



NETWORKS

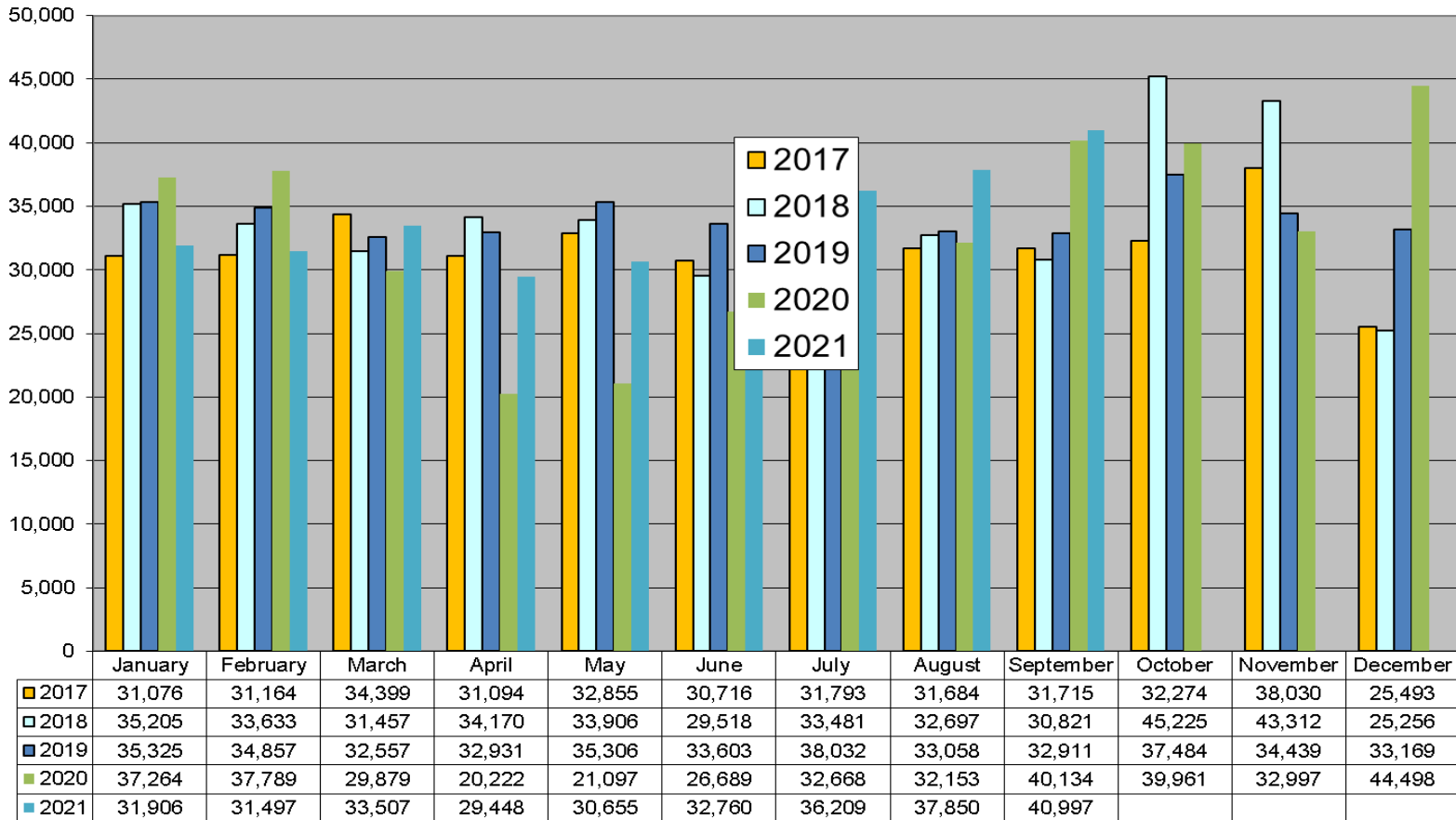
MRSO Update

James Long

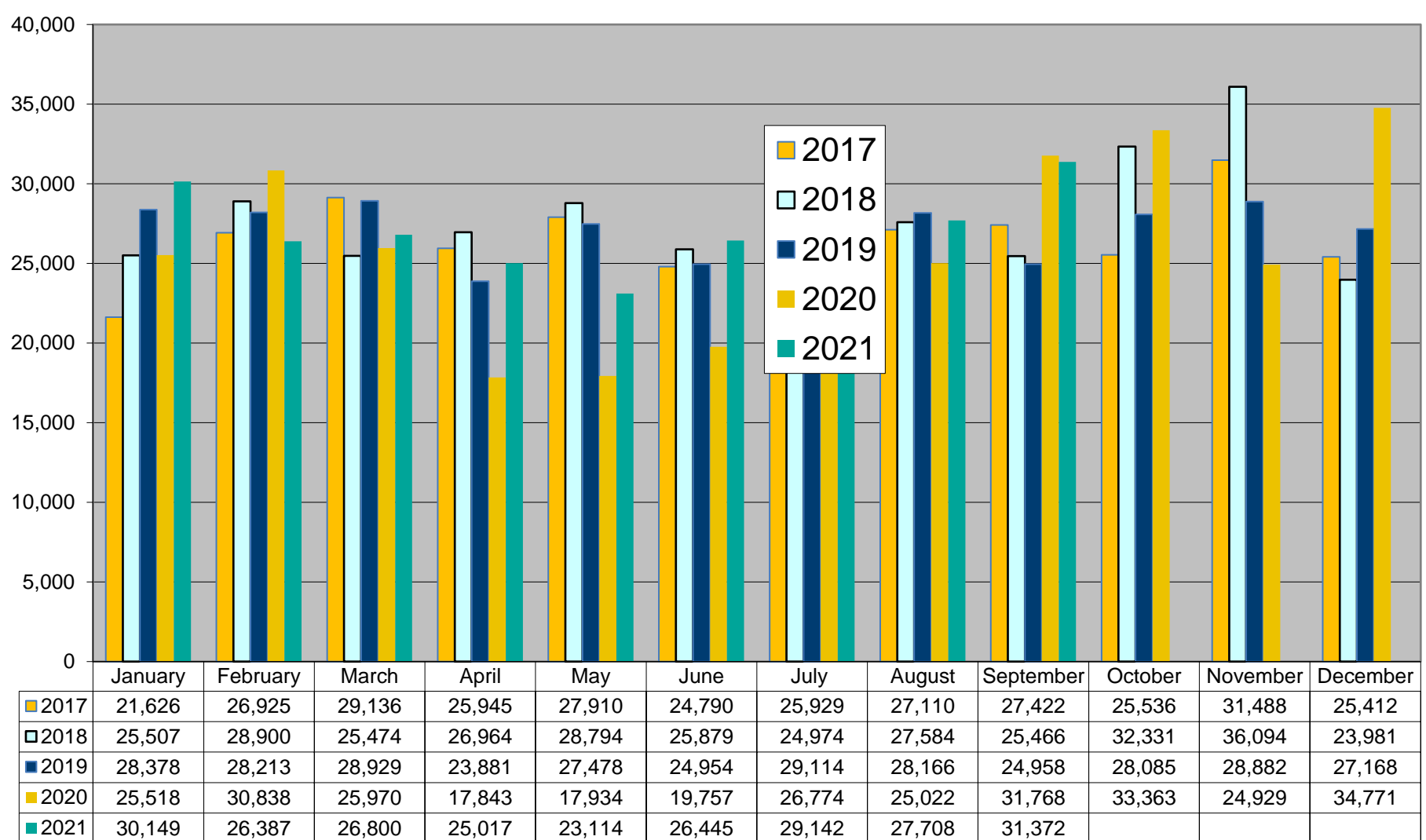
3rd Nov 2021



Market Message 010



Market Message 105L



COS in-progress 28th October 2021– 11,493

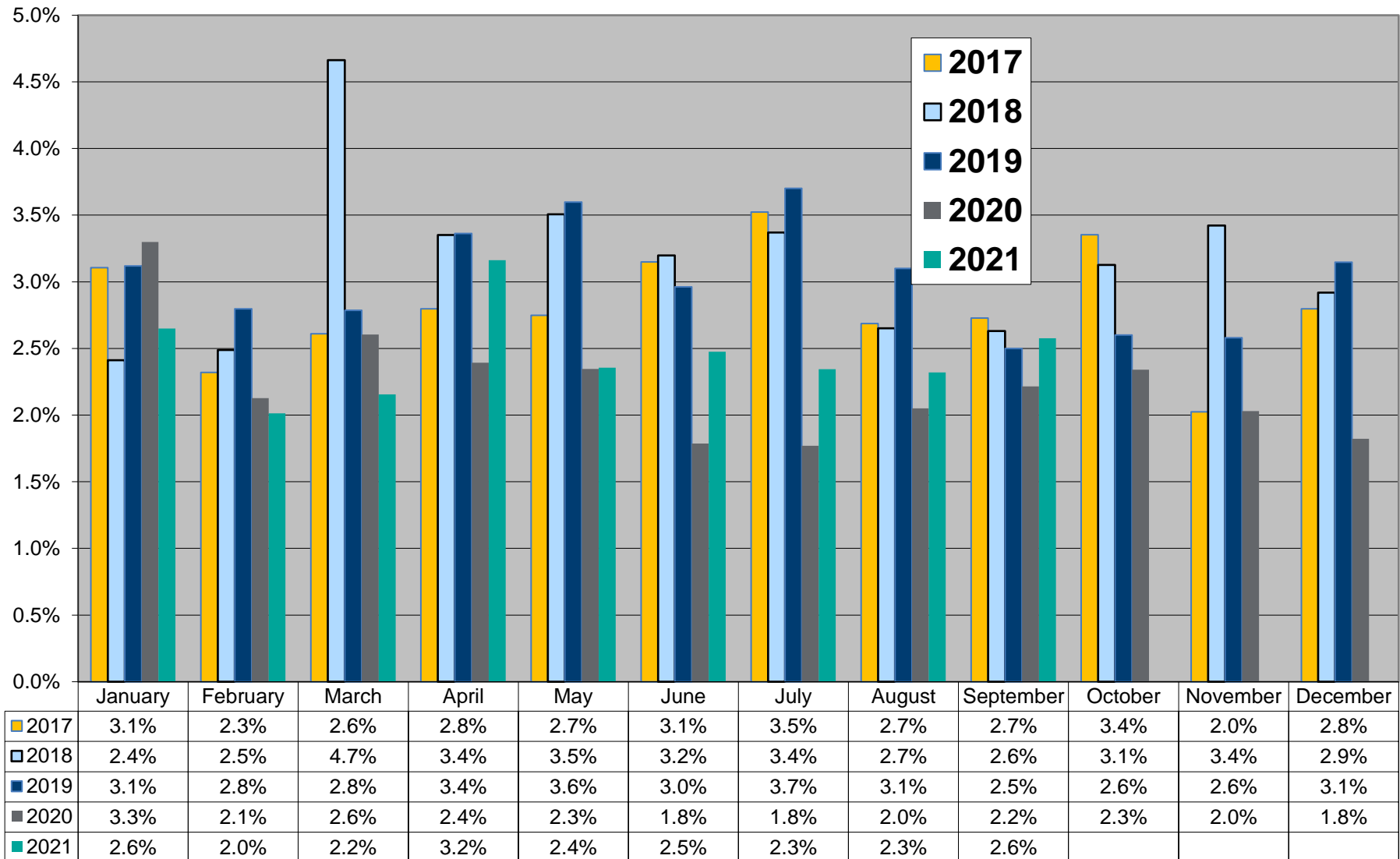
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held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

Aug 2018	3
Sept 2018	1
May 2019	1
July 2019	1
Aug 2019	1
Feb 2020	1
July 2020	1
Aug 2020	1
Sept 2020	2
Nov 2020	1
Jan 2021	2

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jul-21	9,066	10,287	16,856	36,209	25%	47%
Aug-21	9,806	10,068	17,976	37,850	26%	47%
Sept-21	14,045	5,236	21,716	40,997	34%	53%

Registration Rejections %

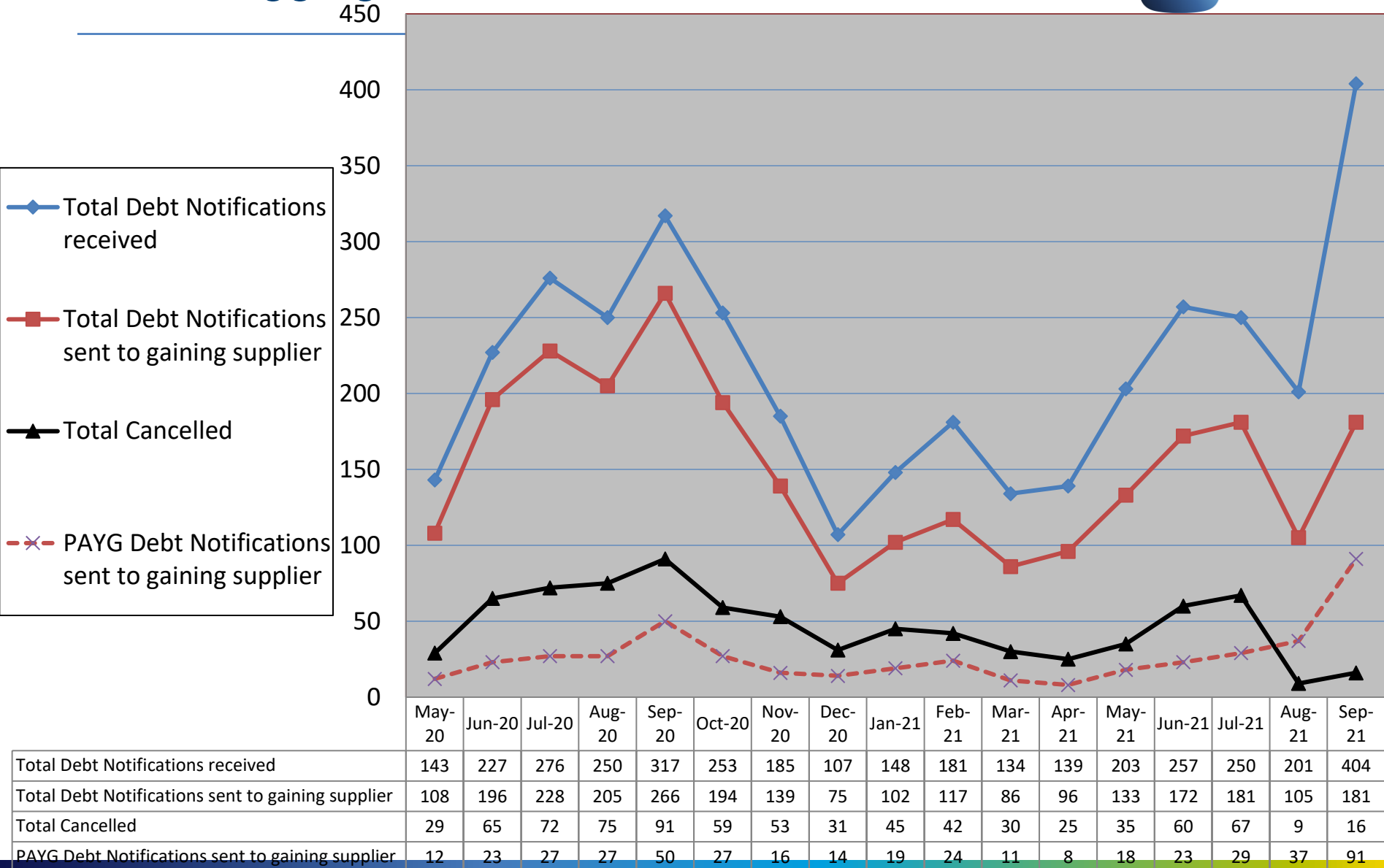


Debt Flagging

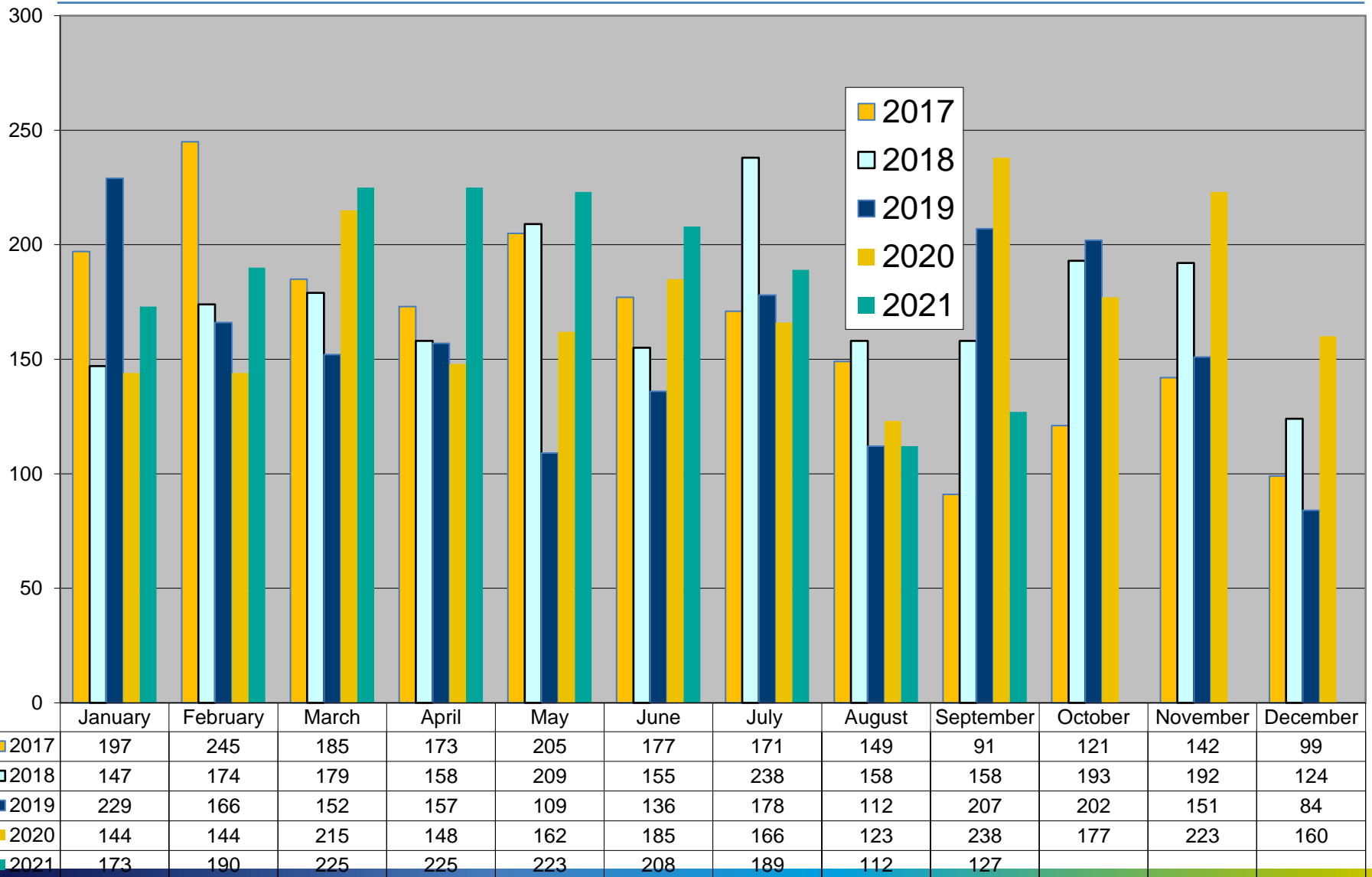
	Jul - 21	Aug - 21	Sept - 21
Total Debt Notifications received (012)	250 (37)	201 (17)	404 (32)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	69 (8)	96 (8)	223 (16)
Total Debt Notifications sent to gaining supplier (112)	181 (29)	105 (9)	181 (16)
Total not cancelled	114 (22)	68 (8)	90 (12)
Total cancelled	67 (7)	37 (1)	91 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.28%	0.44%

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

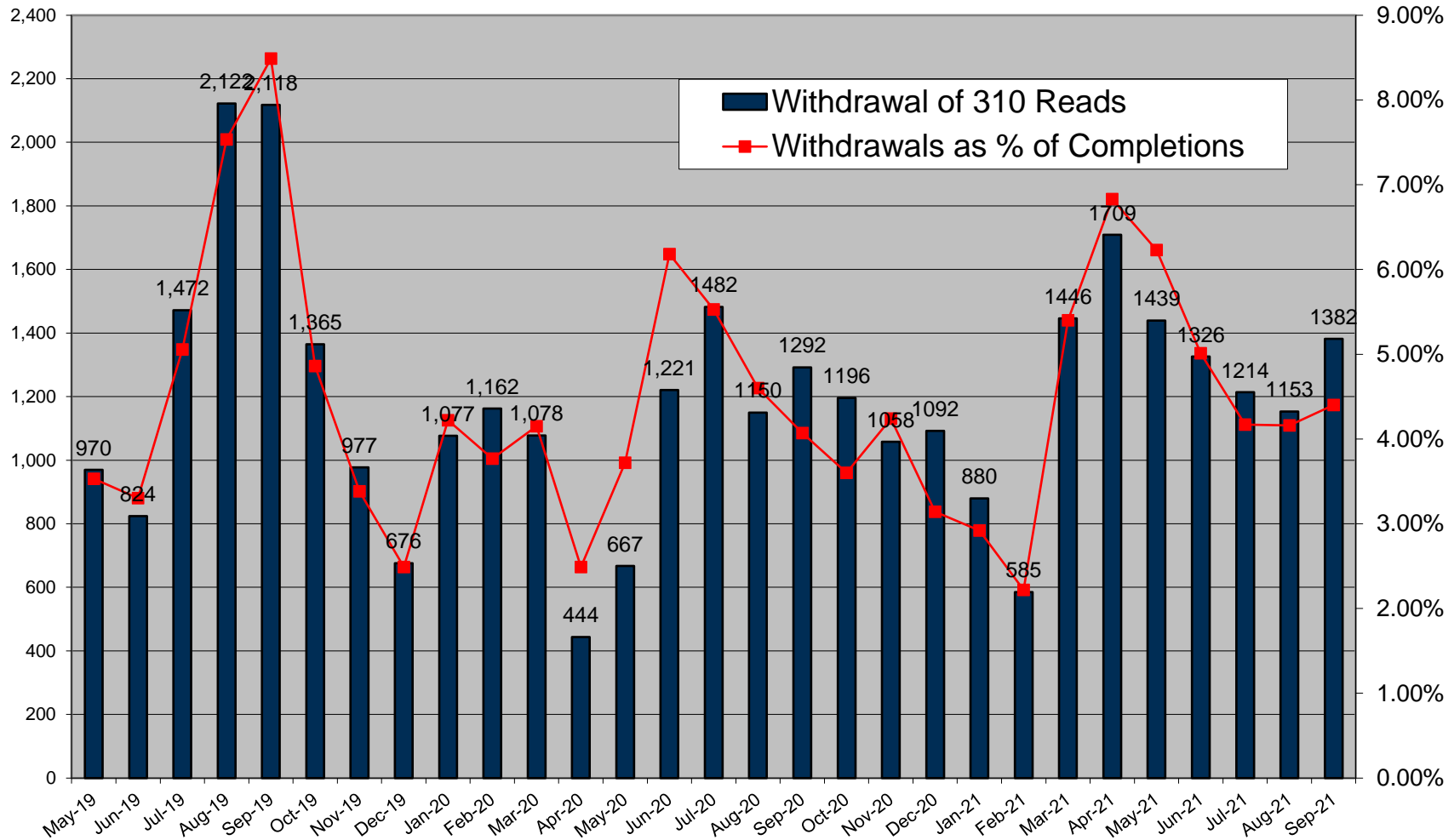
Debt Flagging



Disputed Reads



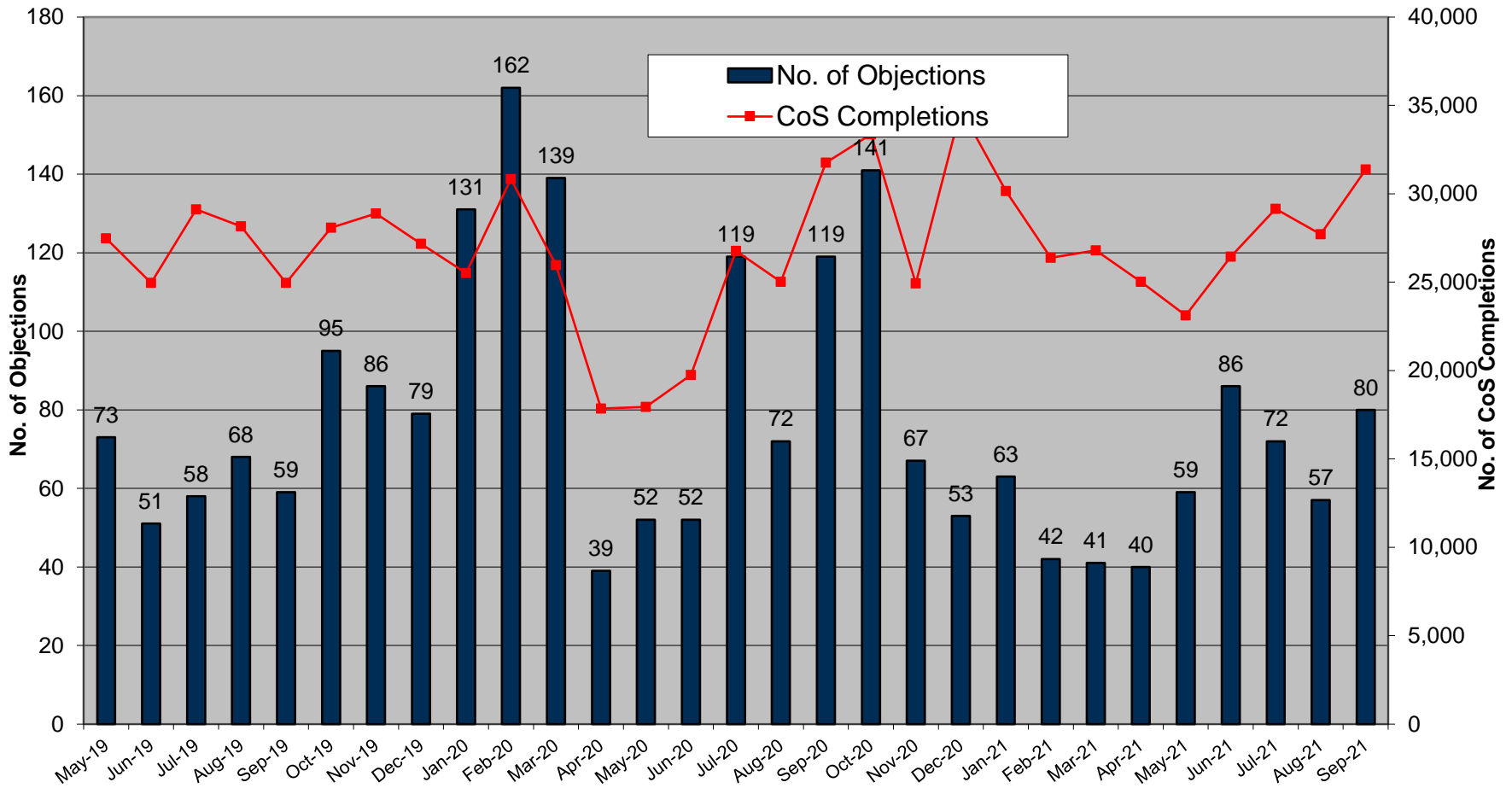
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Jul - 21	Aug - 21	Sept - 21
No. of Objections	72	57	80
Cancellations from Objections	13	20	22
Objection emails to MRSO	20	11	15
Reasons:			
Uncontactable by phone	5	1	5
Written communication			4
COS confirmed	15	10	6
Other			
Escalation emails	9	6	14

Objections – Erroneous Transfer



List of new Smart MCC Switches



MCC 12 – New Smart 24 hour

Total to date – 28,382

MCC 16 – New Smart Day / Night

Total to date – 2,591