



NETWORKS

MRSO Update

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12th Jan 2022

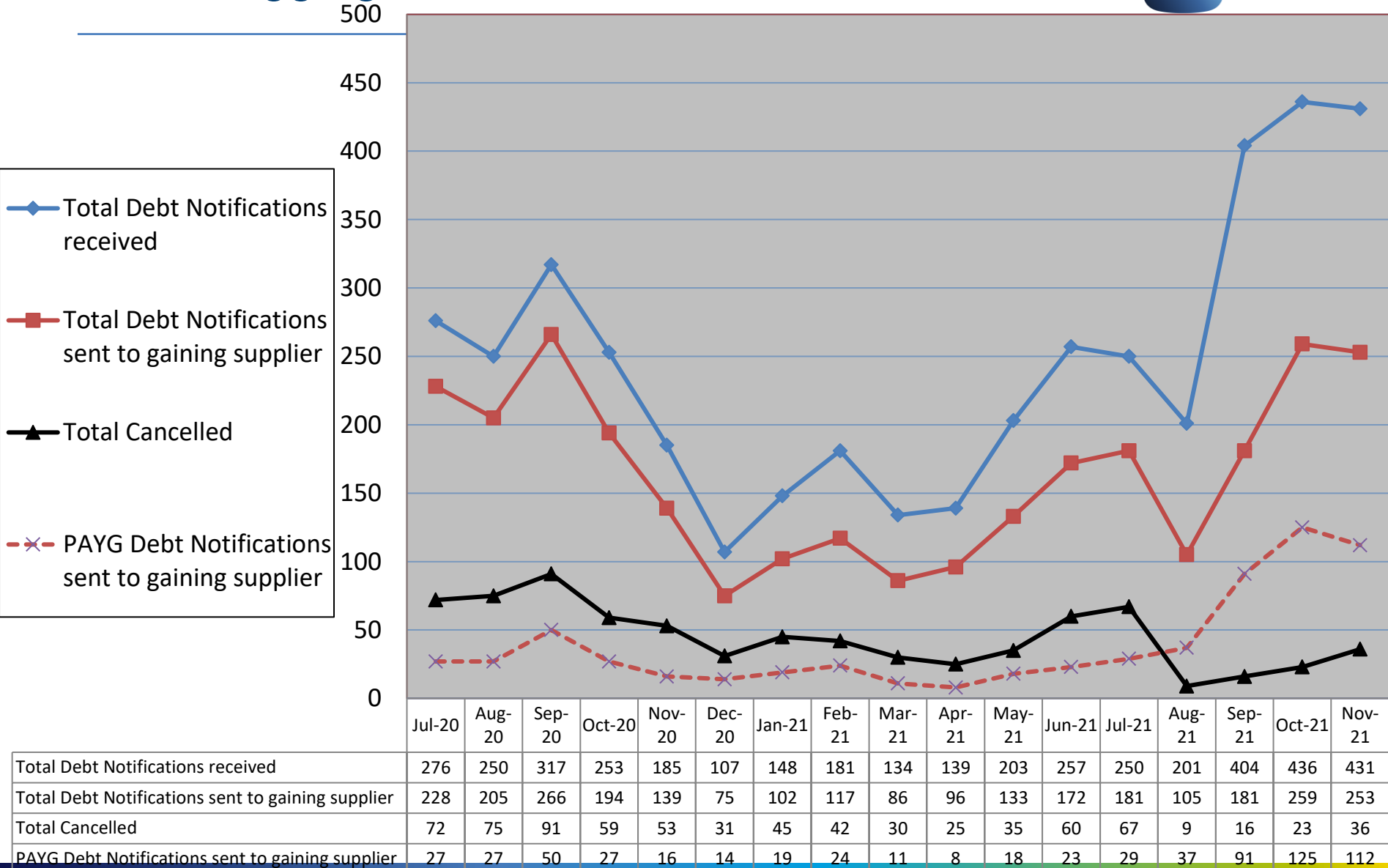


Debt Flagging

	Sept - 21	Oct - 21	Nov - 21
Total Debt Notifications received (012)	404 (32)	436 (37)	431 (49)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	223 (16)	177 (14)	178 (13)
Total Debt Notifications sent to gaining supplier (112)	181 (16)	259 (23)	253 (36)
Total not cancelled	90 (12)	134 (18)	141 (32)
Total cancelled	91 (4)	125 (5)	112 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.44%	0.58%	0.52%

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

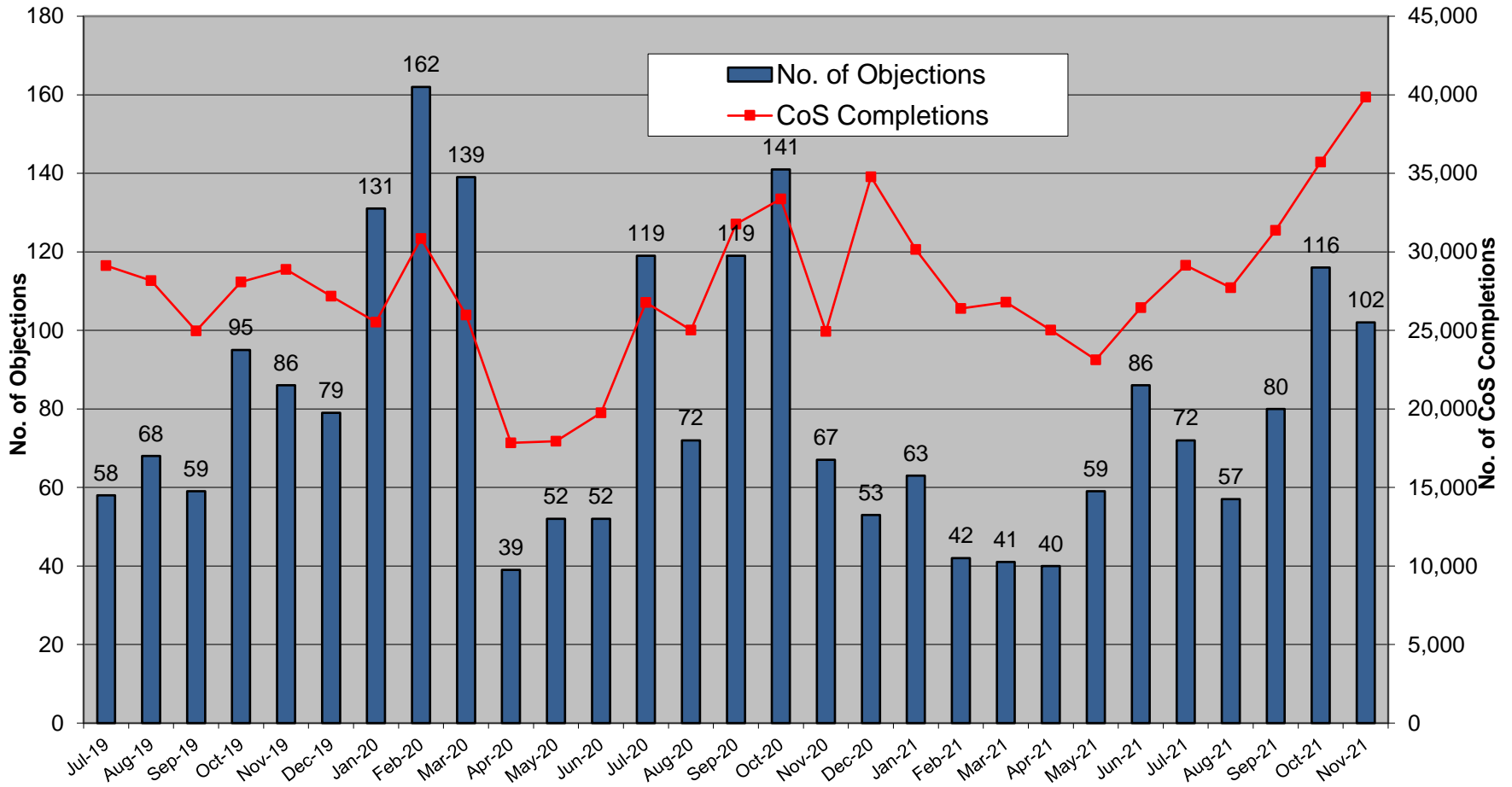
Debt Flagging



Objections – Erroneous Transfer

	Sept - 21	Oct - 21	Nov - 21
No. of Objections	80	116	102
Cancellations from Objections	22	32	23
Objection emails to MRSO	15	8	17
Reasons:			
Uncontactable by phone	5	1	3
Written communication	4	4	6
COS confirmed	6	3	8
Other			
Escalation emails	14	7	13

Objections – Erroneous Transfer



List of new Smart MCC Switches



MCC 12 – New Smart 24 hour

Total to date – **39,663**

MCC 16 – New Smart Day / Night

Total to date – **4,267**