

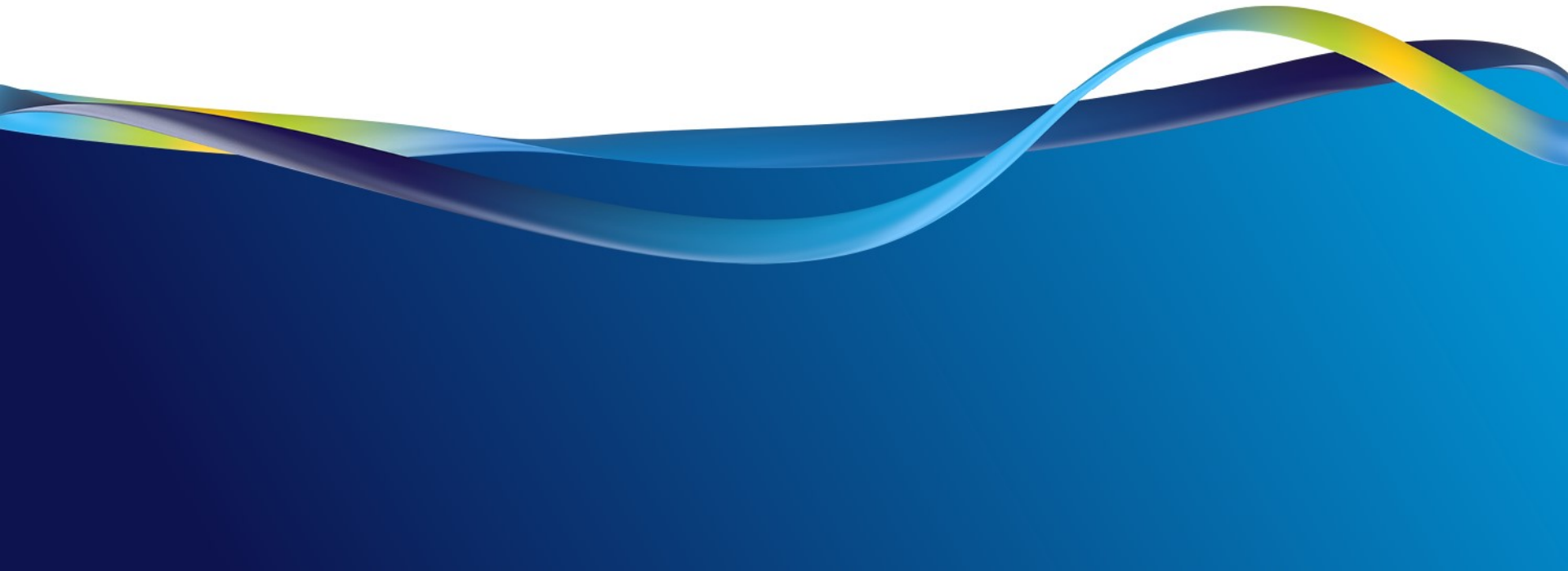


NETWORKS

MRSO Update

James Long

6th March 2024

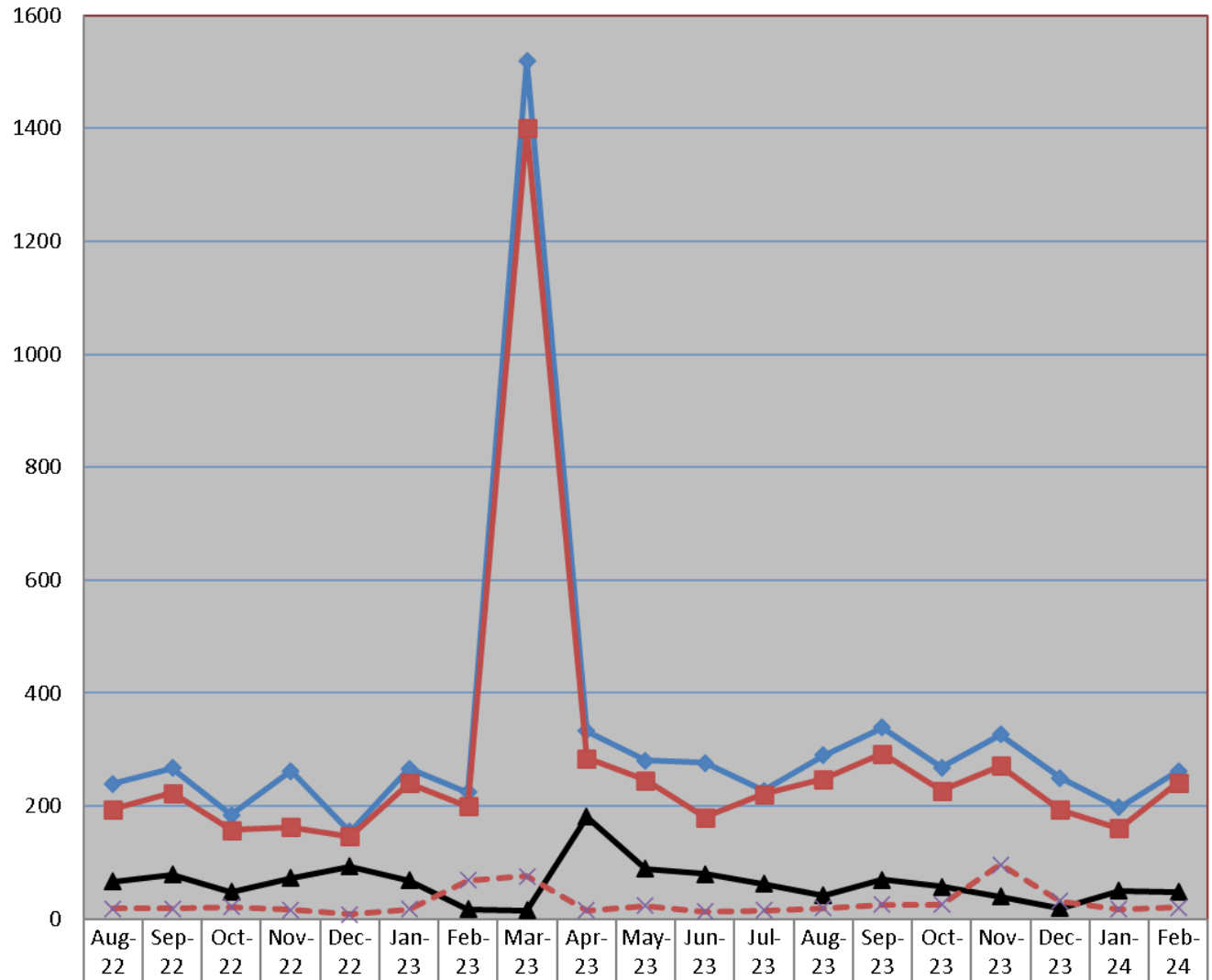


Debt Flagging

	Dec – 23	Jan – 24	Feb – 24
Total Debt Notifications received (012)	250 (22)	198 (21)	262 (21)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	57 (3)	37 (4)	20 (1)
Total Debt Notifications sent to gaining supplier (112)	193 (19)	161 (17)	242 (20)
Total not cancelled	161 (16)	111 (12)	194 (15)
Total cancelled	32 (3)	50 (5)	48 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.25%	0.39%	0.66%

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

Debt Flagging



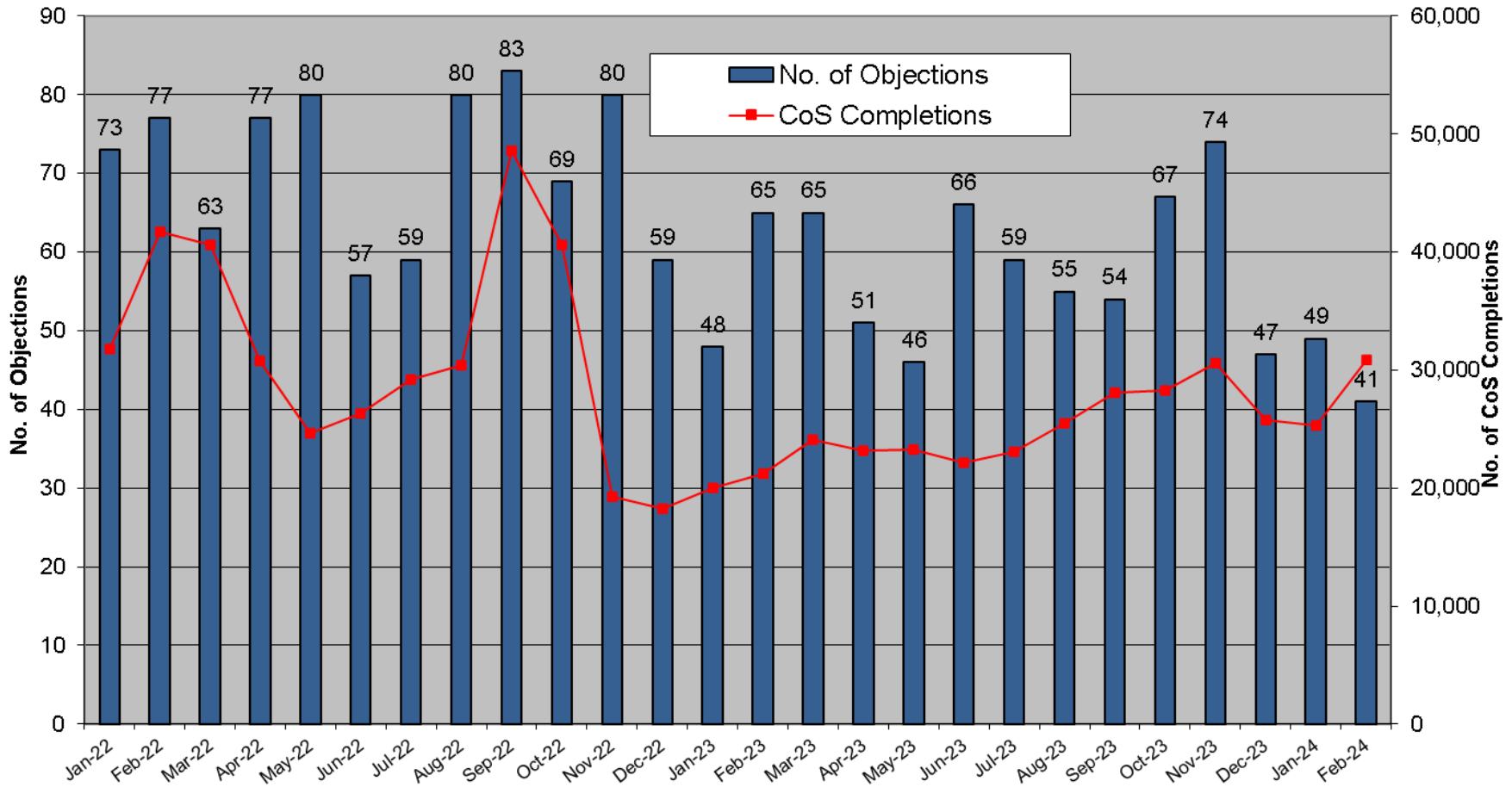
- ◆ Total Debt Notifications received
- Total Debt Notifications sent to gaining supplier
- ▲ Total Cancelled
- × PAYG Debt Notifications sent to gaining supplier

	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	Jan-24	Feb-24
◆ Total Debt Notifications received	240	267	184	262	155	266	224	1520	333	281	276	227	290	339	268	327	250	198	262
■ Total Debt Notifications sent to gaining supplier	194	223	158	163	146	241	200	1400	285	246	180	221	248	293	227	271	193	161	242
▲ Total Cancelled	66	79	48	73	93	68	17	15	181	89	80	62	42	70	57	40	19	50	48
× PAYG Debt Notifications sent to gaining supplier	18	18	21	16	8	17	68	76	15	23	13	15	19	25	25	96	32	17	20

Objections – Erroneous Transfer

	Dec-23	Jan -24	Feb-24
No. of Objections	47	49	41
Cancellations from Objections	9	6	5
Objection emails to MRSO	9	8	8
Reasons:			
Uncontactable by phone	2	2	1
Written communication	3	3	3
COS confirmed	4	3	4
Other			
Escalation emails	5	1	4

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 4th Mar 2024



MCC 12 – New Smart HH

Total to date – **292,793**

MCC 16 – New Smart Day / Night / Peak

Total to date – **39,521**

Small Scale Generation

Small Scale Generation (SSG) is a new classification of generator with a MEC between 50Kva – 200Kva

ESBN connected 91 new SSG in 2023, projected figures for the next few years are -

2024 – 182 2025 – 272 2026 – 364 2027 - 455

In general, all SSG will require QH meter reconfiguration/replacement to enable 4 channel readings, import / export.

To enable payment for SSG customers, supplier / generator will need to follow Working Practice 14 and complete necessary documentation

Supplier will enter into a bi-lateral agreement with the customer to purchase their additional export values and this will then be netted against a nominated Supplier Unit. This is then included in all settlement runs (D+1 / D+4 / M+4 / M+13)