



NETWORKS

MRSO Update

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2nd March 2022

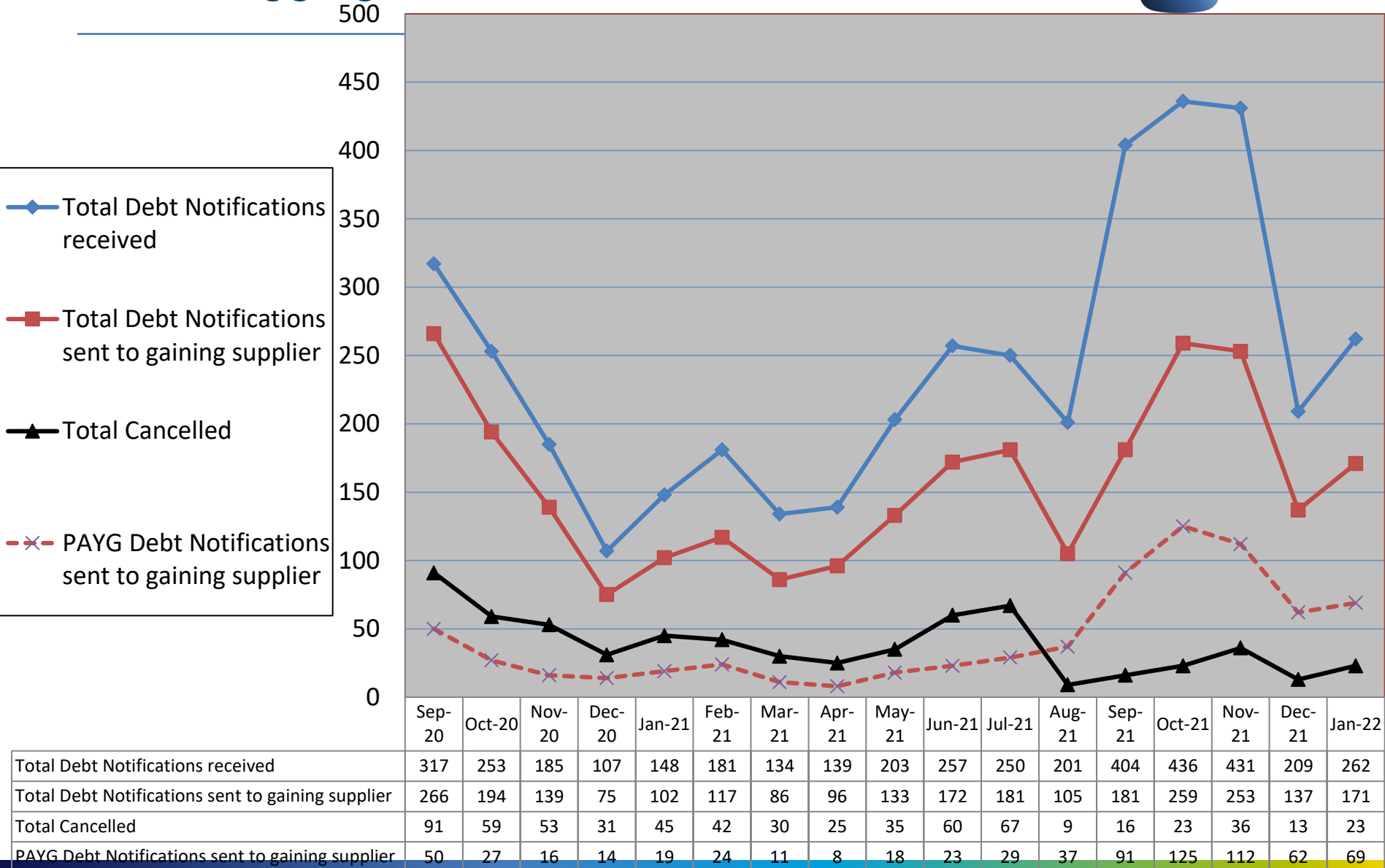


Debt Flagging

	Nov - 21	Dec - 21	Jan - 22
Total Debt Notifications received (012)	431 (49)	209 (15)	262 (36)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	178 (13)	72 (2)	91 (13)
Total Debt Notifications sent to gaining supplier (112)	253 (36)	137 (13)	171 (23)
Total not cancelled	141 (32)	75 (10)	102 (18)
Total cancelled	112 (4)	62 (3)	69 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.52%	0.35%	0.36%

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

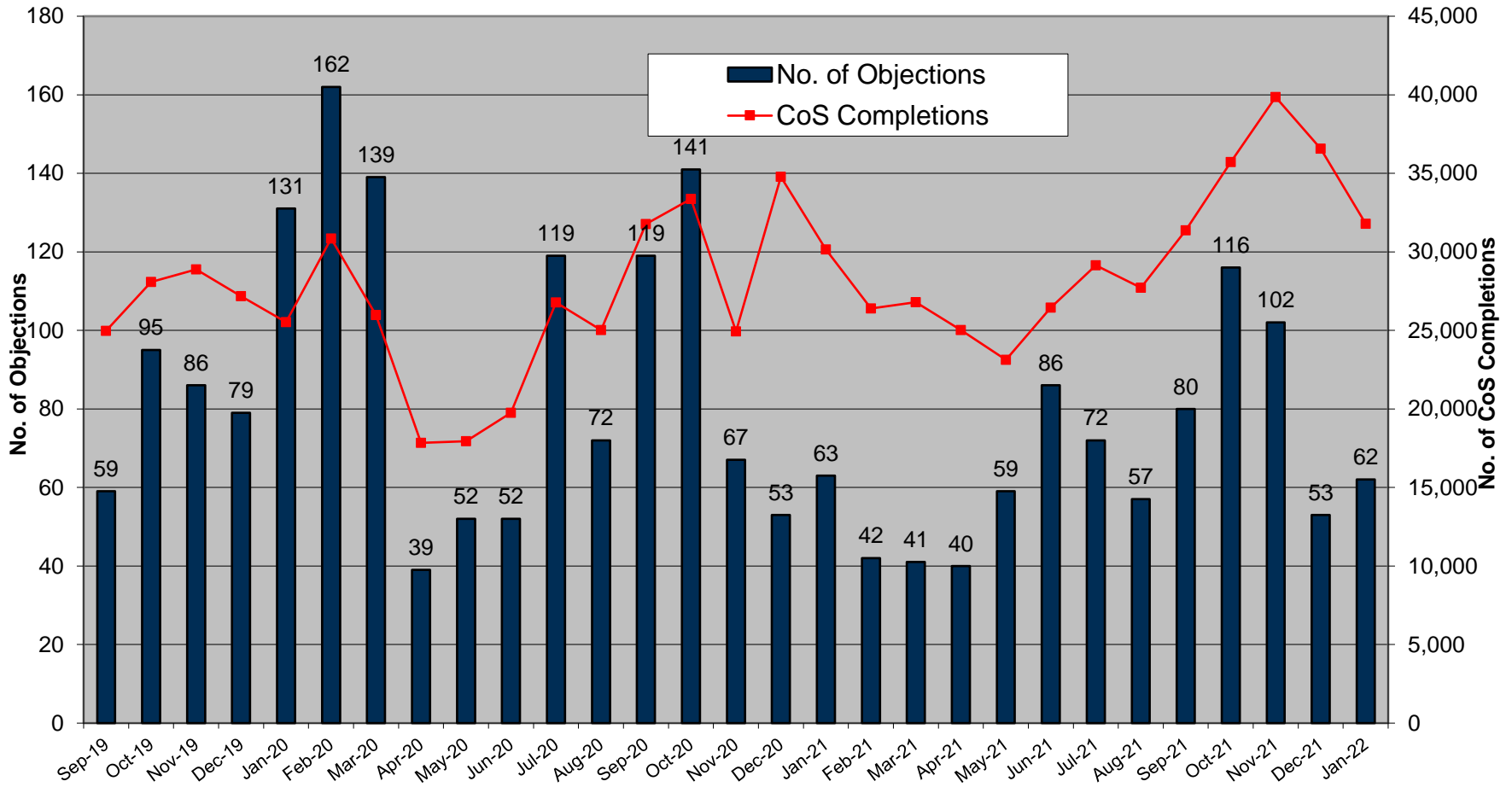
Debt Flagging



Objections – Erroneous Transfer

	Nov - 21	Dec - 21	Jan - 22
No. of Objections	102	53	62
Cancellations from Objections	23	9	13
Objection emails to MRSO	17	8	4
Reasons:			
Uncontactable by phone	3	5	
Written communication	6	1	
COS confirmed	8	2	4
Other			
Escalation emails	13	10	7

Objections – Erroneous Transfer



List of new Smart MCC Switches



MCC 12 – New Smart 24 hour

Total to date – 49,234

MCC 16 – New Smart Day / Night

Total to date – 5,800