



NETWORKS

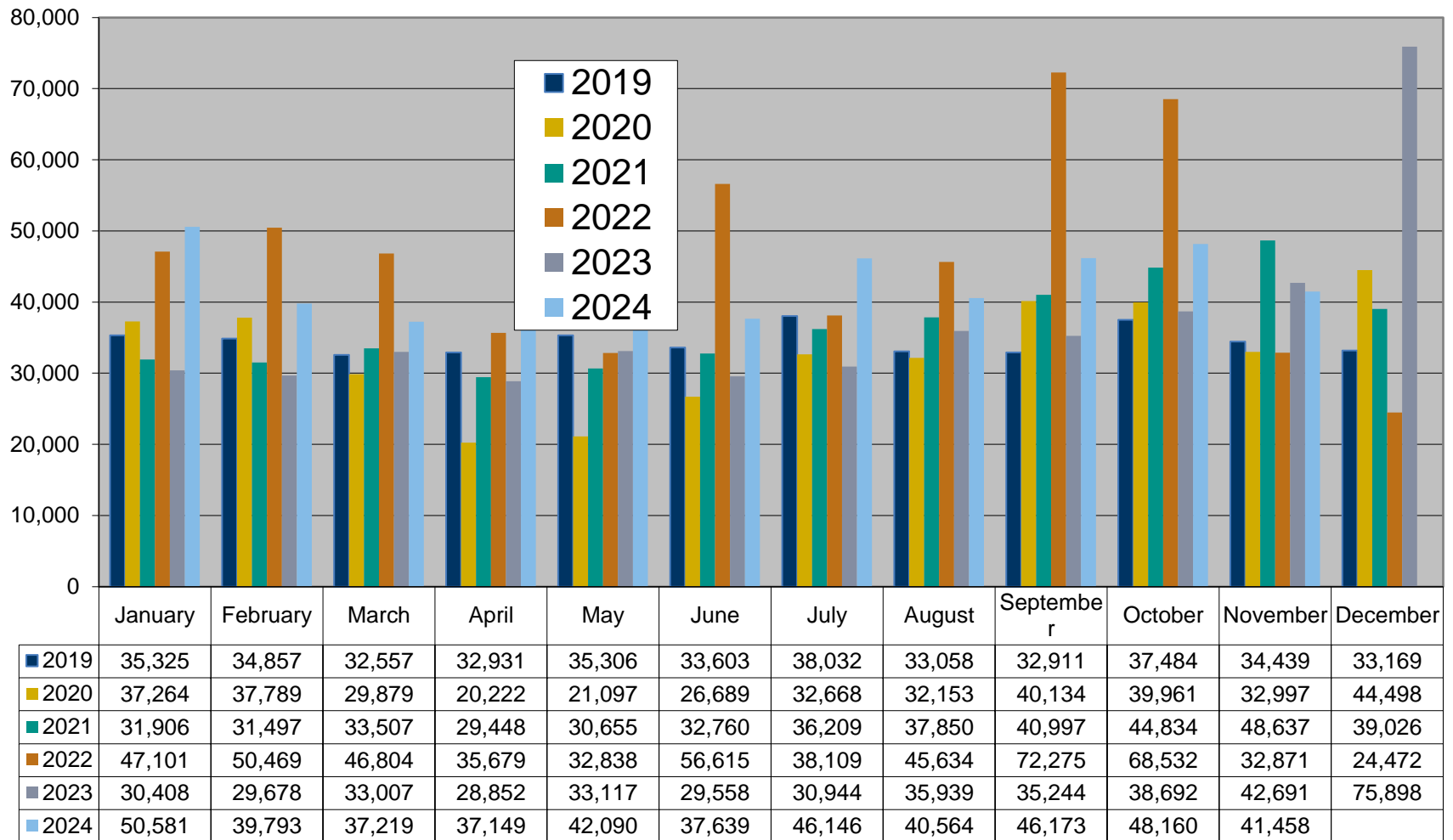
MRSO Update

James Long

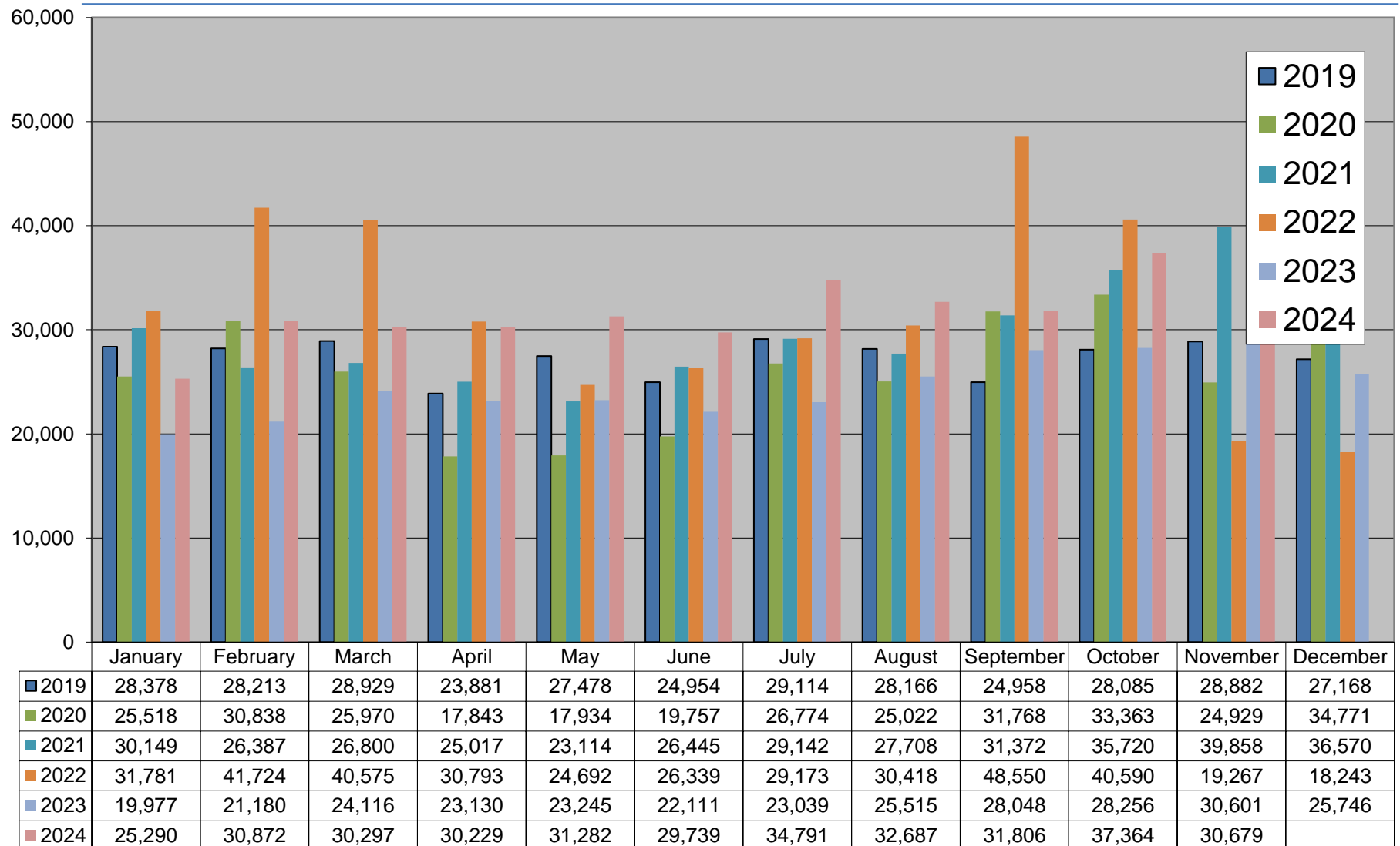
11th December 2024



1. Market Message 010



Market Message 105L



COS in-progress 9th December 2024 – 3,865



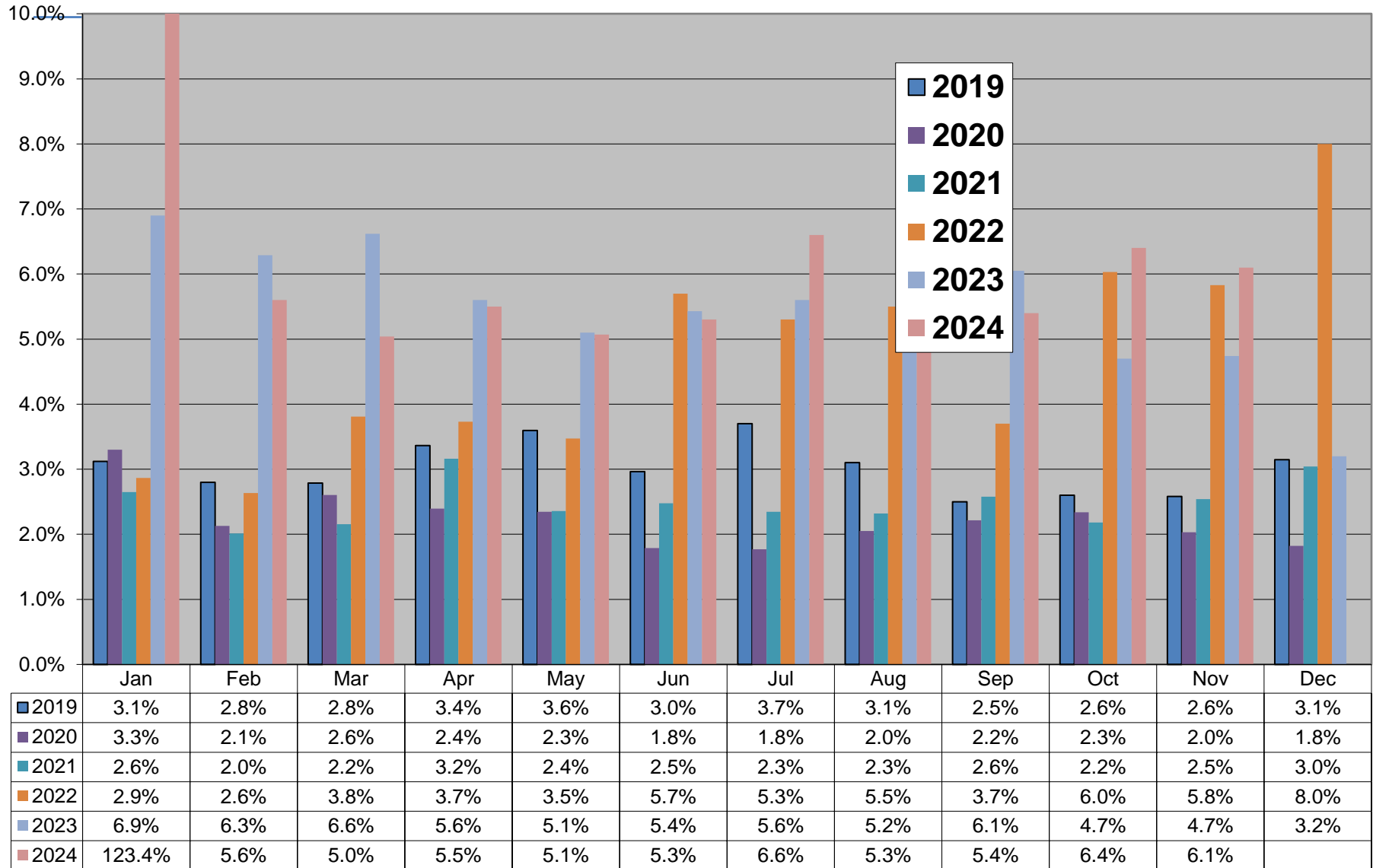
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **7 switches held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

Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	3
Dec 2022	3
Mar 2023	4
Apr 2023	1
May 2023	3
Jun 2023	1
Jul 2023	1
Aug 2023	1

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Aug-24	10,605	8,834	19,439	40,564	26%	48%
Sep-24	15,031	7,010	22,041	46,173	33%	48%
Oct-24	14,353	9,435	23,788	48,160	30%	49%
Nov-24	13,111	8,476	21,587	41,458	32%	52%

Registration Rejections %

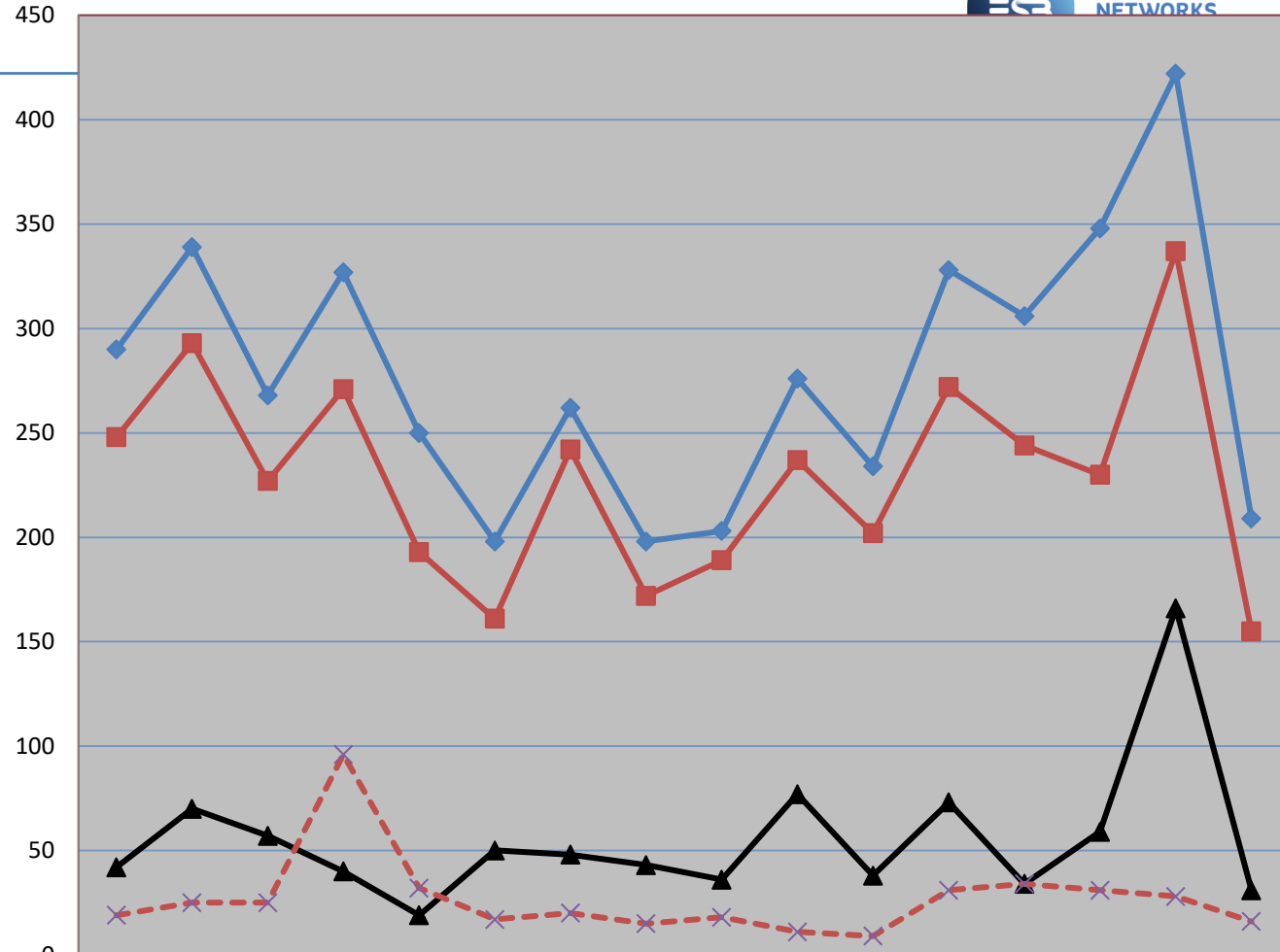
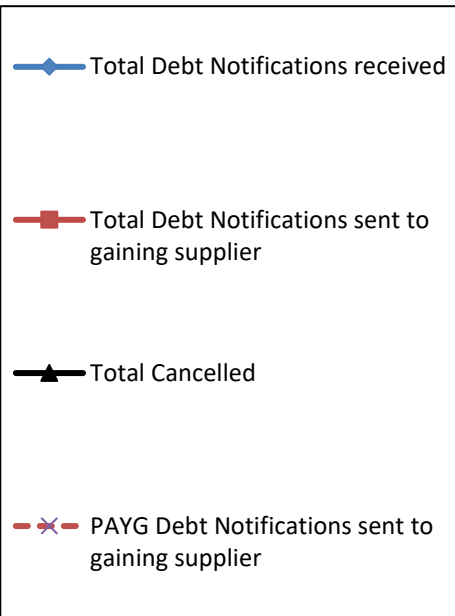


Debt Flagging

	Sept - 24	Oct - 24	Nov - 24
Total Debt Notifications received (012)	348 (39)	422 (30)	209 (18)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	118 (8)	85 (2)	54 (2)
Total Debt Notifications sent to gaining supplier (112)	230 (31)	337 (28)	155 (16)
Total not cancelled	171 (27)	171 (22)	124 (14)
Total cancelled	59 (4)	166 (6)	31 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.7%	0.37%

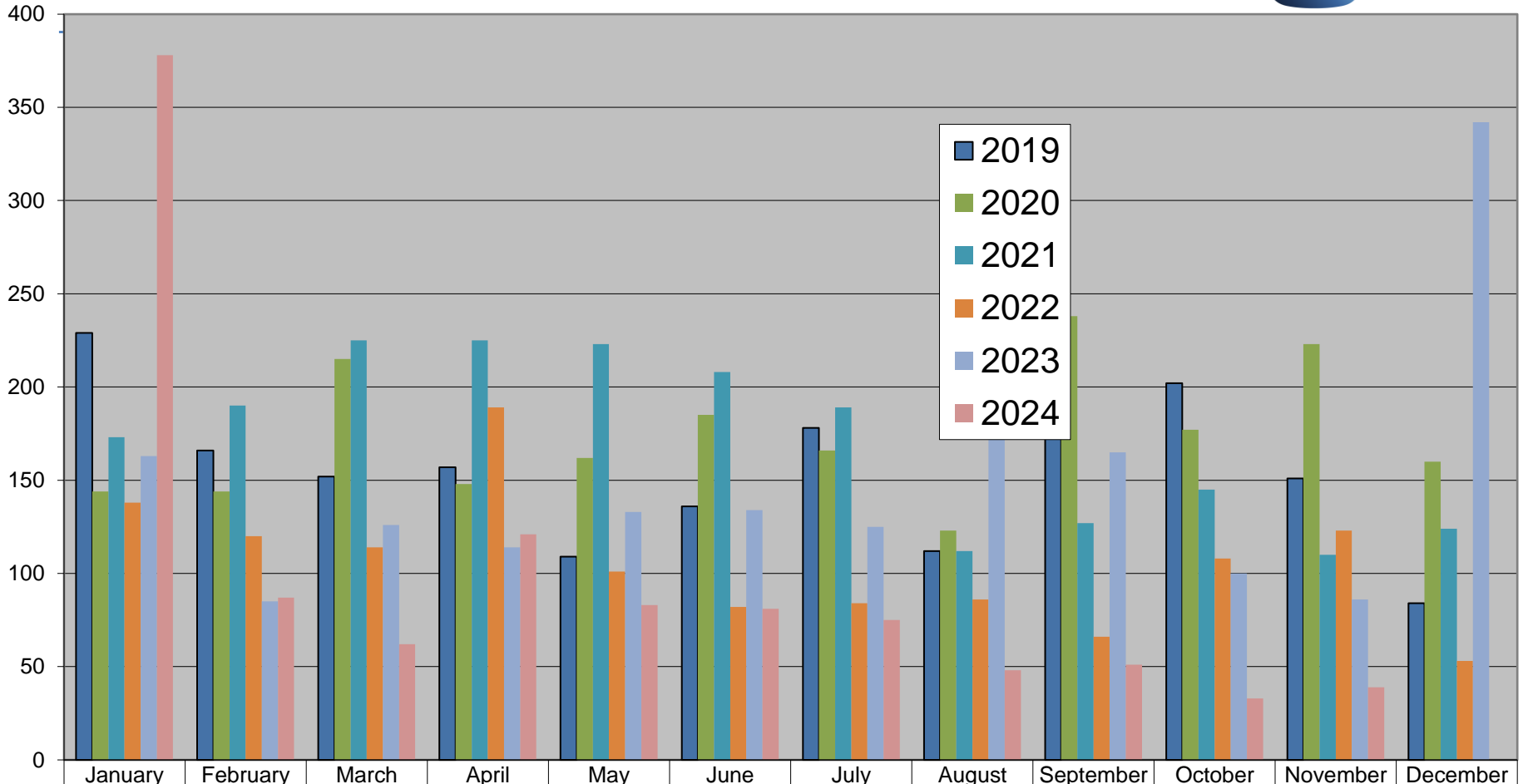
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



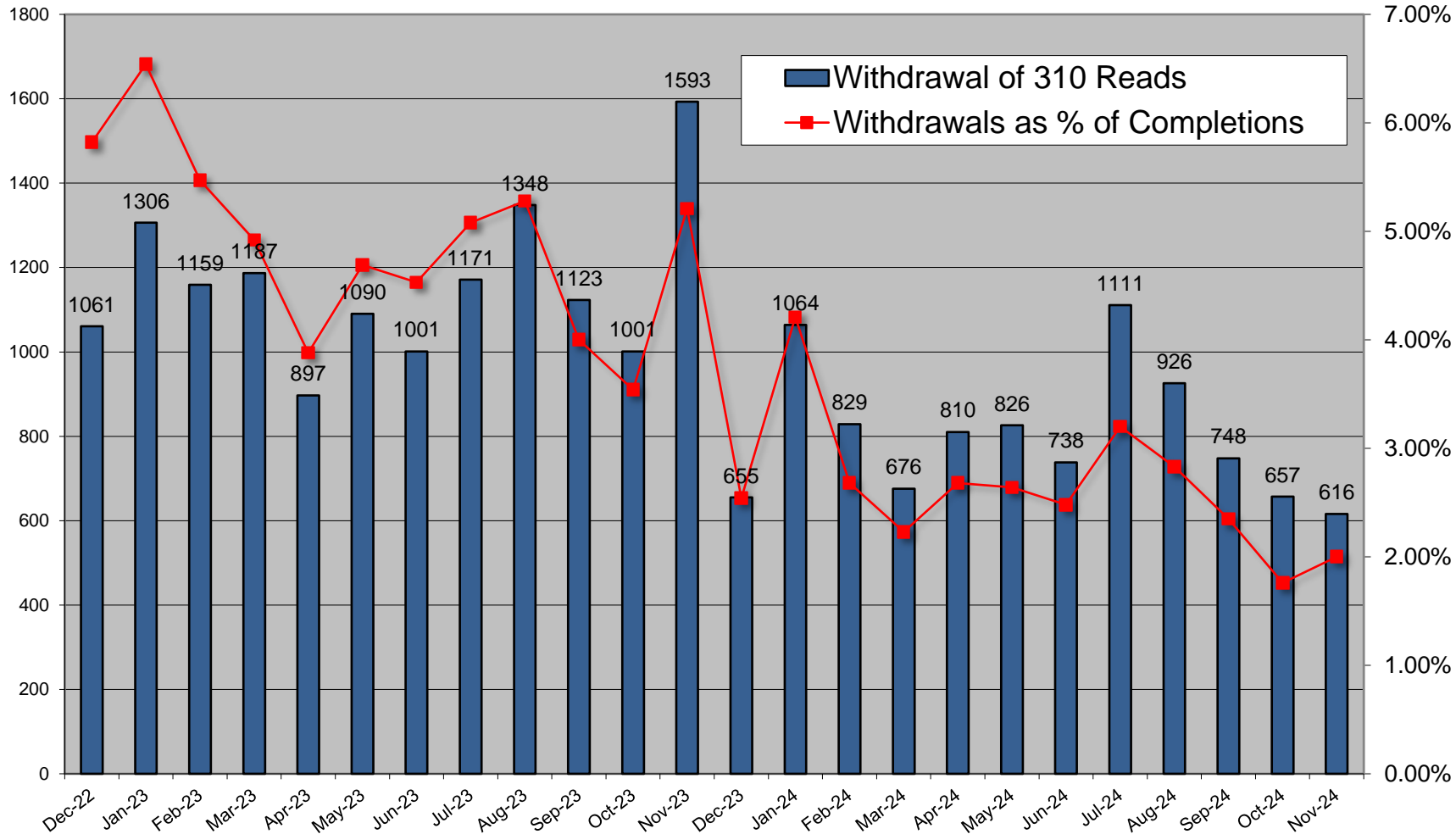
	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
◆ Total Debt Notifications received	290	339	268	327	250	198	262	198	203	276	234	328	306	348	422	209
■ Total Debt Notifications sent to gaining supplier	248	293	227	271	193	161	242	172	189	237	202	272	244	230	337	155
▲ Total Cancelled	42	70	57	40	19	50	48	43	36	77	38	73	34	59	166	31
x PAYG Debt Notifications sent to gaining supplier	19	25	25	96	32	17	20	15	18	11	9	31	34	31	28	16

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	

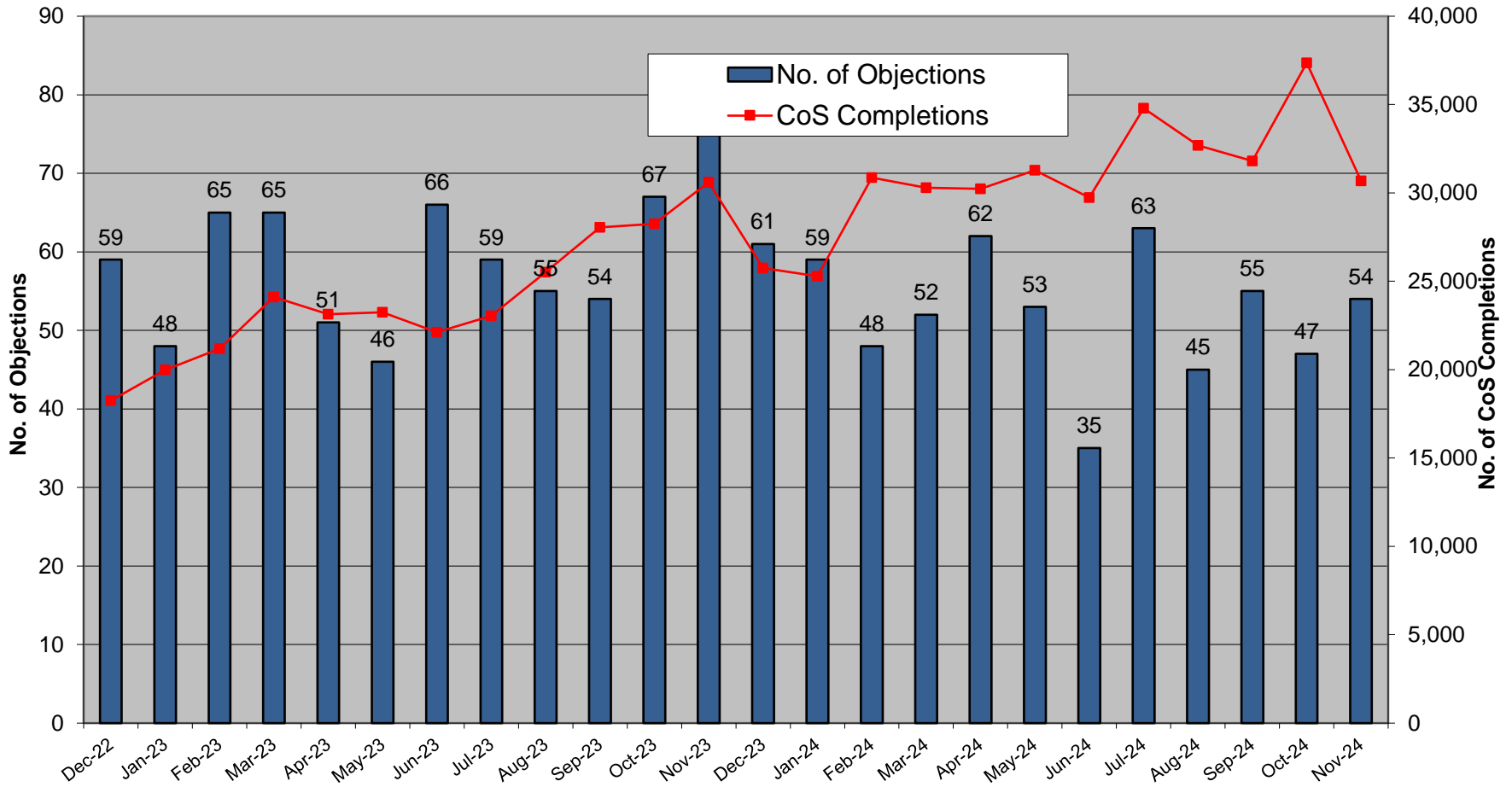
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Sept - 24	Oct - 24	Nov - 24
No. of Objections	49	46	52
Cancellations from Objections	7	5	7
Objection emails to MRSO	3	13	5
Reasons:			
Uncontactable by phone		2	1
Written communication			
COS confirmed	3	11	4
Other			
Escalation emails	3	5	10

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 8th December 2024



MCC 12 – New Smart HH

Total to date – **397,748**

MCC 16 – New Smart Day / Night / Peak

Total to date – **49,088**