



NETWORKS

MRSO Update

James Long

9th Sept 2026

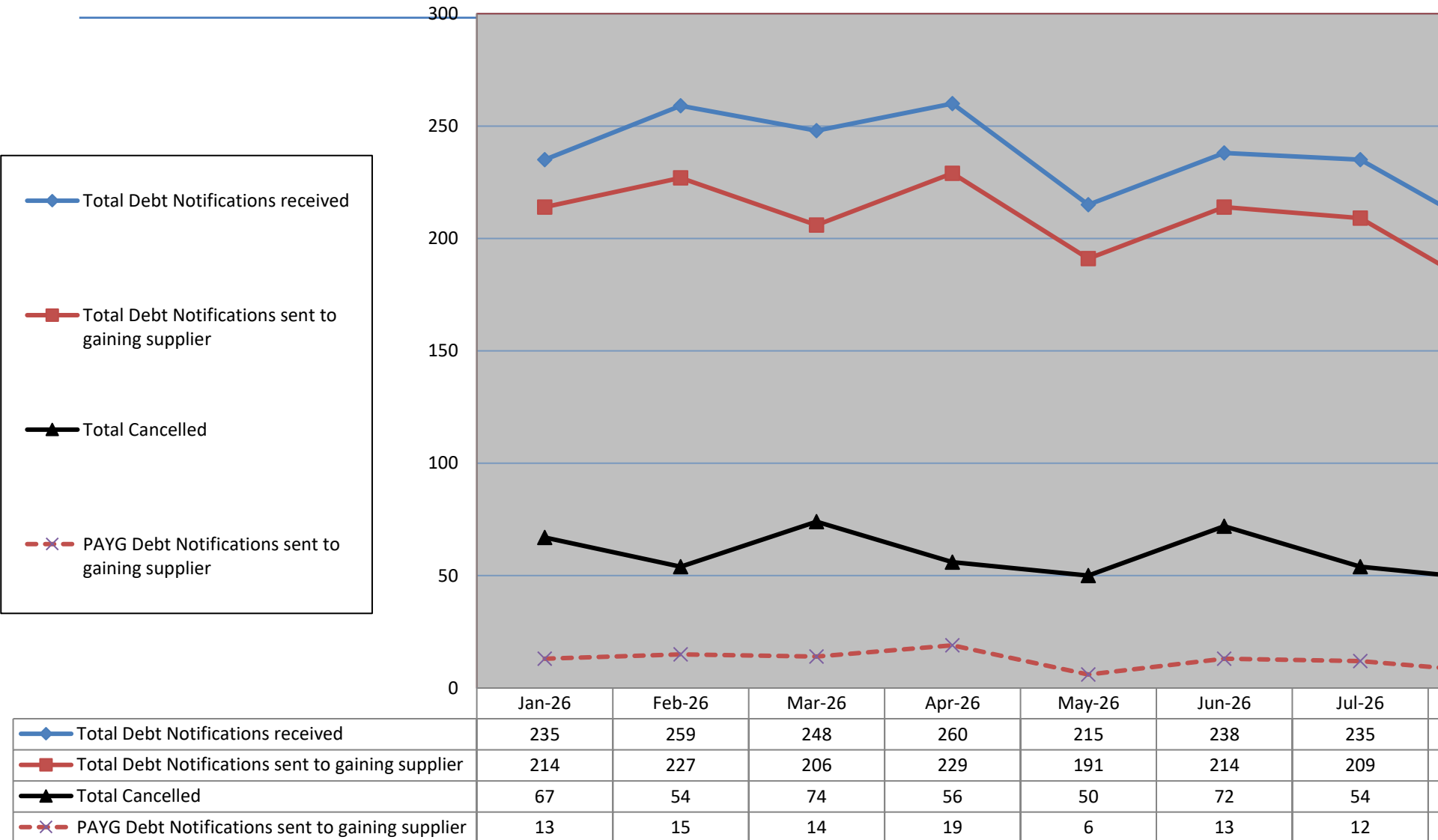


Debt Flagging

	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.

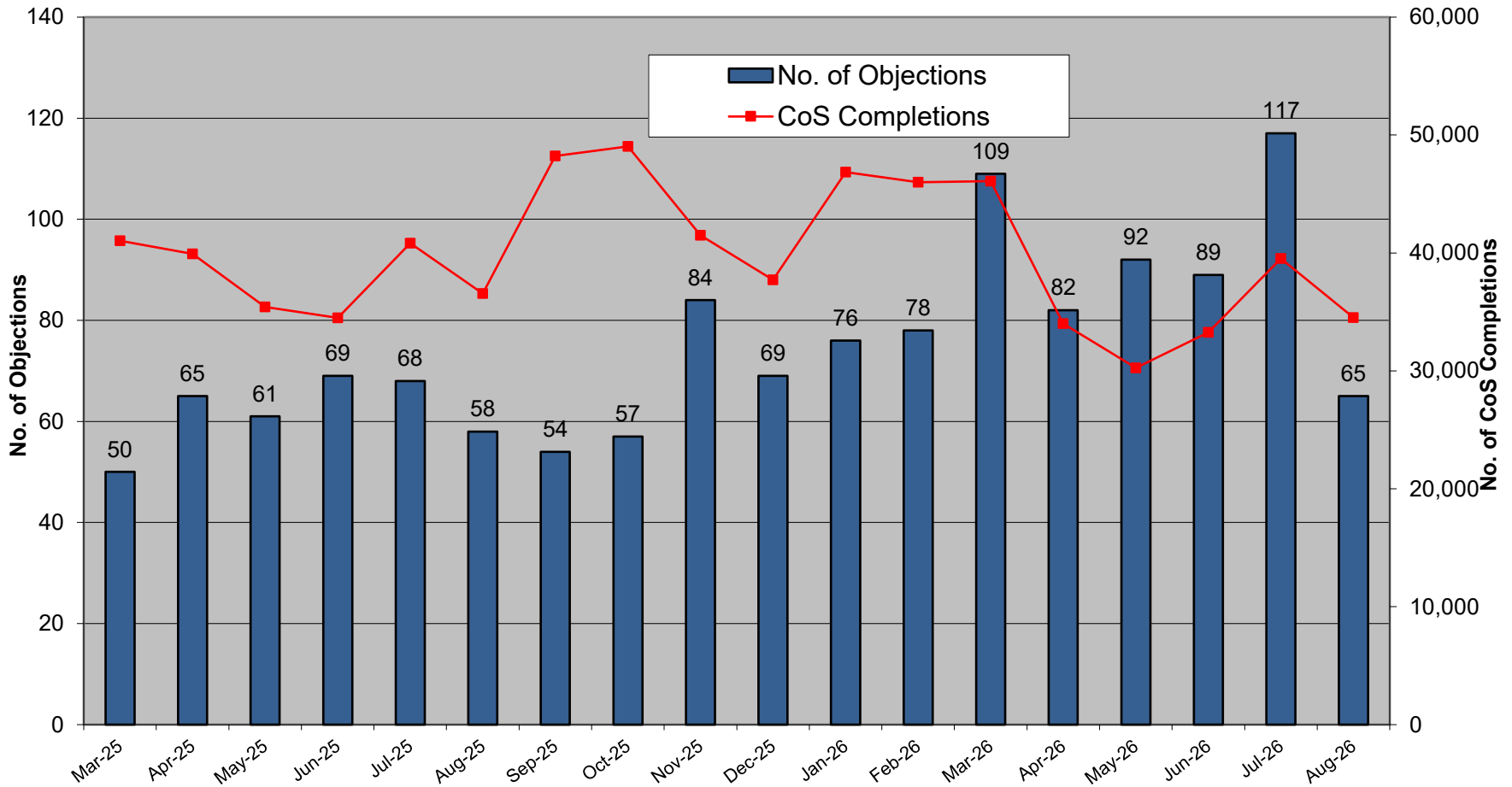
Debt Flagging



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**