



NETWORKS

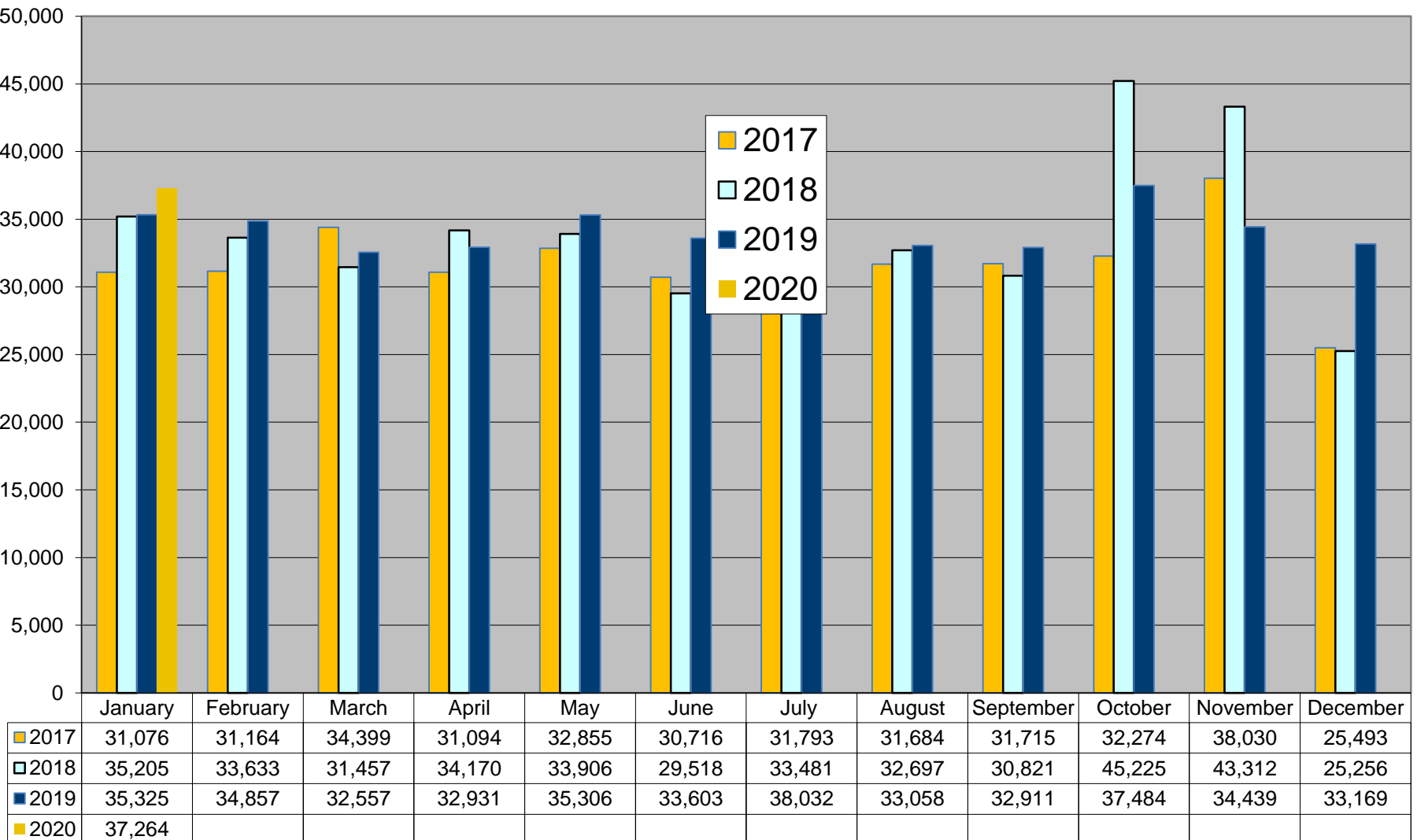
MRSO Update

James Long

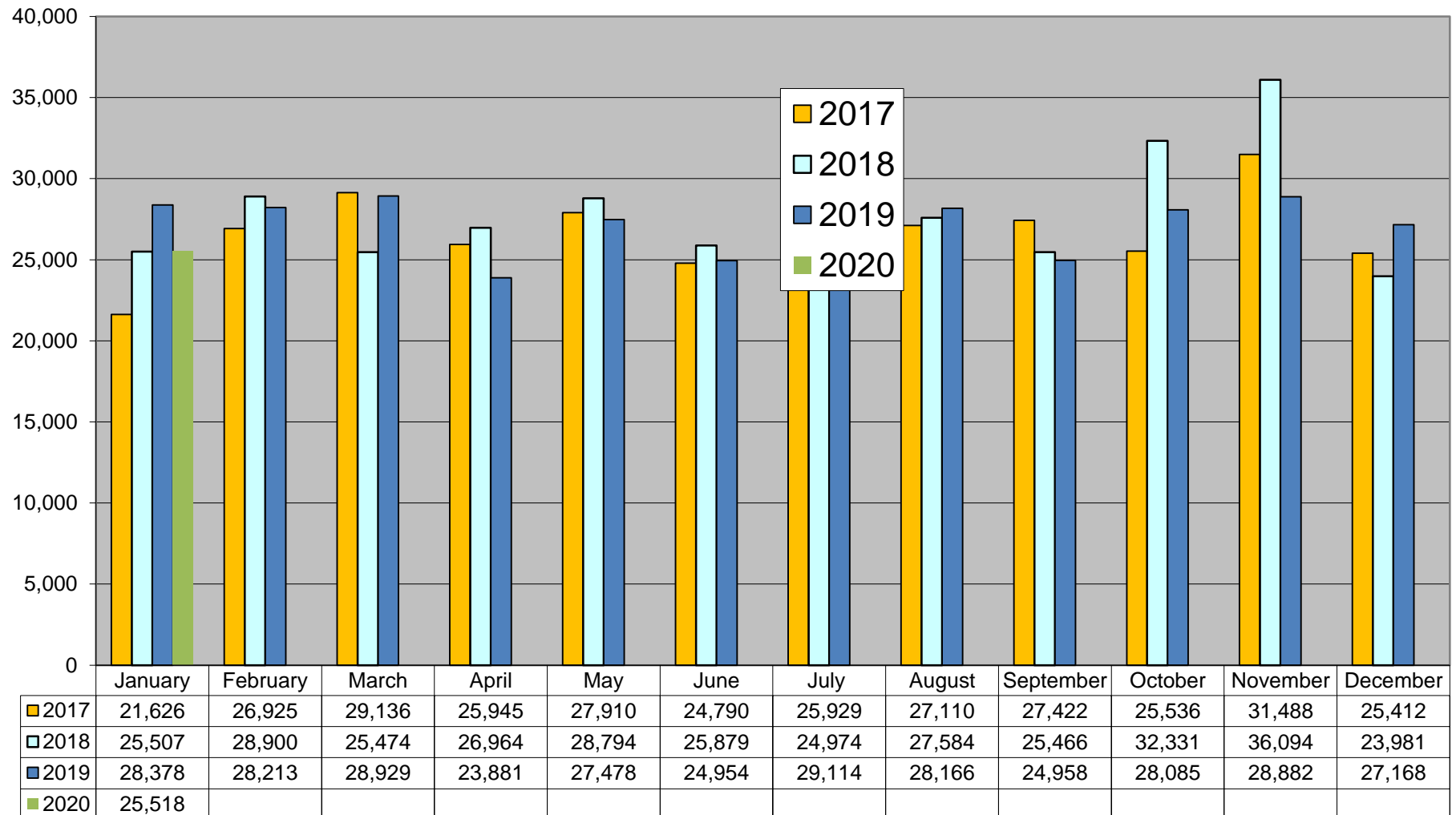
4th March 2020



Market Message 010



Market Message 105L



COS in-progress 26th February 2020– 9,327



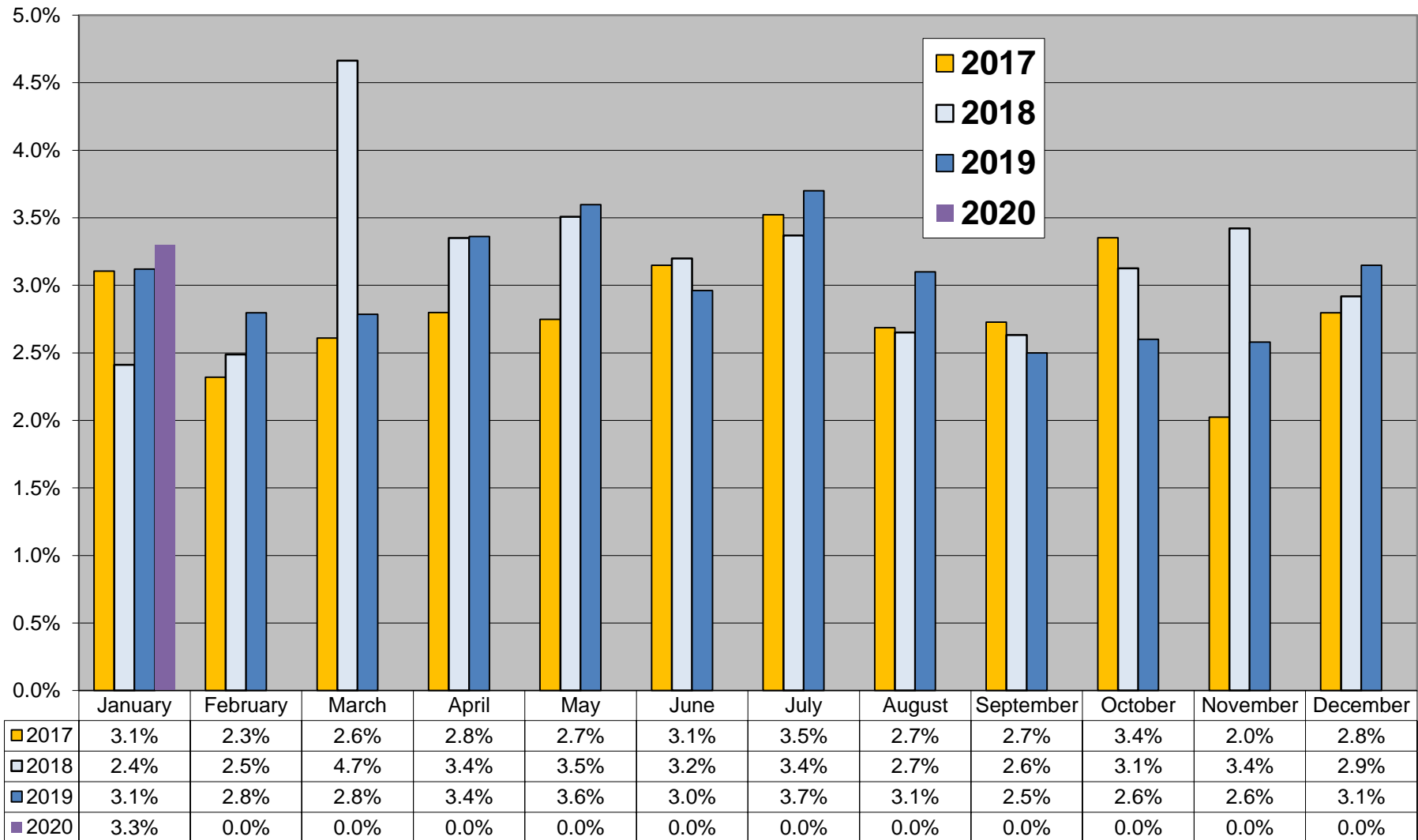
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **Eighteen switches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

Aug 2018	4
Sept 2018	2
Oct 2018	1
Nov 2018	3
Dec 2018	1
Jan 2019	1
Feb 2019	1
Apr 2019	1
May 2019	2
June 19	2

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Nov - 19	12,439	5,520	17,959	34,439	36%	52%
Dec -19	11,909	4,103	17,157	33,169	36%	52%
Jan-19	11,993	6,938	18,333	37,264	32%	49%

Registration Rejections %

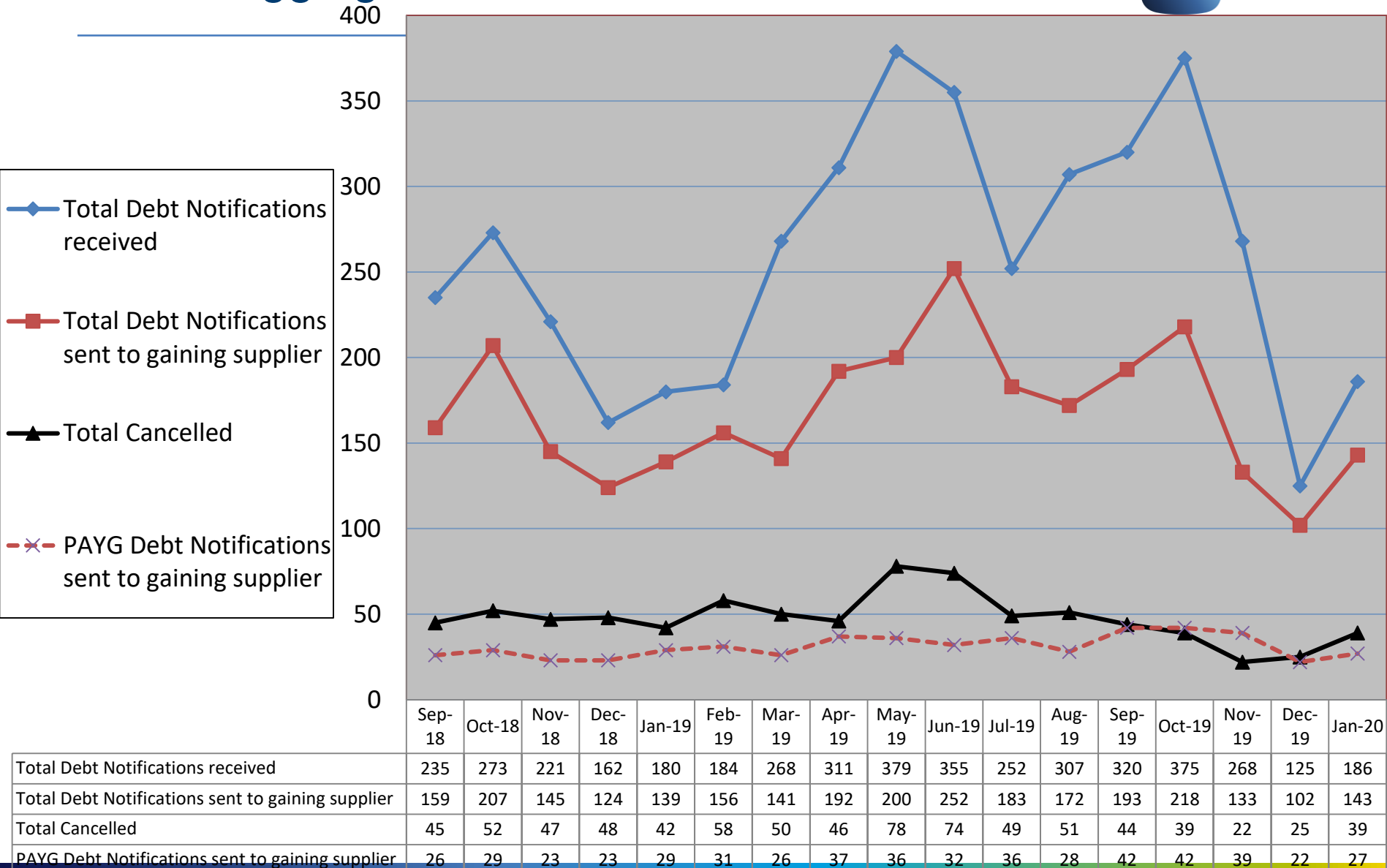


Debt Flagging

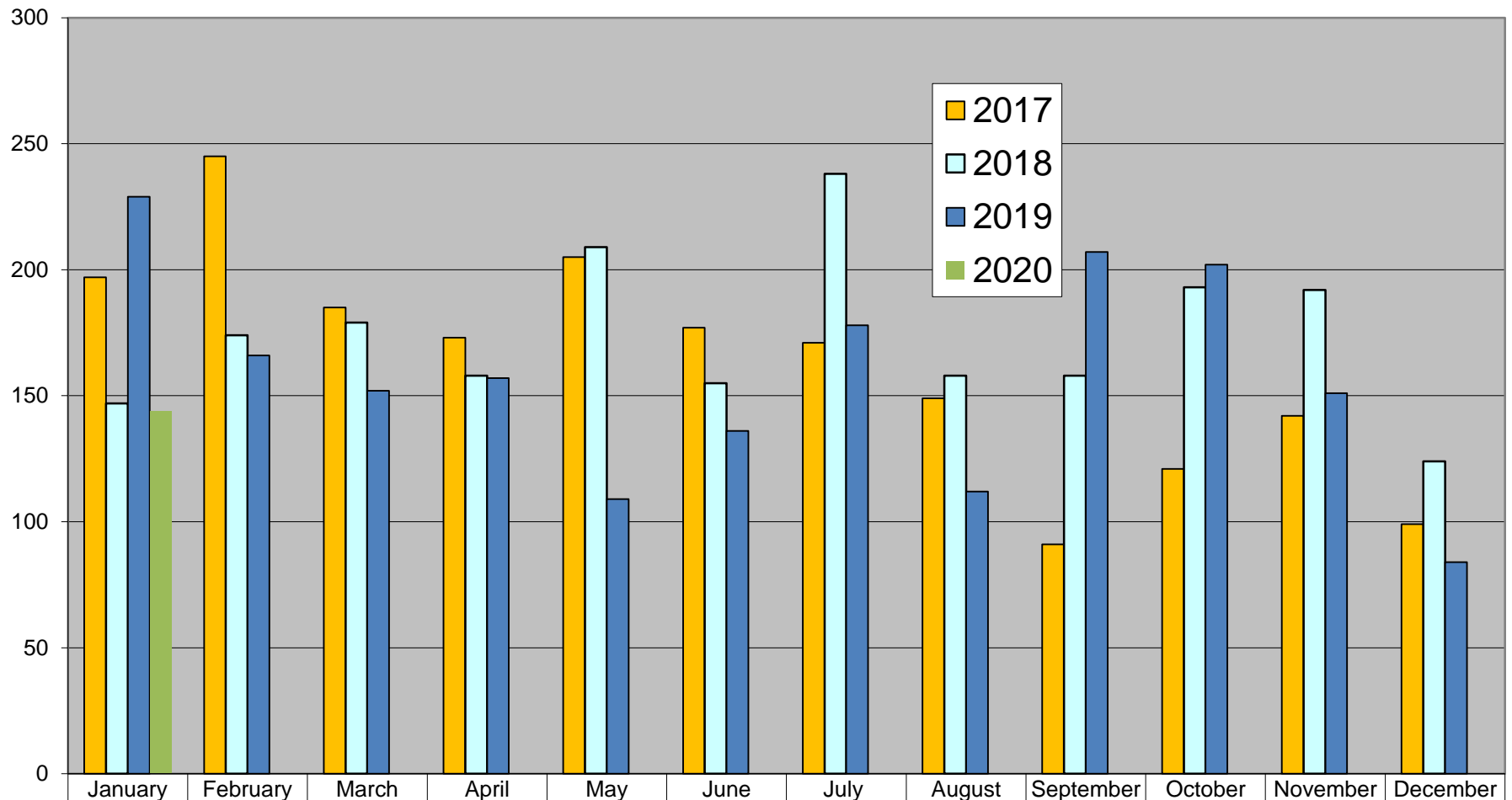
	Nov-19	Dec-19	Jan-20
Total Debt Notifications received (012)	268 (44)	125 (26)	186 (32)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	135 (5)	23 (4)	43 (5)
Total Debt Notifications sent to gaining supplier (112)	133 (39)	102 (22)	143 (27)
Total not cancelled	111 (36)	77 (21)	104 (22)
Total cancelled	22 (3)	25 (1)	39 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.3%	0.4%

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

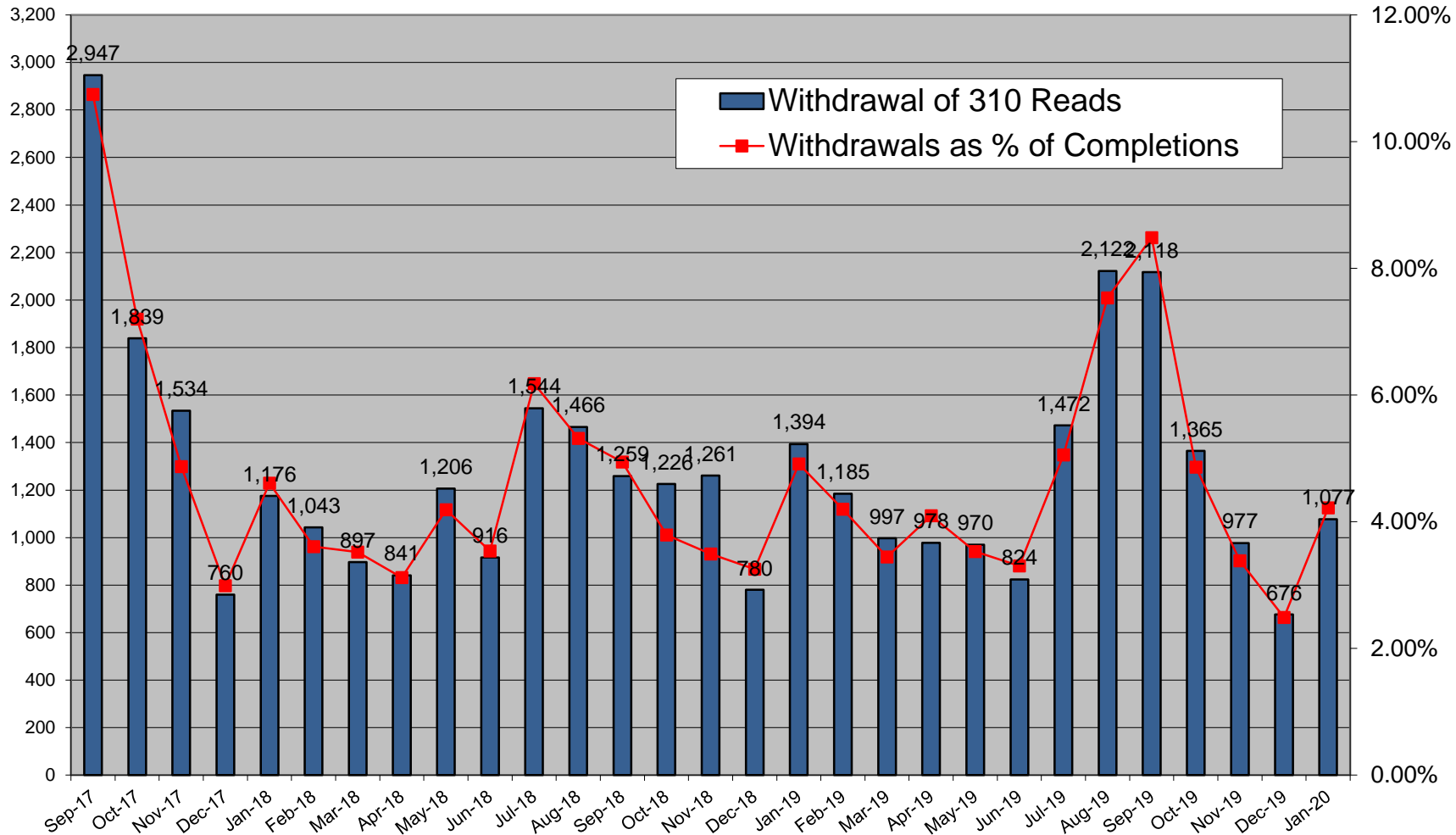
Debt Flagging



Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Nov-19	Dec-19	Jan-20
No. of Objections	86	79	131
Cancellations from Objections	31	25	39
Objection emails to MRSO	12	7	9
Reasons:			
Uncontactable by phone	2	2	4
Written communication	1		
COS confirmed	8	5	5
Other	1		
Escalation emails	8	13	9

Objections – Erroneous Transfer

