



NETWORKS

MRSO Update

James Long

1st March 2023



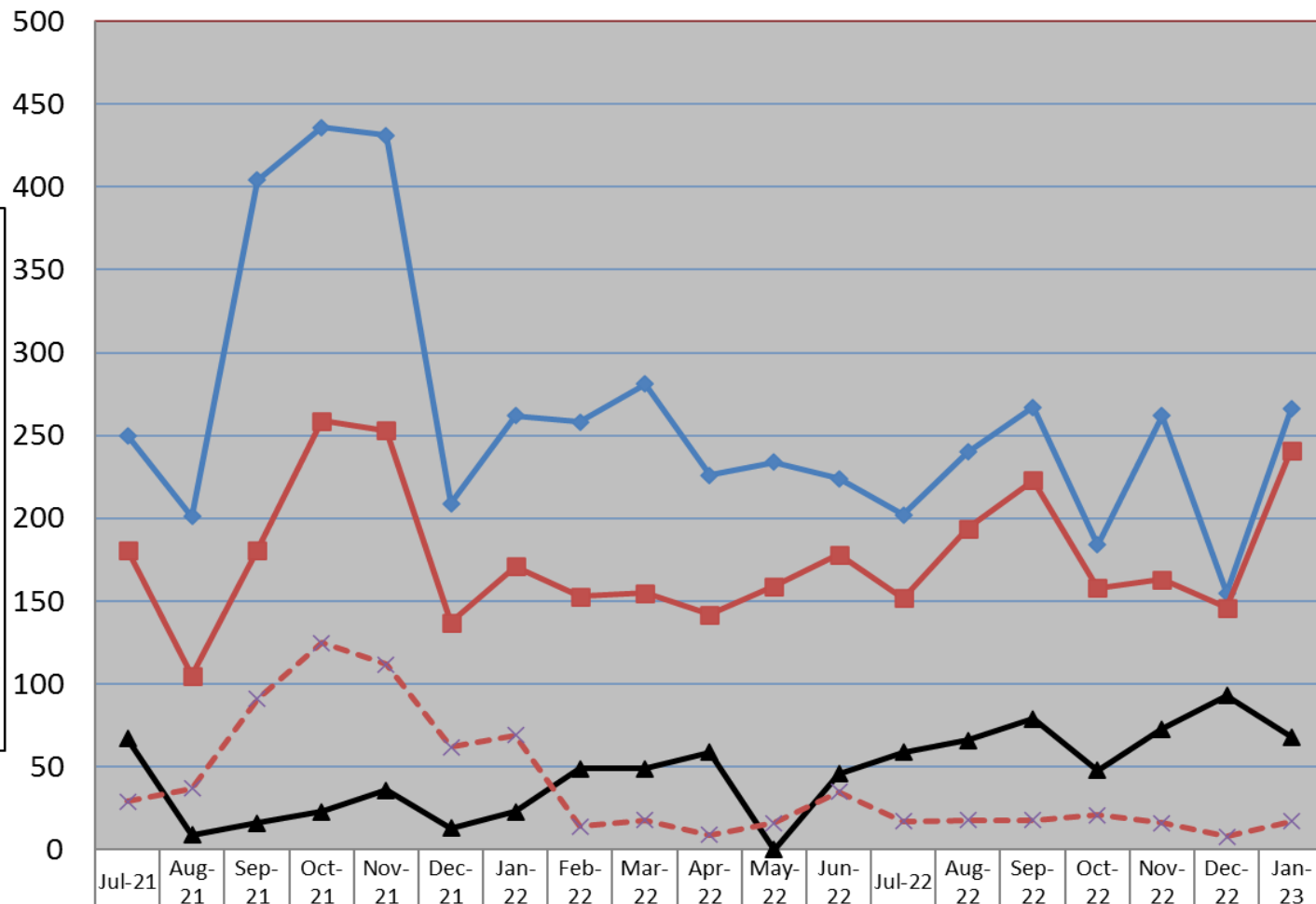
Debt Flagging



	Oct - 22	Nov - 22	Dec - 22	Jan - 23
Total Debt Notifications received (012)	184 (22)	262 (20)	155 (8)	266 (17)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	26 (1)	99 (4)	9 (1)	25 (2)
Total Debt Notifications sent to gaining supplier (112)	158 (21)	163 (16)	146 (7)	241 (15)
Total not cancelled	110 (15)	90 (15)	53 (7)	173 (11)
Total cancelled	48 (6)	73 (1)	93 (0)	68 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.45%	1.36%	0.63%	0.87%

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

Debt Flagging



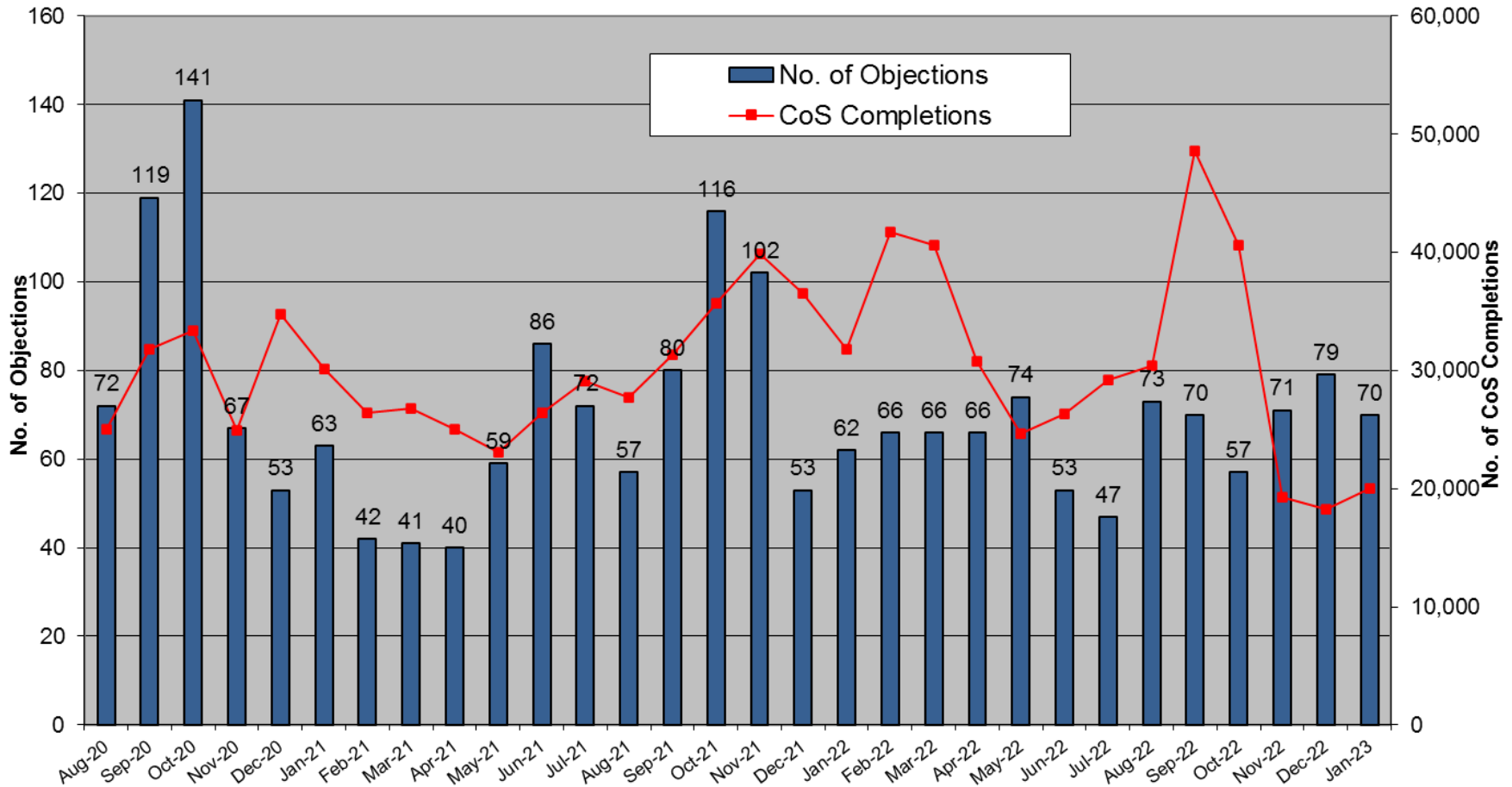
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266
Total Debt Notifications sent to gaining supplier	181	105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

Objections – Erroneous Transfer



	Oct - 22	Nov - 22	Dec - 22	Jan - 23
No. of Objections	69	80	59	48
Cancellations from Objections	16	23	14	11
Objection emails to MRSO	9	8	11	18
Reasons:				
Uncontactable by phone	6	3	5	8
Written communication				3
COS confirmed	3	5	6	7
Other				
Escalation emails	7	8	8	9

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 27th Feb 2023



MCC 12 – New Smart HH

Total to date – **139,973**

MCC 16 – New Smart Day / Night / Peak

Total to date – **23,045**