



NETWORKS

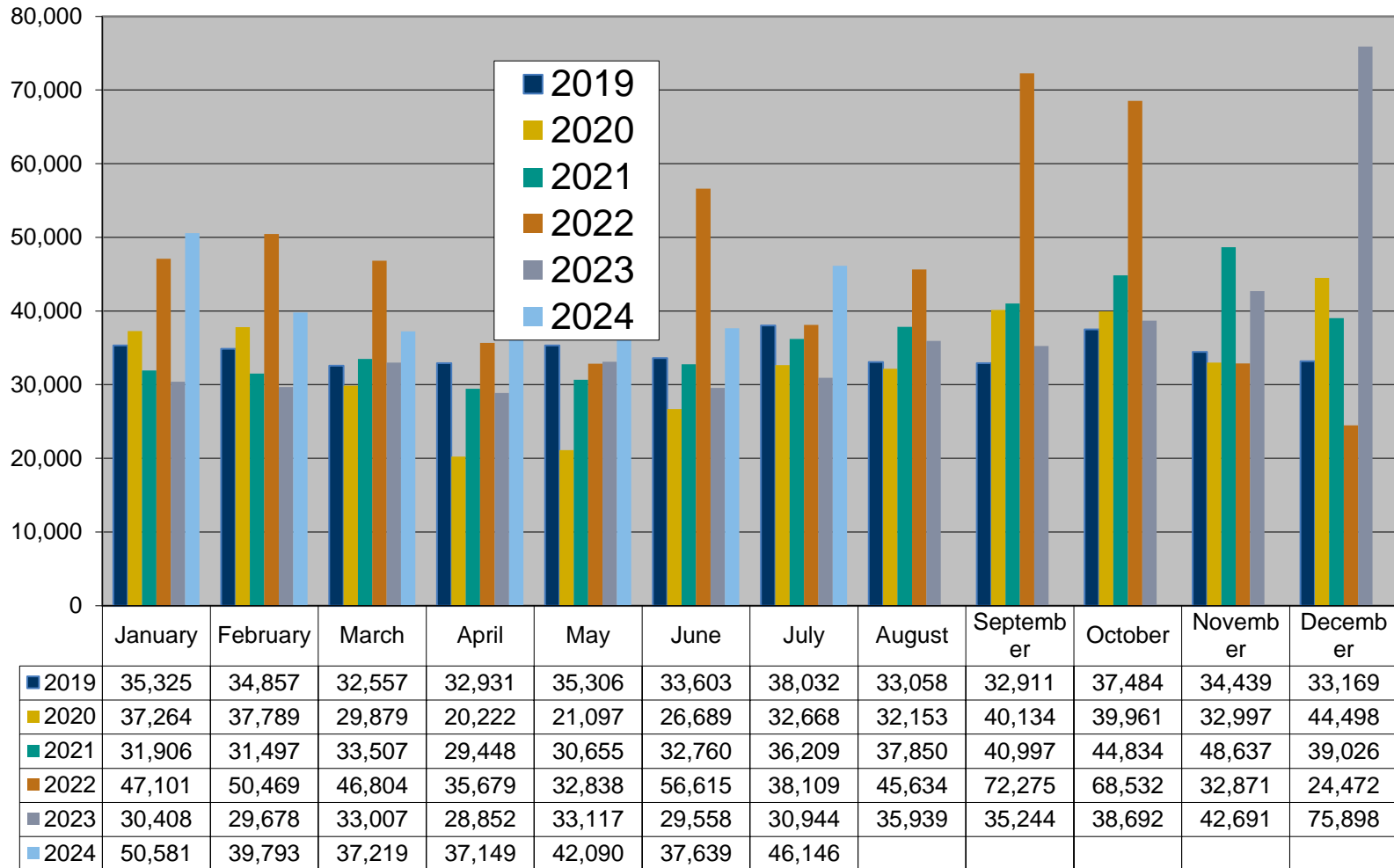
# MRSO Update

James Long

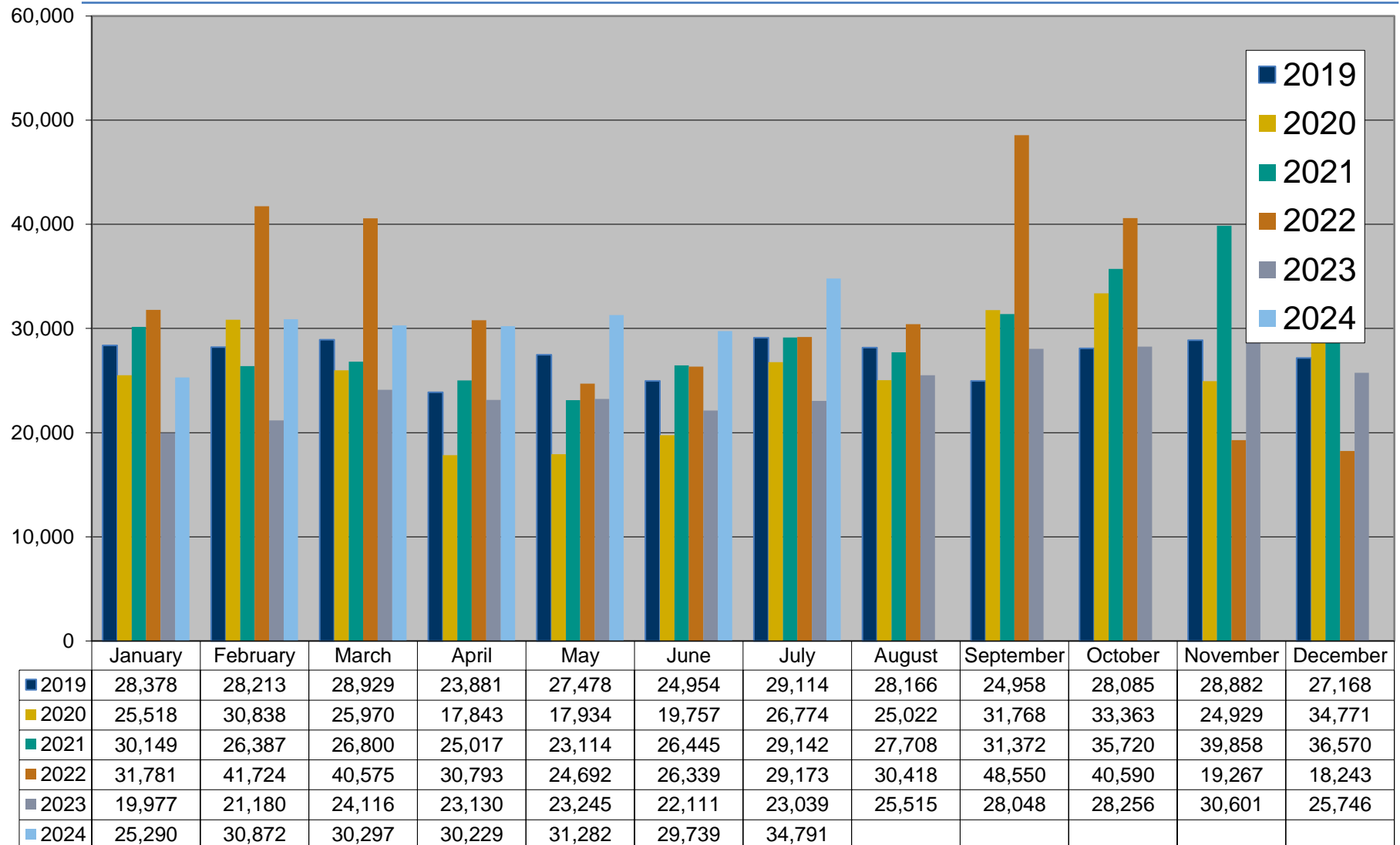
28<sup>th</sup> August 2024



# 1. Market Message 010



# Market Message 105L



# COS in-progress 23<sup>rd</sup> August 2024 – 10,185



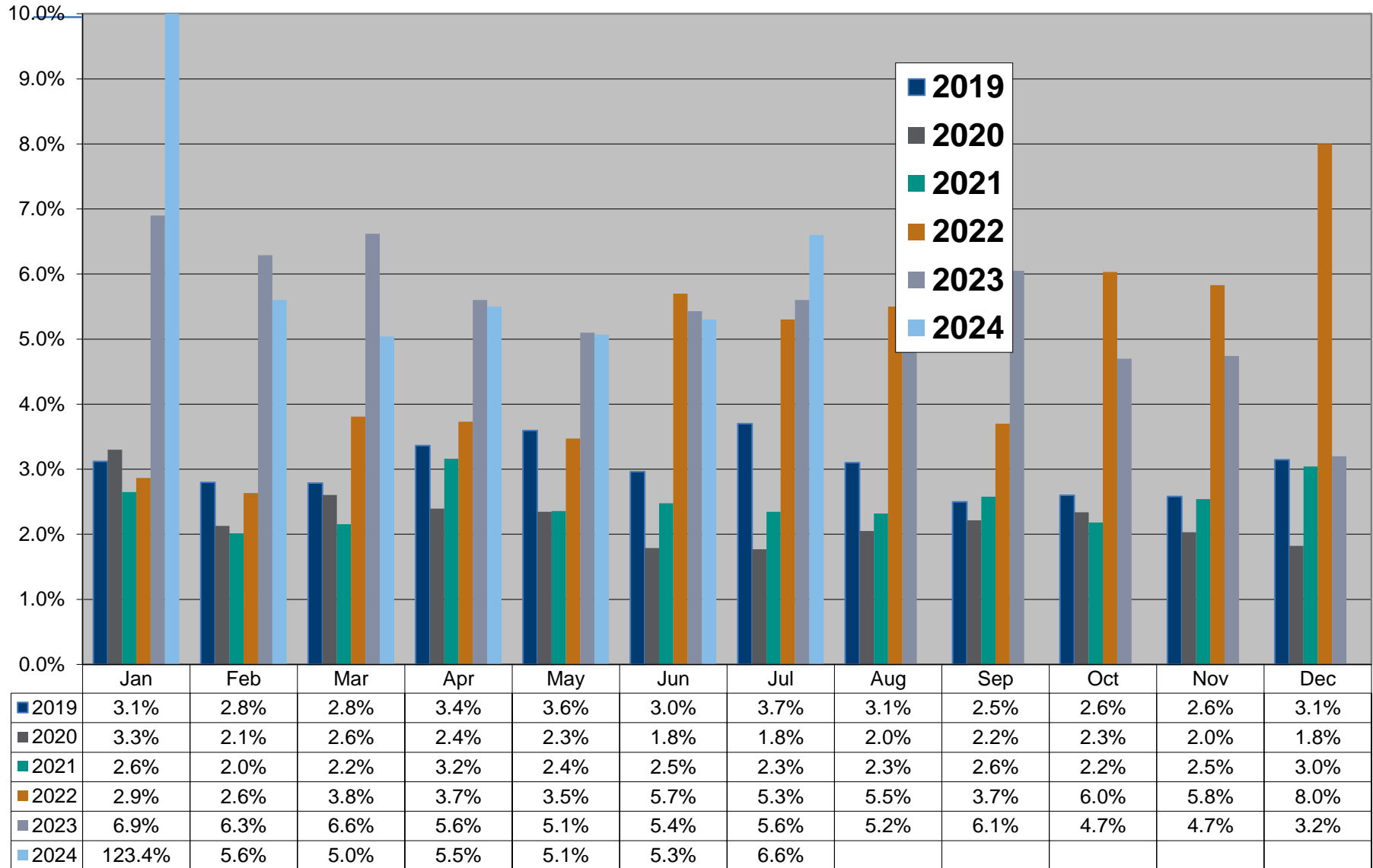
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held 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	4
Jun 2023	2
Jul 2023	1
Aug 2023	2

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Apr -24	9,124	8,352	17,476	37,149	25%	47%
May-24	9,802	8,362	18,164	42,090	23%	43%
Jun-24	8,947	7,651	16,598	37,639	24%	44%
Jul-24	13,181	9,020	22,201	46,146	29%	48%

# Registration Rejections %

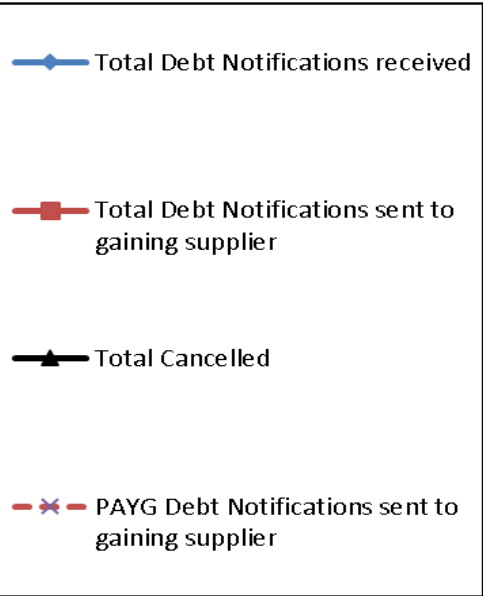
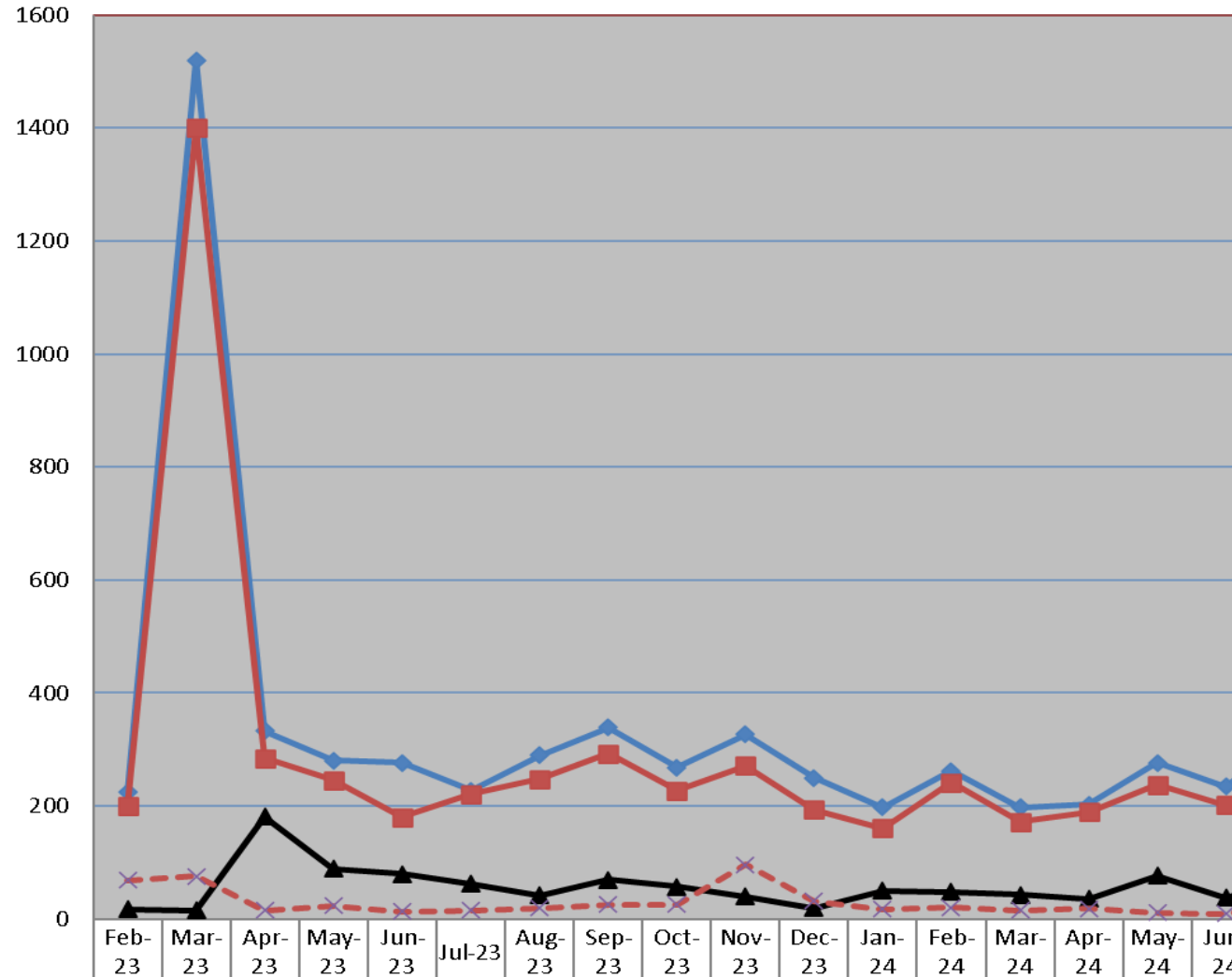


# Debt Flagging

	May – 24	Jun – 24	Jul – 24
Total Debt Notifications received (012)	276 (13)	234 (10)	328 (35)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	39 (2)	32 (1)	56 (4)
Total Debt Notifications sent to gaining supplier (112)	237 (11)	202 (9)	272 (31)
Total not cancelled	160 (7)	164 (5)	199 (23)
Total cancelled	77 (4)	38 (4)	73 (8)
Total Debt Notifications sent to gaining supplier as % of total COS	0.56%	0.53%	0.59%

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

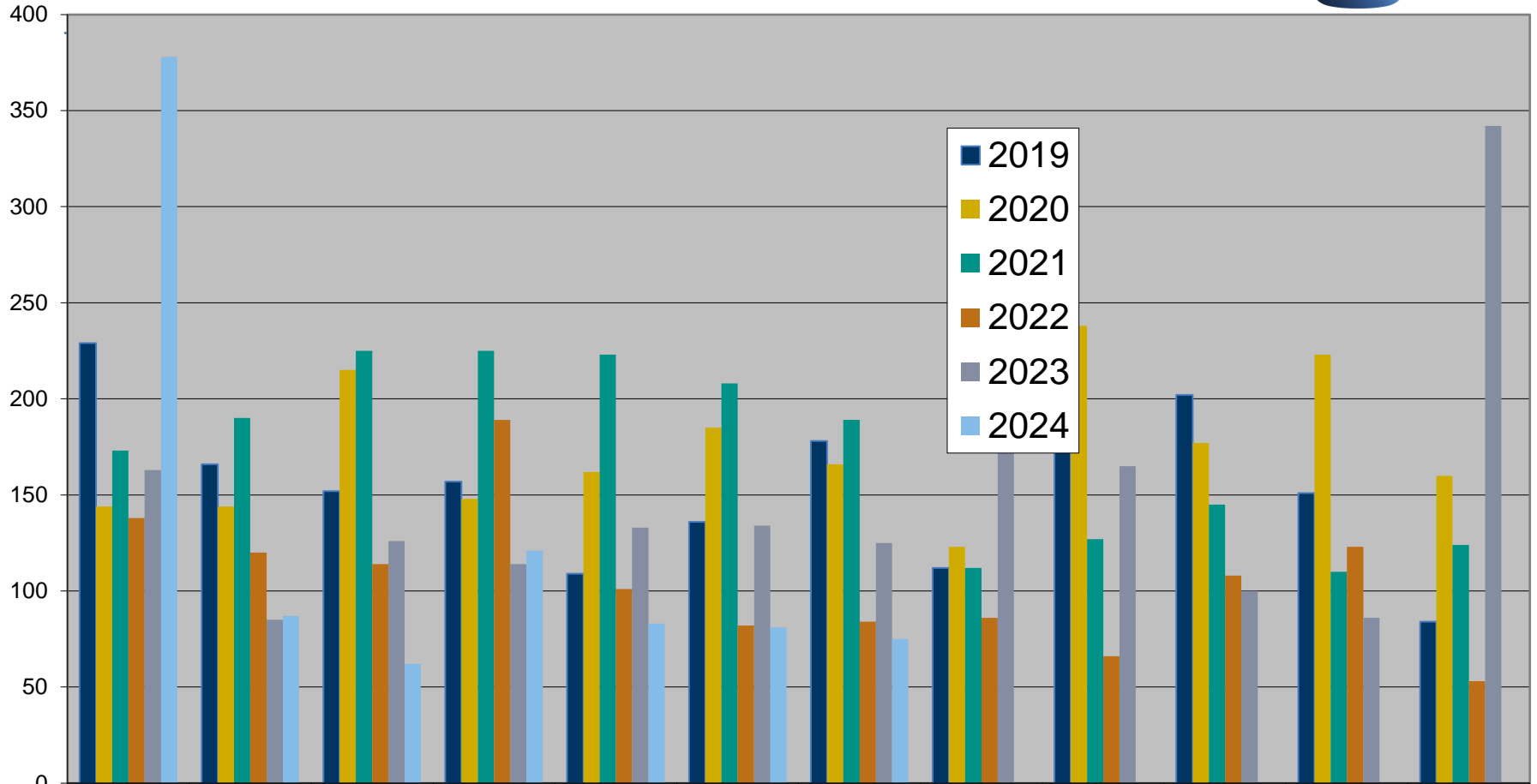
# Debt Flagging



Total Debt Notifications received	224	1520	333	281	276	227	290	339	268	327	250	198	262	198	203	276	233
Total Debt Notifications sent to gaining supplier	200	1400	285	246	180	221	248	293	227	271	193	161	242	172	189	237	200
Total Cancelled	17	15	181	89	80	62	42	70	57	40	19	50	48	43	36	77	38
PAYG Debt Notifications sent to gaining supplier	68	76	15	23	13	15	19	25	25	96	32	17	20	15	18	11	9

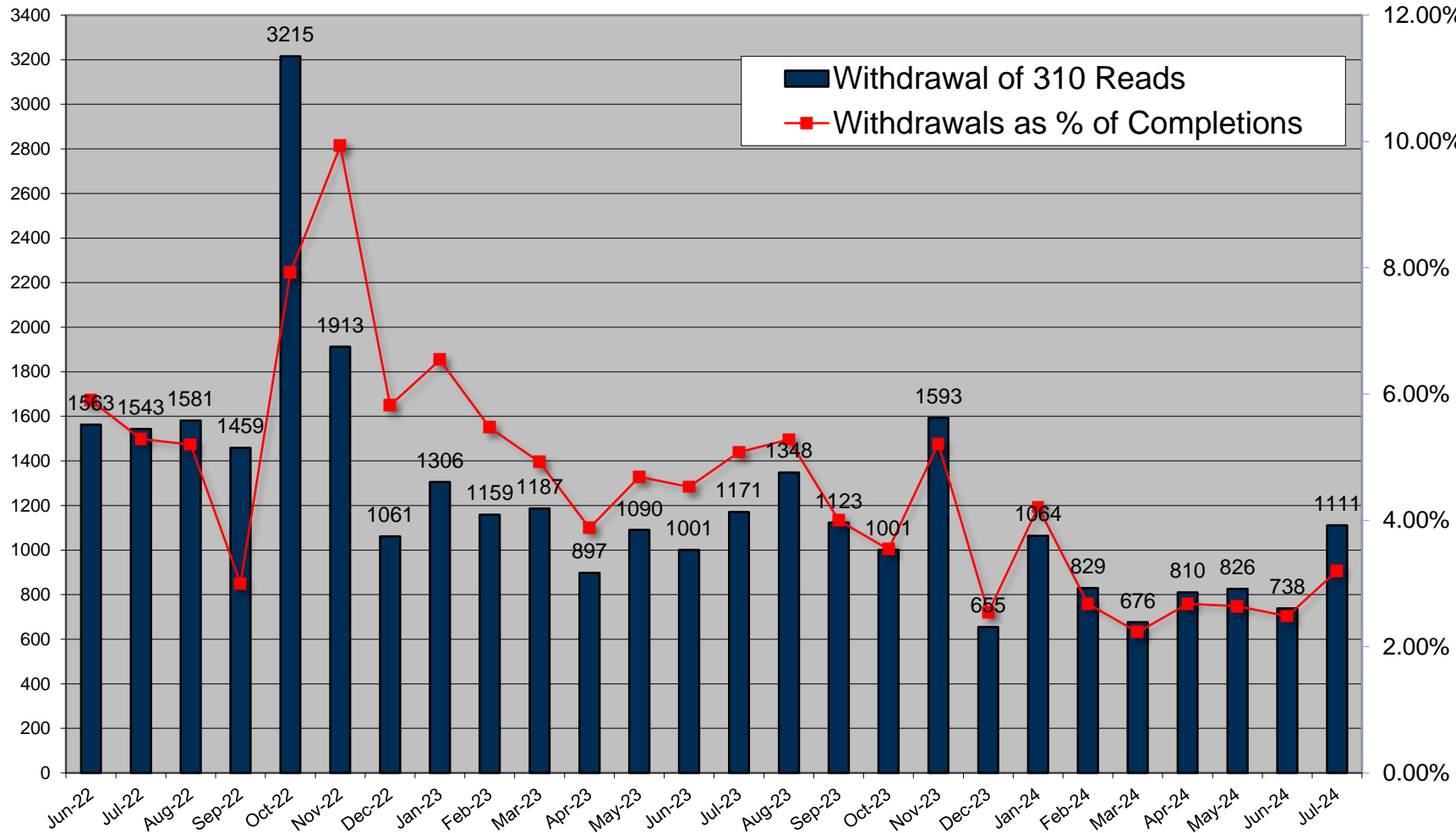


# Disputed Reads



	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					

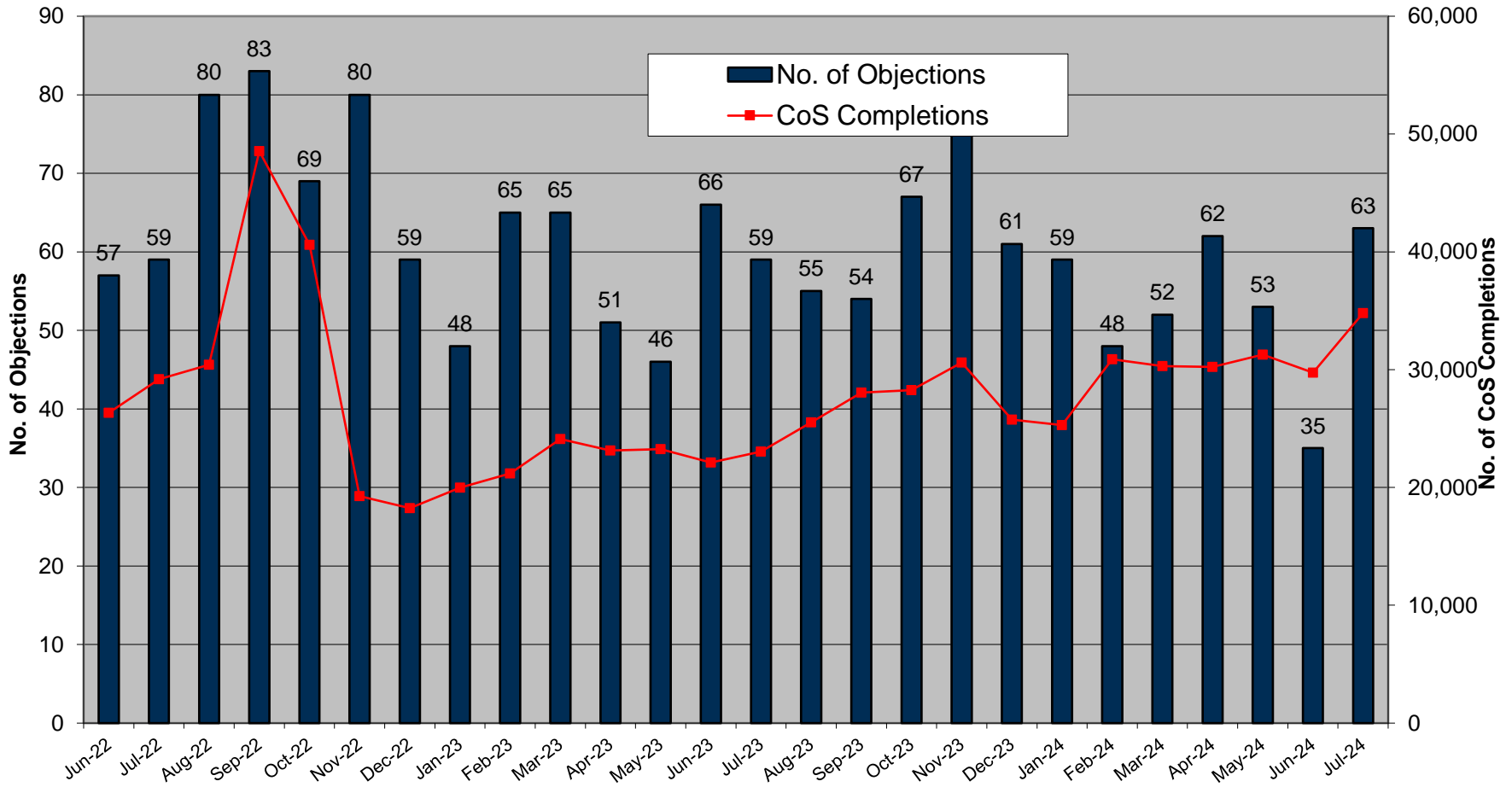
# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

	May-24	Jun-24	Jul-24
No. of Objections	52	42	56
Cancellations from Objections	7	5	8
Objection emails to MRSO	11	3	7
Reasons:			
Uncontactable by phone	4	2	2
Written communication	4		4
COS confirmed	3	1	1
Other			
Escalation emails	5	2	2

# Objections – Erroneous Transfer



# List of new Smart MCC Switches as of 23<sup>rd</sup> August 2024

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MCC 12 – New Smart HH

Total to date – **352,502**

MCC 16 – New Smart Day / Night / Peak

Total to date – **46,509**