



NETWORKS

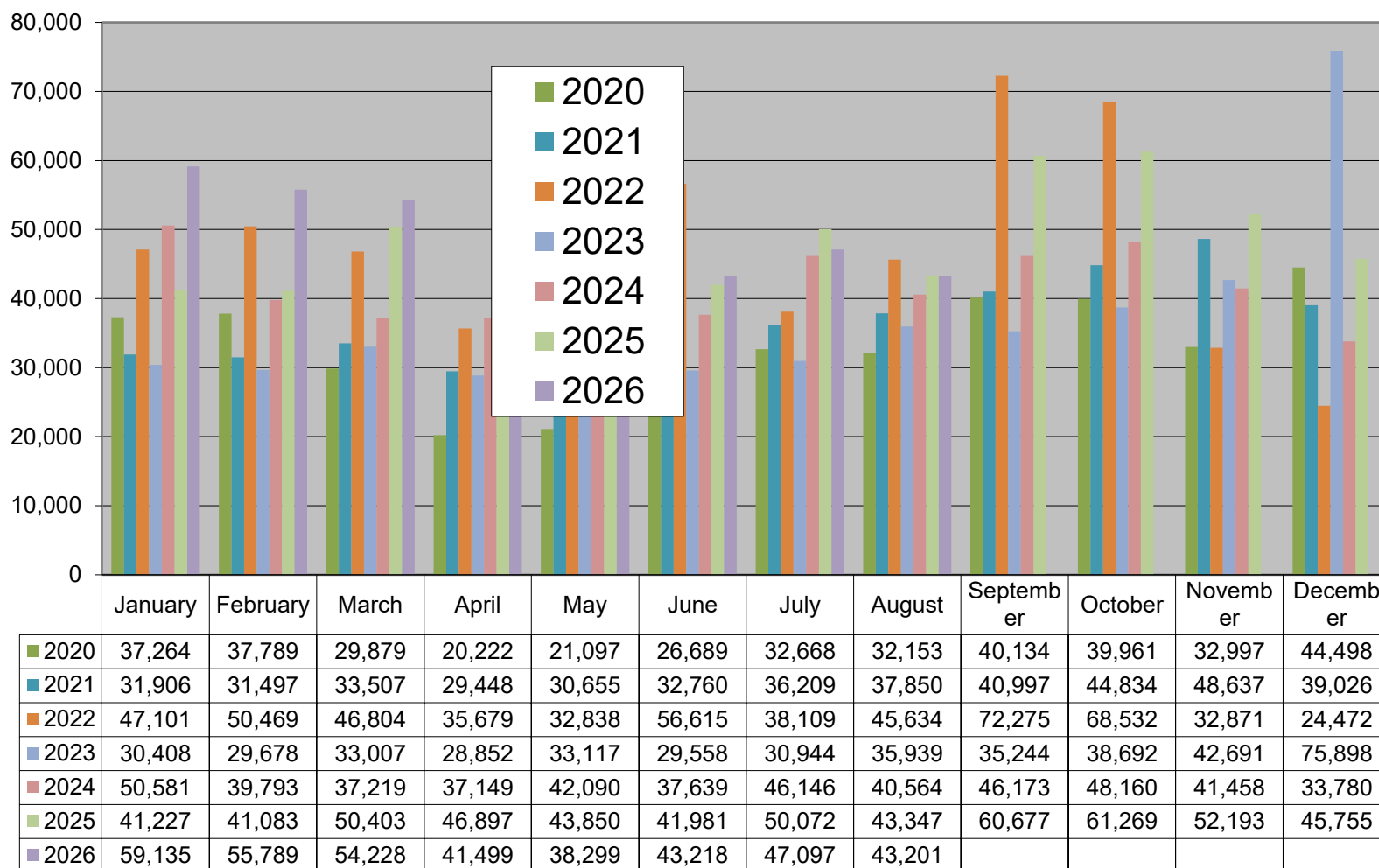
MRSO Update

James Long

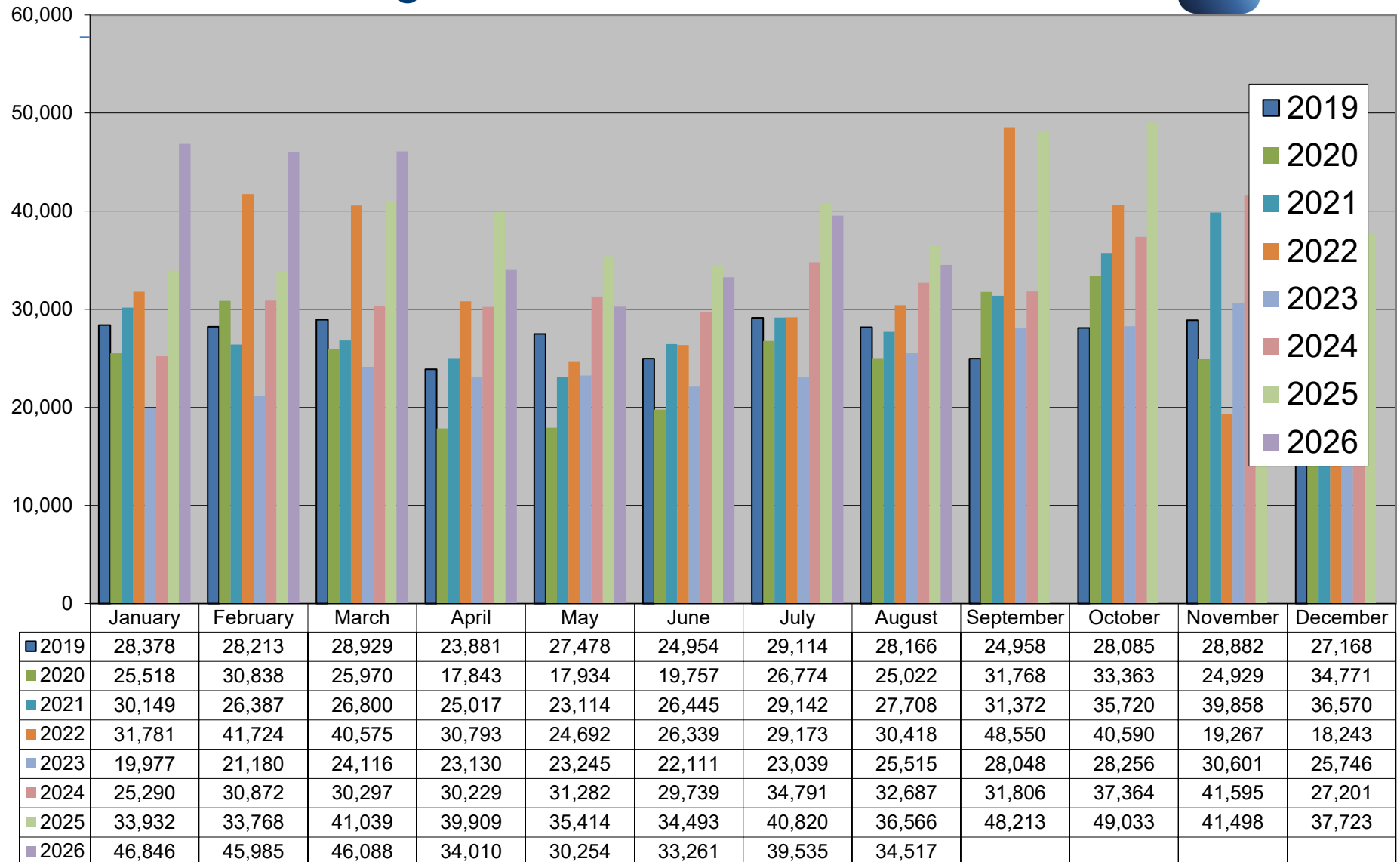
9th September 2026



1. Market Message 010



Market Message 105L



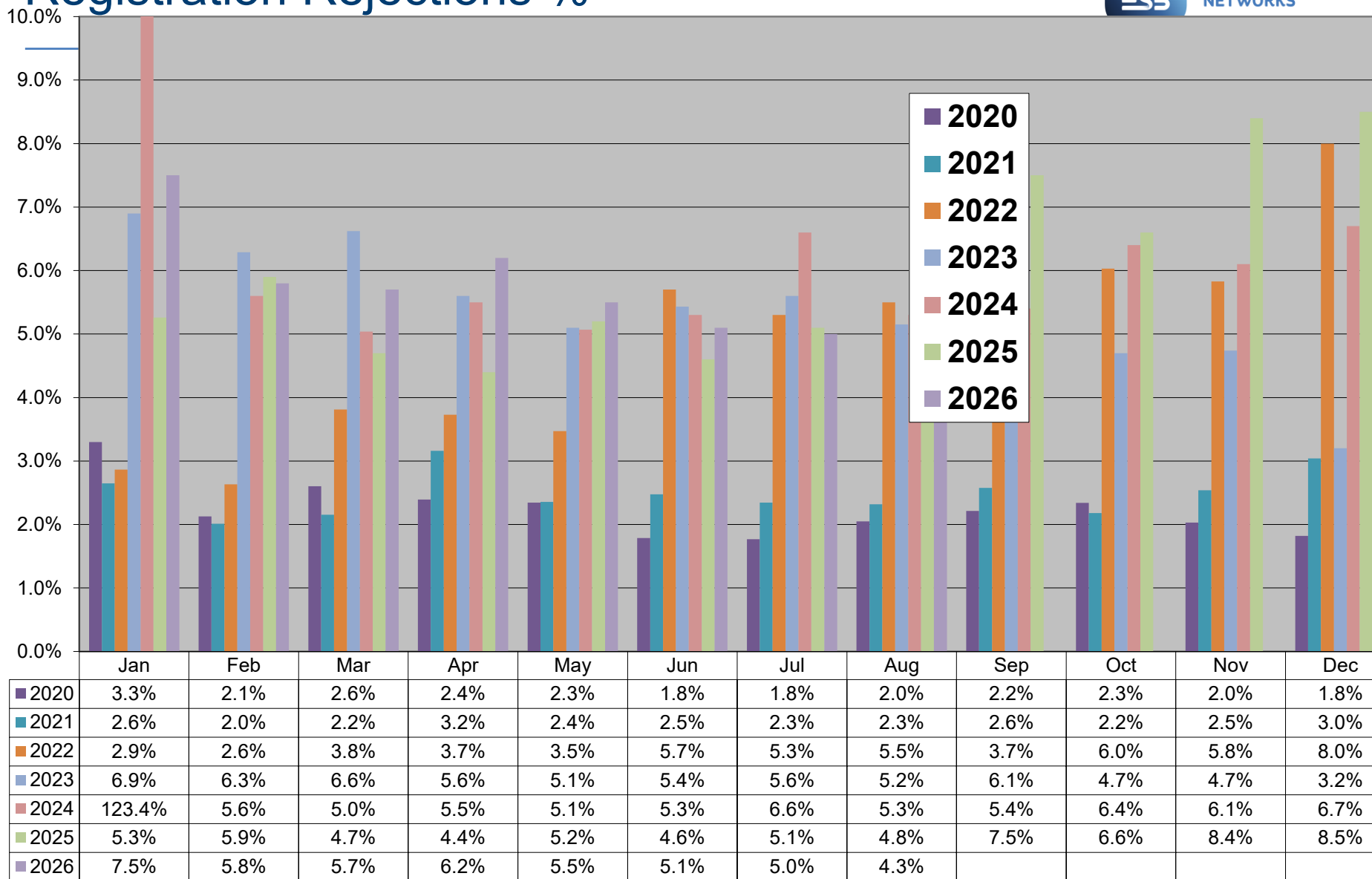
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **7 switches held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

Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	2
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
May-26	13,444	7,482	20,926	38,299	35%	55%
Jun-26	13,819	8,649	22,468	43,218	32%	52%
Jul-26	15,638	10,067	25,705	47,097	33%	55%
Aug-26	15,898	8,244	24,142	43,201	37%	56%

Registration Rejections %

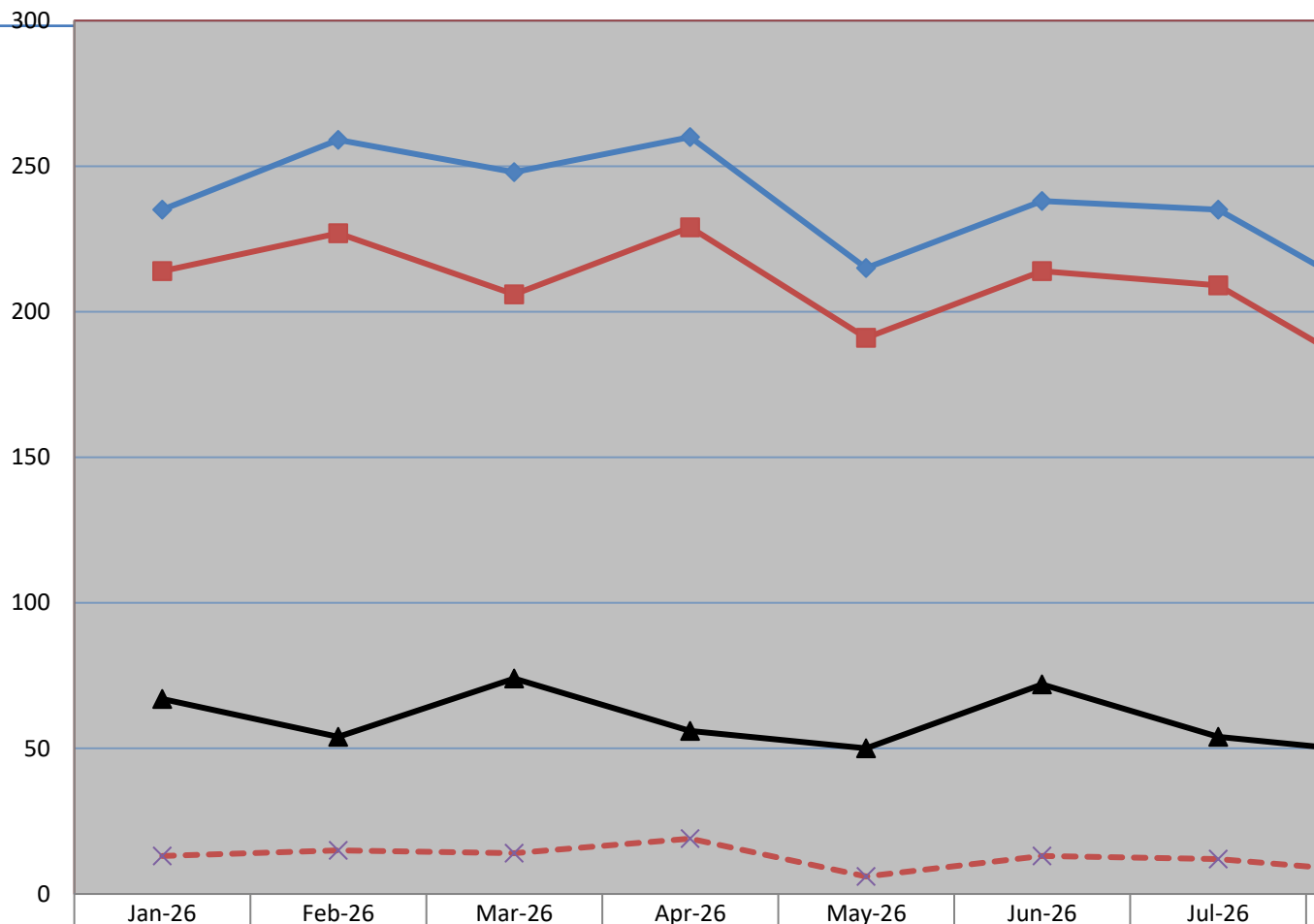
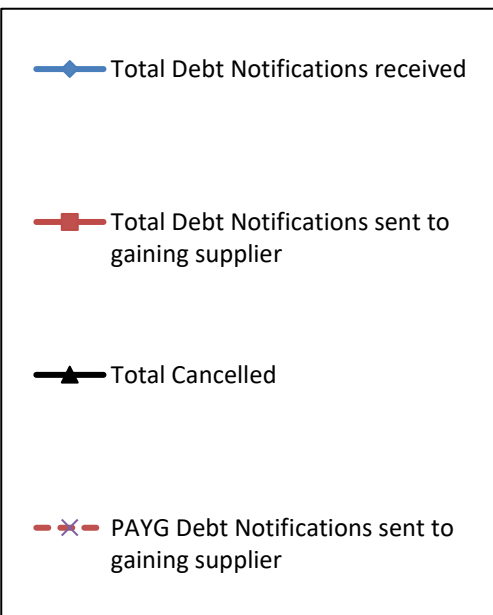


Debt Flagging

	June - 26	July – 26	Aug - 26
Total Debt Notifications received (012)	238 (13)	235 (13)	201 (7)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	24 (0)	26 (1)	27 (0)
Total Debt Notifications sent to gaining supplier (112)	214 (13)	209 (12)	174 (7)
Total not cancelled	142 (11)	155 (10)	126 (6)
Total cancelled	72 (2)	54 (2)	48 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.45%	0.4%

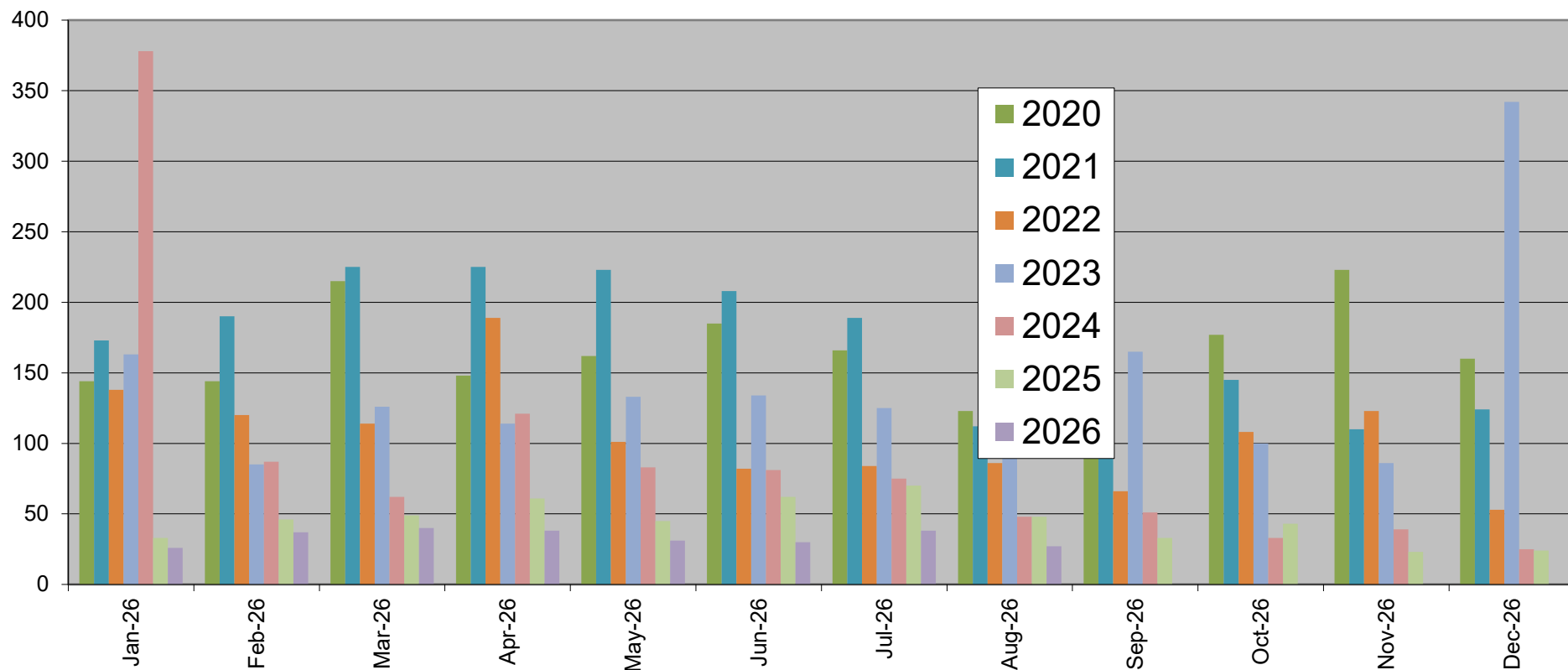
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



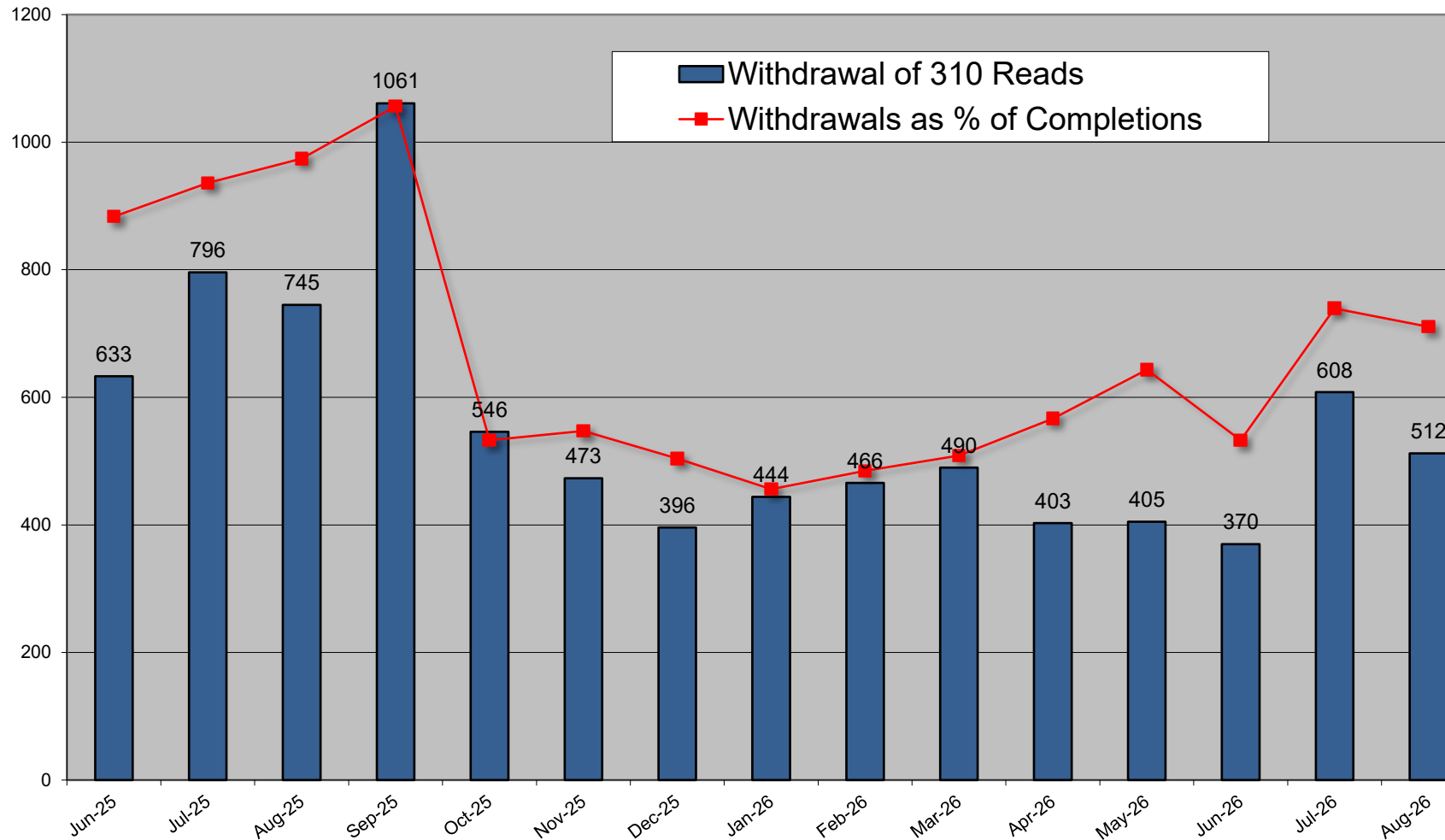
Total Debt Notifications received	235	259	248	260	215	238	235
Total Debt Notifications sent to gaining supplier	214	227	206	229	191	214	209
Total Cancelled	67	54	74	56	50	72	54
PAYG Debt Notifications sent to gaining supplier	13	15	14	19	6	13	12

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	38	31	30	38	27				

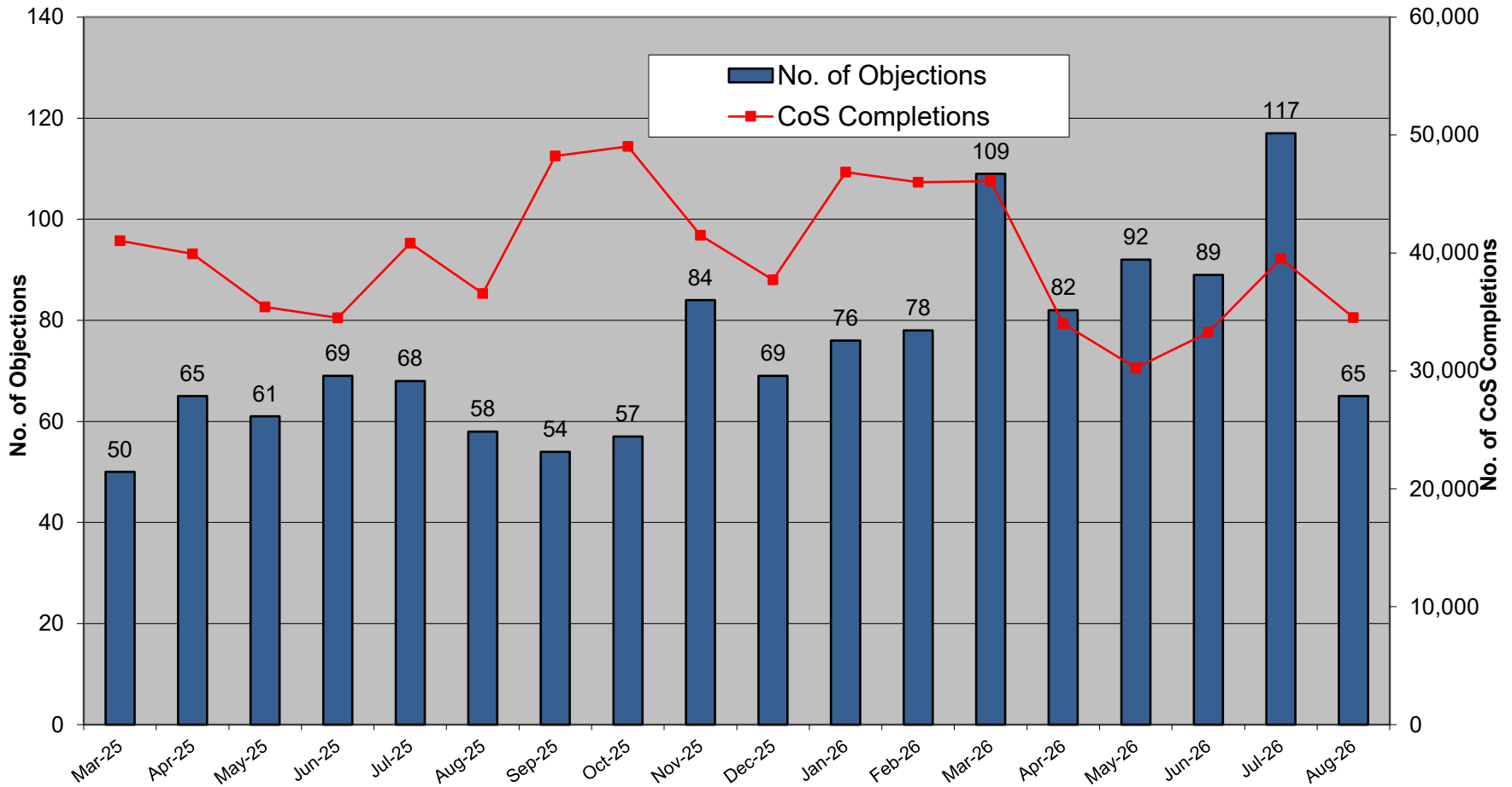
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	June - 26	July - 26	Aug - 26
No. of Objections	89	117	65
Cancellations from Objections	9	14	7
Objection emails to MRSO	13	15	15
Reasons:			
Uncontactable by phone			2
Written communication	8	8	6
COS confirmed	5	7	7
Other			
Escalation emails	10	13	7

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 3th Sept 2026



MCC 12 – New Smart HH

Total to date – **735,242**

MCC 16 – New Smart Day / Night / Peak

Total to date – **66,693**