



NETWORKS

MRSO Update

James Long

06th May 2026

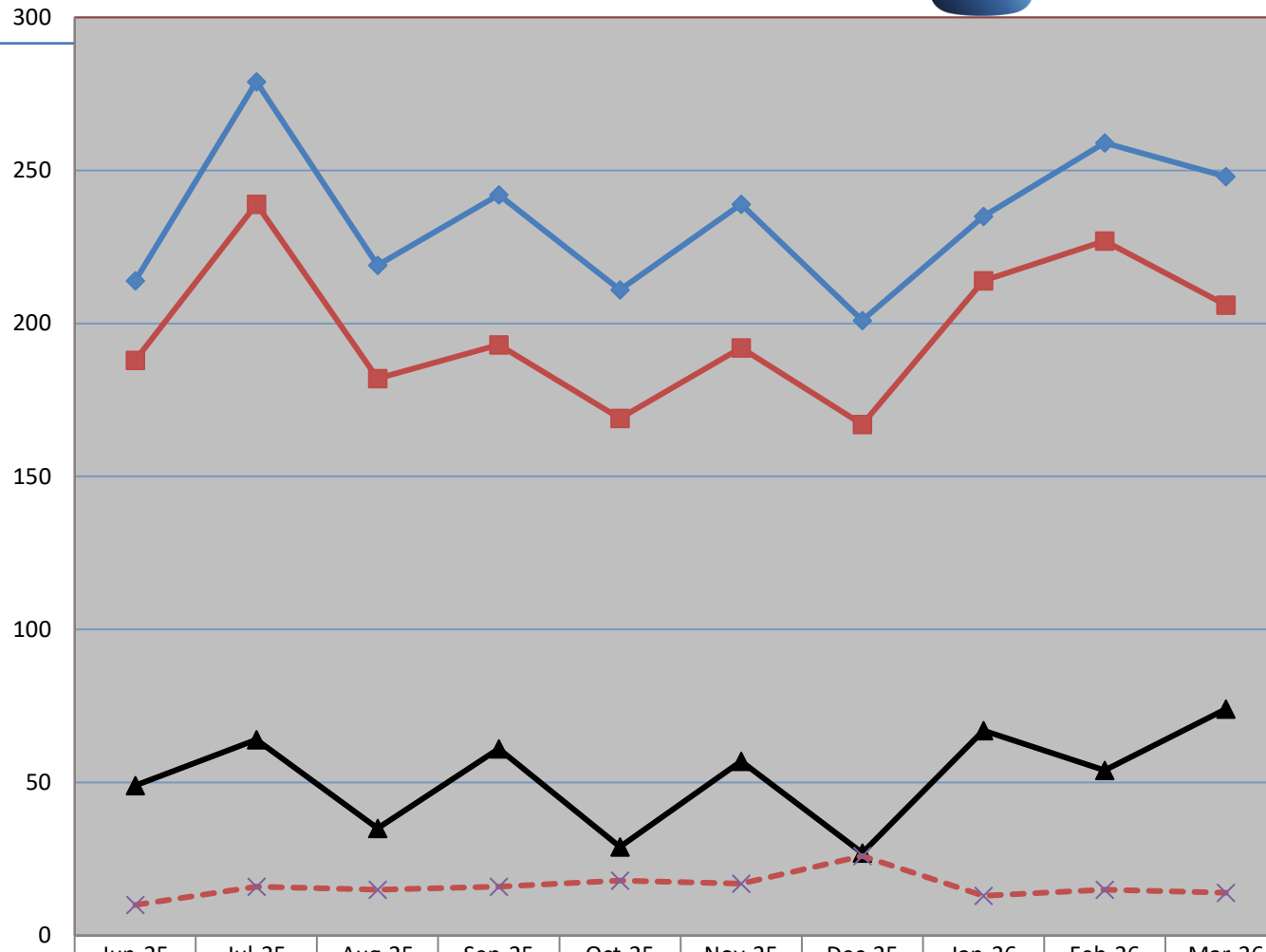
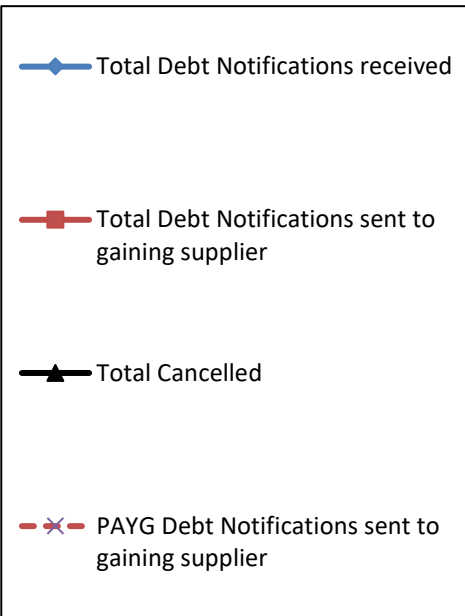


Debt Flagging

	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

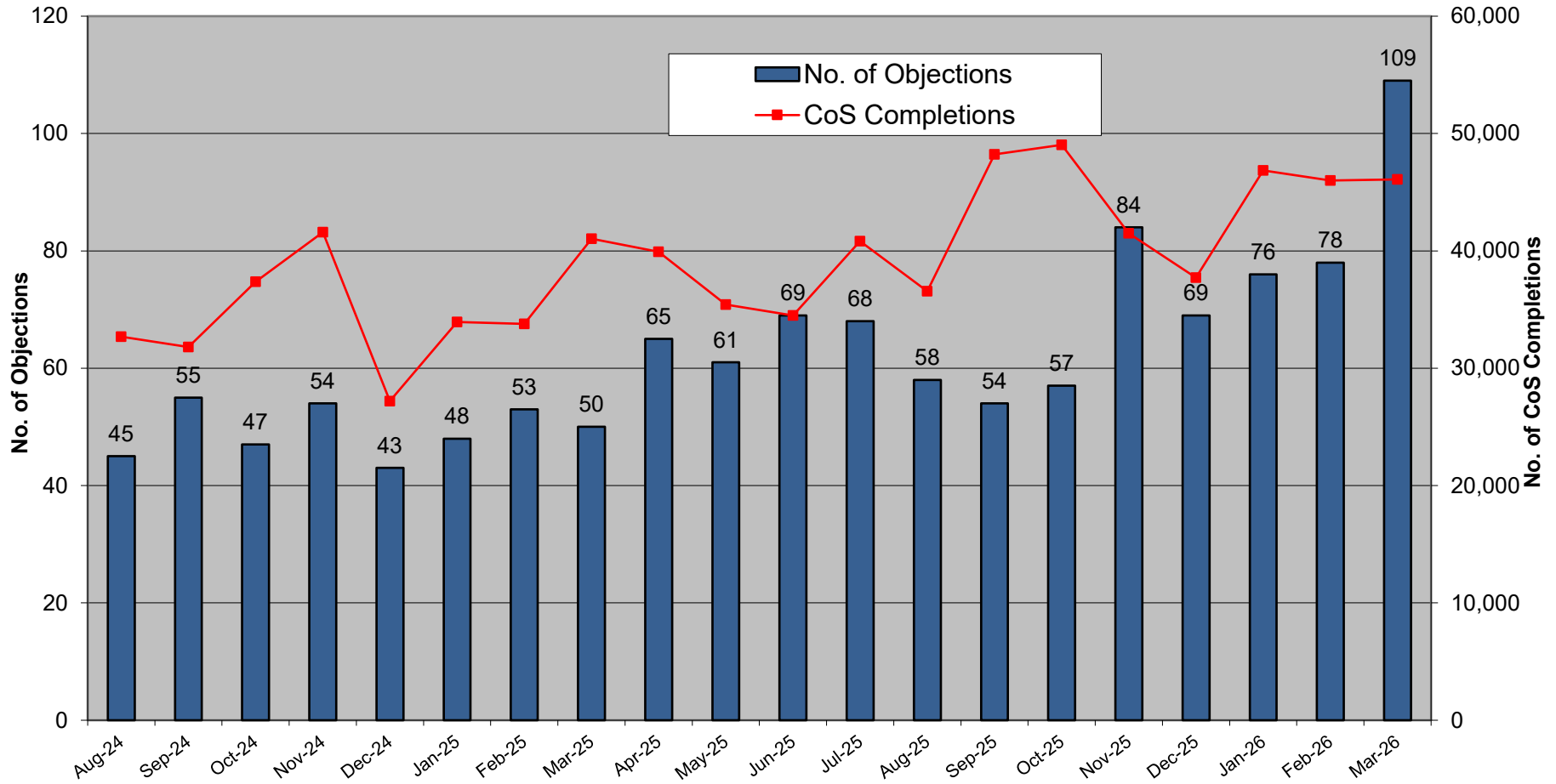


◆ Total Debt Notifications received	214	279	219	242	211	239	201	235	259	248
■ Total Debt Notifications sent to gaining supplier	188	239	182	193	169	192	167	214	227	206
▲ Total Cancelled	49	64	35	61	29	57	27	67	54	74
✕ PAYG Debt Notifications sent to gaining supplier	10	16	15	16	18	17	26	13	15	14

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**