



NETWORKS

MRSO Update

James Long

24th August 2022

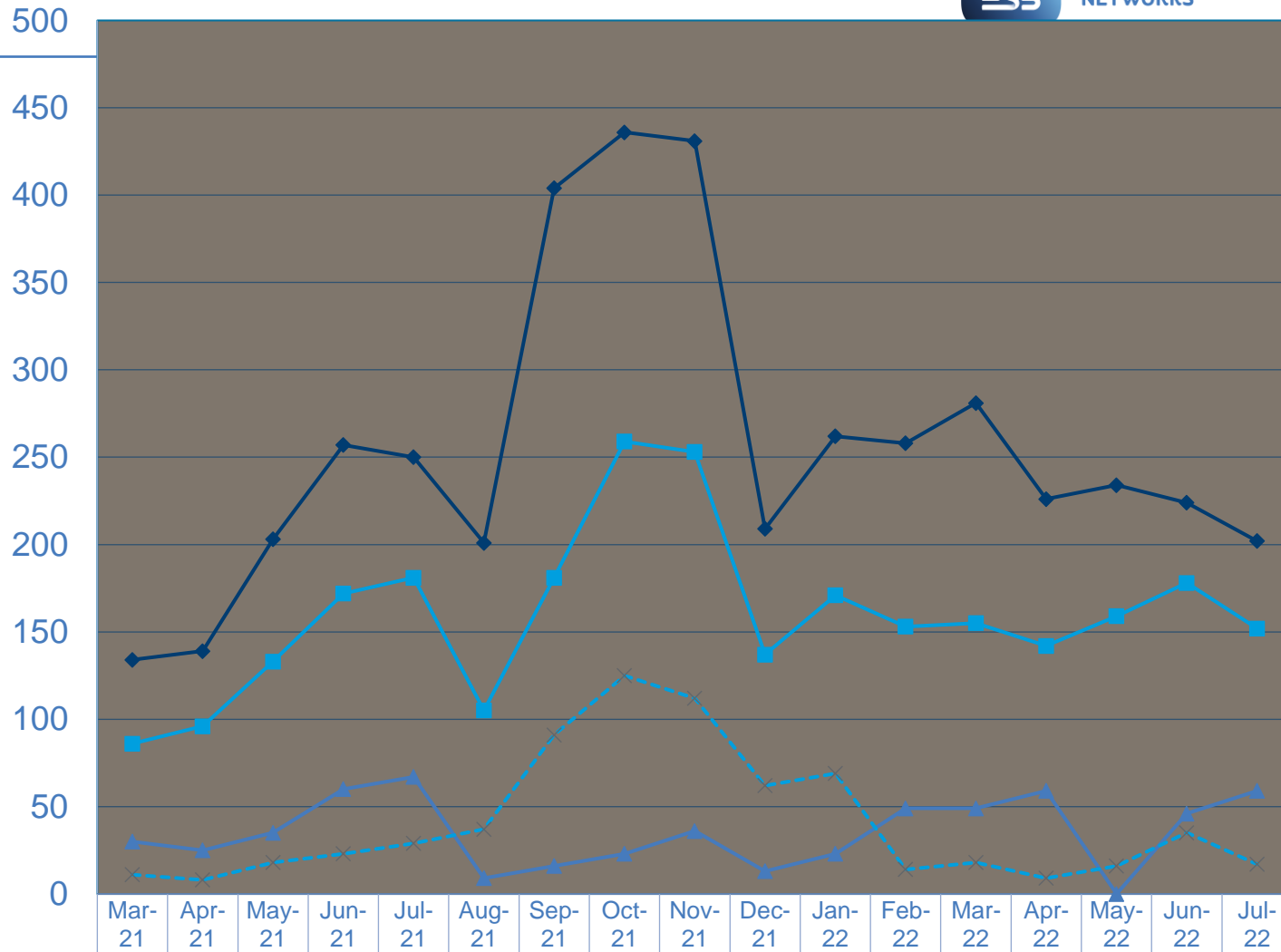
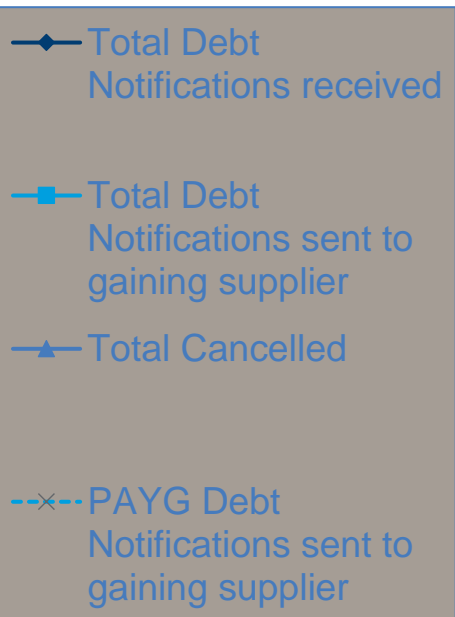


Debt Flagging

	May - 22	June - 22	July - 22
Total Debt Notifications received (012)	234 (20)	224 (36)	202 (24)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	75 (4)	46 (1)	50 (7)
Total Debt Notifications sent to gaining supplier (112)	159 (16)	178 (35)	152 (17)
Total not cancelled	100 (13)	132 (25)	93 (13)
Total cancelled	59 (3)	46 (10)	59 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.48%	0.32%	0.4%

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

Debt Flagging

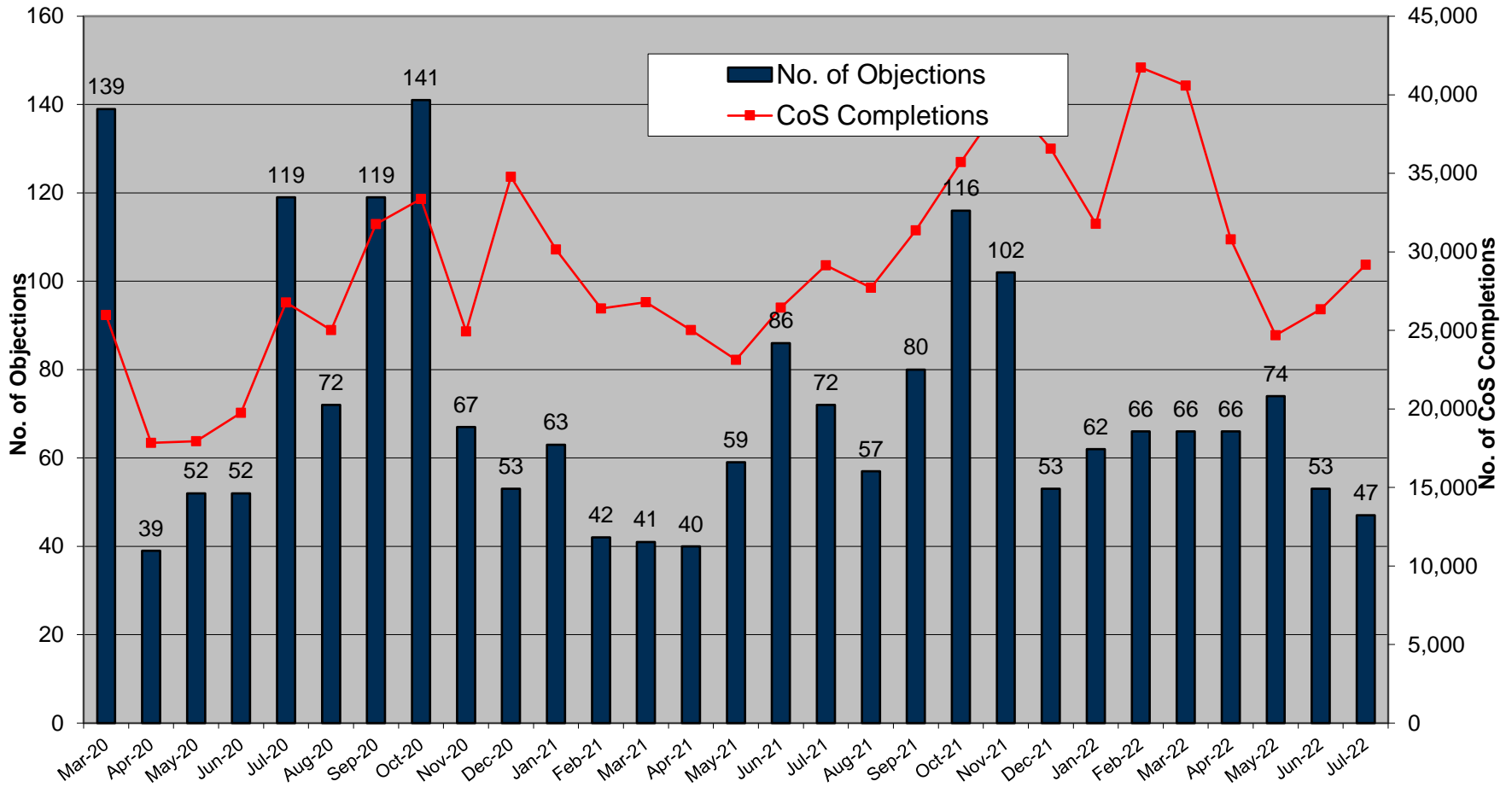


Total Debt Notifications received	134	139	203	257	250	201	404	436	431	209	262	258	281	226	234	224	202
Total Debt Notifications sent to gaining supplier	86	96	133	172	181	105	181	259	253	137	171	153	155	142	159	178	152
Total Cancelled	30	25	35	60	67	9	16	23	36	13	23	49	49	59	0	46	59
PAYG Debt Notifications sent to gaining supplier	11	8	18	23	29	37	91	125	112	62	69	14	18	9	16	35	17

Objections – Erroneous Transfer

	May - 22	June - 21	July - 22
No. of Objections	80	57	59
Cancellations from Objections	21	11	13
Objection emails to MRSO	5	5	11
Reasons:			
Uncontactable by phone	1	2	7
Written communication		2	
COS confirmed	4	1	4
Other			
Escalation emails	8	8	12

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 22nd Aug



MCC 12 – New Smart HH

Total to date – **82,972**

MCC 16 – New Smart Day / Night / Peak

Total to date – **11,881**