



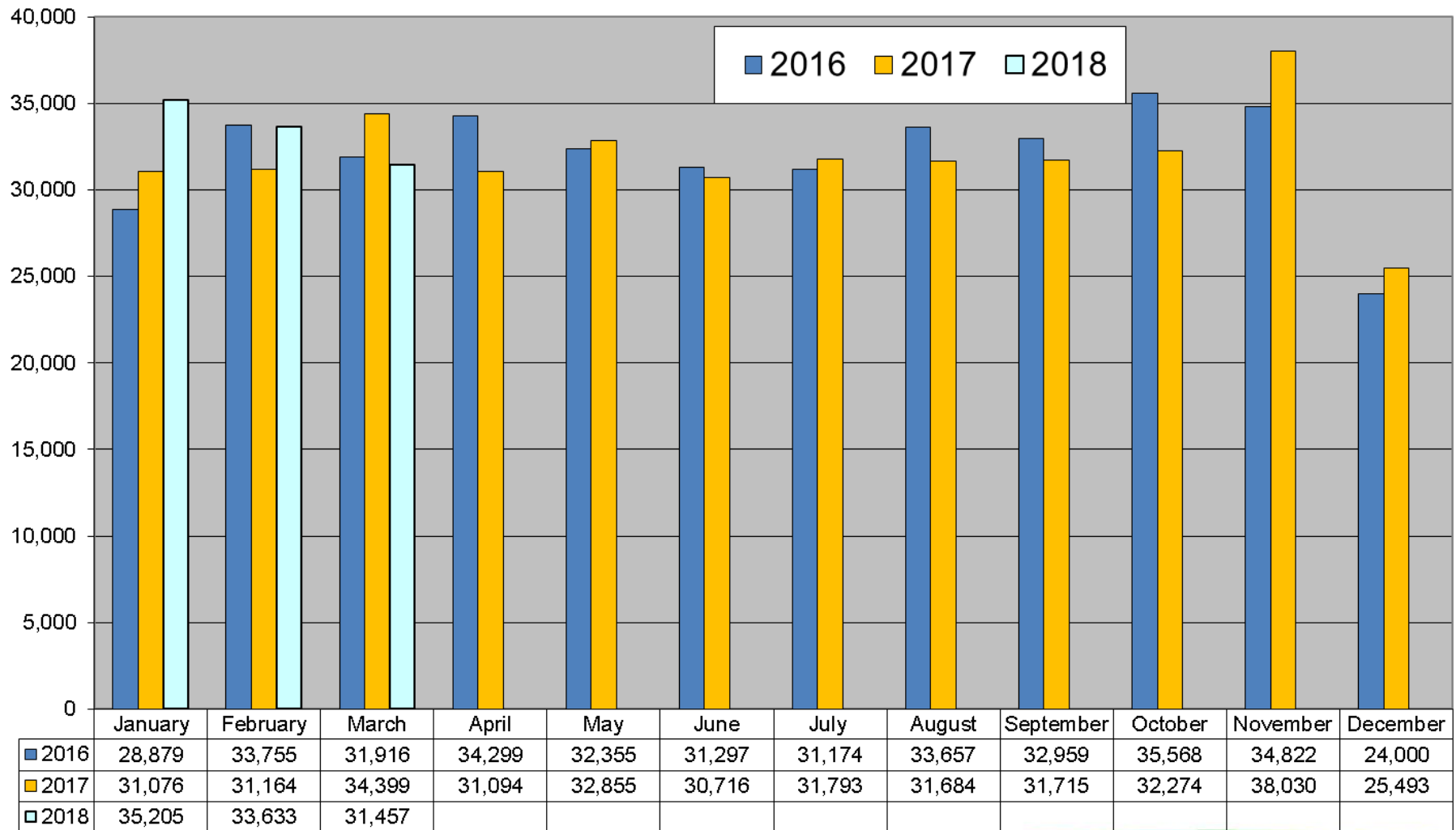
**NETWORKS**

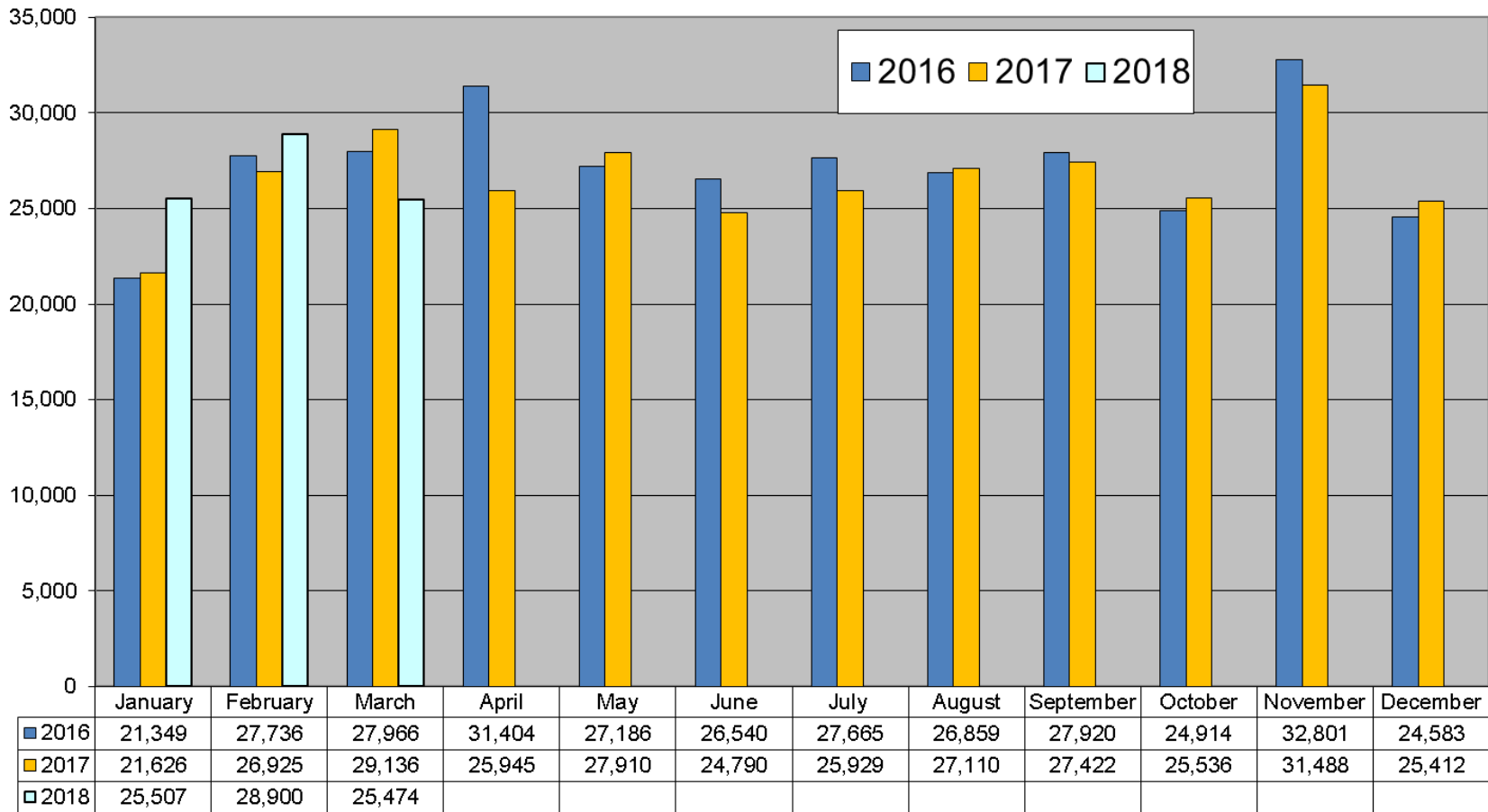
# **MRSO Update**

**Gerry Halligan**

**3<sup>rd</sup> May 2018**

# Market Message 010





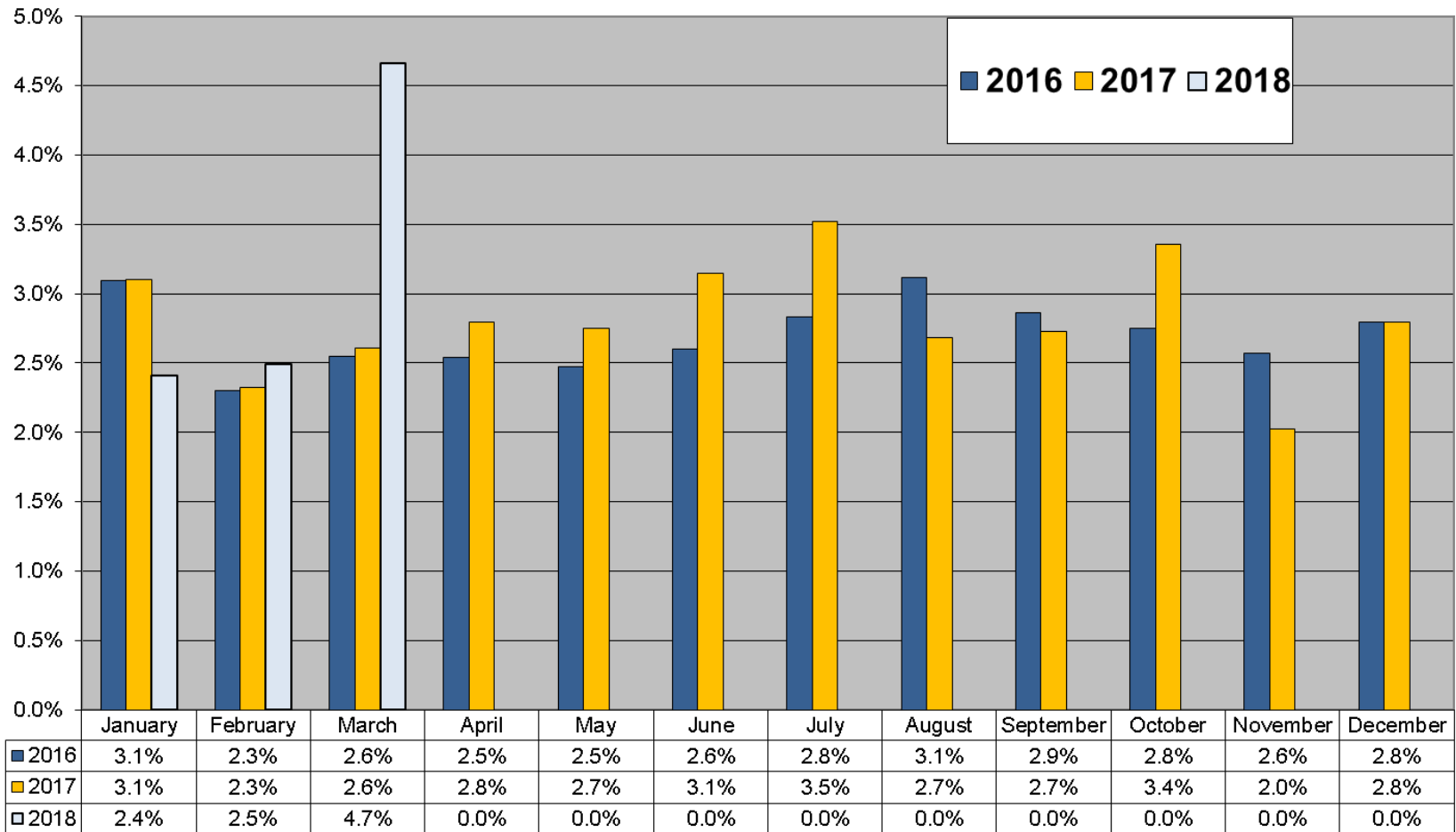
# COS in-progress 26<sup>th</sup> April 2018 – 8,880

- Reviewed monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- Contact customer or submit cancellation
- Thirty two (32) switches held due to an existing Open Service Order

October 2017	1
November 2017	1
December 2017	1
January 2018	2

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jan-18	5,430	8,546	13,976	35,205	15%	40%
Feb-18	5,237	8,449	13,686	33,633	16%	41%
Mar-18	4,525	8,240	12,765	31,457	14%	41%

# Registration Rejections %

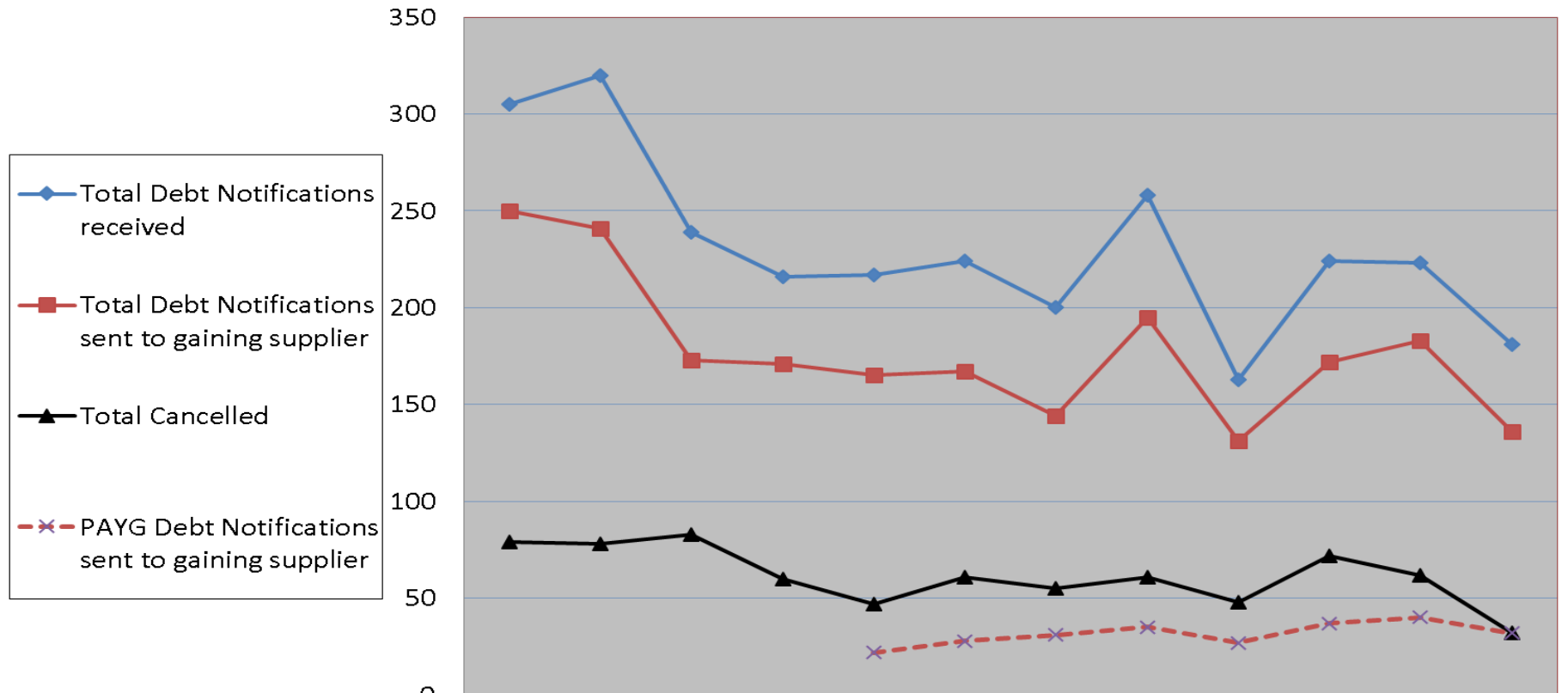


# Debt Flagging

	Jan-18	Feb-18	Mar-18
Total Debt Notifications received (012)	224 (39)	223 (42)	181 (35)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	52 (2)	40 (2)	45 (3)
Total Debt Notifications sent to gaining supplier (112)	172 (37)	183 (40)	136 (32)
Total not cancelled	100 (25)	121 (33)	104 (30)
Total cancelled	72 (12)	52 (7)	32 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.7%	0.6%	0.5%

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

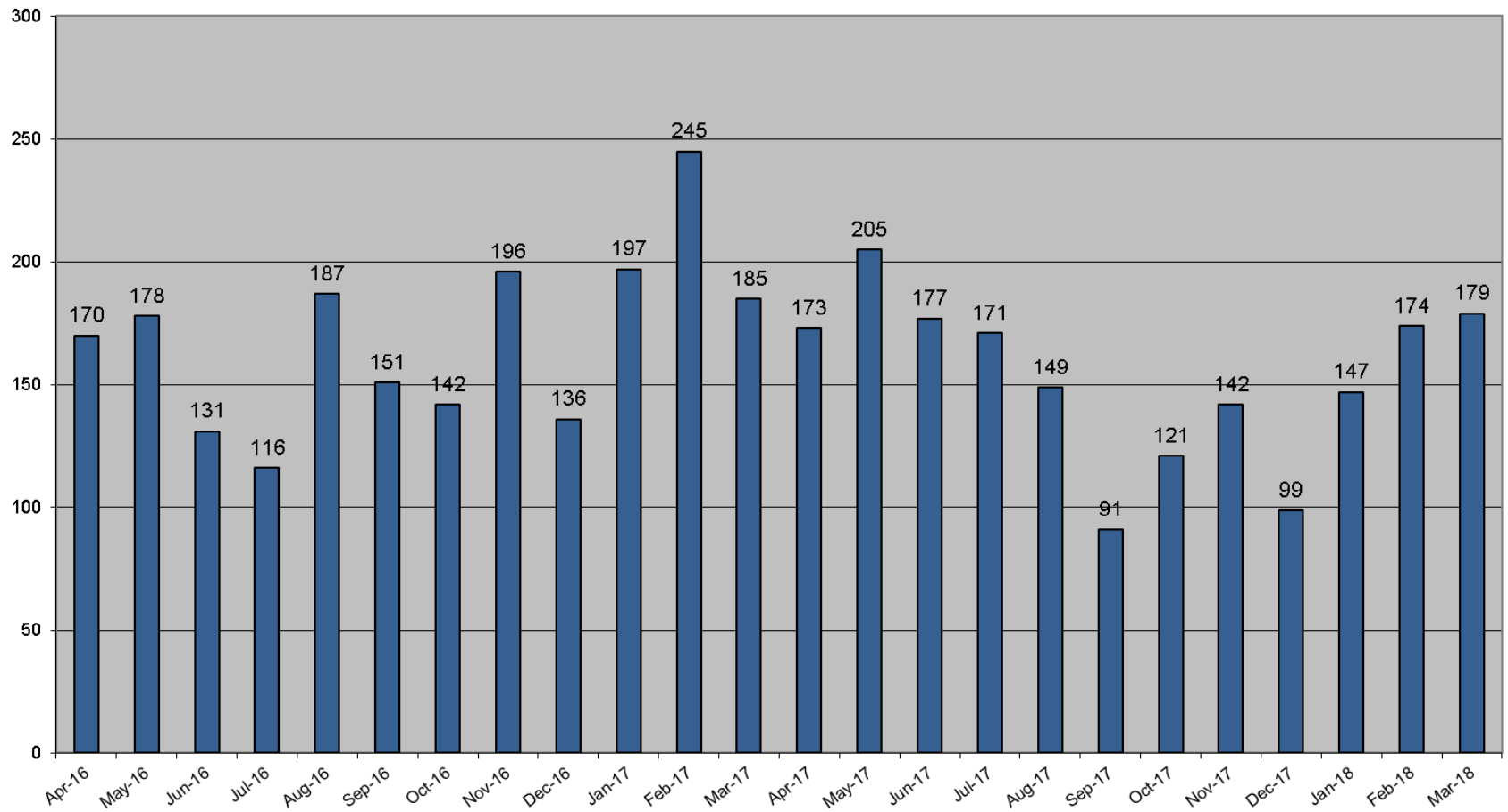
# Debt Flagging



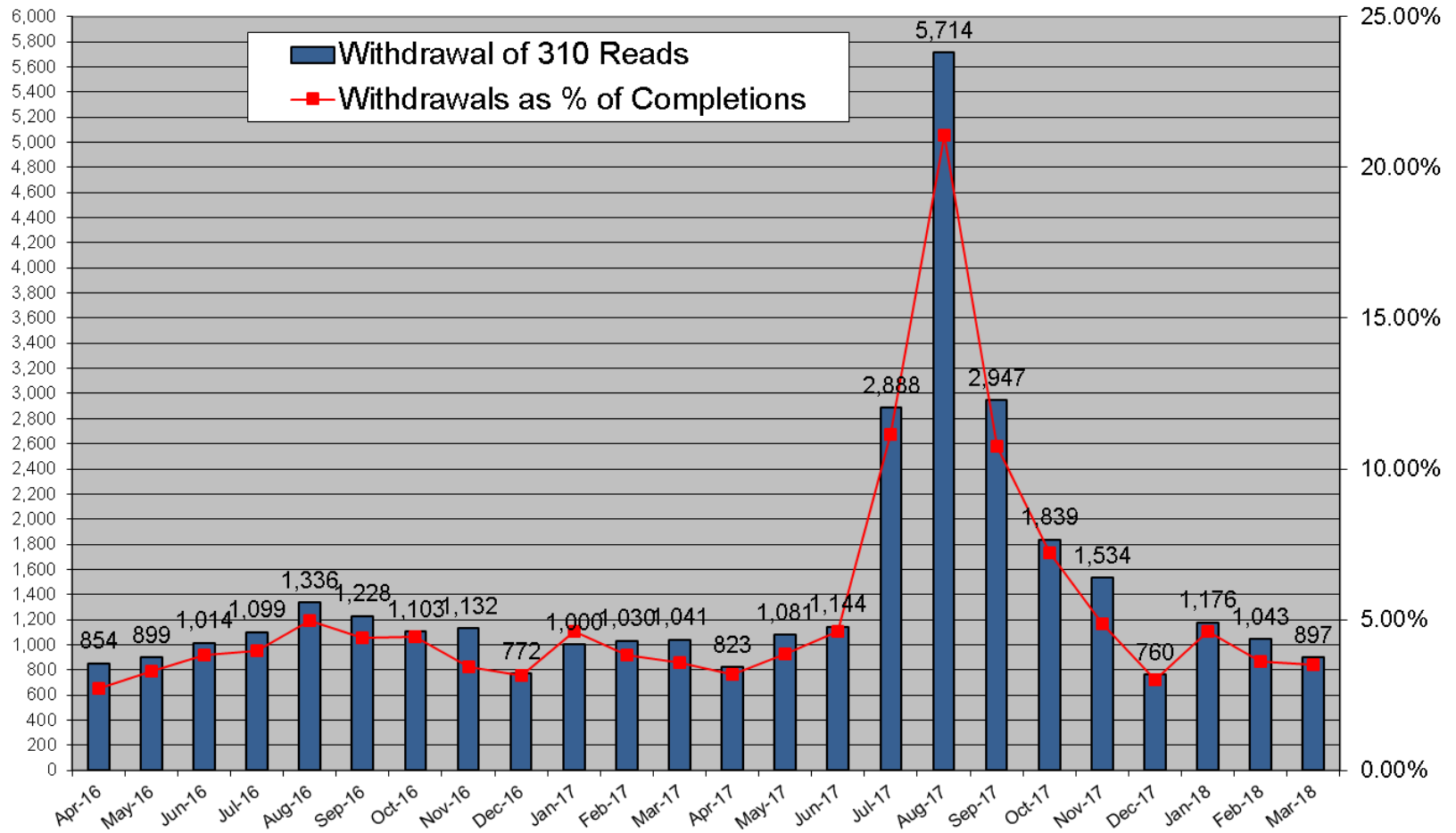
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Total Debt Notifications received	305	320	239	216	217	224	200	258	163	224	223	181
Total Debt Notifications sent to gaining supplier	250	241	173	171	165	167	144	195	131	172	183	136
Total Cancelled	79	78	83	60	47	61	55	61	48	72	62	32
PAYG Debt Notifications sent to gaining supplier					22	28	31	35	27	37	40	32



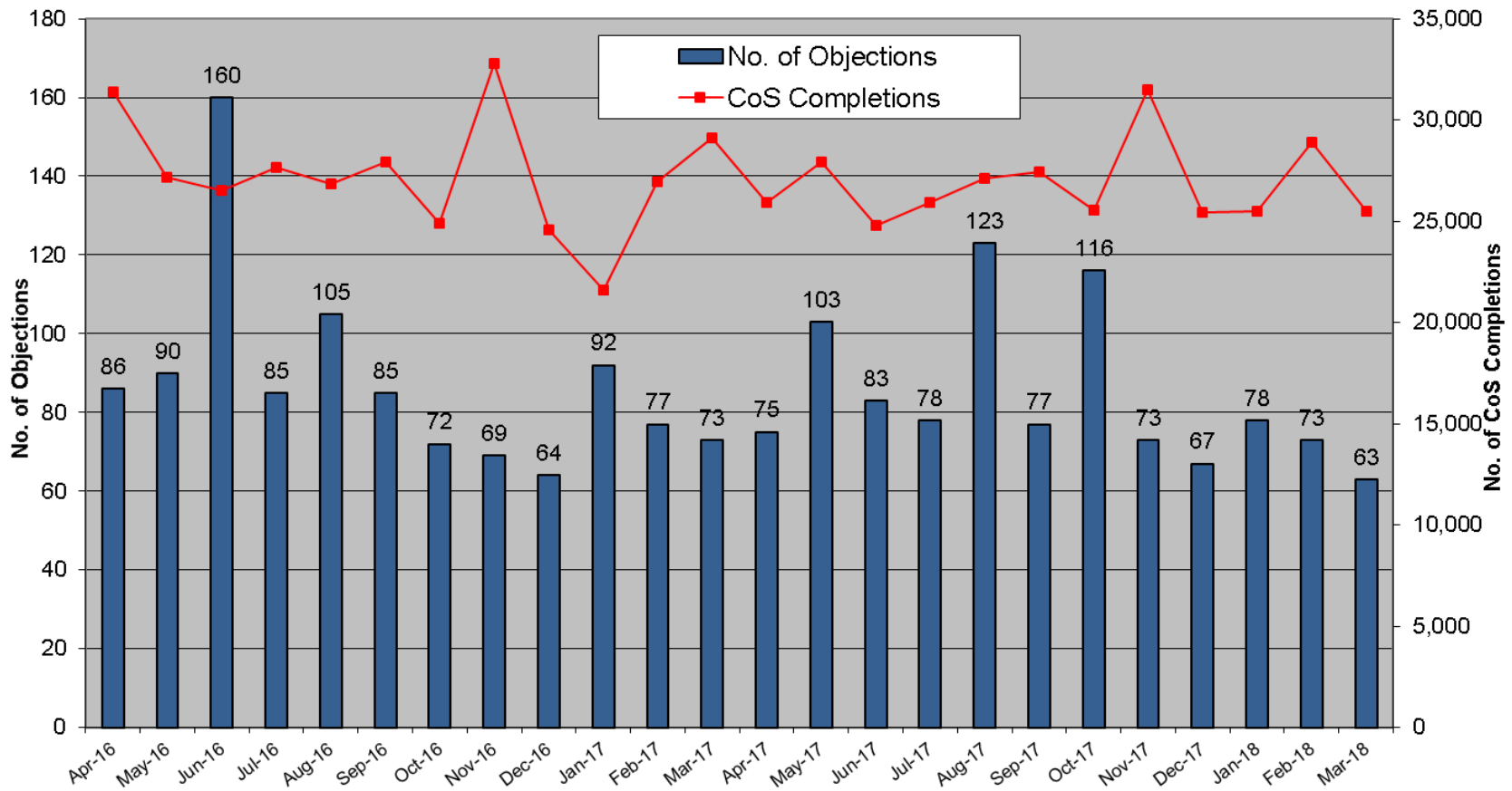
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfers



# Objections

	Jan-18	Feb-18	Mar-18
No. of Objections	78	73	63
Cancellations from Objections	61	54	53
Objection emails to MRSO	17	10	5
Reasons:			
Uncontactable by phone	2	1	2
Written communication		1	
COS confirmed	15	8	3
Other			
Escalation emails	2	9	9

# A1 & A2 address with Eircode

