



NETWORKS

MRSO Update

James Long

5th March 2025

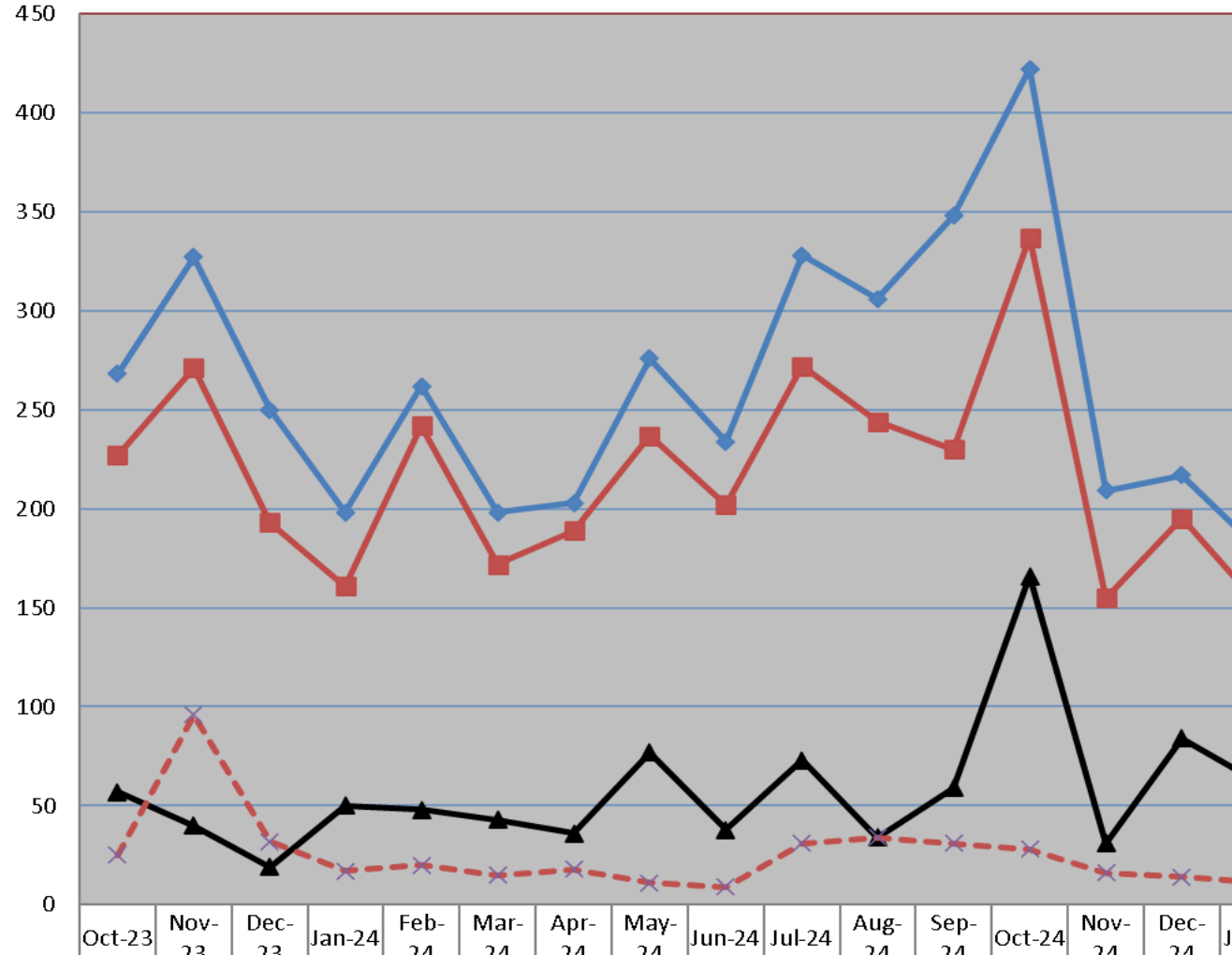


Debt Flagging

	Nov - 24	Dec - 24	Jan - 25
Total Debt Notifications received (012)	209 (18)	217 (14)	180 (13)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	54 (2)	22 (0)	28 (2)
Total Debt Notifications sent to gaining supplier (112)	155 (16)	195 (14)	152 (11)
Total not cancelled	124 (14)	111 (12)	90 (10)
Total cancelled	31 (2)	84 (2)	62 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.37%	0.64%	0.37%

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

Debt Flagger



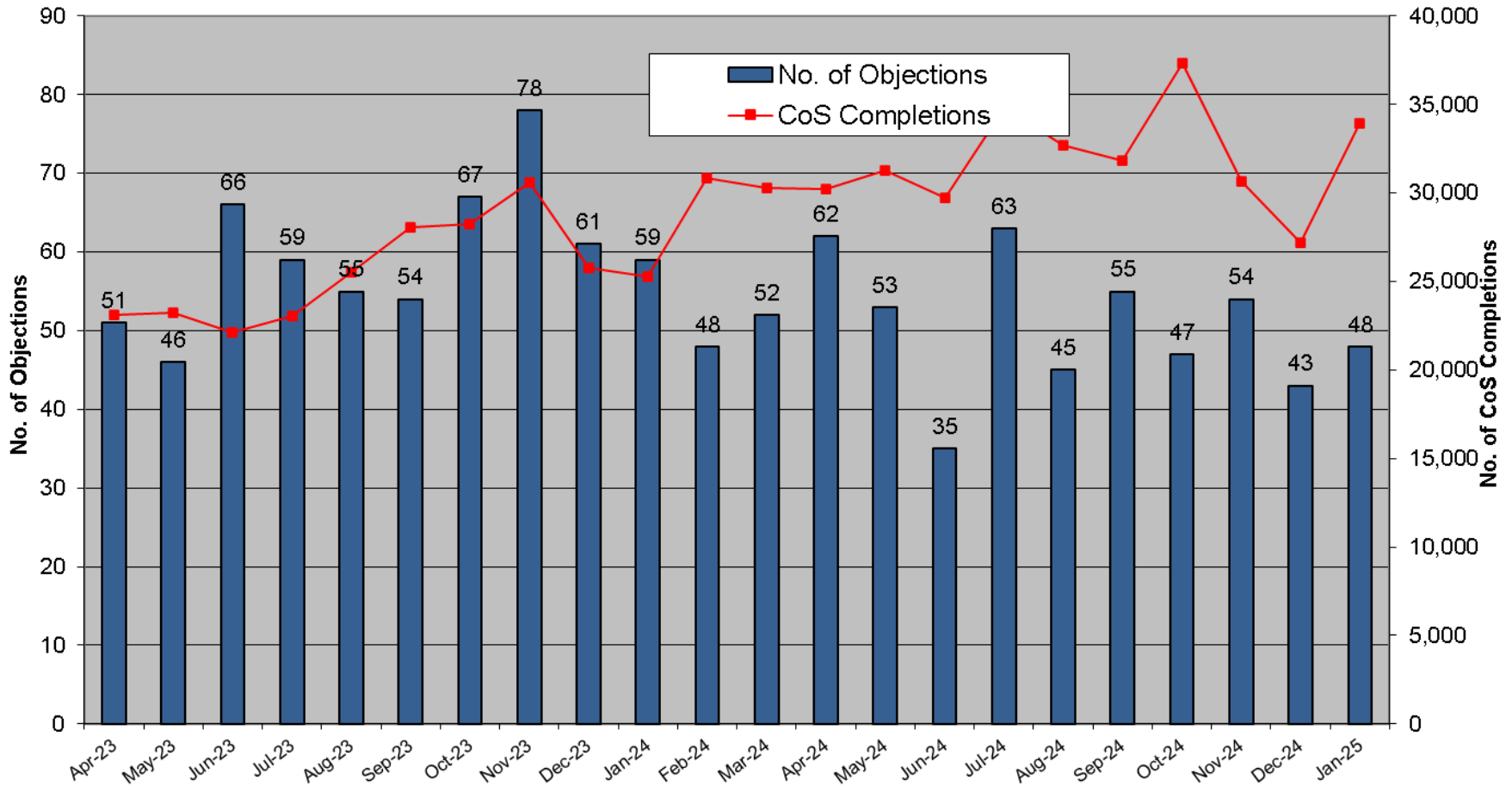
- ◆ Total Debt Notifications received
- Total Debt Notifications sent to gaining supplier
- ▲ Total Cancelled
- x- PAYG Debt Notifications sent to gaining supplier

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
◆ Total Debt Notifications received	268	327	250	198	262	198	203	276	234	328	306	348	422	209	217
■ Total Debt Notifications sent to gaining supplier	227	271	193	161	242	172	189	237	202	272	244	230	337	155	195
▲ Total Cancelled	57	40	19	50	48	43	36	77	38	73	34	59	166	31	84
-x- PAYG Debt Notifications sent to gaining supplier	25	96	32	17	20	15	18	11	9	31	34	31	28	16	14

Objections – Erroneous Transfer

	Nov - 24	Dec - 24	Jan - 25
No. of Objections	52	36	36
Cancellations from Objections	7	3	5
Objection emails to MRSO	5	4	6
Reasons:			
Uncontactable by phone	1	2	4
Written communication			
COS confirmed	4	2	2
Other			
Escalation emails	10	5	9

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 27th February 2025



MCC 12 – New Smart HH

Total to date – **424,105**

MCC 16 – New Smart Day / Night / Peak

Total to date – **53,468**