



NETWORKS

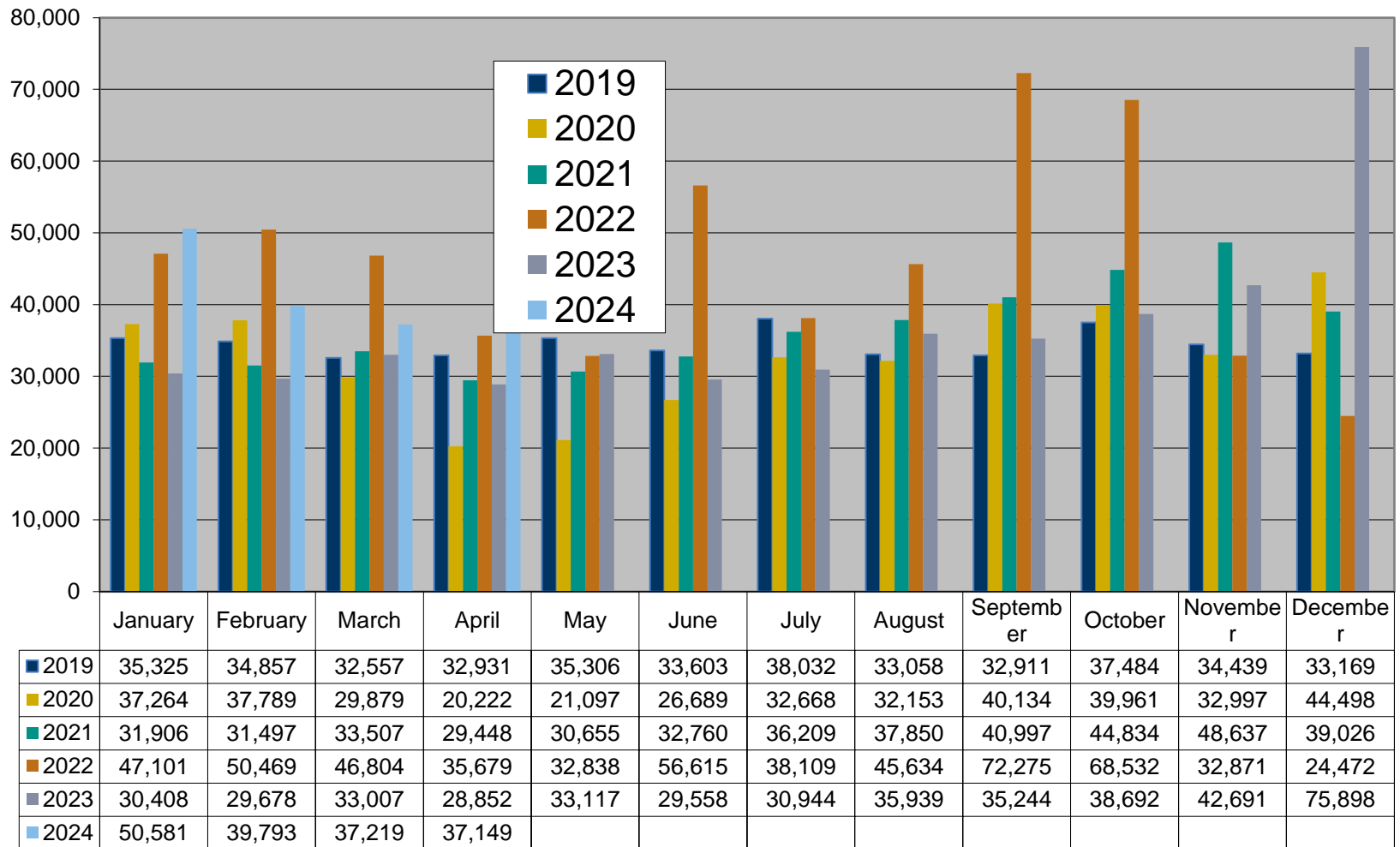
MRSO Update

James Long

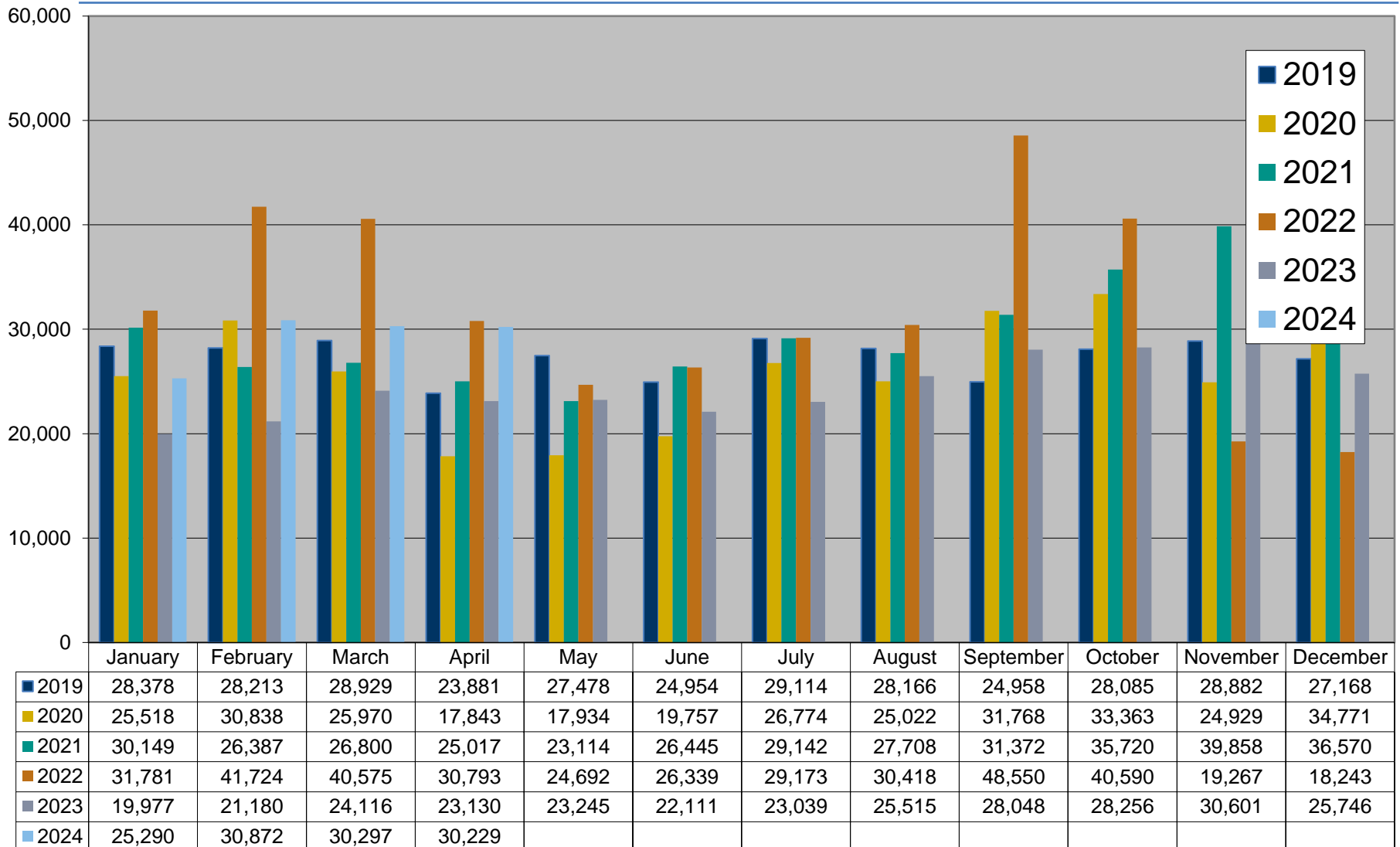
8th May 2024



1. Market Message 010



Market Message 105L



COS in-progress 3rd May 2024 – 10,296

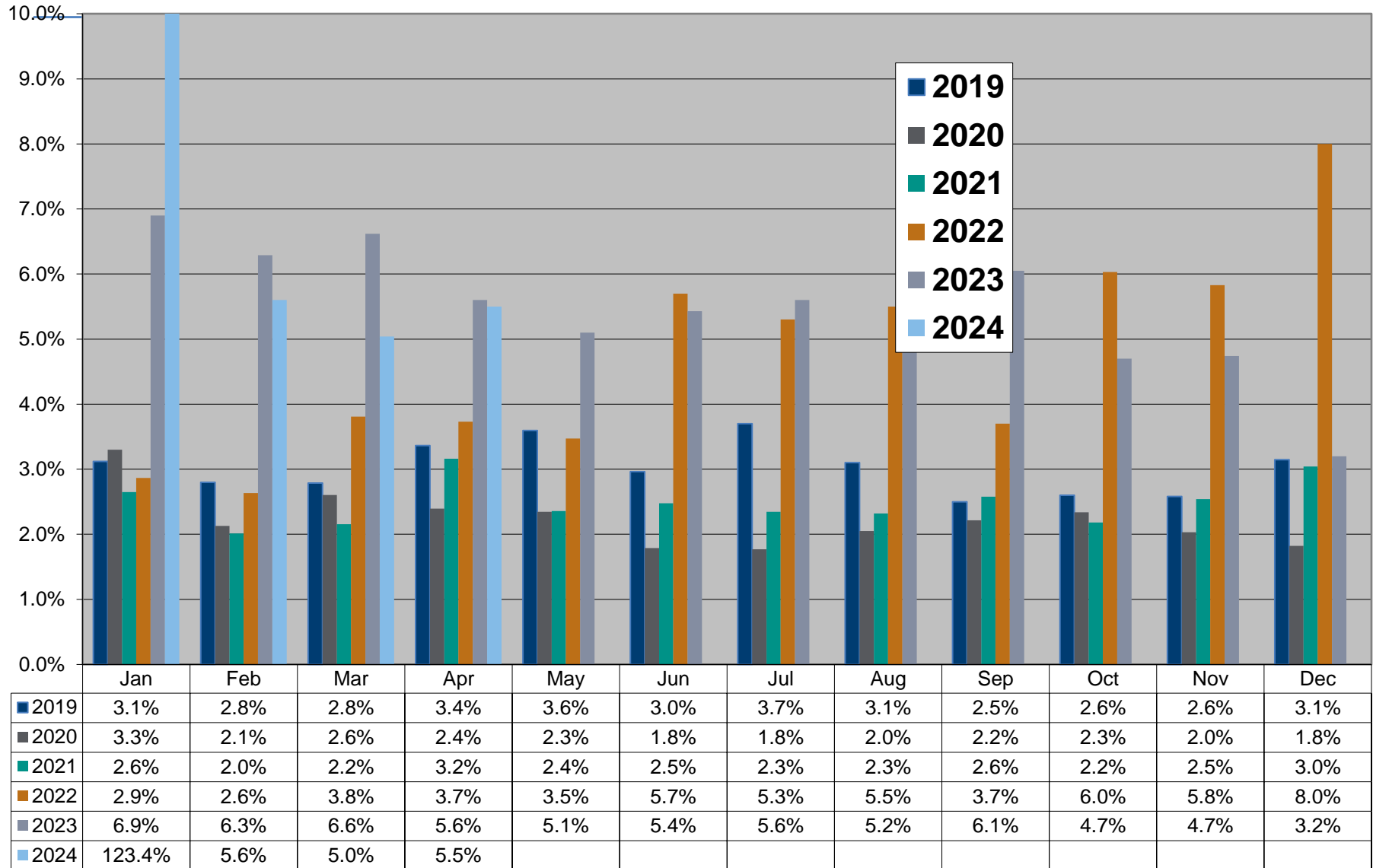
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held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

Feb 2021	1
Mar 2021	2
Apr 2022	1
Aug 2022	1
Nov 2022	4
Dec 2022	3
Mar 2023	4
Apr 2023	1
May 2023	6
Jun 2023	3
Jul 2023	2

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jan-24	9,378	7,269	16,647	50,581	19%	33%
Feb-24	10,407	7,219	17,626	39,793	26%	44%
Mar -24	10,129	7,651	17,780	37,219	27%	48%
Apr -24	9,124	8,352	17,476	37,149	25%	47%

Registration Rejections %

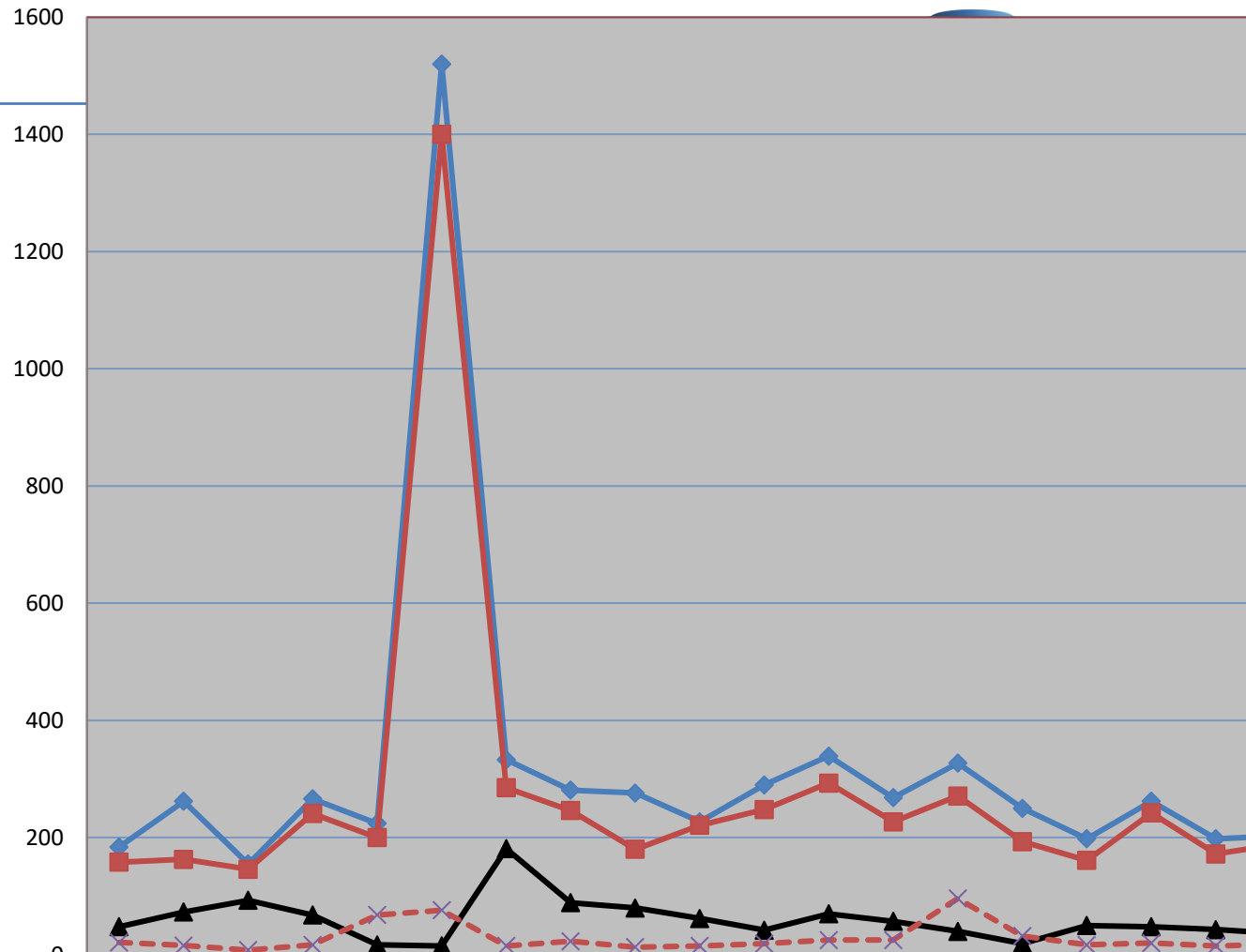
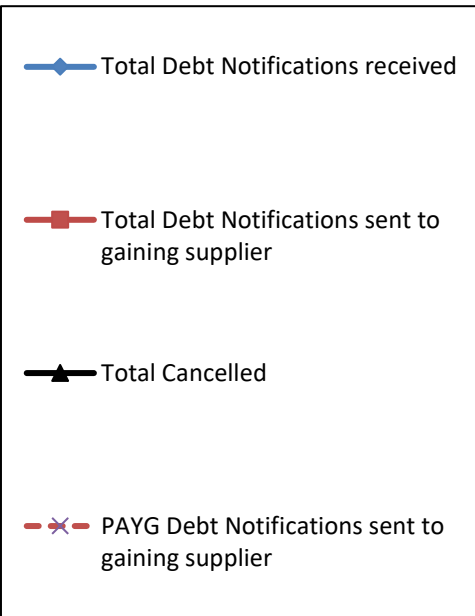


Debt Flagging

	Feb – 24	Mar – 24	Apr – 24
Total Debt Notifications received (012)	262 (21)	198 (18)	203 (19)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	20 (1)	26 (3)	14 (1)
Total Debt Notifications sent to gaining supplier (112)	242 (20)	172 (15)	189 (18)
Total not cancelled	194 (15)	129 (11)	153 (13)
Total cancelled	48 (5)	43 (4)	36 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.66%	0.53%	0.55%

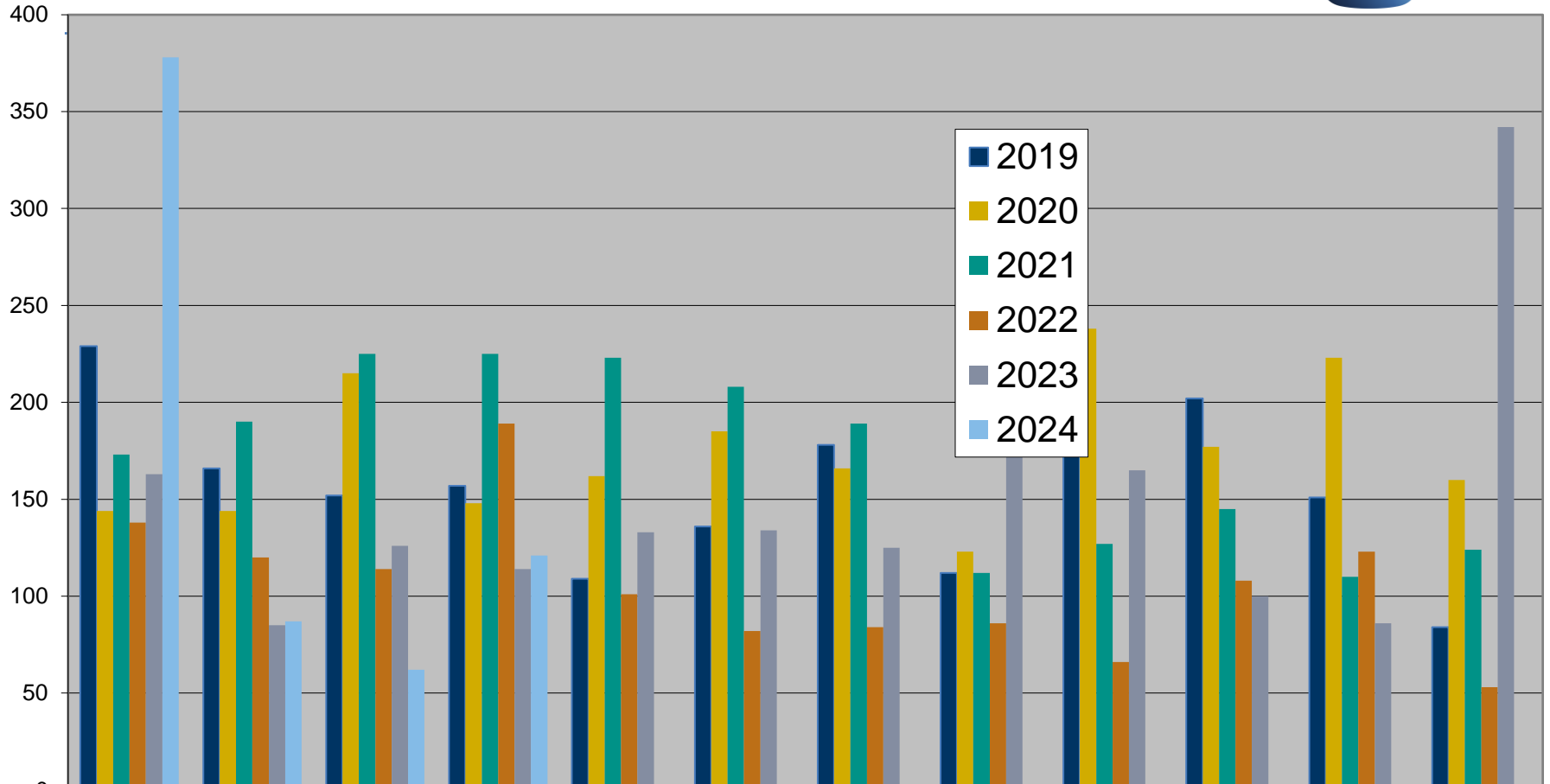
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



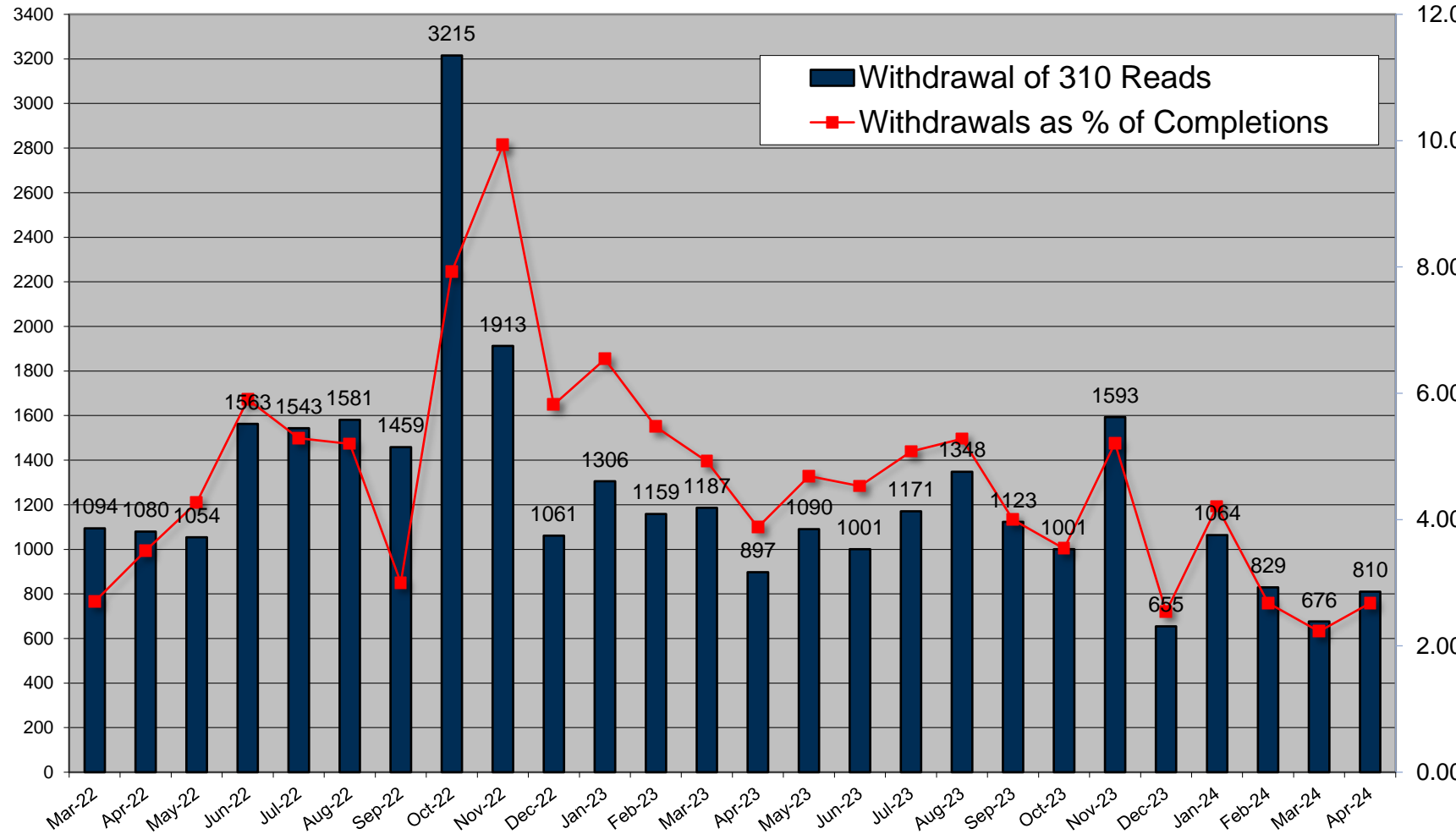
	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Total Debt Notifications received	184	262	155	266	224	1520	333	281	276	227	290	339	268	327	250	198	262	198
Total Debt Notifications sent to gaining supplier	158	163	146	241	200	1400	285	246	180	221	248	293	227	271	193	161	242	172
Total Cancelled	48	73	93	68	17	15	181	89	80	62	42	70	57	40	19	50	48	43
PAYG Debt Notifications sent to gaining supplier	21	16	8	17	68	76	15	23	13	15	19	25	25	96	32	17	20	15

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								

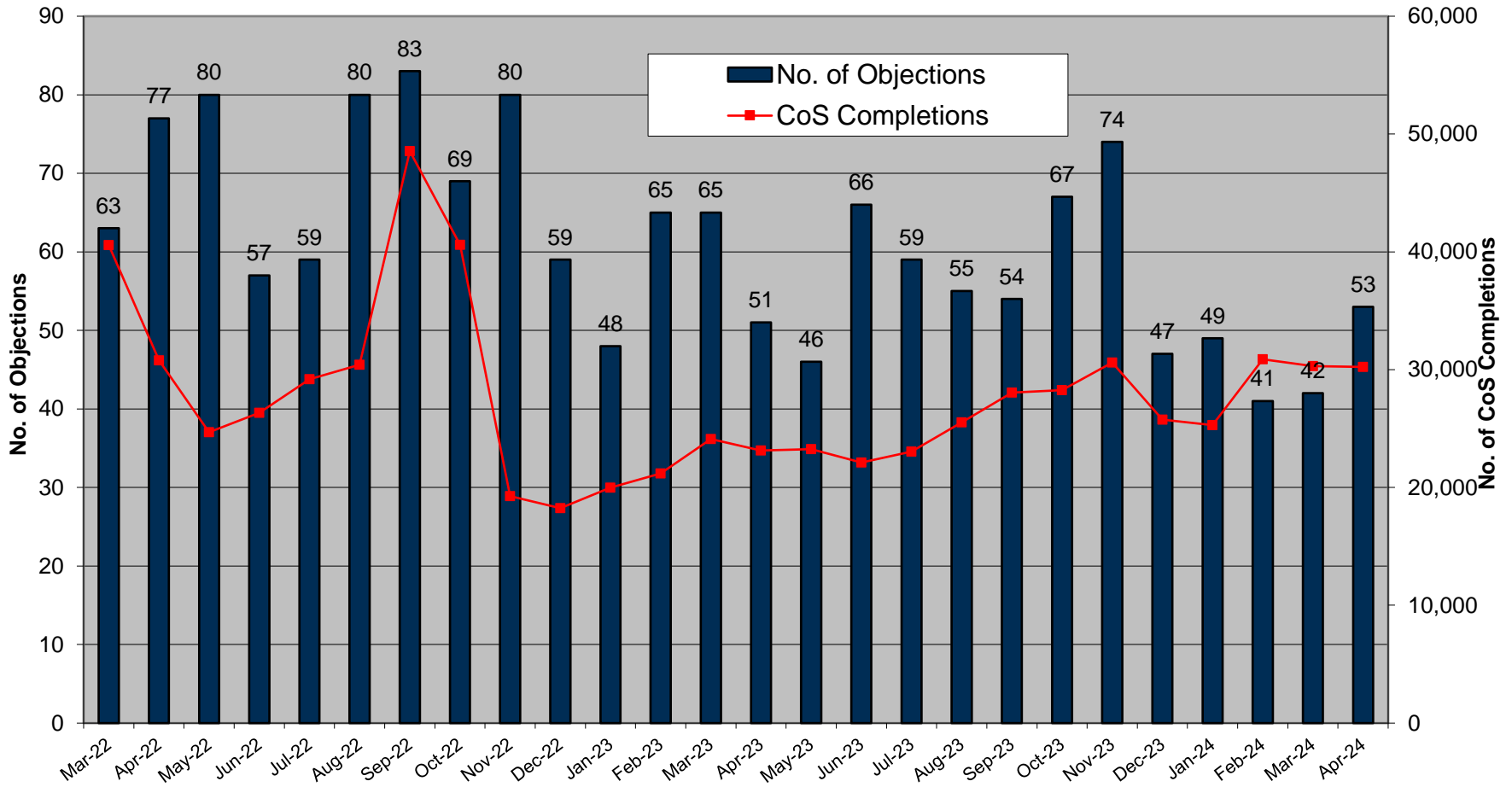
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Feb-24	Mar-24	Apr-24
No. of Objections	41	42	53
Cancellations from Objections	5	7	9
Objection emails to MRSO	8	3	6
Reasons:			
Uncontactable by phone	1		3
Written communication	3	2	1
COS confirmed	4	1	2
Other			
Escalation emails	4	2	5

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 2nd May 2024



MCC 12 – New Smart HH

Total to date – **314,751**

MCC 16 – New Smart Day / Night / Peak

Total to date – **42,060**