



NETWORKS

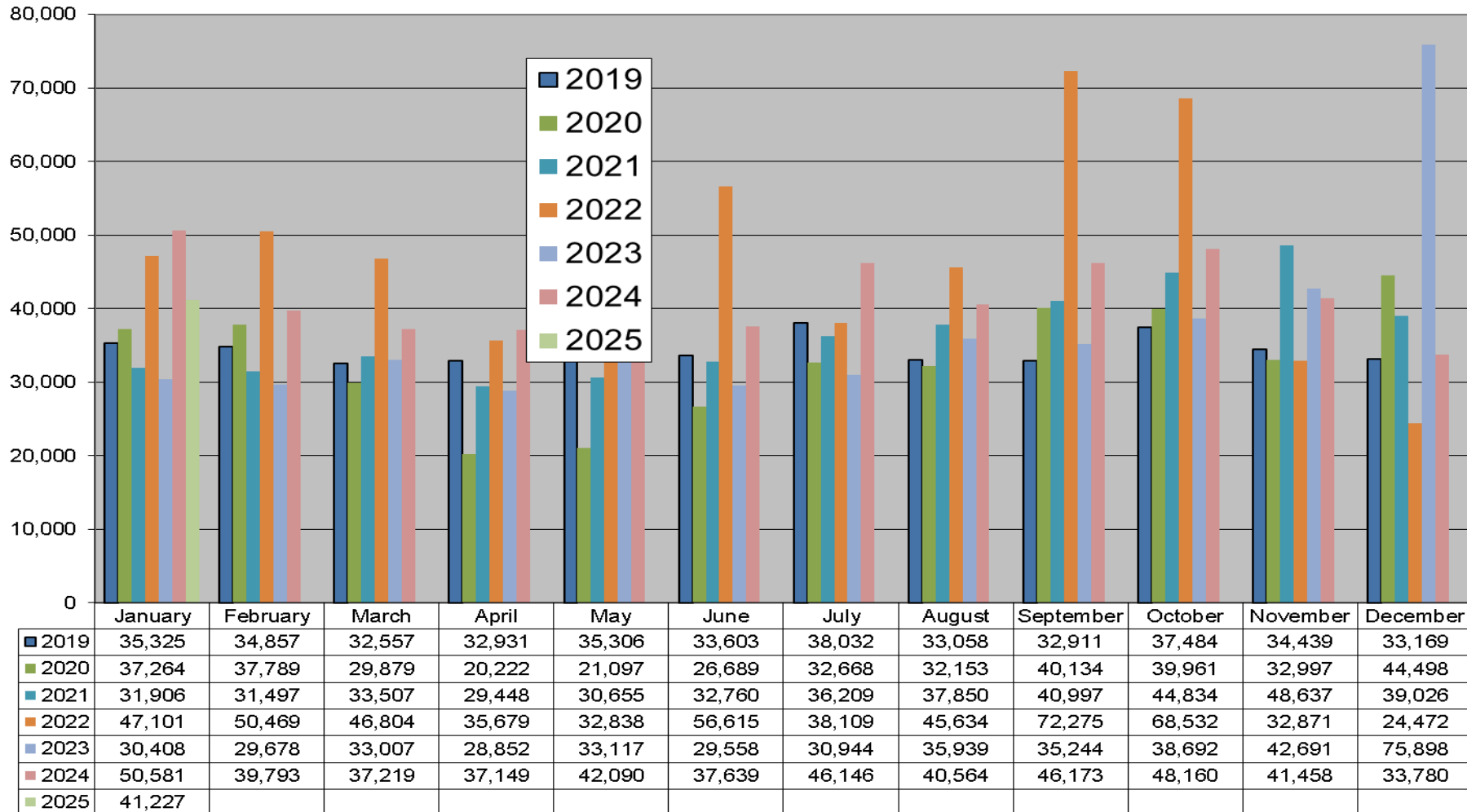
# MRSO Update

James Long

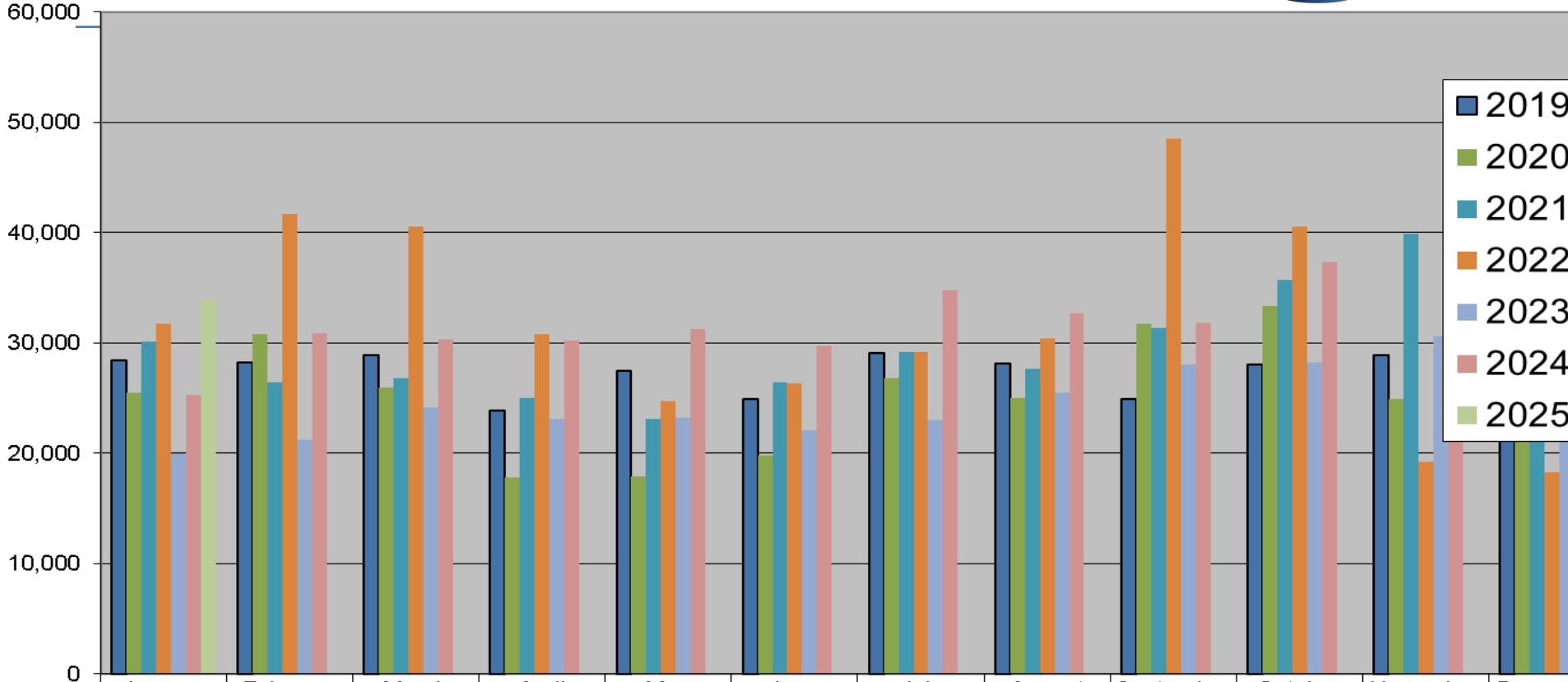
5<sup>th</sup> March 2025



# 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   | 27,16    |
| ■ 2020 | 25,518  | 30,838   | 25,970 | 17,843 | 17,934 | 19,757 | 26,774 | 25,022 | 31,768    | 33,363  | 24,929   | 34,77    |
| ■ 2021 | 30,149  | 26,387   | 26,800 | 25,017 | 23,114 | 26,445 | 29,142 | 27,708 | 31,372    | 35,720  | 39,858   | 36,57    |
| ■ 2022 | 31,781  | 41,724   | 40,575 | 30,793 | 24,692 | 26,339 | 29,173 | 30,418 | 48,550    | 40,590  | 19,267   | 18,24    |
| ■ 2023 | 19,977  | 21,180   | 24,116 | 23,130 | 23,245 | 22,111 | 23,039 | 25,515 | 28,048    | 28,256  | 30,601   | 25,74    |
| ■ 2024 | 25,290  | 30,872   | 30,297 | 30,229 | 31,282 | 29,739 | 34,791 | 32,687 | 31,806    | 37,364  | 30,679   | 27,20    |
| ■ 2025 | 33,932  |          |        |        |        |        |        |        |           |         |          |          |

# COS in-progress 27<sup>th</sup> February 2025 – 3,440



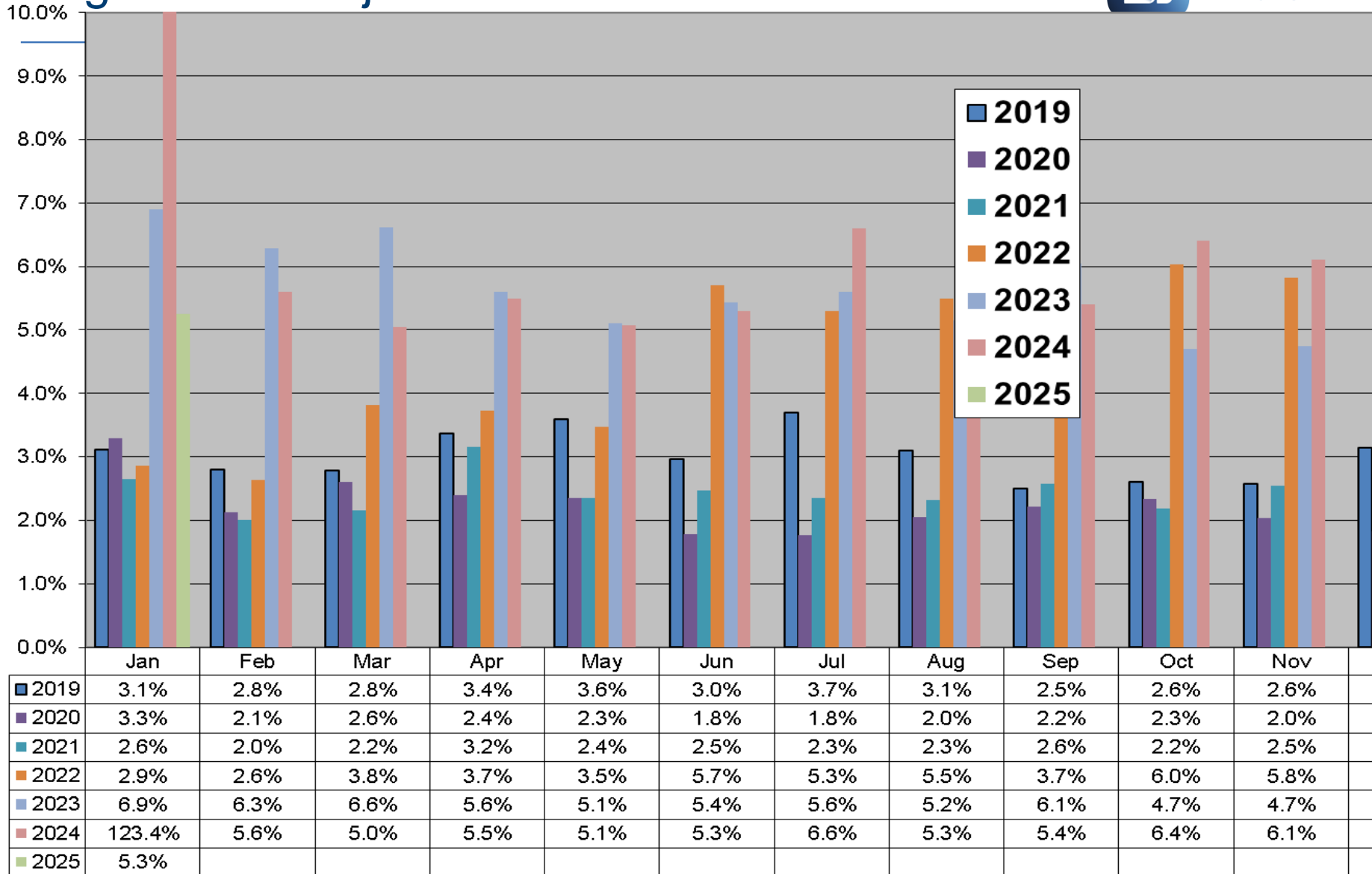
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **9 switches held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

|           |   |
|-----------|---|
| Mar 2021  | 2 |
| Apr 2022  | 1 |
| Aug 2022  | 1 |
| Nov 2022  | 3 |
| Dec 2022  | 3 |
| Mar 2023  | 4 |
| 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 |
|--------|---------------|---------------|------------|-----------|-----------------|--------------|
| Oct-24 | 14,353        | 9,435         | 23,788     | 48,160    | 30%             | 49%          |
| Nov-24 | 13,111        | 8,476         | 21,587     | 41,458    | 32%             | 52%          |
| Dec-24 | 10,848        | 8,127         | 18,975     | 33,780    | 32%             | 56%          |
| Jan-25 | 13,695        | 8,054         | 21,749     | 41,227    | 33%             | 53%          |

# Registration Rejections %

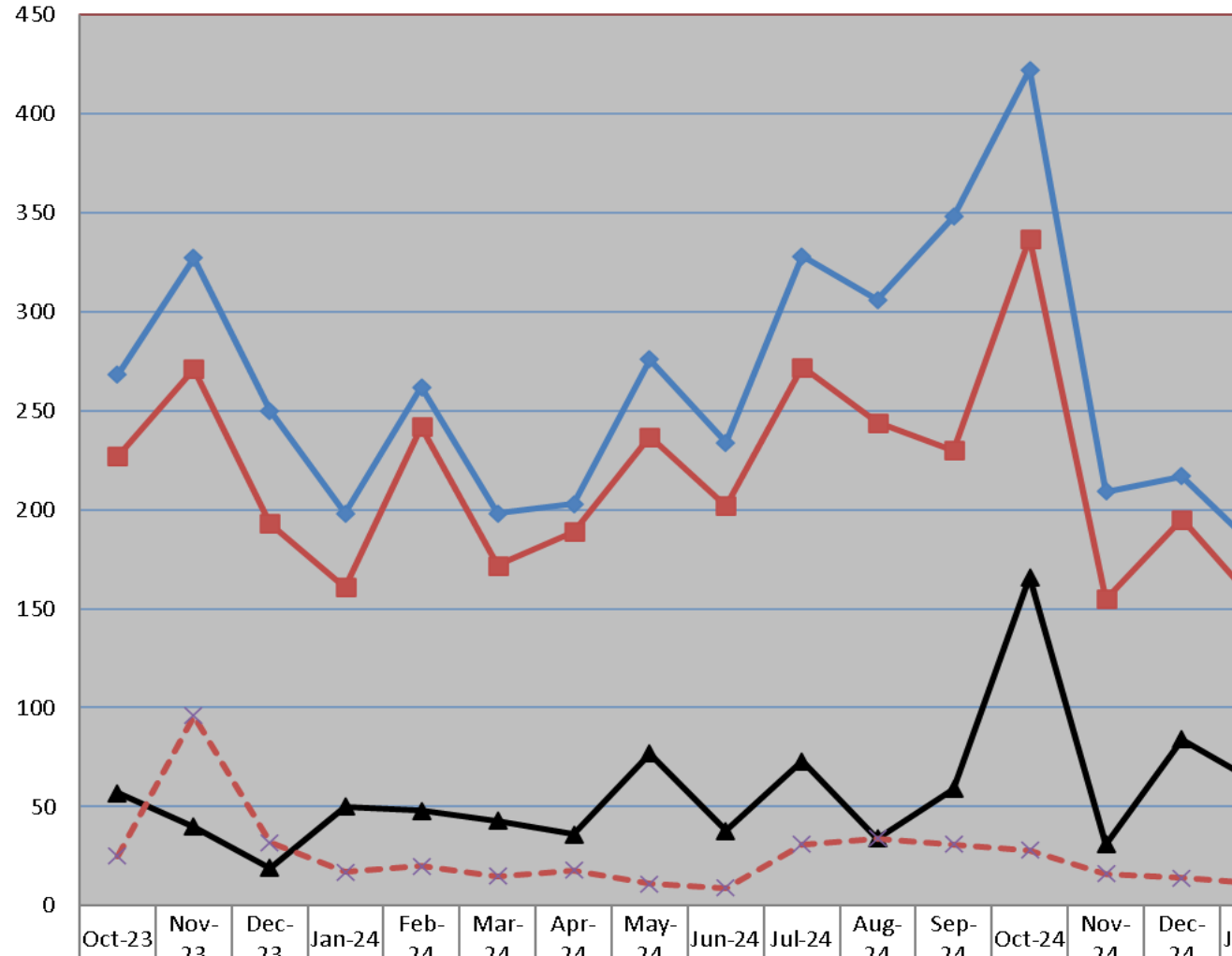


# Debt Flagging

|   | 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

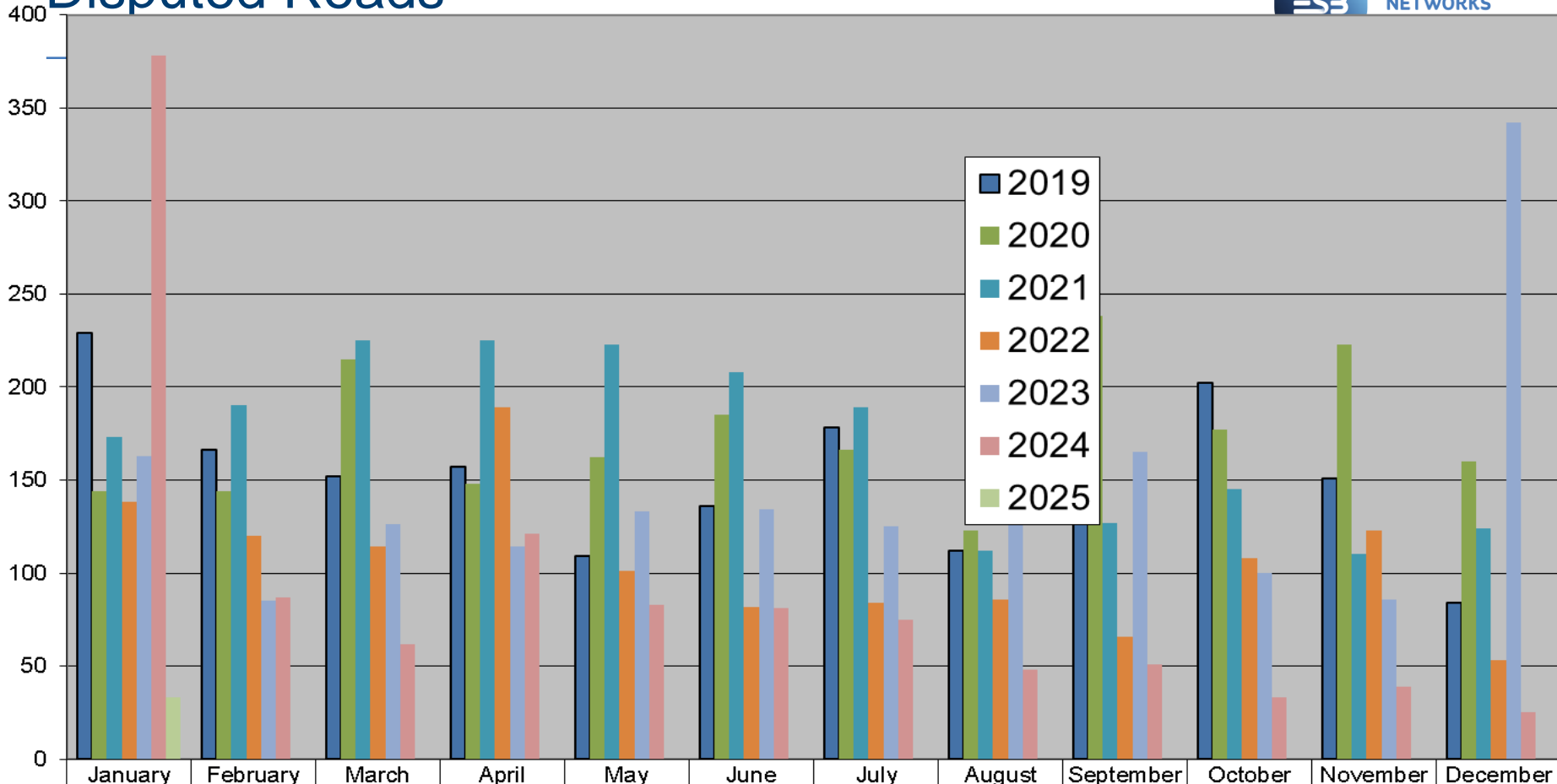


- ◆ Total Debt Notifications received
- Total Debt Notifications sent to gaining supplier
- ▲ Total Cancelled
- x- PAYG Debt Notifications sent to gaining supplier

|   | 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 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <span style="color: blue;">◆</span> Total Debt Notifications received                 | 268    | 327    | 250    | 198    | 262    | 198    | 203    | 276    | 234    | 328    | 306    | 348    | 422    | 209    | 217    |
| <span style="color: red;">■</span> Total Debt Notifications sent to gaining supplier  | 227    | 271    | 193    | 161    | 242    | 172    | 189    | 237    | 202    | 272    | 244    | 230    | 337    | 155    | 195    |
| <span style="color: black;">▲</span> Total Cancelled                                  | 57     | 40     | 19     | 50     | 48     | 43     | 36     | 77     | 38     | 73     | 34     | 59     | 166    | 31     | 84     |
| <span style="color: red;">-x-</span> PAYG Debt Notifications sent to gaining supplier | 25     | 96     | 32     | 17     | 20     | 15     | 18     | 11     | 9      | 31     | 34     | 31     | 28     | 16     | 14     |

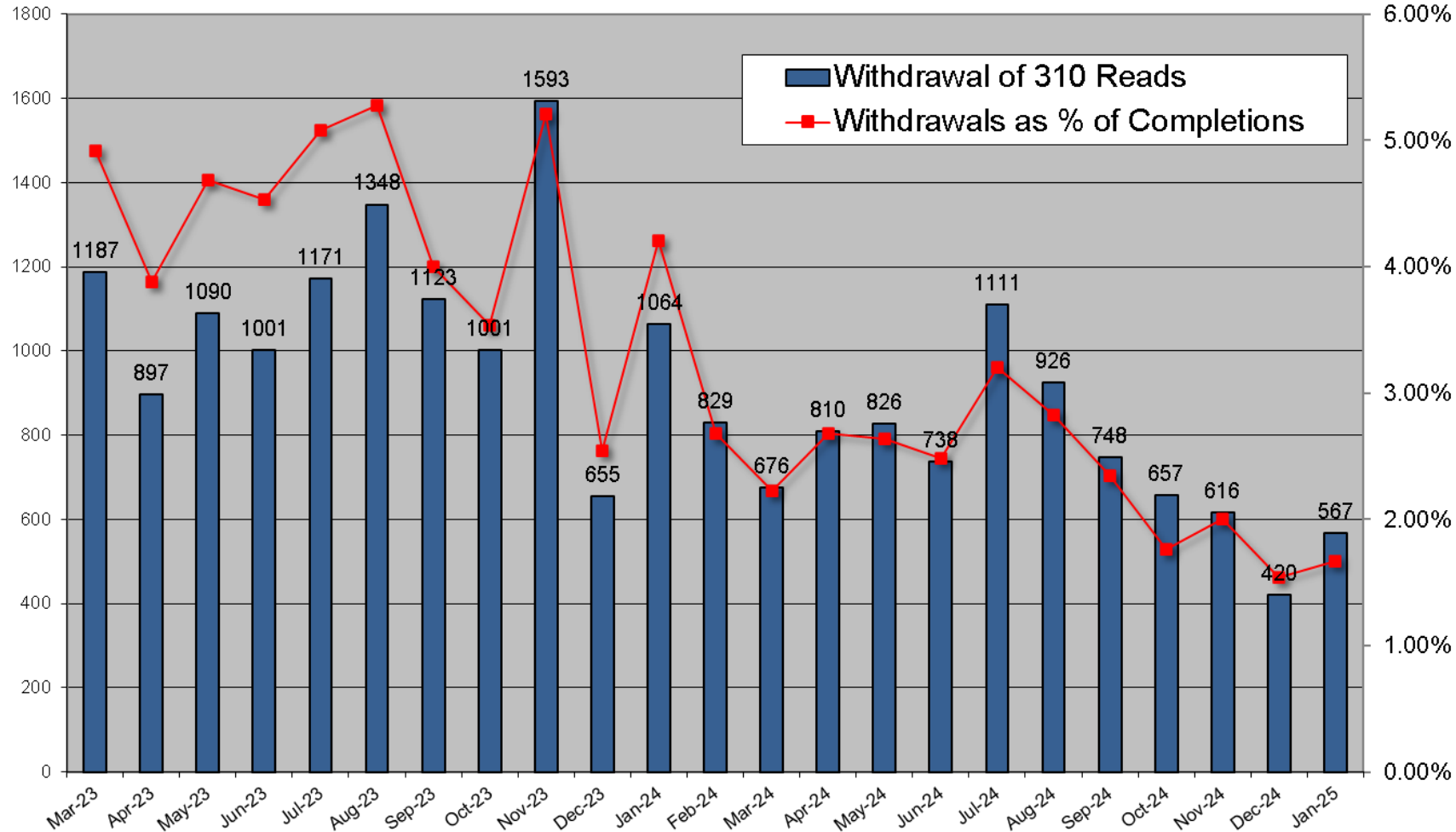


# Disputed Reads



|      | January | February | March | April | May | June | July | August | September | October | November | December |
|------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|
| 2019 | 229     | 166      | 152   | 157   | 109 | 136  | 178  | 112    | 207       | 202     | 151      | 84       |
| 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      |          |       |       |     |      |      |        |           |         |          |          |

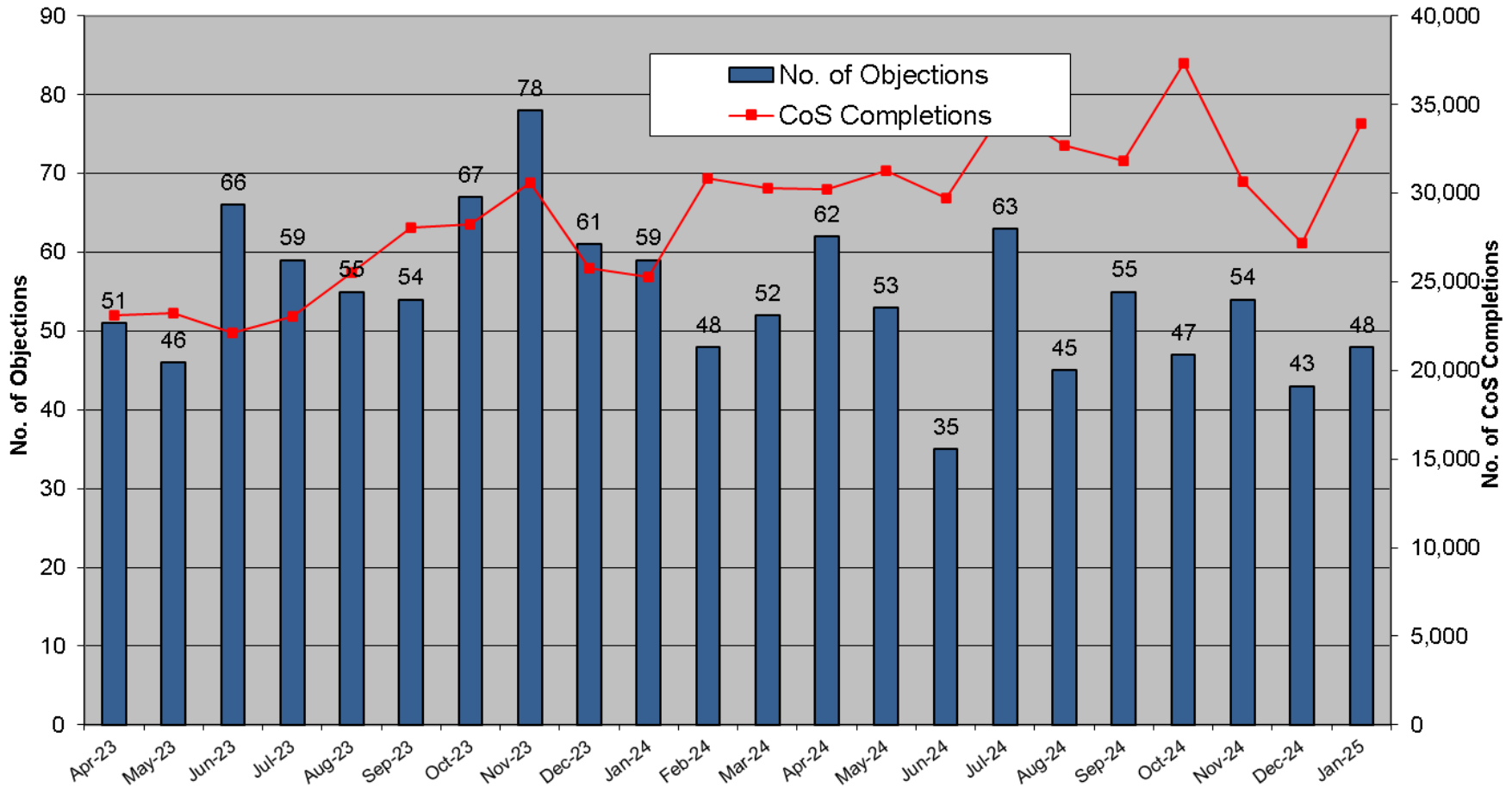
# Total Withdrawal of 310 reads for all Suppliers



# 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 27<sup>th</sup> February 2025

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MCC 12 – New Smart HH

Total to date – **424,105**

MCC 16 – New Smart Day / Night / Peak

Total to date – **53,468**