



NETWORKS

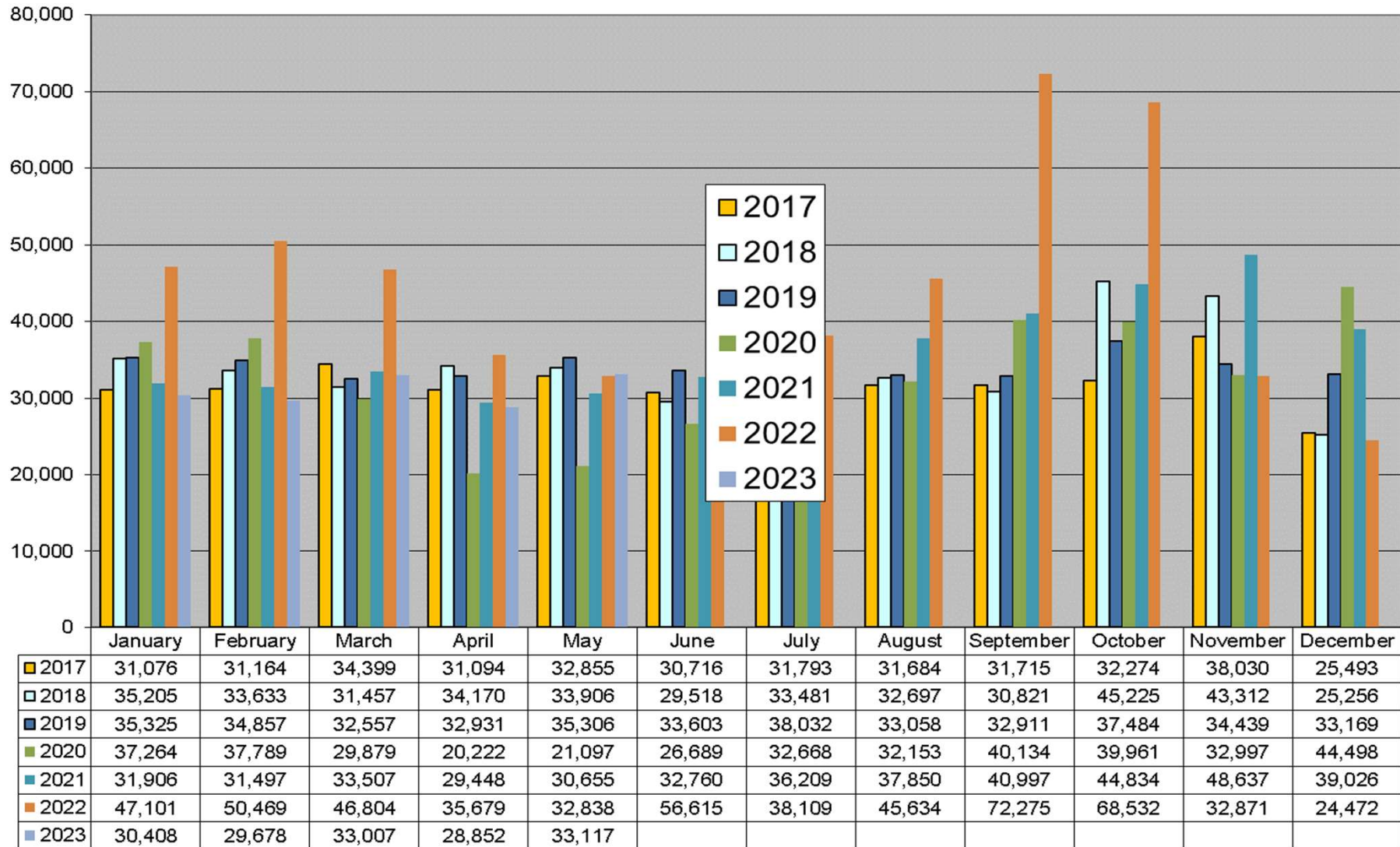
# MRSO Update

James Long

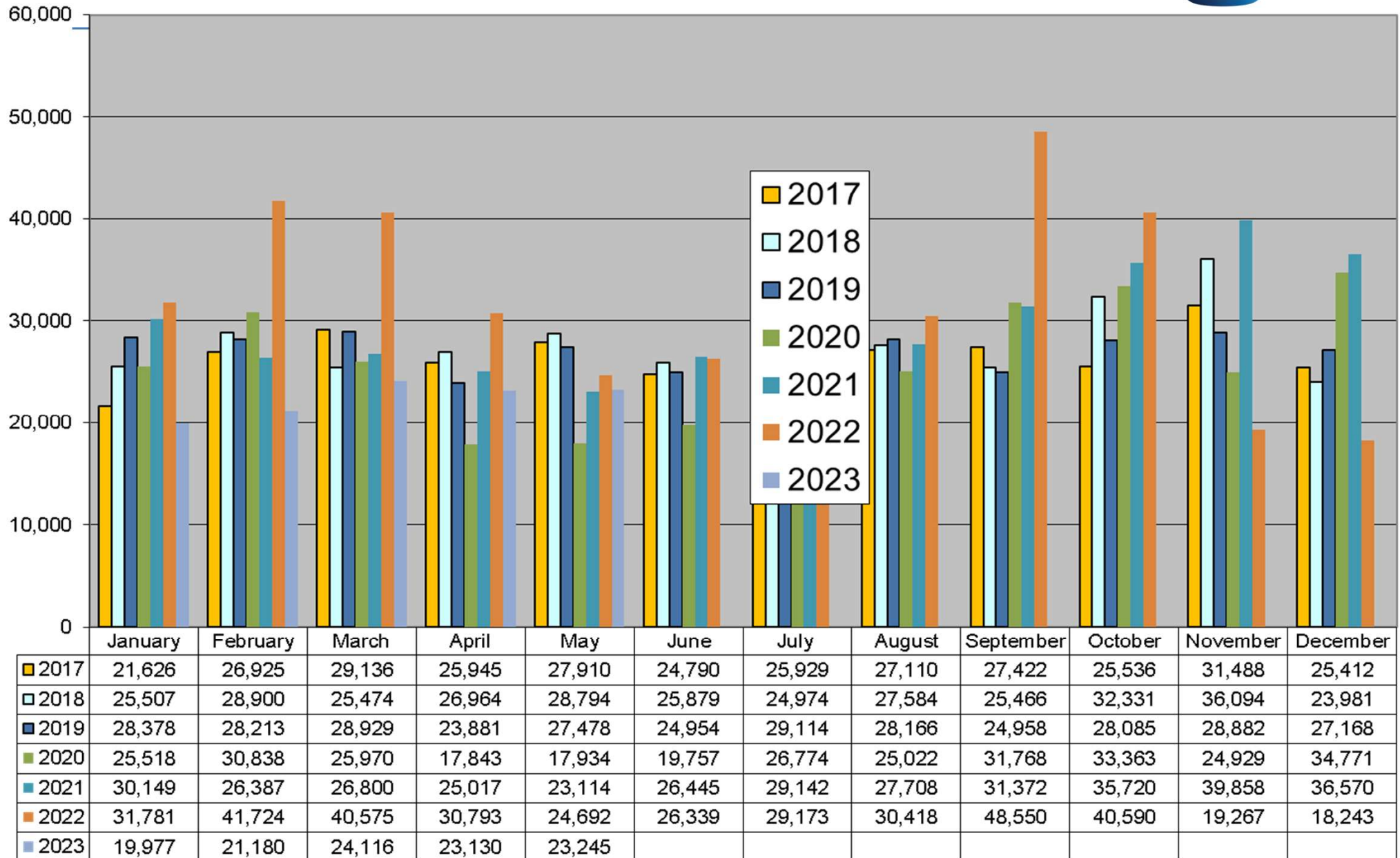
21<sup>st</sup> June 2023



# Market Message 010



# Market Message 105L



# COS in-progress 19<sup>th</sup> June 2023 – 7,791



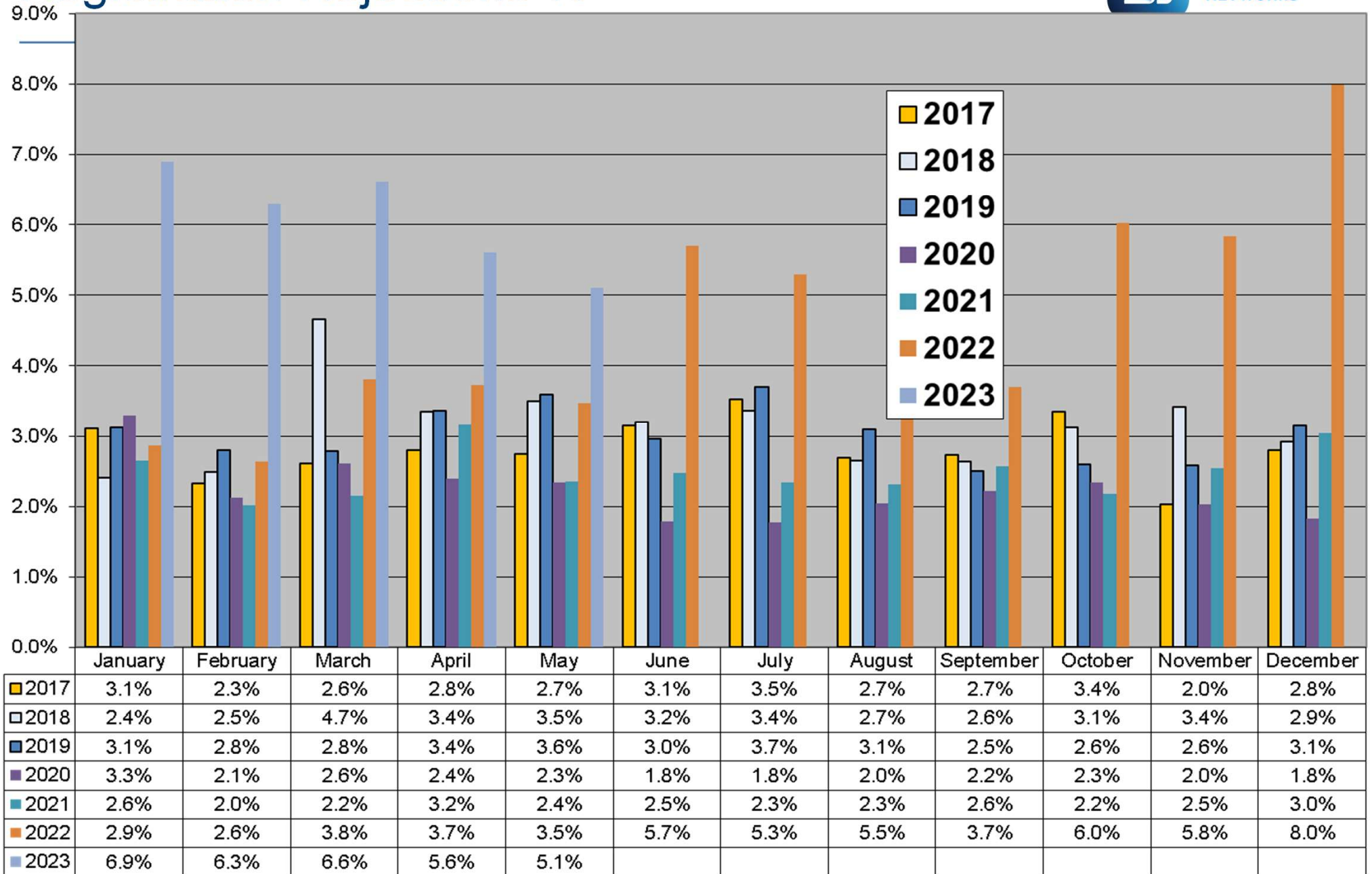
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held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

Feb 2021	1
Mar 2021	3
Apr 2022	1
June 2022	1
July 2022	1
Aug 2022	1
Sept 2022	5
Oct 2022	1
Nov 2022	10
Dec 2022	7

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Feb-23	8,620	4,903	13,523	29,678	29%	46%
Mar-23	7,268	6,889	14,157	33,007	22%	43%
Apr-23	6,242	6,390	12,632	28,852	22%	44%
May-23	8,004	5,803	13,807	33,117	24%	42%

# Registration Rejections %



# Debt Flagging

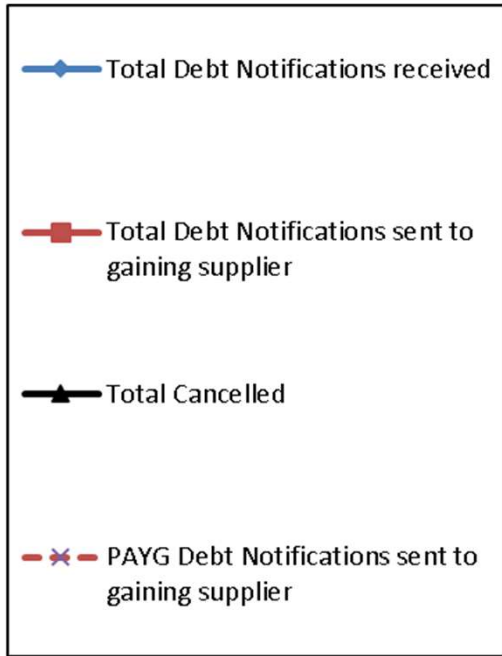
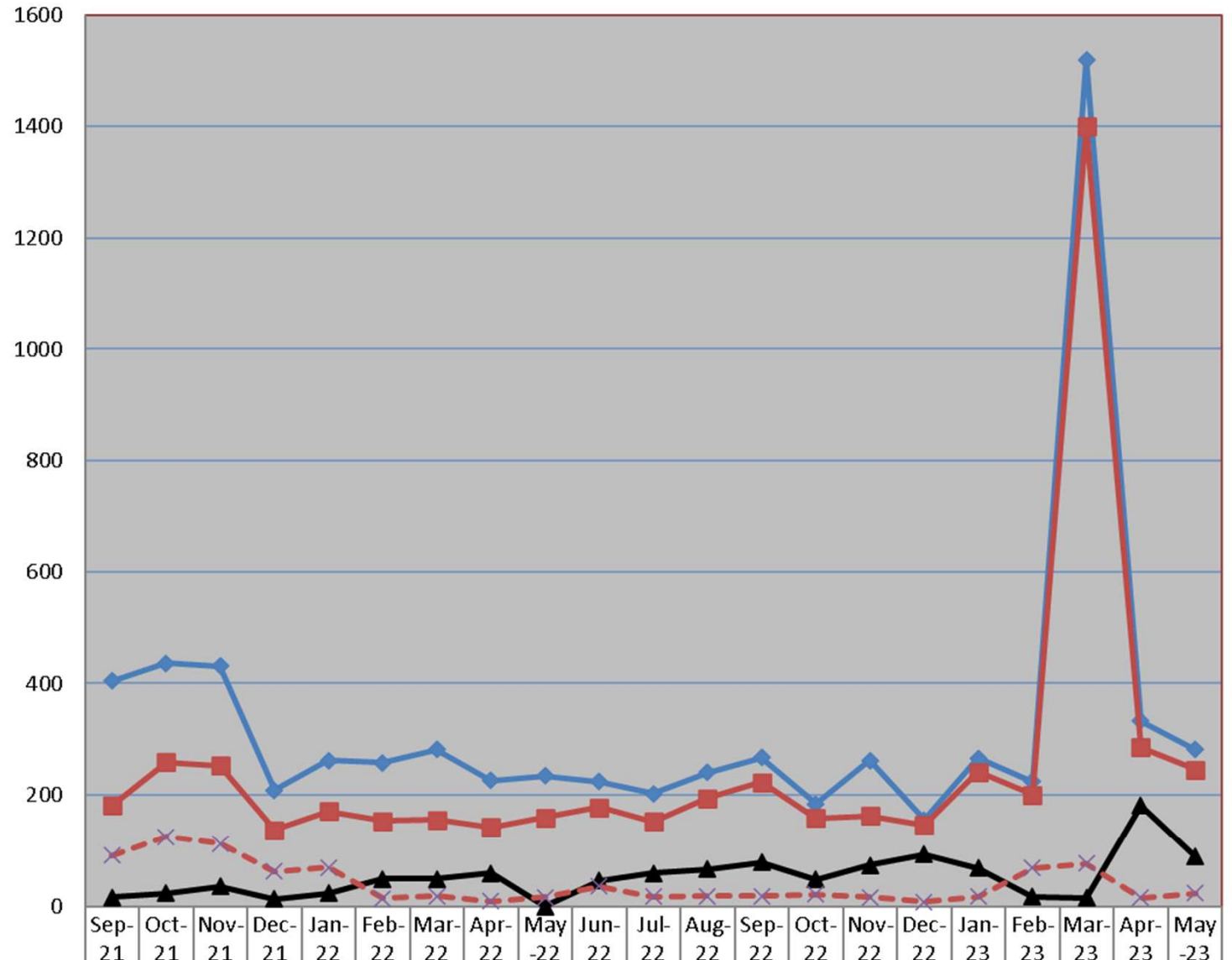


	Feb - 23	Mar - 23	Apr - 23	May - 23
Total Debt Notifications received (012)	224 (15)	1520 (15)	333 (20)	281 (27)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	24 (0)	120 (3)	48 (5)	35 (4)
Total Debt Notifications sent to gaining supplier (112)	200 (15)	1400 (12)	285 (15)	246 (23)
Total not cancelled	155 (13)	1324 (11)	104 (13)	157 (18)
Total cancelled	45 (2)	76 (1)	181 (2)	89 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.75%	4.6%	0.98%	0.74%

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



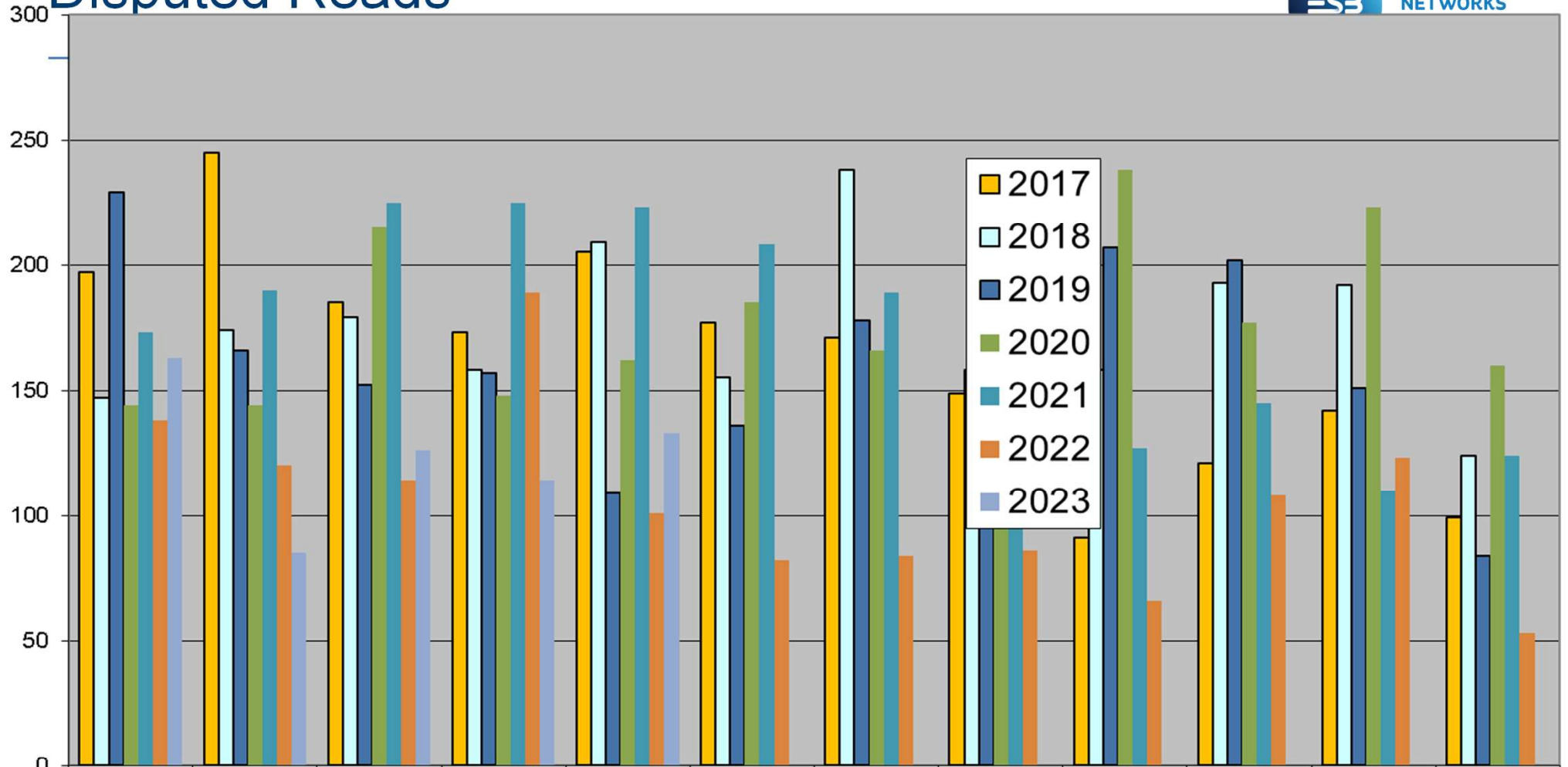
# Debt Flagging



	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	Apr-23	May-23
Total Debt Notifications received	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520	333	281
Total Debt Notifications sent to gaining supplier	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400	285	246
Total Cancelled	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15	181	89
PAYG Debt Notifications sent to gaining supplier	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76	15	23

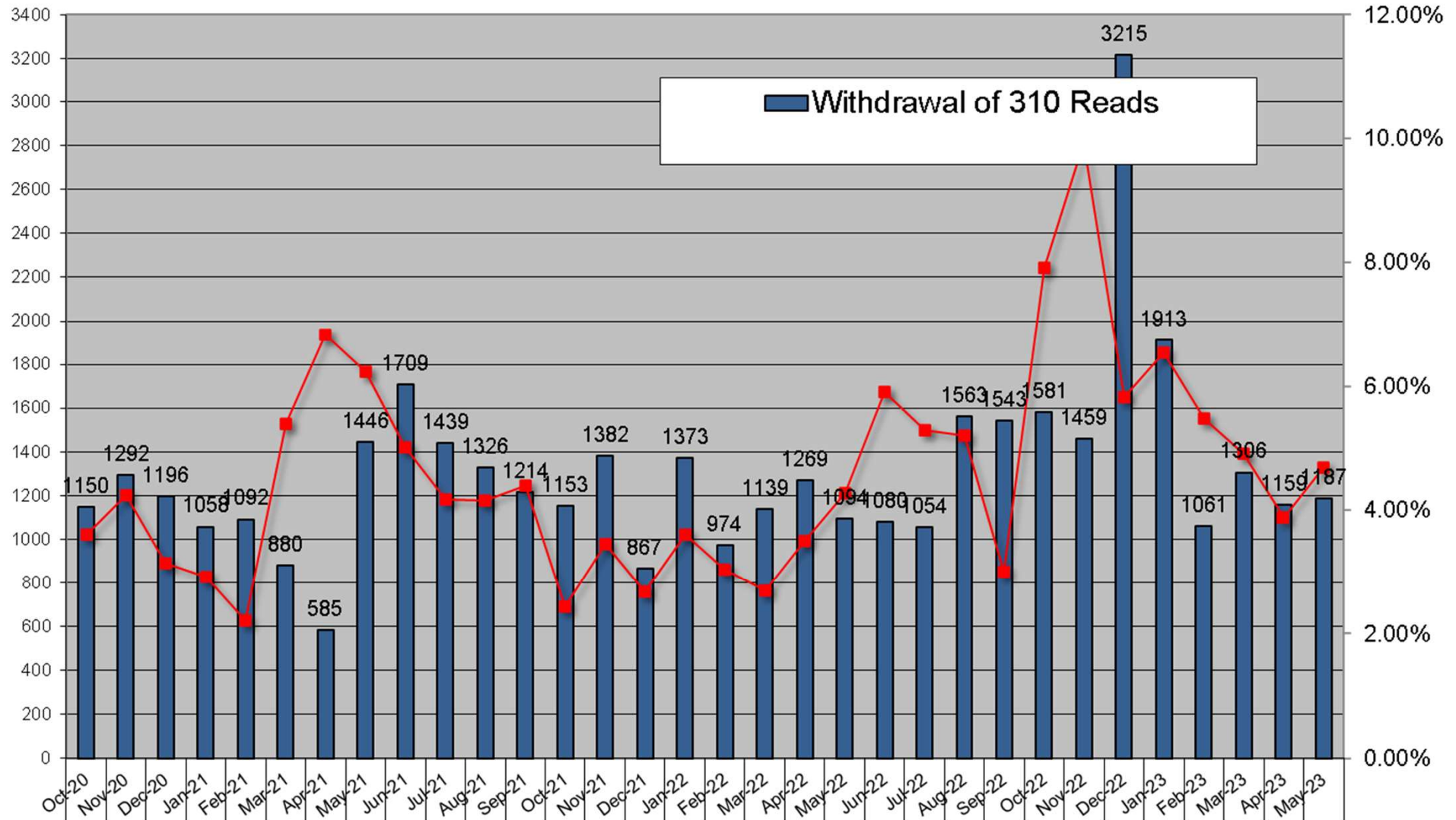


# Disputed Reads



	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							

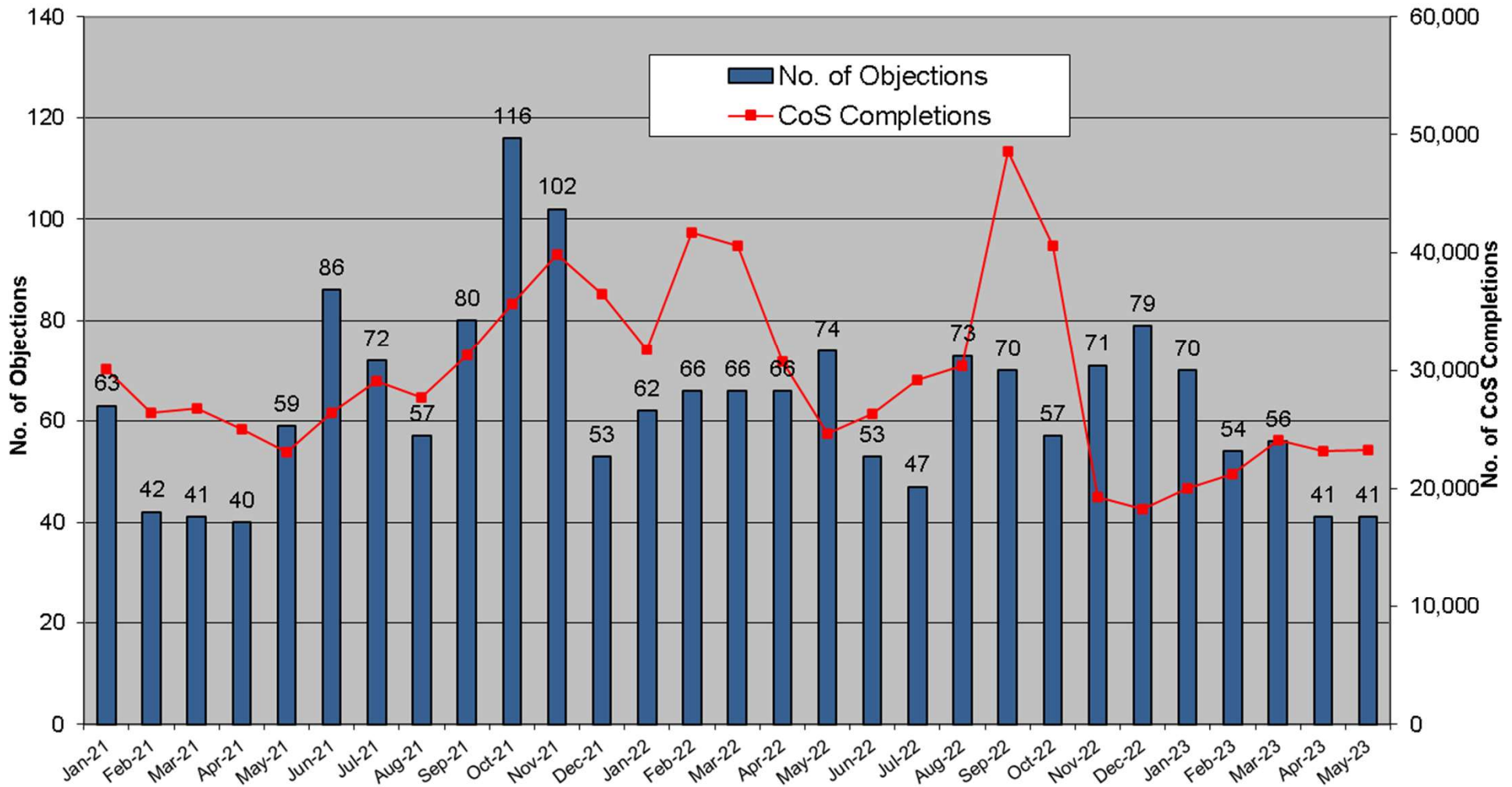
# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

	Feb - 23	Mar – 23	Apr-23	May– 23
No. of Objections	65	65	51	46
Cancellations from Objections	13	12	9	7
Objection emails to MRSO	10	4	1	11
Reasons:				
Uncontactable by phone	2	1		3
Written communication	2	1		2
COS confirmed	6	2	1	6
Other				
Escalation emails	3	16	1	9

# Objections – Erroneous Transfer



# List of new Smart MCC Switches as of 19<sup>th</sup> June 2023

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MCC 12 – New Smart HH

Total to date – **168,402**

MCC 16 – New Smart Day / Night / Peak

Total to date – **27,659**