



NETWORKS

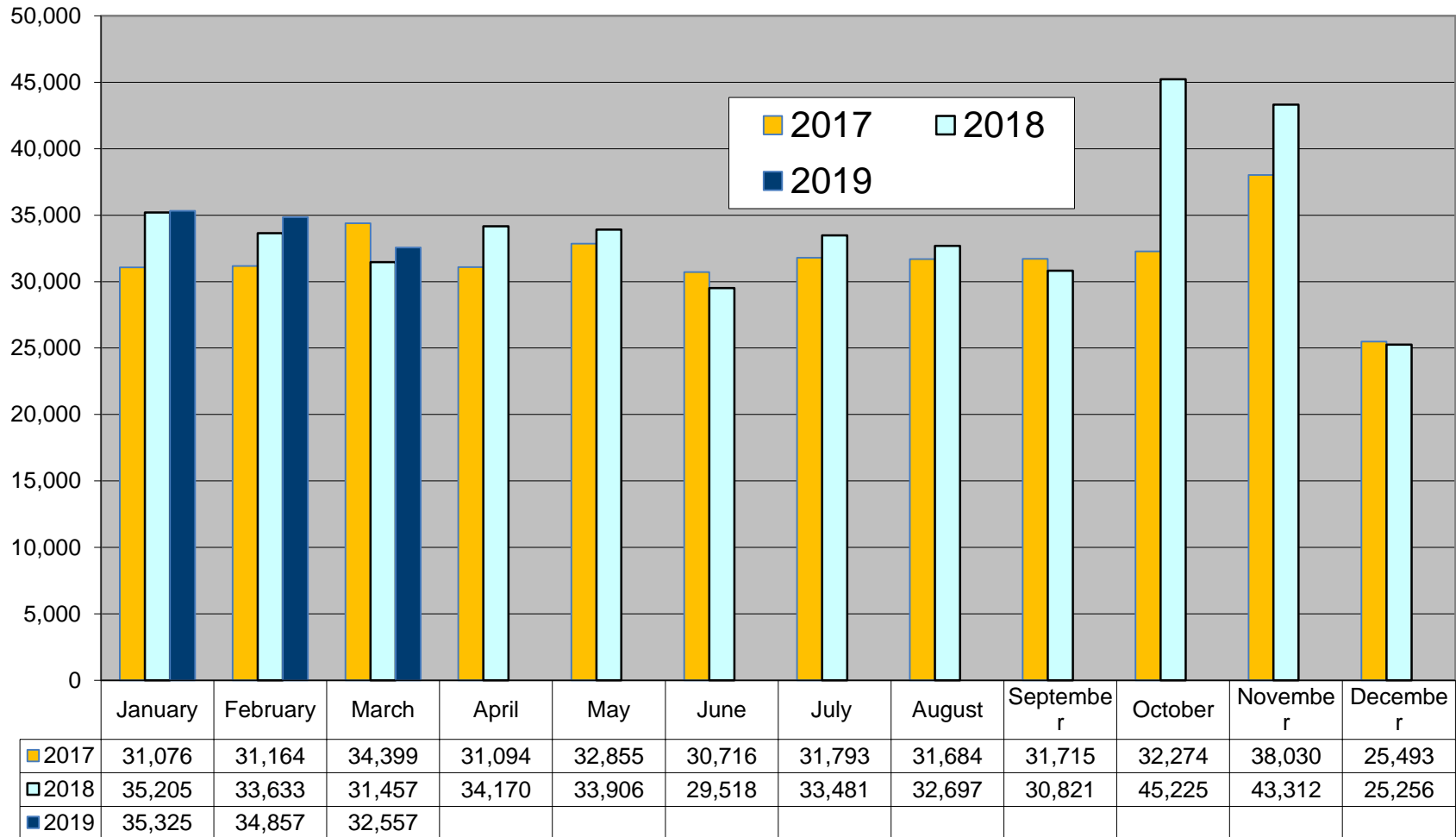
MRSO Update

James Long

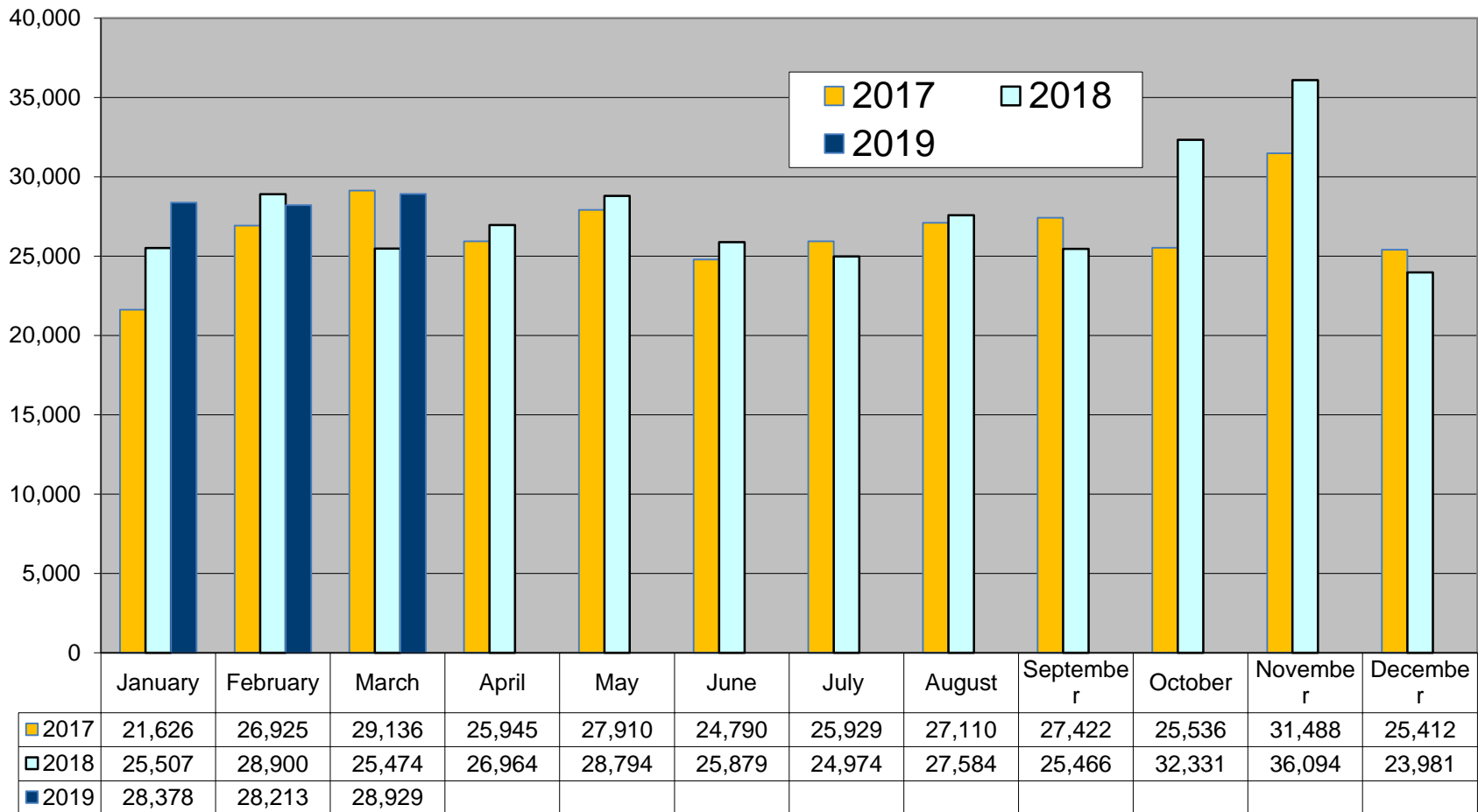
1st May 2019



Market Message 010



Market Message 105L



COS in-progress 30th April 2019– 8,719

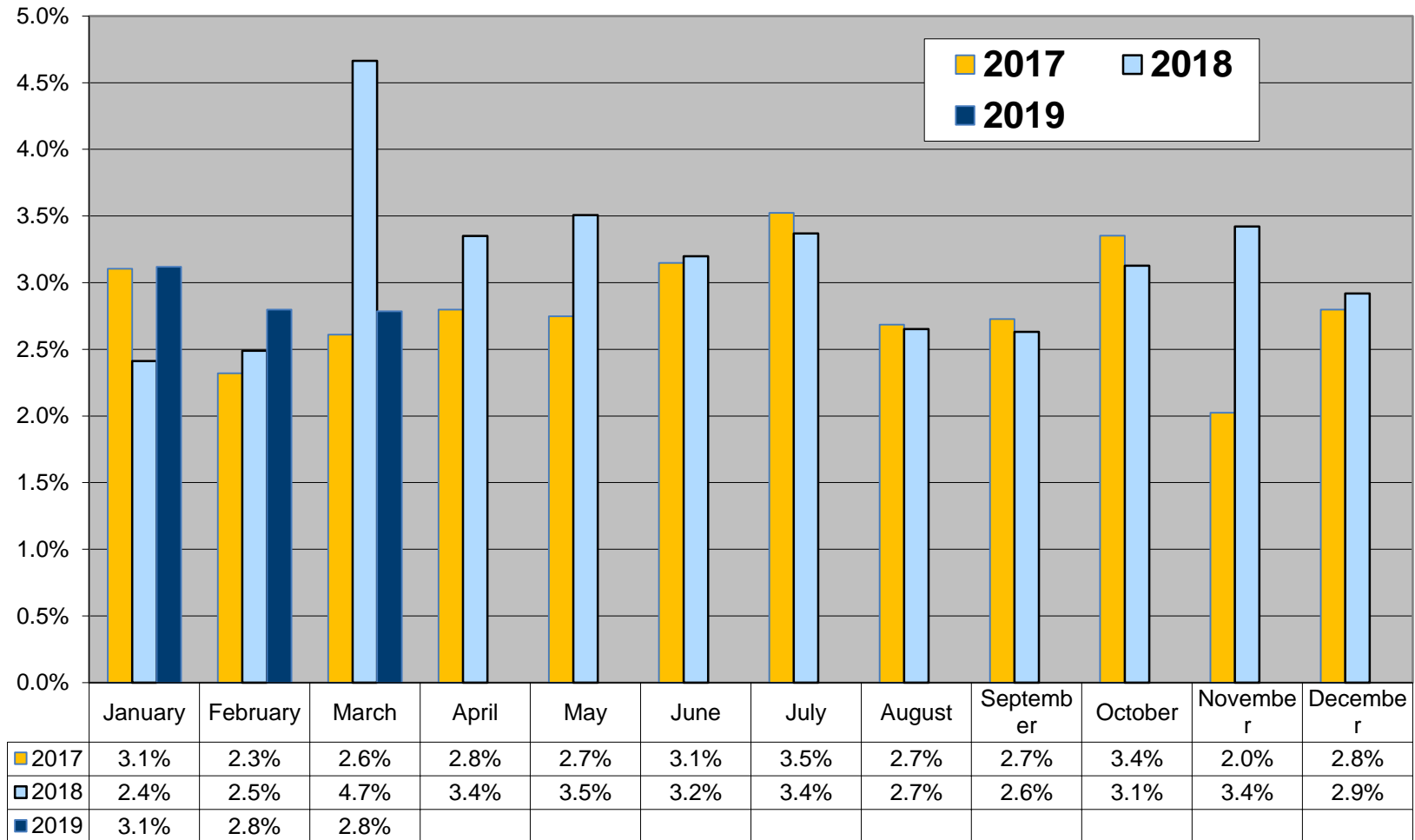
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- Thirty one (31) switches held due to an existing Open Service Order

Apr 2018	3
May 2018	1
Jul 2018	3
Aug 2018	6
Sept 2018	4
Oct 2018	5

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Jan-19	6,169	8,105	14,274	35,325	17%	40%
Feb-19	7,916	7,412	15,328	34,857	23%	44%
Mar - 19	6,548	7,598	14,146	32,557	20%	43%

Registration Rejections %

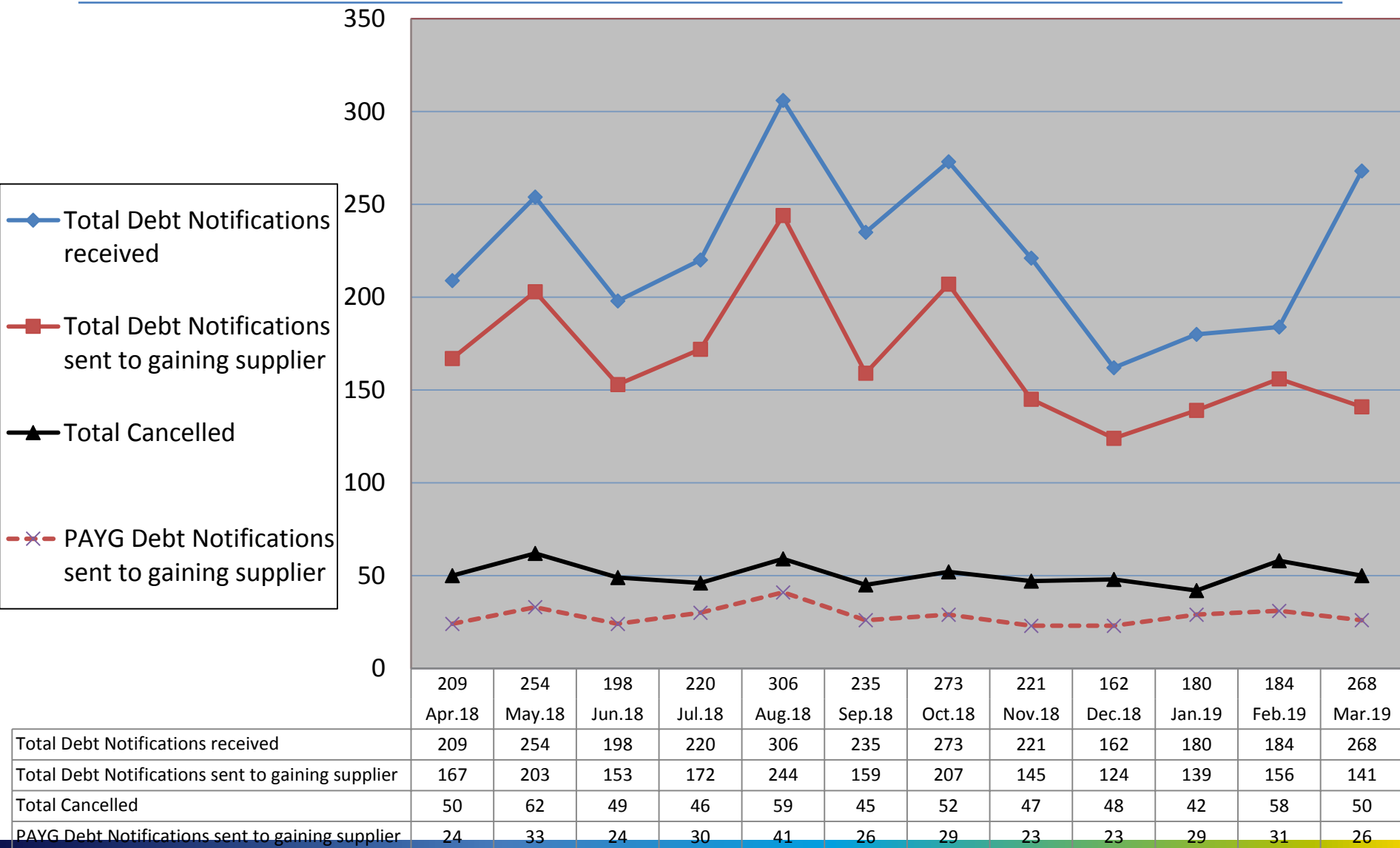


Debt Flagging

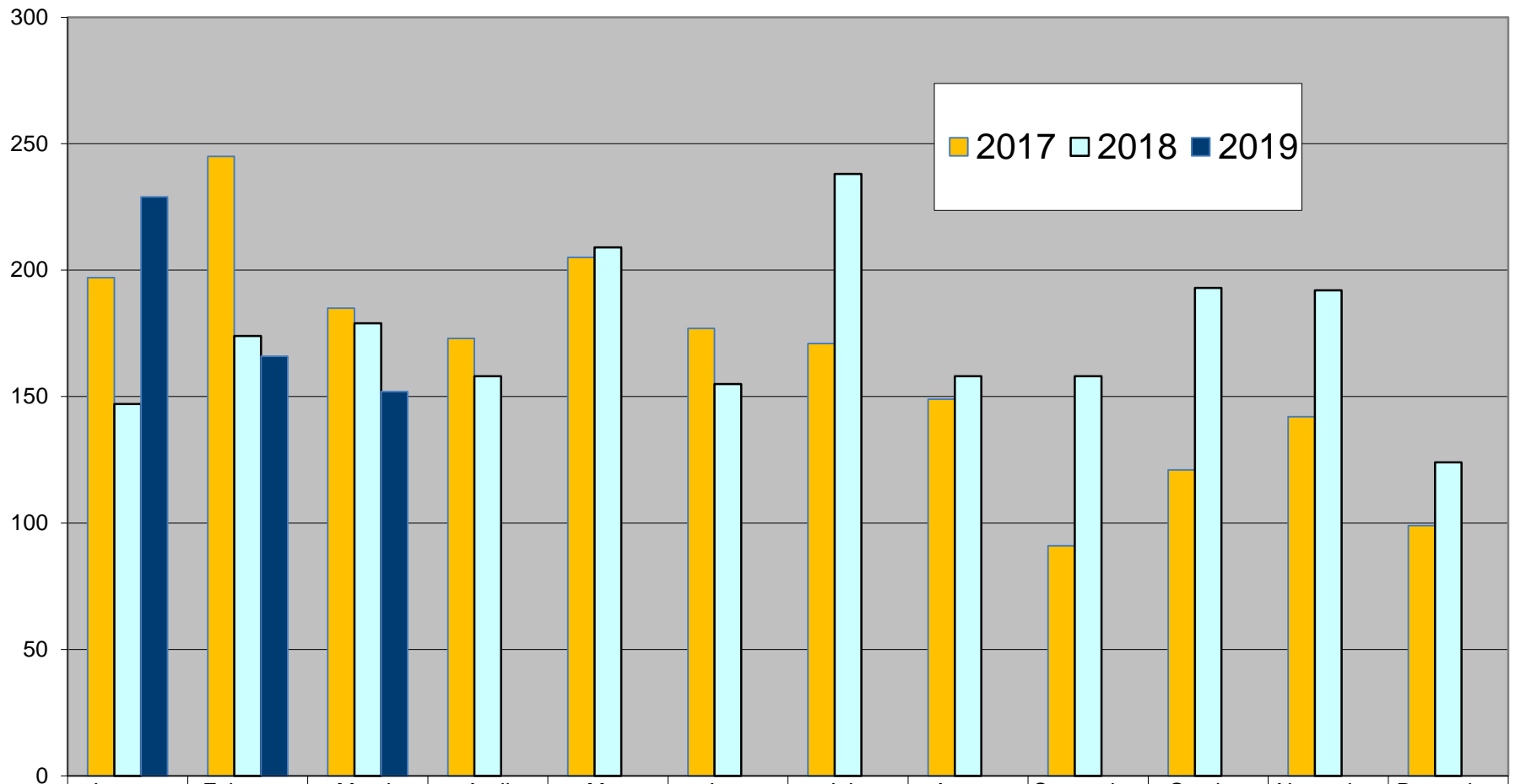
	Jan-19	Feb-19	Mar-19
Total Debt Notifications received (012)	180 (30)	184 (27)	268 (43)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	41 (1)	28 (4)	127 (3)
Total Debt Notifications sent to gaining supplier (112)	139 (29)	156 (23)	141 (40)
Total not cancelled	97 (21)	98 (20)	91 (31)
Total cancelled	42 (8)	58 (3)	50 (9)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.5%	0.4%

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

Debt Flagging

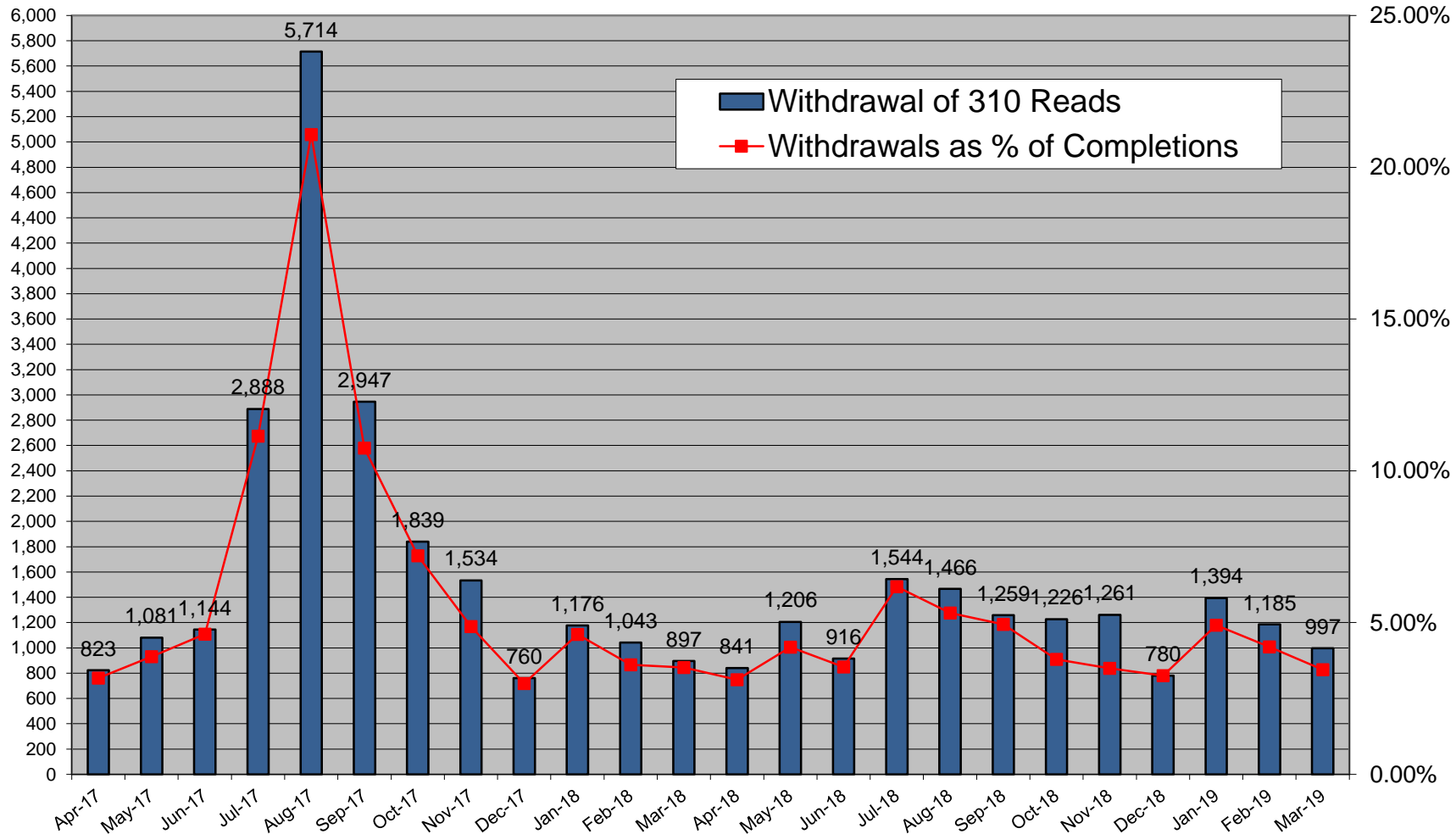


Disputed Reads

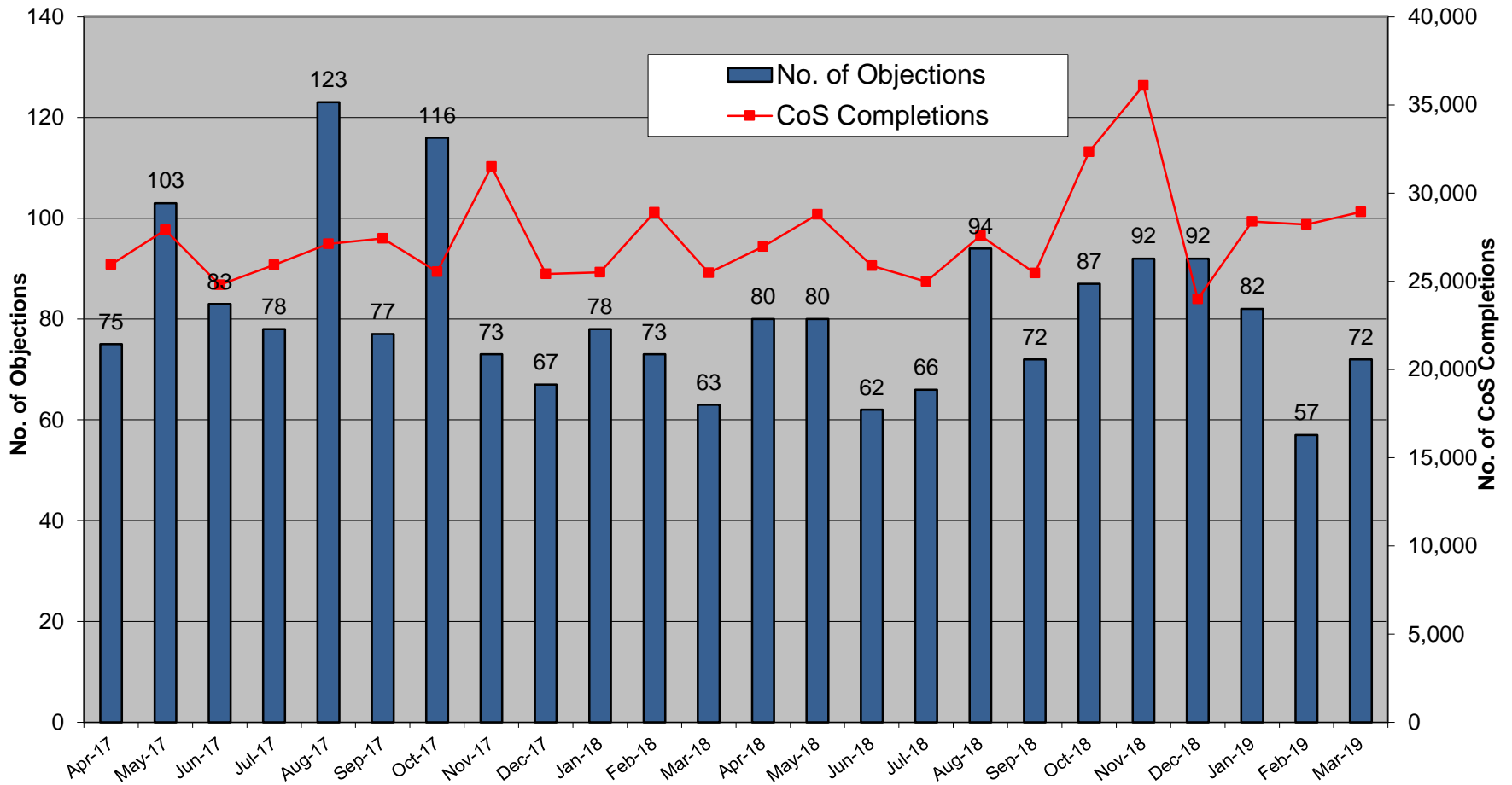


	January	February	March	April	May	June	July	August	September	October	November	December
2017	197	245	185	173	205	177	171	149	91	121	142	99
2018	147	174	179	158	209	155	238	158	158	193	192	124
2019	229	166	152									

Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Jan-19	Feb -19	Mar -19
No. of Objections	82	57	72
Cancellations from Objections	78	41	41
Objection emails to MRSO	9	7	7
Reasons:			
Uncontactable by phone	1		
Written communication			
COS confirmed	8	7	7
Other			
Escalation emails	0	3	4