



NETWORKS

MRSO Update

James Long

27th September 2023

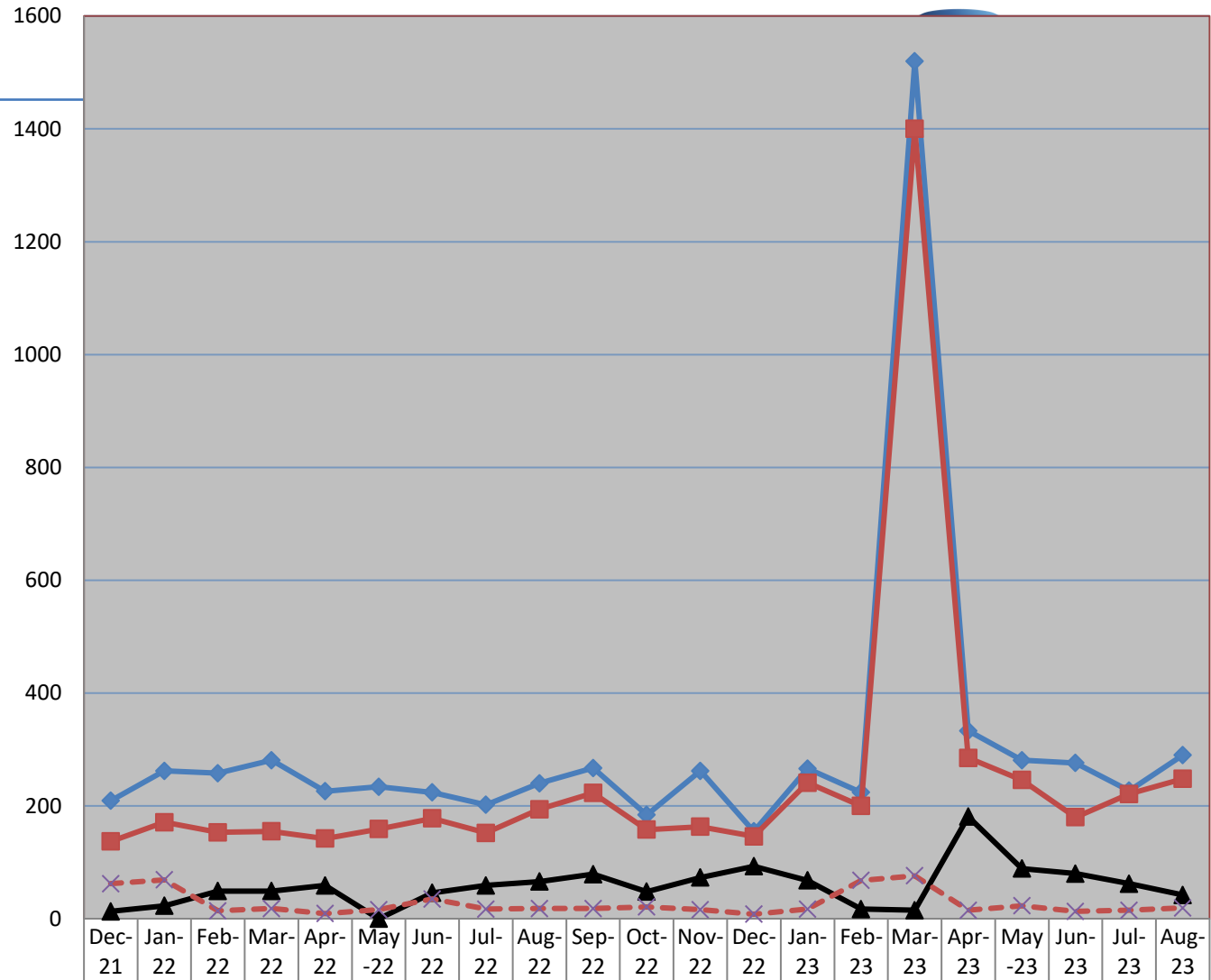
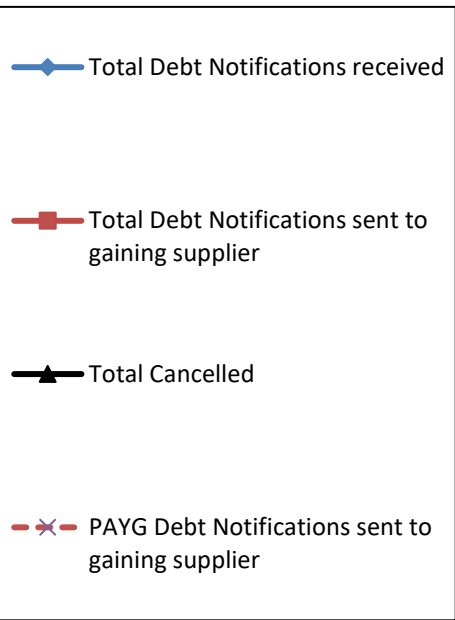


Debt Flagging

	Jun - 23	Jul - 23	Aug - 23
Total Debt Notifications received (012)	276 (19)	227 (16)	290 (22)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	96 (6)	6 (1)	42 (3)
Total Debt Notifications sent to gaining supplier (112)	180 (13)	221 (15)	248 (19)
Total not cancelled	100 (9)	159 (14)	206 (16)
Total cancelled	80 (4)	62 (1)	42 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.61%	0.71%	0.69%

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

Debt Flagging

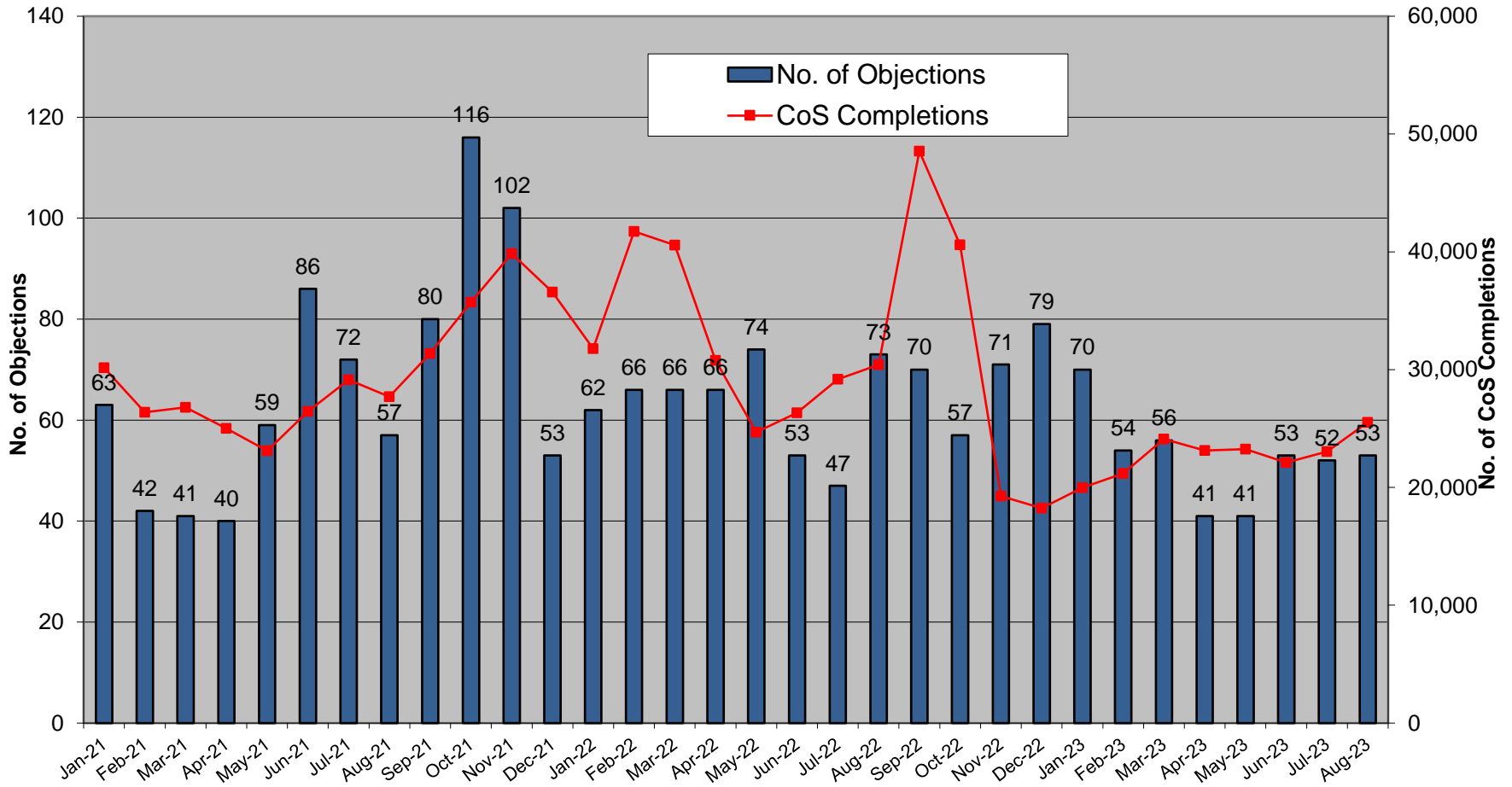


	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Total Debt Notifications received	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520	333	281	276	227	290
Total Debt Notifications sent to gaining supplier	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400	285	246	180	221	248
Total Cancelled	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15	181	89	80	62	42
PAYG Debt Notifications sent to gaining supplier	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76	15	23	13	15	19

Objections – Erroneous Transfer

	Jun-23	Jul-23	Aug-23
No. of Objections	66	59	55
Cancellations from Objections	11	8	6
Objection emails to MRSO	4	14	3
Reasons:			
Uncontactable by phone	2	6	2
Written communication		2	
COS confirmed	2	6	1
Other			
Escalation emails	3	8	1

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 22nd Sept 2023



MCC 12 – New Smart HH

Total to date – **206,232**

MCC 16 – New Smart Day / Night / Peak

Total to date – **32,229**