



NETWORKS

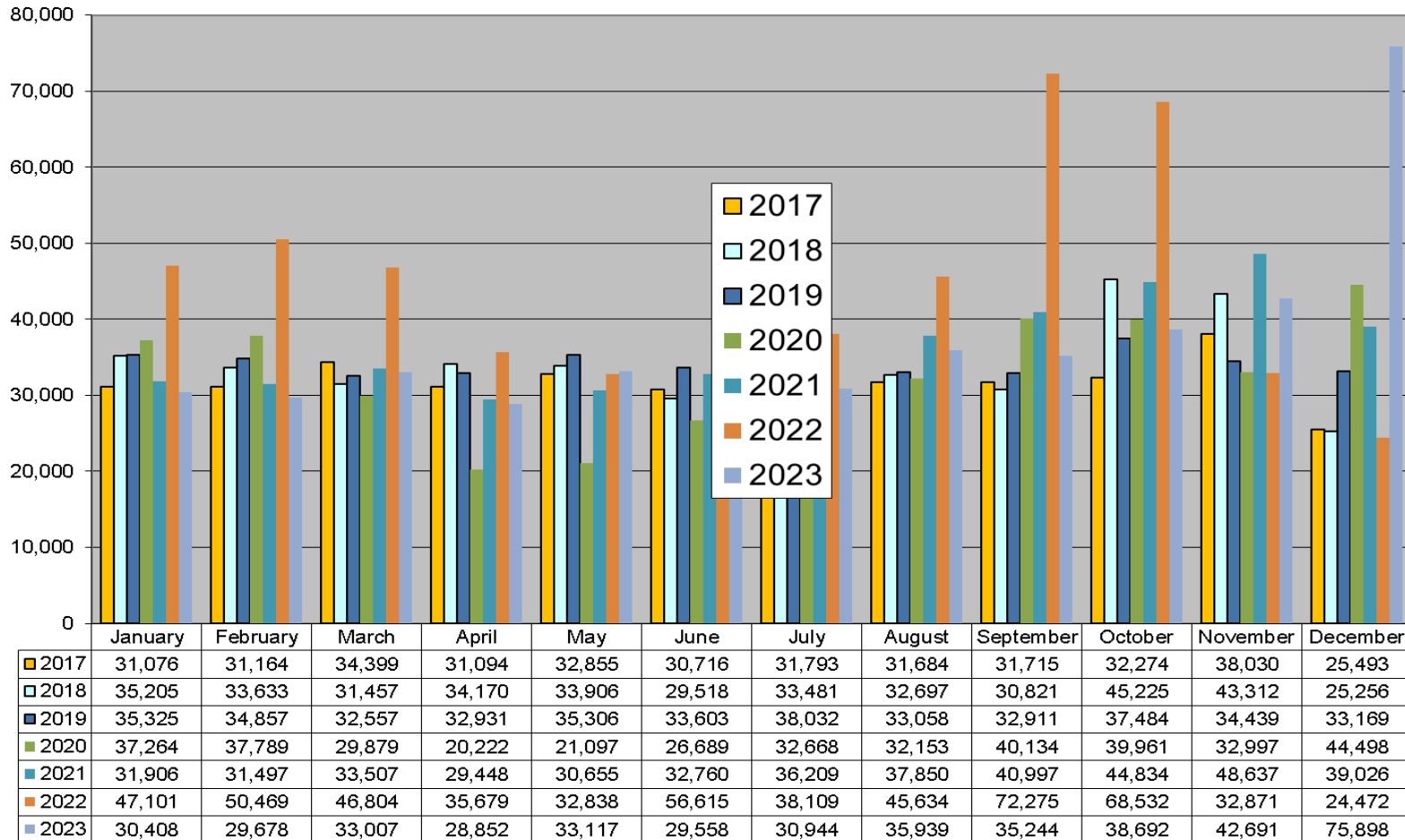
MRSO Update

James Long

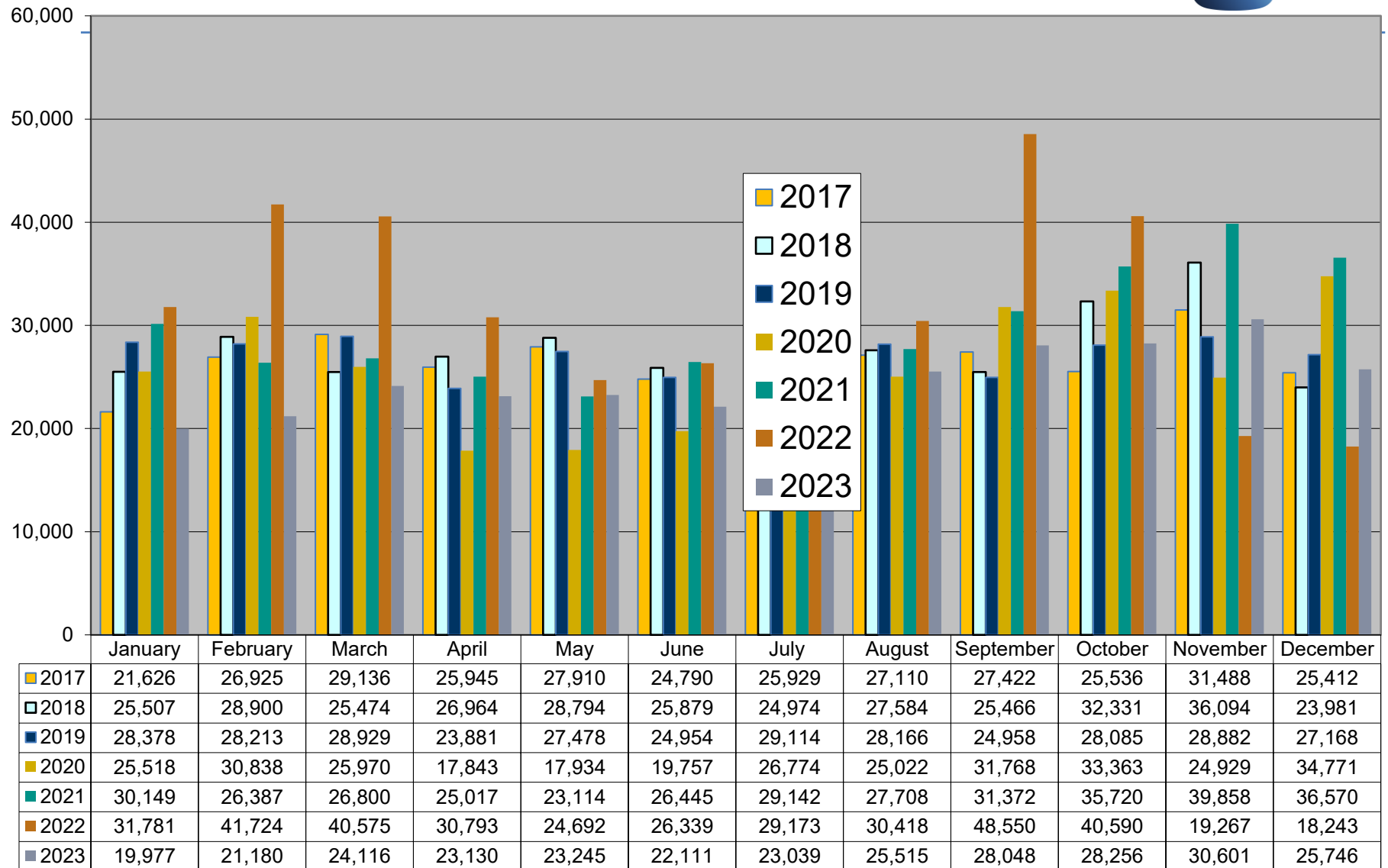
10th January 2024



1. Market Message 010



Market Message 105L



COS in-progress 5th Jan 2024 – 7,645

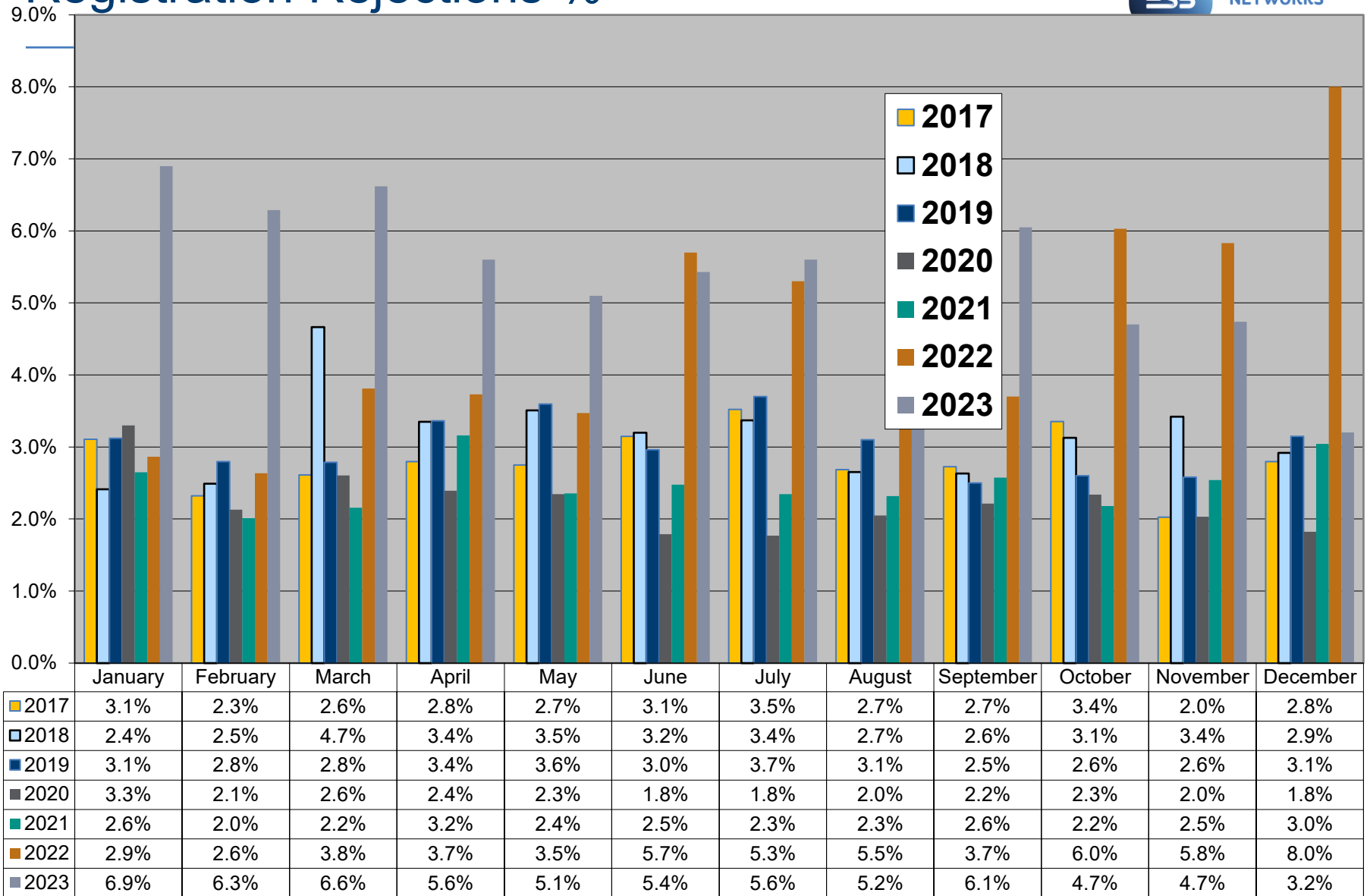
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **14 switches held due to an existing Open Service Order**

Feb 2021	1
Mar 2021	2
Apr 2022	1
July 2022	1
Aug 2022	1
Sept 2022	1
Oct 2022	1
Nov 2022	8
Dec 2022	6
Jan 2023	4
Feb 2023	1

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Sep-23	10,824	6,551	17,375	35,244	31%	49%
Oct-23	11,008	8,097	19,105	38,692	28%	49%
Nov-23	12,187	6,298	18,485	42,691	29%	43%
Dec-23	7,521	5,473	12,994	75,898	10%	17%

Registration Rejections %

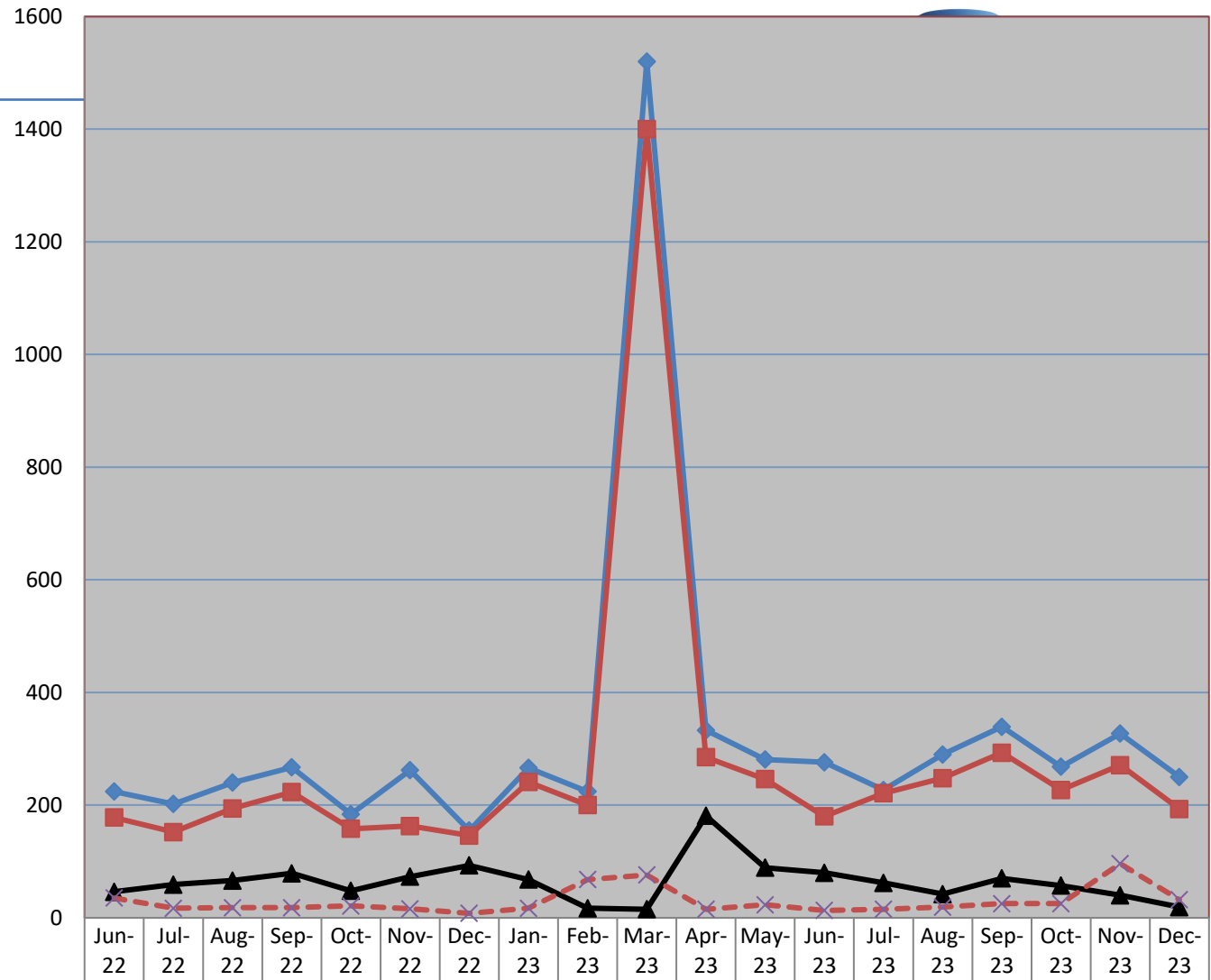
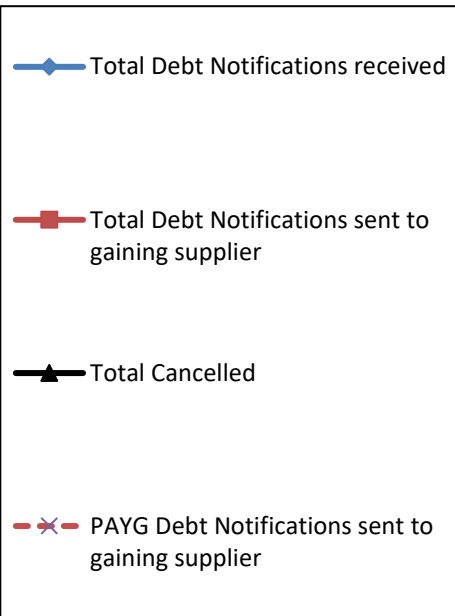


Debt Flagging

	Oct – 23	Nov – 23	Dec – 23
Total Debt Notifications received (012)	268 (29)	327 (45)	250 (22)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	41 (4)	56 (5)	57 (3)
Total Debt Notifications sent to gaining supplier (112)	227 (25)	271 (40)	193 (19)
Total not cancelled	170 (21)	175 (34)	161 (16)
Total cancelled	57 (4)	96 (6)	32 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.69%	0.63%	0.25%

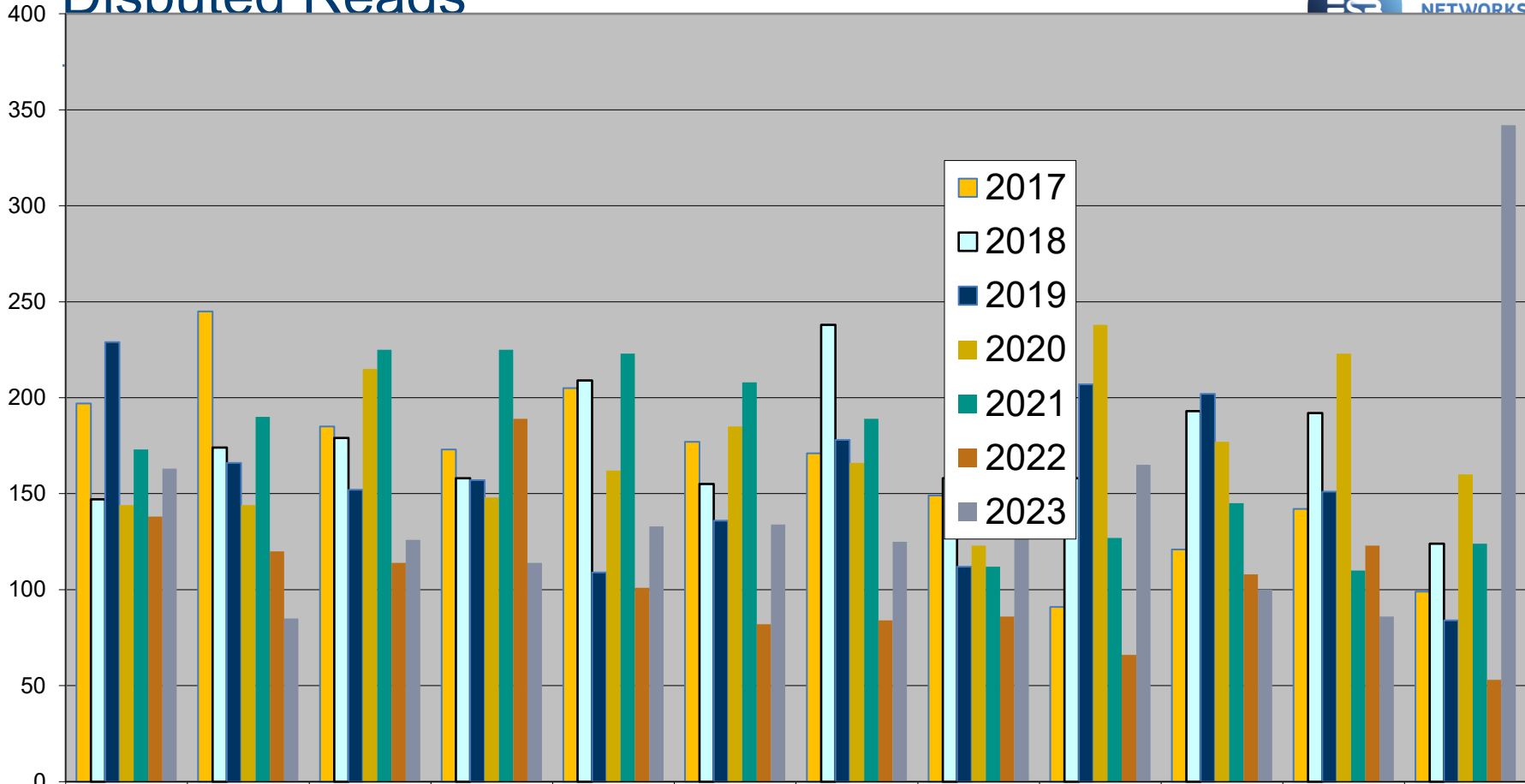
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



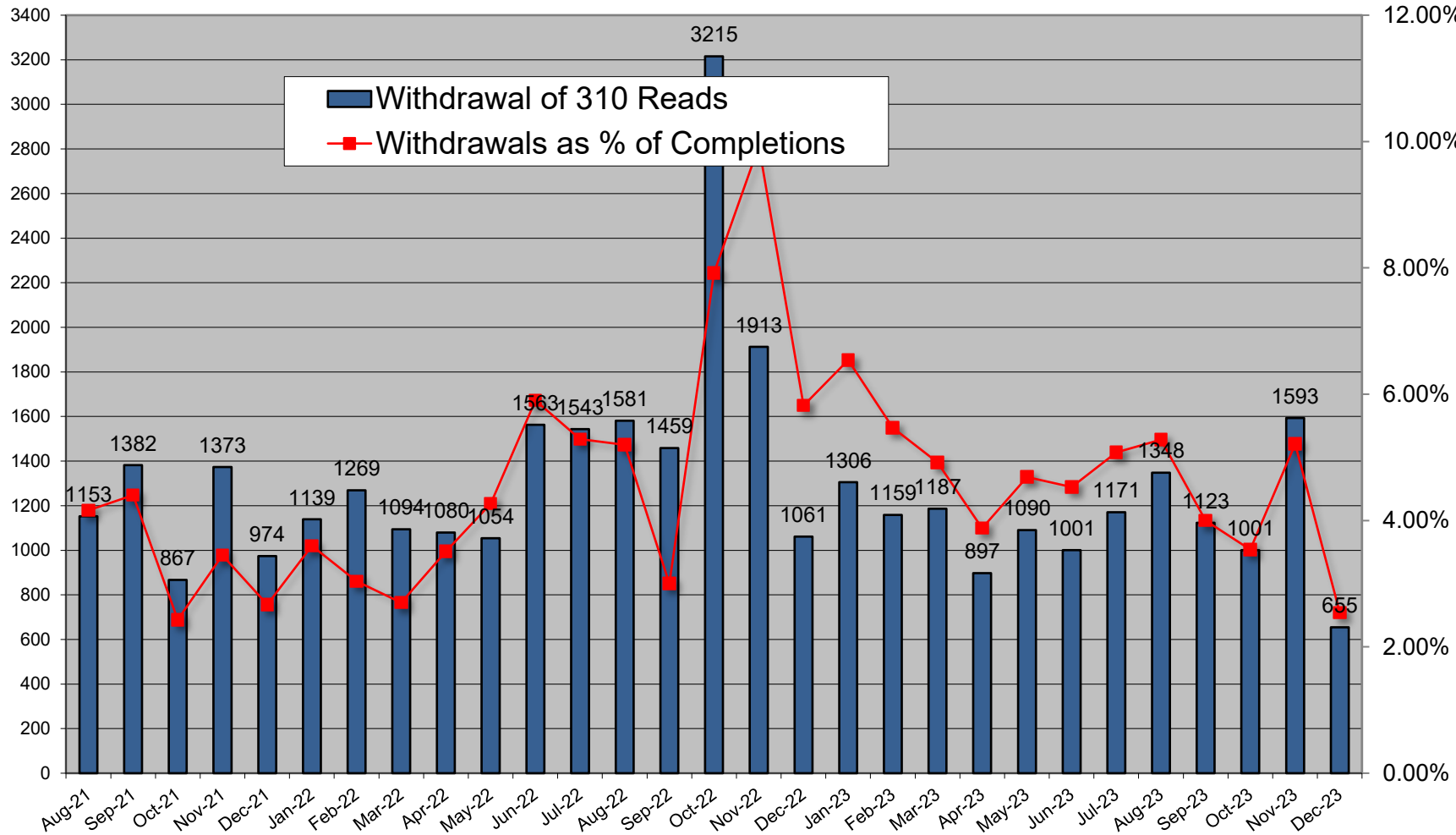
	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Total Debt Notifications received	224	202	240	267	184	262	155	266	224	1520	333	281	276	227	290	339	268	327	250
Total Debt Notifications sent to gaining supplier	178	152	194	223	158	163	146	241	200	1400	285	246	180	221	248	293	227	271	193
Total Cancelled	46	59	66	79	48	73	93	68	17	15	181	89	80	62	42	70	57	40	19
PAYG Debt Notifications sent to gaining supplier	35	17	18	18	21	16	8	17	68	76	15	23	13	15	19	25	25	96	32

Disputed Reads



	January	February	March	April	May	June	July	August	September	October	November	December
2017	197	245	185	173	205	177	171	149	91	121	142	99
2018	147	174	179	158	209	155	238	158	158	193	192	124
2019	229	166	152	157	109	136	178	112	207	202	151	84
2020	144	144	215	148	162	185	166	123	238	177	223	160
2021	173	190	225	225	223	208	189	112	127	145	110	124
2022	138	120	114	189	101	82	84	86	66	108	123	53
2023	163	85	126	114	133	134	125	309	165	100	86	342

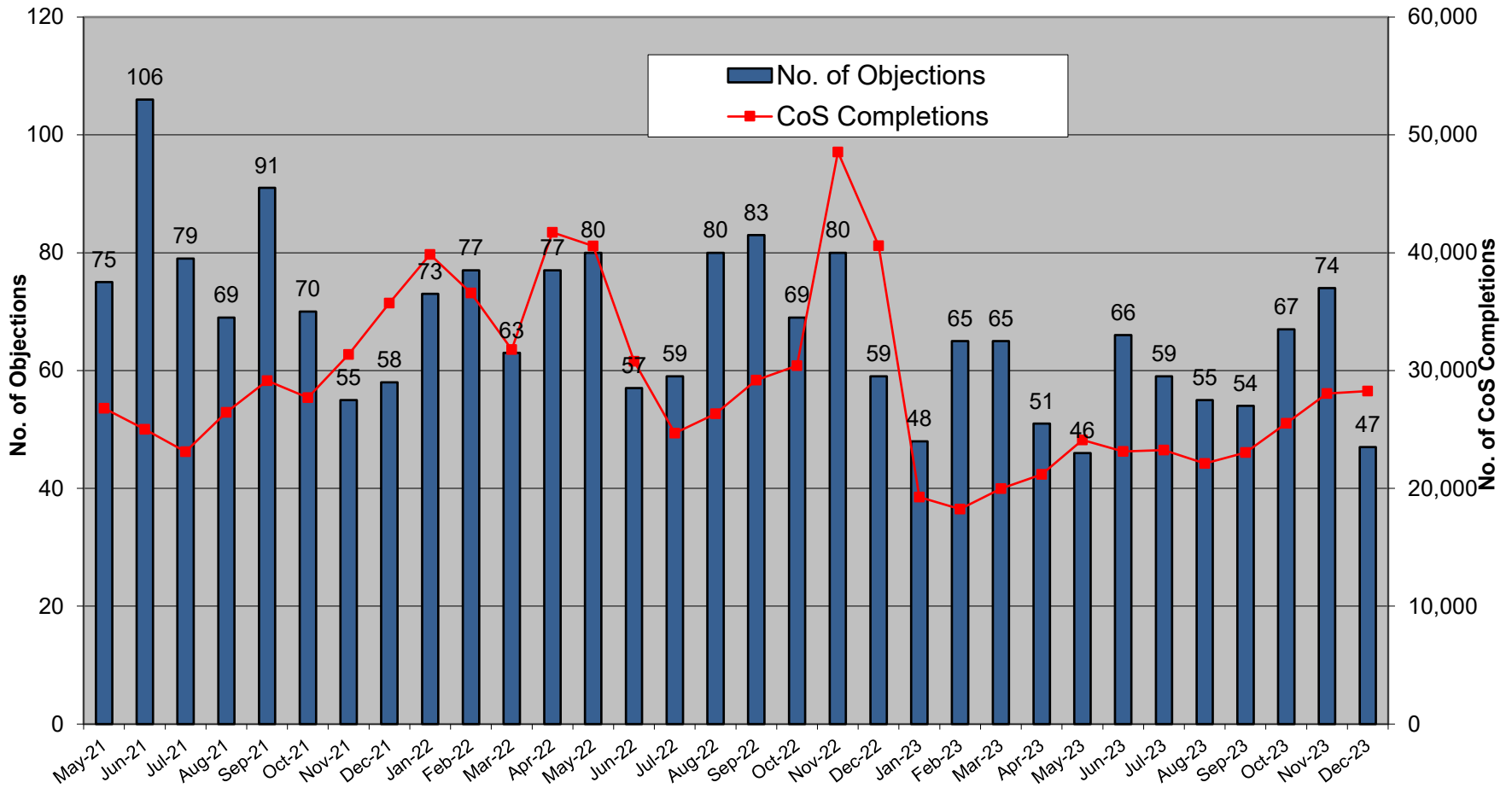
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Oct-23	Nov-23	Dec-23
No. of Objections	67	74	47
Cancellations from Objections	11	14	9
Objection emails to MRSO	5	6	9
Reasons:			
Uncontactable by phone	2	1	2
Written communication	1	2	3
COS confirmed	2	3	4
Other			
Escalation emails	1	9	5

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 7th Jan 2024



MCC 12 – New Smart HH

Total to date – **263,449**

MCC 16 – New Smart Day / Night / Peak

Total to date – **37,905**