



NETWORKS

MRSO Update

James Long

15th January 2025

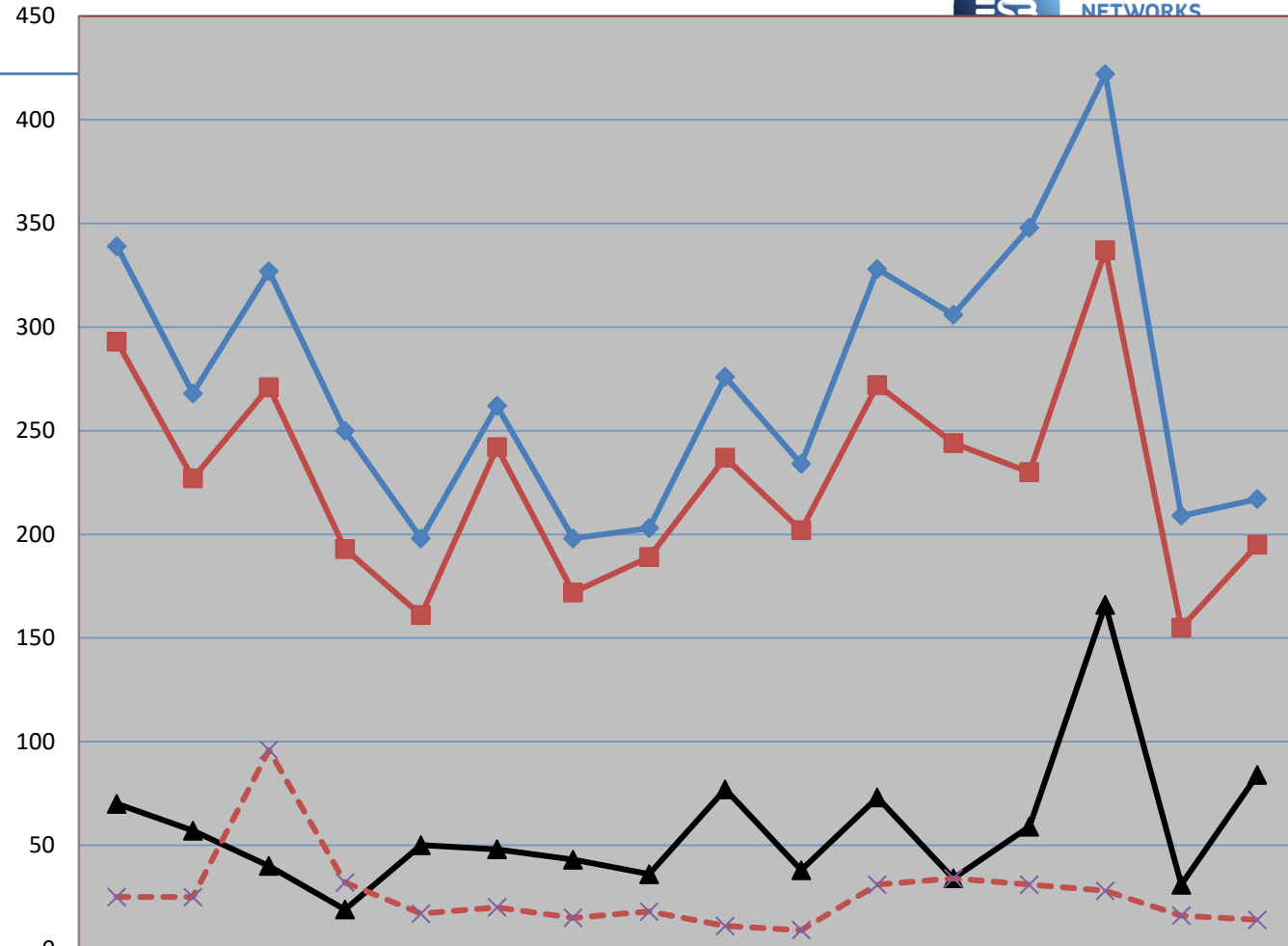
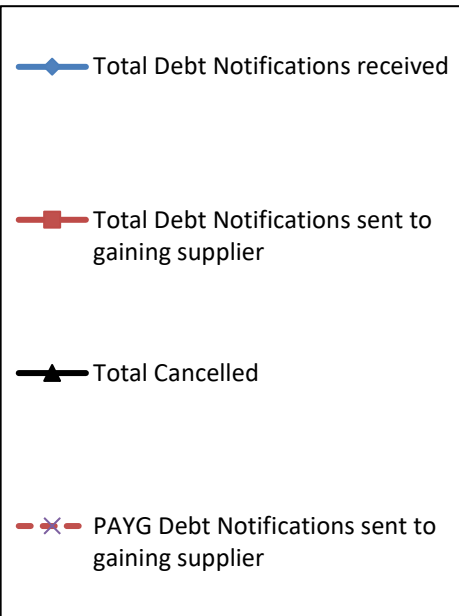


Debt Flagging

	Oct – 24	Nov - 24	Dec - 24
Total Debt Notifications received (012)	422 (30)	209 (18)	217 (14)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	85 (2)	54 (2)	22 (0)
Total Debt Notifications sent to gaining supplier (112)	337 (28)	155 (16)	195 (14)
Total not cancelled	171 (22)	124 (14)	111 (12)
Total cancelled	166 (6)	31 (2)	84 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.7%	0.37%	0.64%

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

Debt Flagging

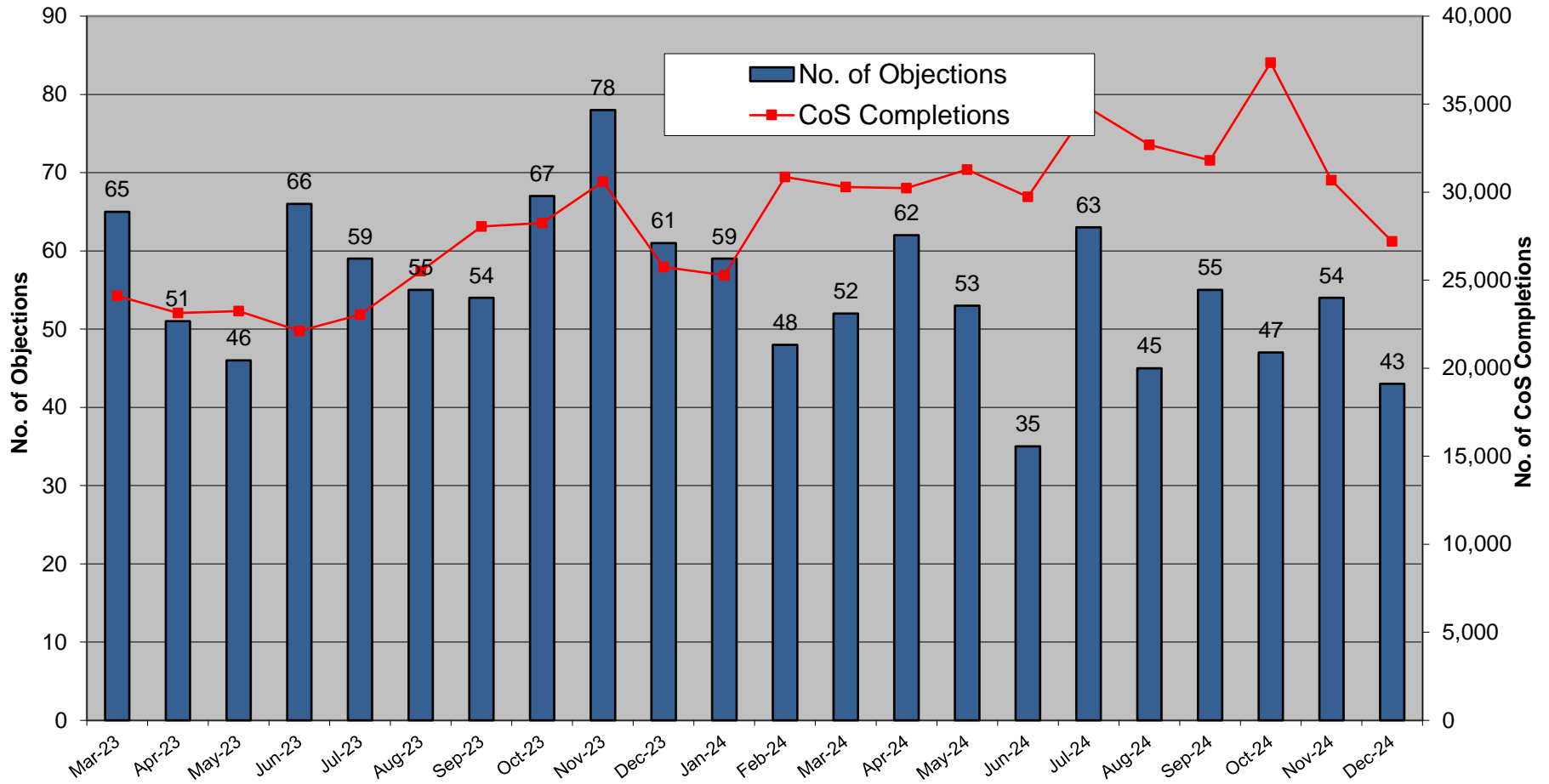


	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Debt Notifications received	339	268	327	250	198	262	198	203	276	234	328	306	348	422	209	217
Total Debt Notifications sent to gaining supplier	293	227	271	193	161	242	172	189	237	202	272	244	230	337	155	195
Total Cancelled	70	57	40	19	50	48	43	36	77	38	73	34	59	166	31	84
PAYG Debt Notifications sent to gaining supplier	25	25	96	32	17	20	15	18	11	9	31	34	31	28	16	14

Objections – Erroneous Transfer

	Oct - 24	Nov - 24	Dec - 24
No. of Objections	46	52	36
Cancellations from Objections	5	7	3
Objection emails to MRSO	13	5	4
Reasons:			
Uncontactable by phone	2	1	2
Written communication			
COS confirmed	11	4	2
Other			
Escalation emails	5	10	5

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 9th January 2025



MCC 12 – New Smart HH

Total to date – **406,817**

MCC 16 – New Smart Day / Night / Peak

Total to date – **49,872**