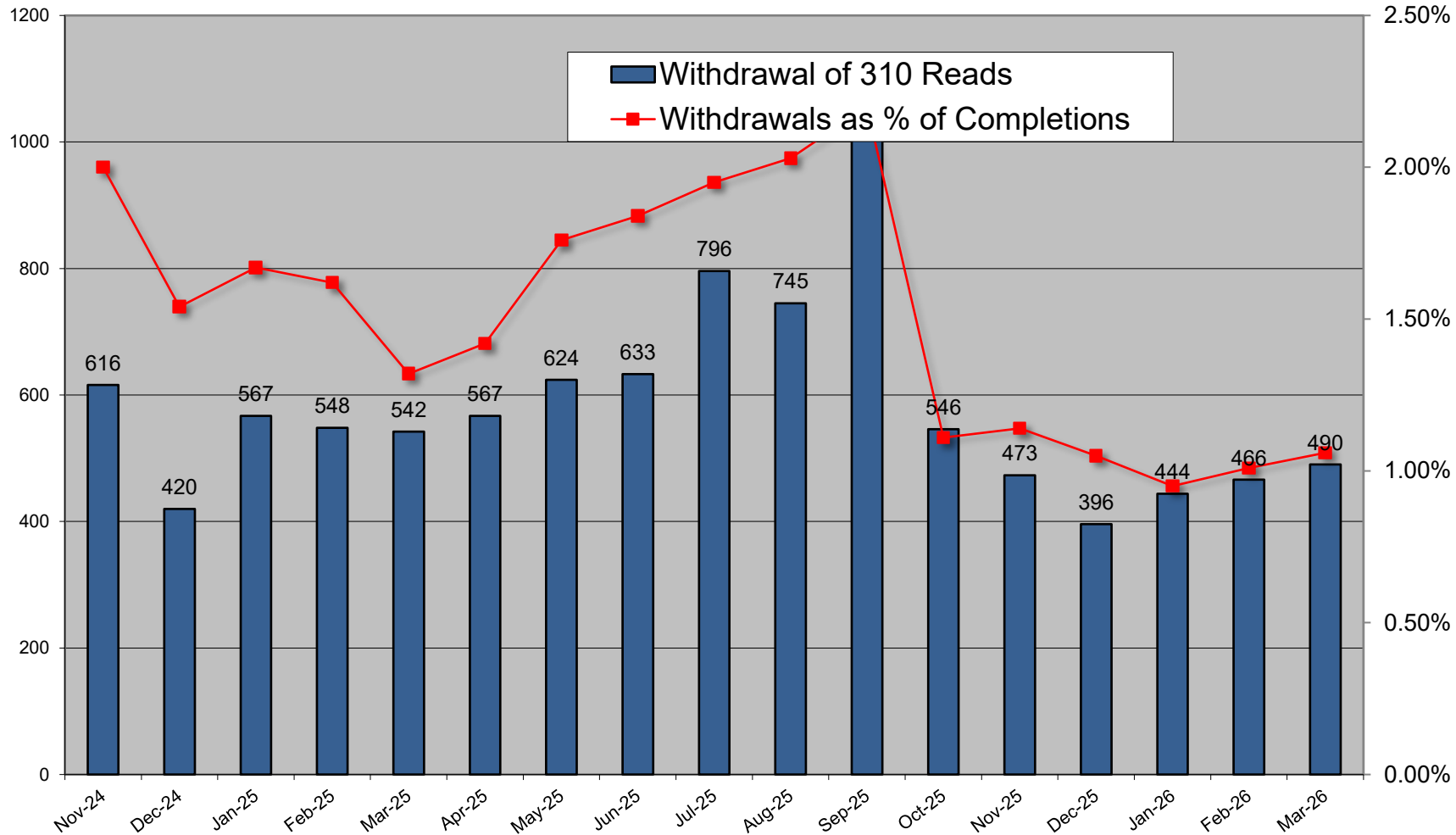
◆ Total Debt Notifications received	214	279	219	242	211	239	201	235	259	248
■ Total Debt Notifications sent to gaining supplier	188	239	182	193	169	192	167	214	227	206
▲ Total Cancelled	49	64	35	61	29	57	27	67	54	74
✕ PAYG Debt Notifications sent to gaining supplier	10	16	15	16	18	17	26	13	15	14

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	40									

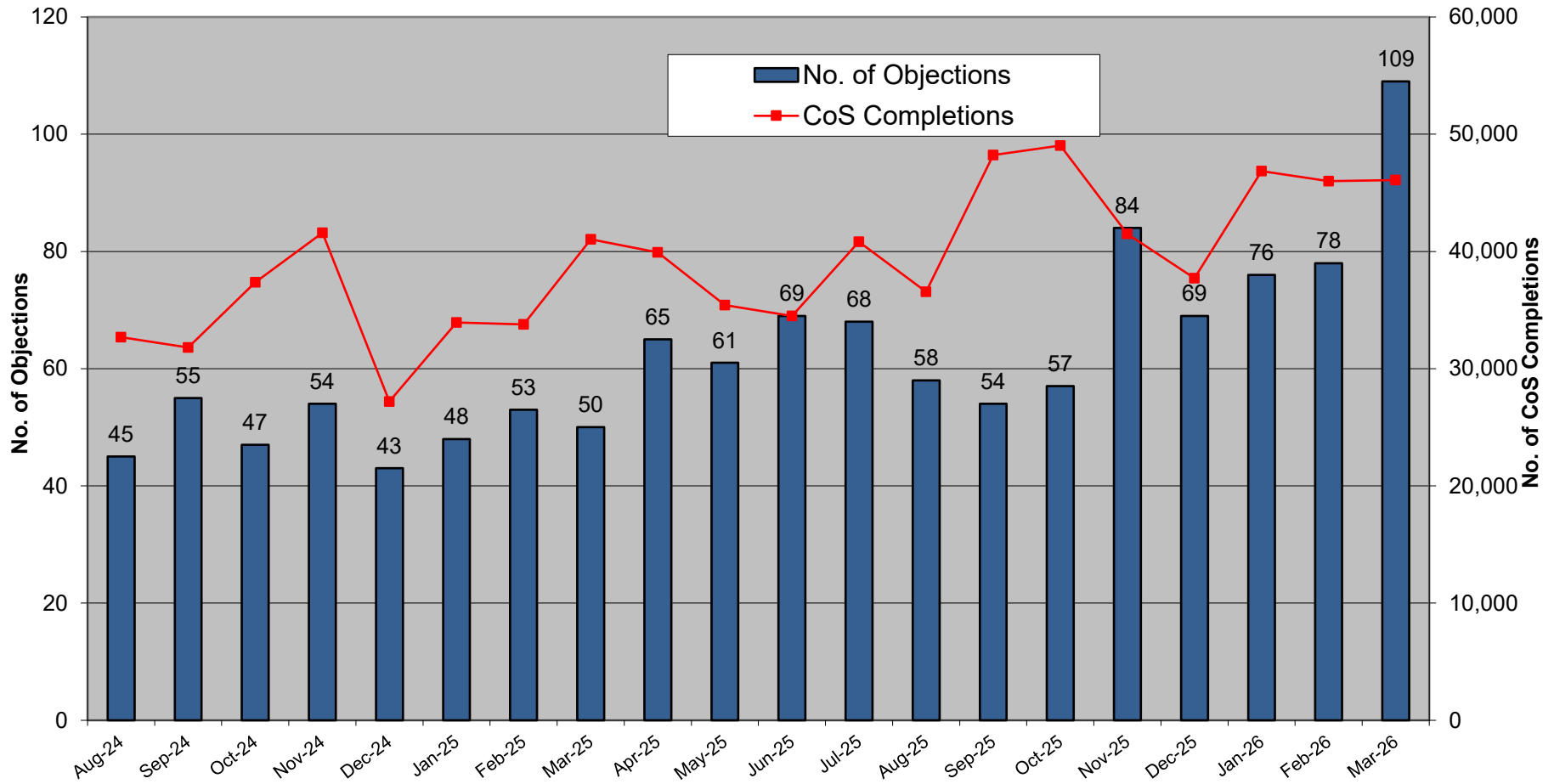
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Jan - 26	Feb - 26	Mar - 26
No. of Objections	76	78	109
Cancellations from Objections	8	10	18
Objection emails to MRSO	9	7	13
Reasons:			
Uncontactable by phone			
Written communication	8	2	7
COS confirmed	1	5	6
Other			
Escalation emails	11	7	12

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 30th April 2026



MCC 12 – New Smart HH

Total to date – **670,093**

MCC 16 – New Smart Day / Night / Peak

Total to date – **70,883**