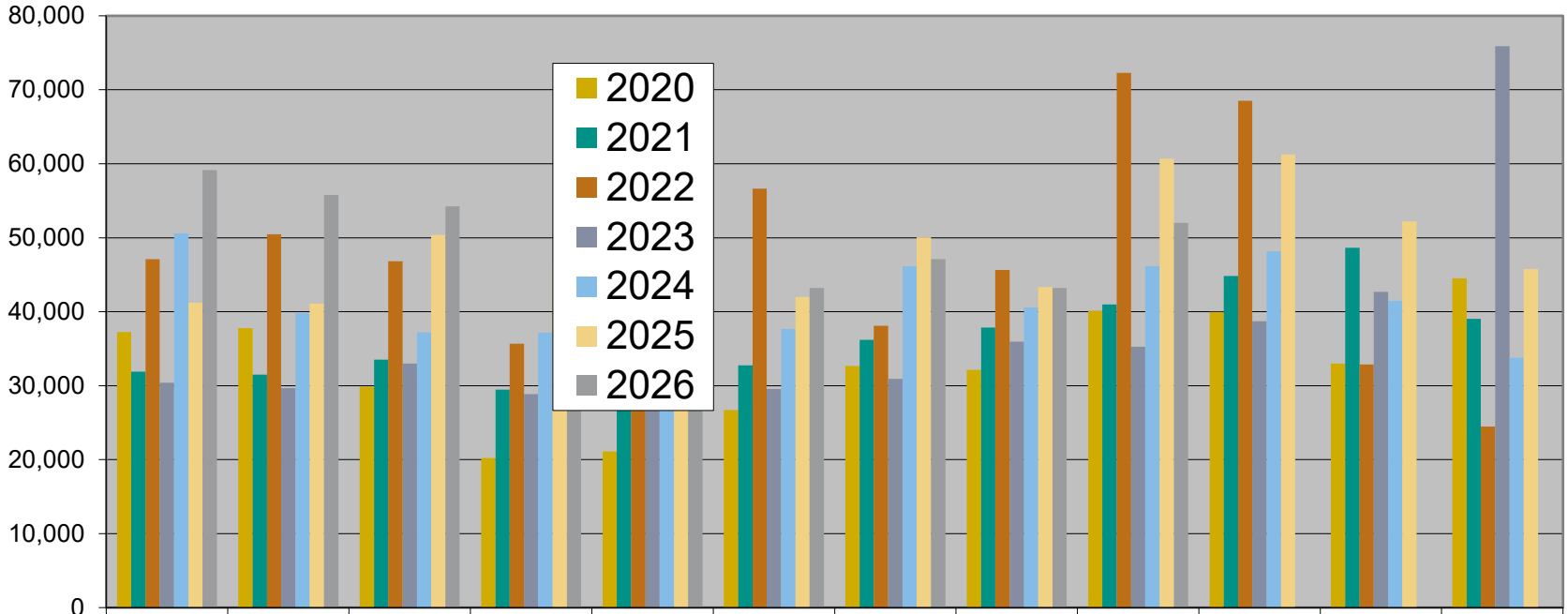
MRSO Update

James Long

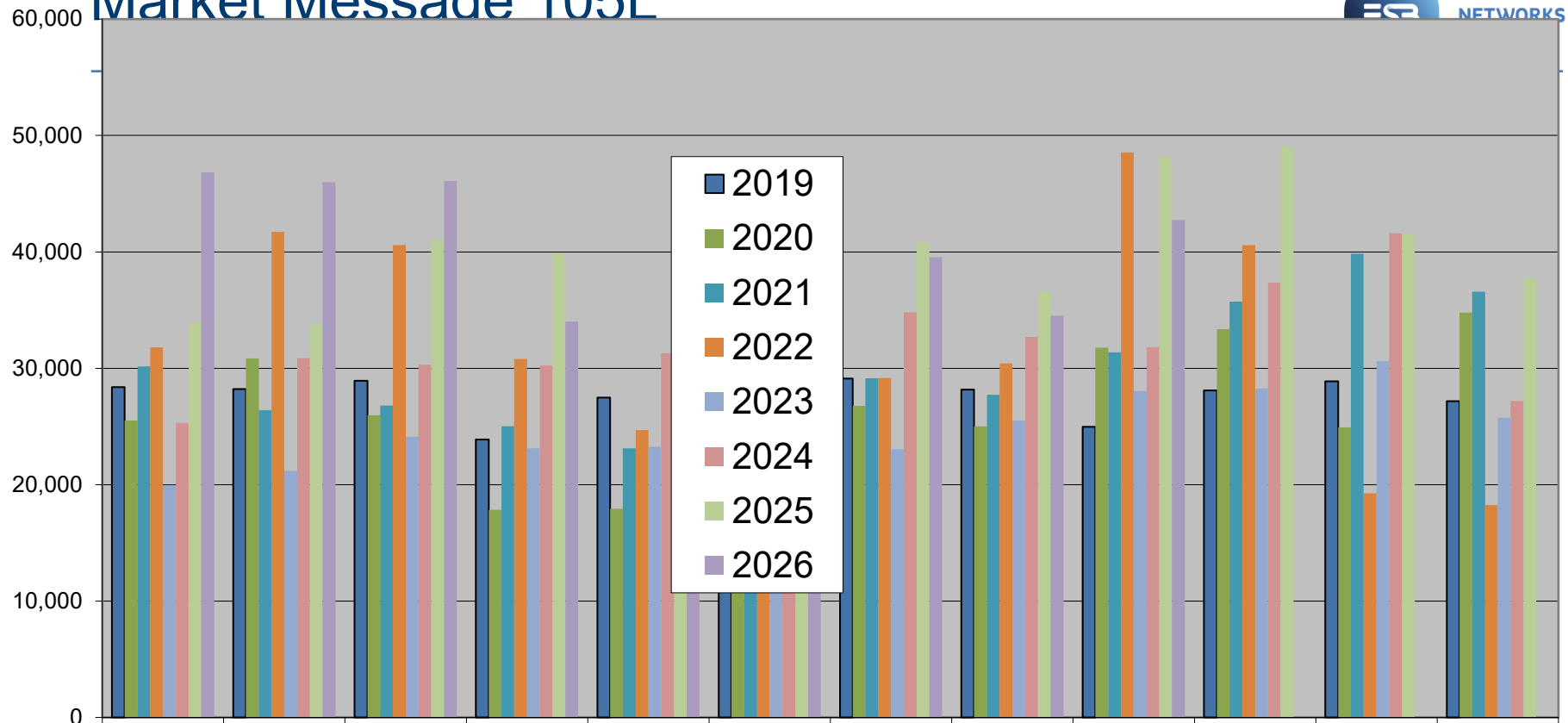
4th November 2026

1. Market Message 010



	January	February	March	April	May	June	July	August	September	October	November	December
2020	37,264	37,789	29,879	20,222	21,097	26,689	32,668	32,153	40,134	39,961	32,997	44,498
2021	31,906	31,497	33,507	29,448	30,655	32,760	36,209	37,850	40,997	44,834	48,637	39,026
2022	47,101	50,469	46,804	35,679	32,838	56,615	38,109	45,634	72,275	68,532	32,871	24,472
2023	30,408	29,678	33,007	28,852	33,117	29,558	30,944	35,939	35,244	38,692	42,691	75,898
2024	50,581	39,793	37,219	37,149	42,090	37,639	46,146	40,564	46,173	48,160	41,458	33,780
2025	41,227	41,083	50,403	46,897	43,850	41,981	50,072	43,347	60,677	61,269	52,193	45,755
2026	59,135	55,789	54,228	41,499	38,299	43,218	47,097	43,201	52,004			

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	27,168
2020	25,518	30,838	25,970	17,843	17,934	19,757	26,774	25,022	31,768	33,363	24,929	34,771
2021	30,149	26,387	26,800	25,017	23,114	26,445	29,142	27,708	31,372	35,720	39,858	36,570
2022	31,781	41,724	40,575	30,793	24,692	26,339	29,173	30,418	48,550	40,590	19,267	18,243
2023	19,977	21,180	24,116	23,130	23,245	22,111	23,039	25,515	28,048	28,256	30,601	25,746
2024	25,290	30,872	30,297	30,229	31,282	29,739	34,791	32,687	31,806	37,364	41,595	27,201
2025	33,932	33,768	41,039	39,909	35,414	34,493	40,820	36,566	48,213	49,033	41,498	37,723
2026	46,846	45,985	46,088	34,010	30,254	33,261	39,535	34,517	42,726			

COS in-progress 30th Oct 2026 – 3111

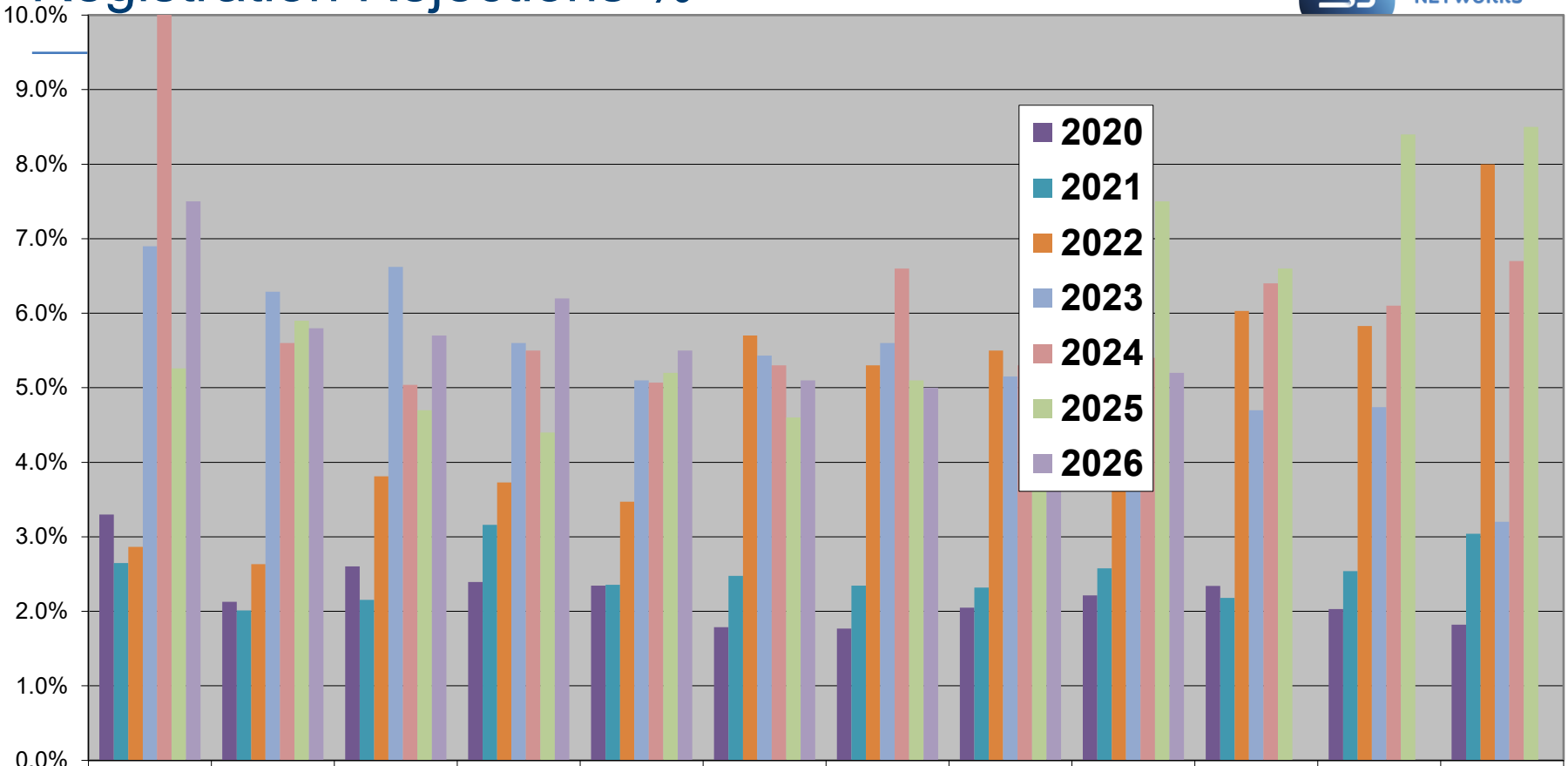
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- 9 **switches held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

Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	2
Mar 2023	3
Apr 2023	1
June 2023	1
July 2023	1
Sept 2023	1
Nov 2023	1

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
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%
Sep-26	21,723	9,580	31,303	52,004	42%	60%

Registration Rejections %



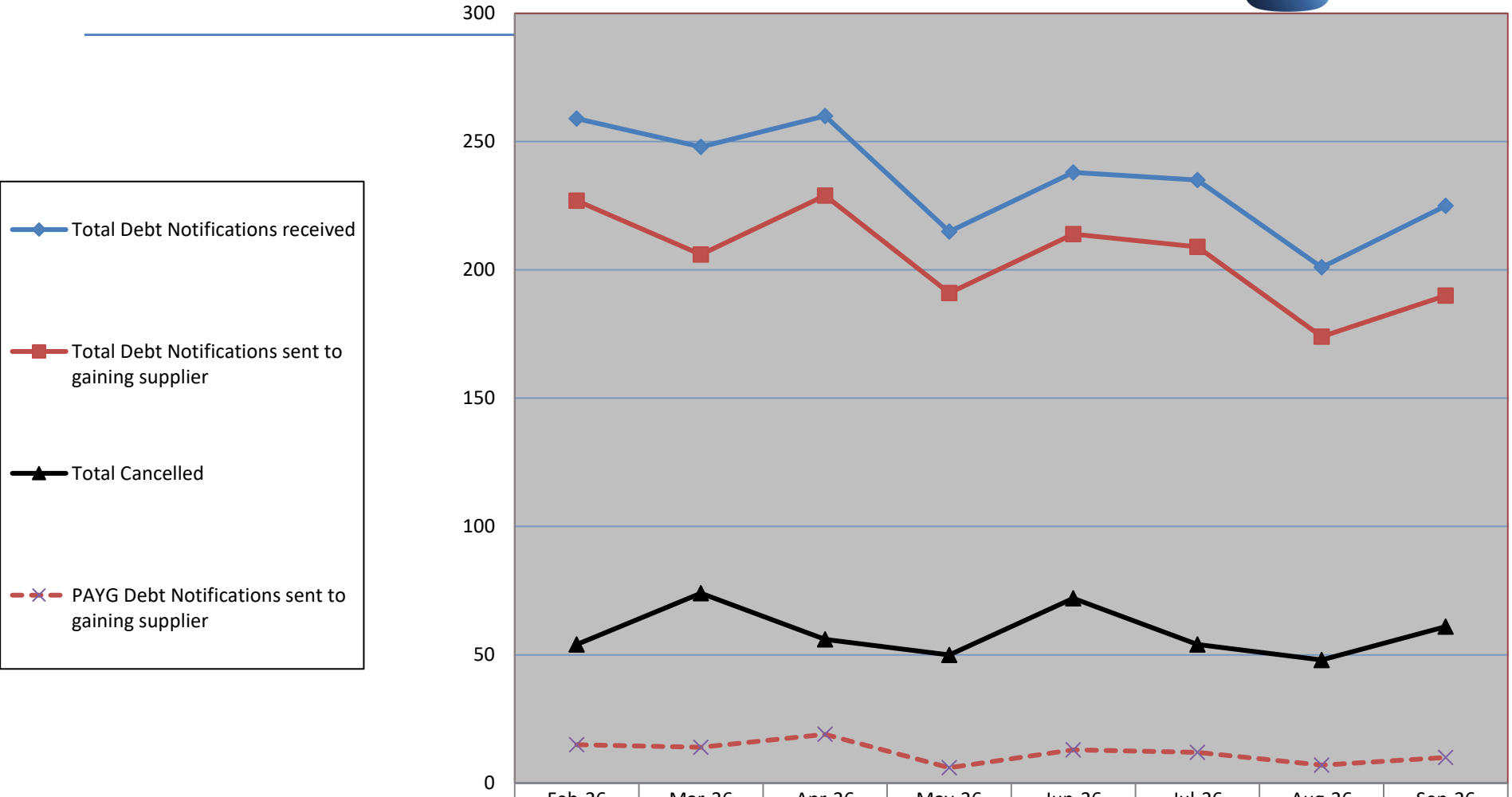
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	3.3%	2.1%	2.6%	2.4%	2.3%	1.8%	1.8%	2.0%	2.2%	2.3%	2.0%	1.8%
2021	2.6%	2.0%	2.2%	3.2%	2.4%	2.5%	2.3%	2.3%	2.6%	2.2%	2.5%	3.0%
2022	2.9%	2.6%	3.8%	3.7%	3.5%	5.7%	5.3%	5.5%	3.7%	6.0%	5.8%	8.0%
2023	6.9%	6.3%	6.6%	5.6%	5.1%	5.4%	5.6%	5.2%	6.1%	4.7%	4.7%	3.2%
2024	123.4%	5.6%	5.0%	5.5%	5.1%	5.3%	6.6%	5.3%	5.4%	6.4%	6.1%	6.7%
2025	5.3%	5.9%	4.7%	4.4%	5.2%	4.6%	5.1%	4.8%	7.5%	6.6%	8.4%	8.5%
2026	7.5%	5.8%	5.7%	6.2%	5.5%	5.1%	5.0%	4.3%	5.2%			

Debt Flagging

	July – 26	Aug - 26	Sept - 26
Total Debt Notifications received (012)	235 (13)	201 (7)	225 (11)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	26 (1)	27 (0)	35 (1)
Total Debt Notifications sent to gaining supplier (112)	209 (12)	174 (7)	190 (10)
Total not cancelled	155 (10)	126 (6)	129 (8)
Total cancelled	54 (2)	48 (1)	61 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.45%	0.4%	0.37%

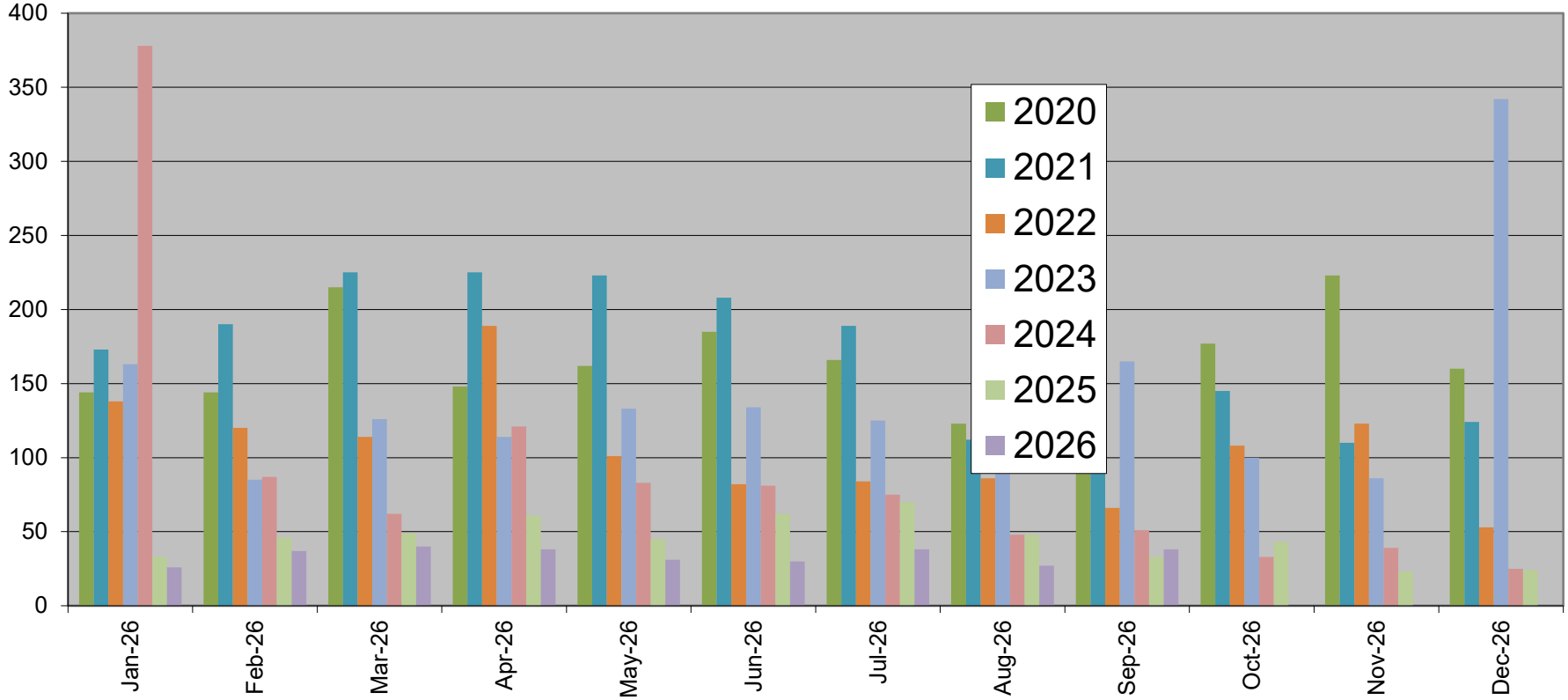
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



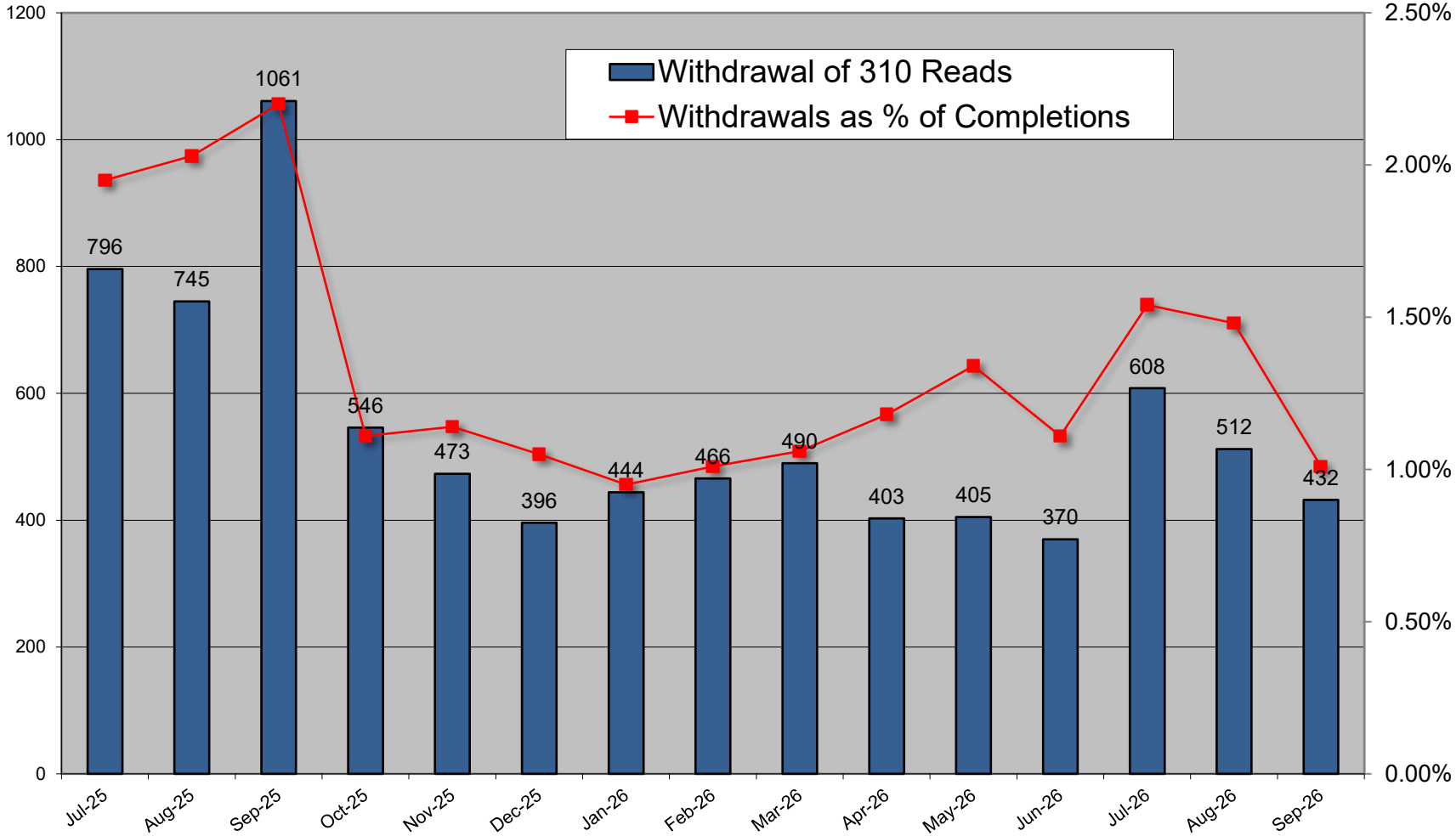
	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Total Debt Notifications received	259	248	260	215	238	235	201	225
Total Debt Notifications sent to gaining supplier	227	206	229	191	214	209	174	190
Total Cancelled	54	74	56	50	72	54	48	61
PAYG Debt Notifications sent to gaining supplier	15	14	19	6	13	12	7	10

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	38			

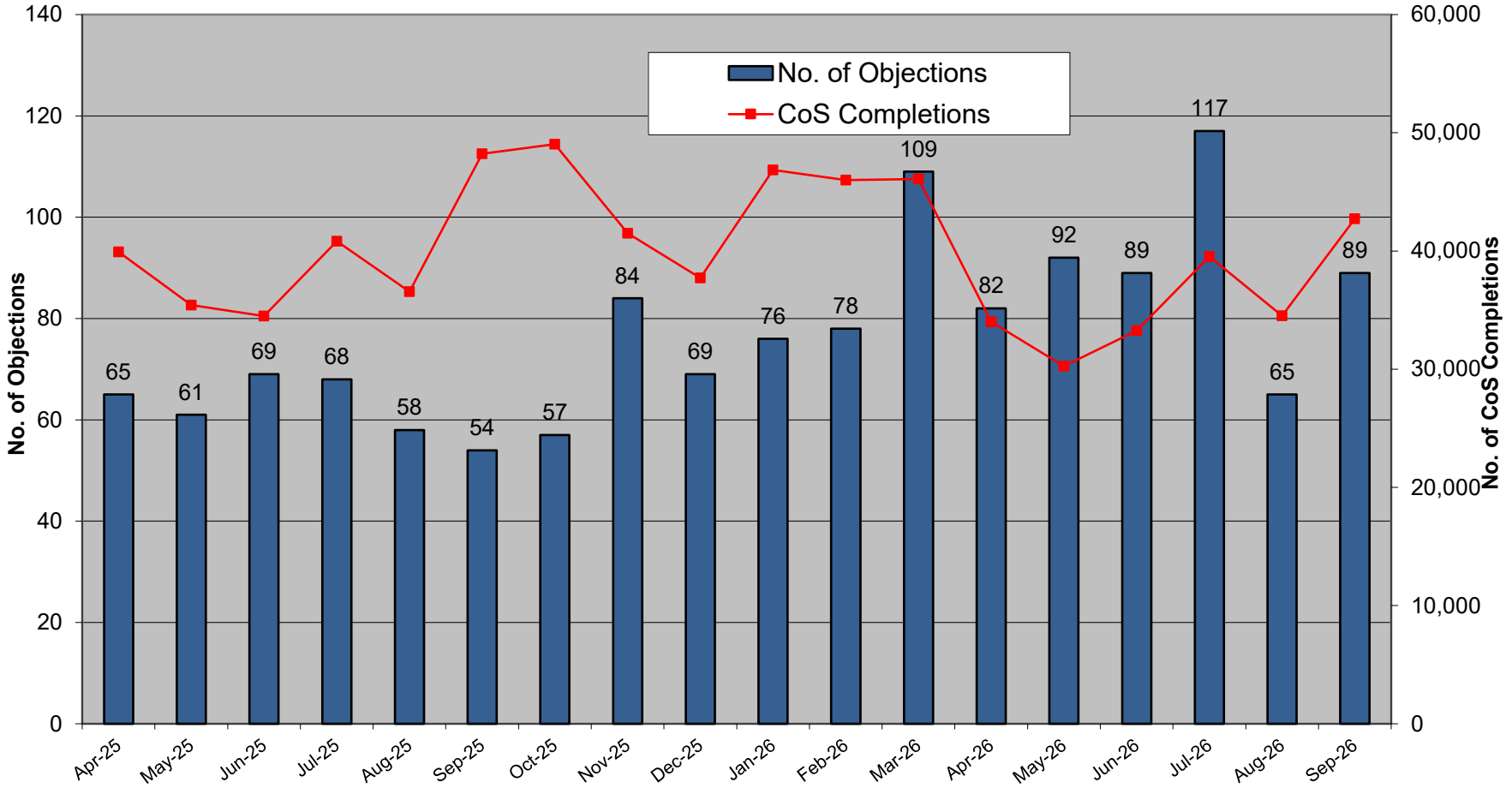
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	July - 26	Aug - 26	Sept - 26
No. of Objections	117	65	89
Cancellations from Objections	14	7	11
Objection emails to MRSO	15	15	10
Reasons:			
Uncontactable by phone		2	1
Written communication	8	6	4
COS confirmed	7	7	5
Other			
Escalation emails	13	7	12

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 28th Oct 2026

MCC 12 – New Smart HH

Total to date – **763,632**

MCC 16 – New Smart Day / Night / Peak

Total to date – **66,103**