



NETWORKS

MRSO Update

James Long

26th April 2023



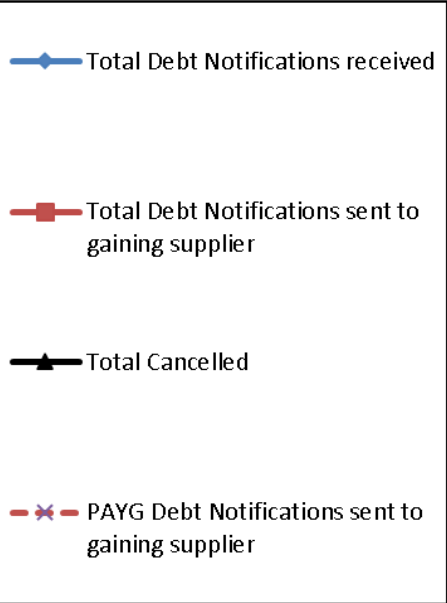
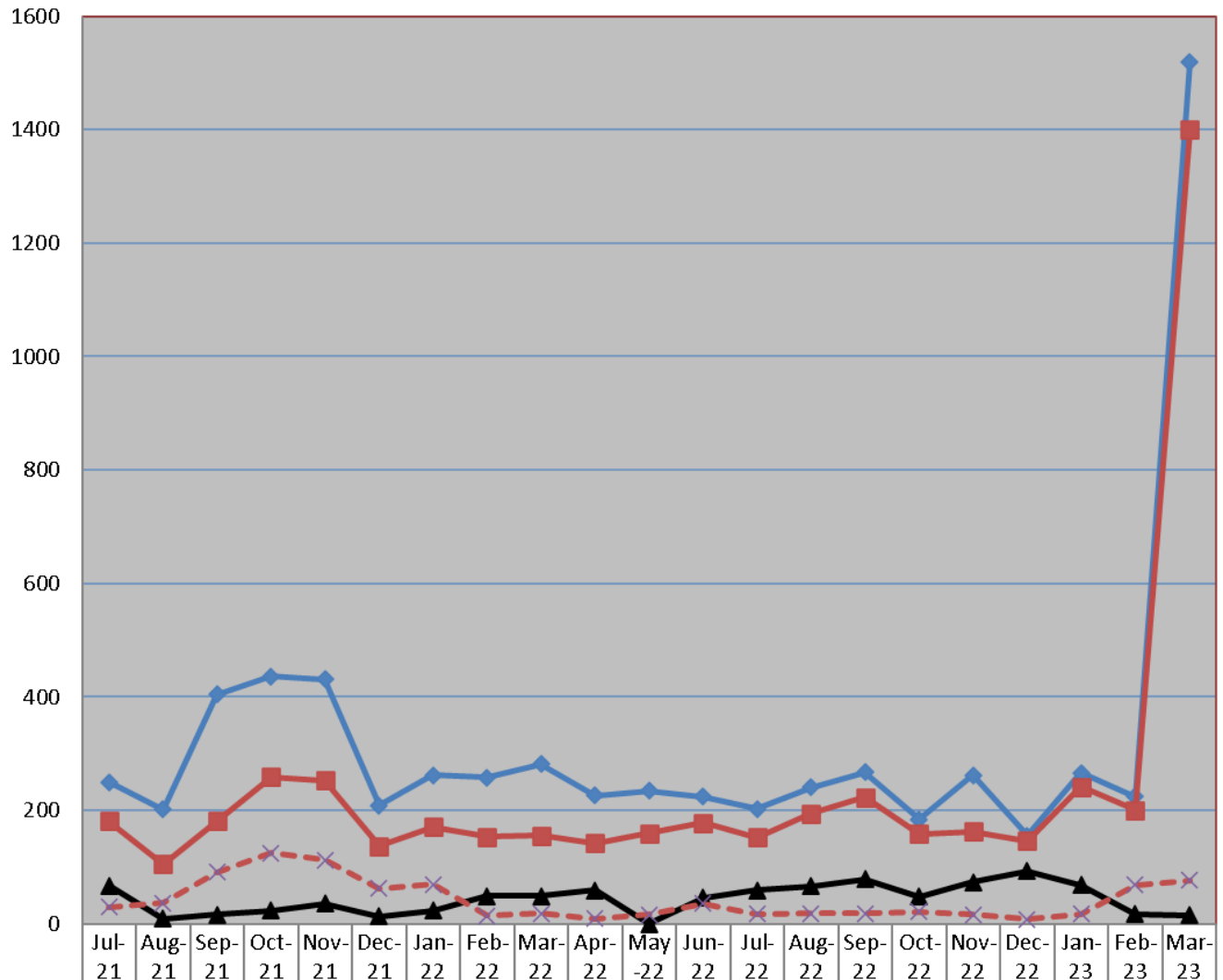
Debt Flagging



	Dec - 22	Jan - 23	Feb - 23	Mar - 23
Total Debt Notifications received (012)	155 (8)	266 (17)	224 (15)	1520 (15)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	9 (1)	25 (2)	24 (0)	120 (3)
Total Debt Notifications sent to gaining supplier (112)	146 (7)	241 (15)	200 (15)	1400 (12)
Total not cancelled	53 (7)	173 (11)	155 (13)	1324 (11)
Total cancelled	93 (0)	68 (4)	45 (2)	76 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.63%	0.87%	0.75%	4.6%

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

Debt Flagging



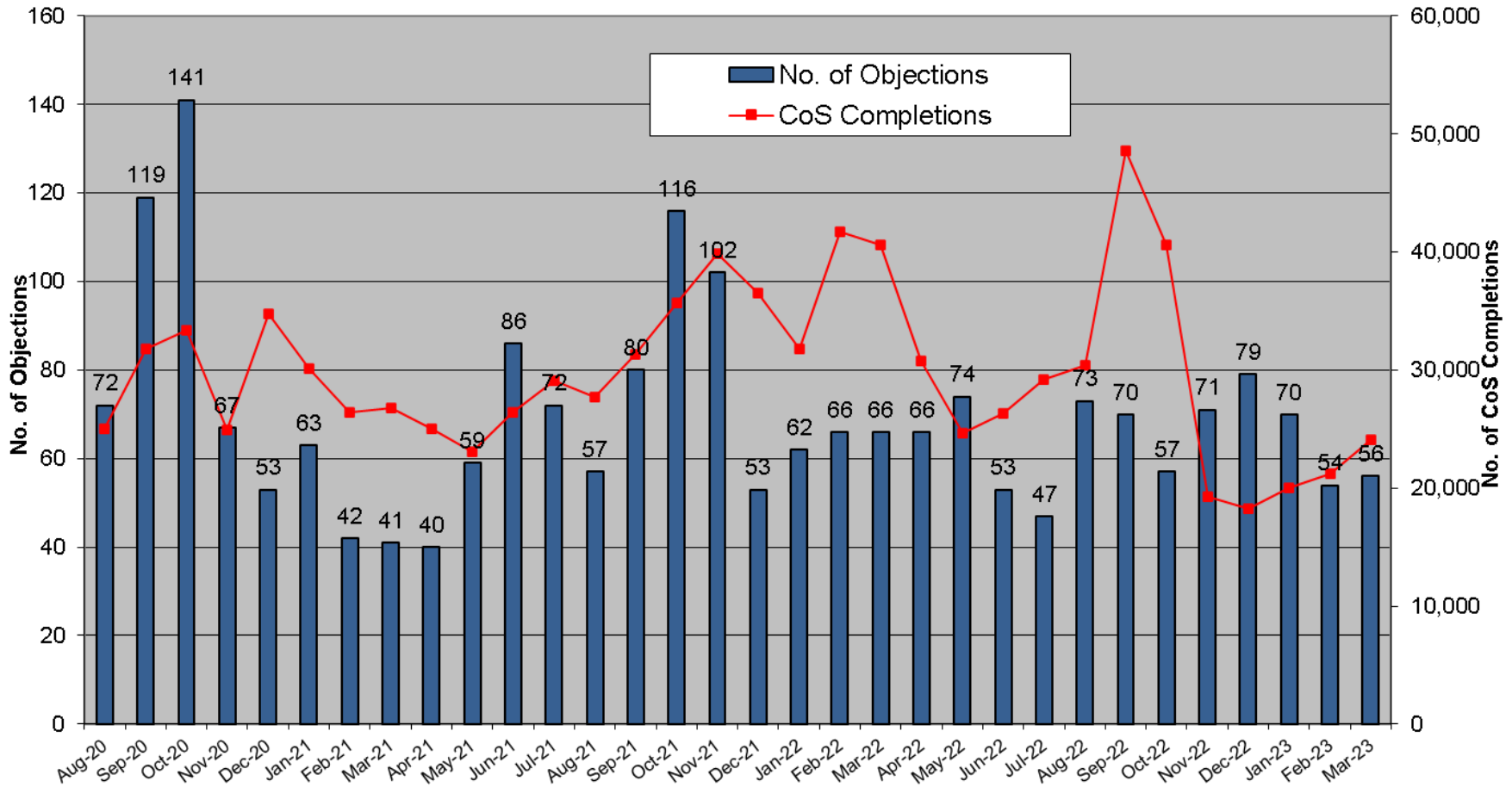
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520
Total Debt Notifications sent to gaining supplier	181	105	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400
Total Cancelled	67	9	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15
PAYG Debt Notifications sent to gaining supplier	29	37	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76

Objections – Erroneous Transfer



	Dec - 22	Jan – 23	Feb - 23	Mar – 23
No. of Objections	59	48	65	65
Cancellations from Objections	14	11	13	12
Objection emails to MRSO	11	18	10	4
Reasons:				
Uncontactable by phone	5	8	2	1
Written communication		3	2	1
COS confirmed	6	7	6	2
Other				
Escalation emails	8	9	3	16

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 23rd April 2023



MCC 12 – New Smart HH

Total to date – **153,571**

MCC 16 – New Smart Day / Night / Peak

Total to date – **25,001**