



NETWORKS

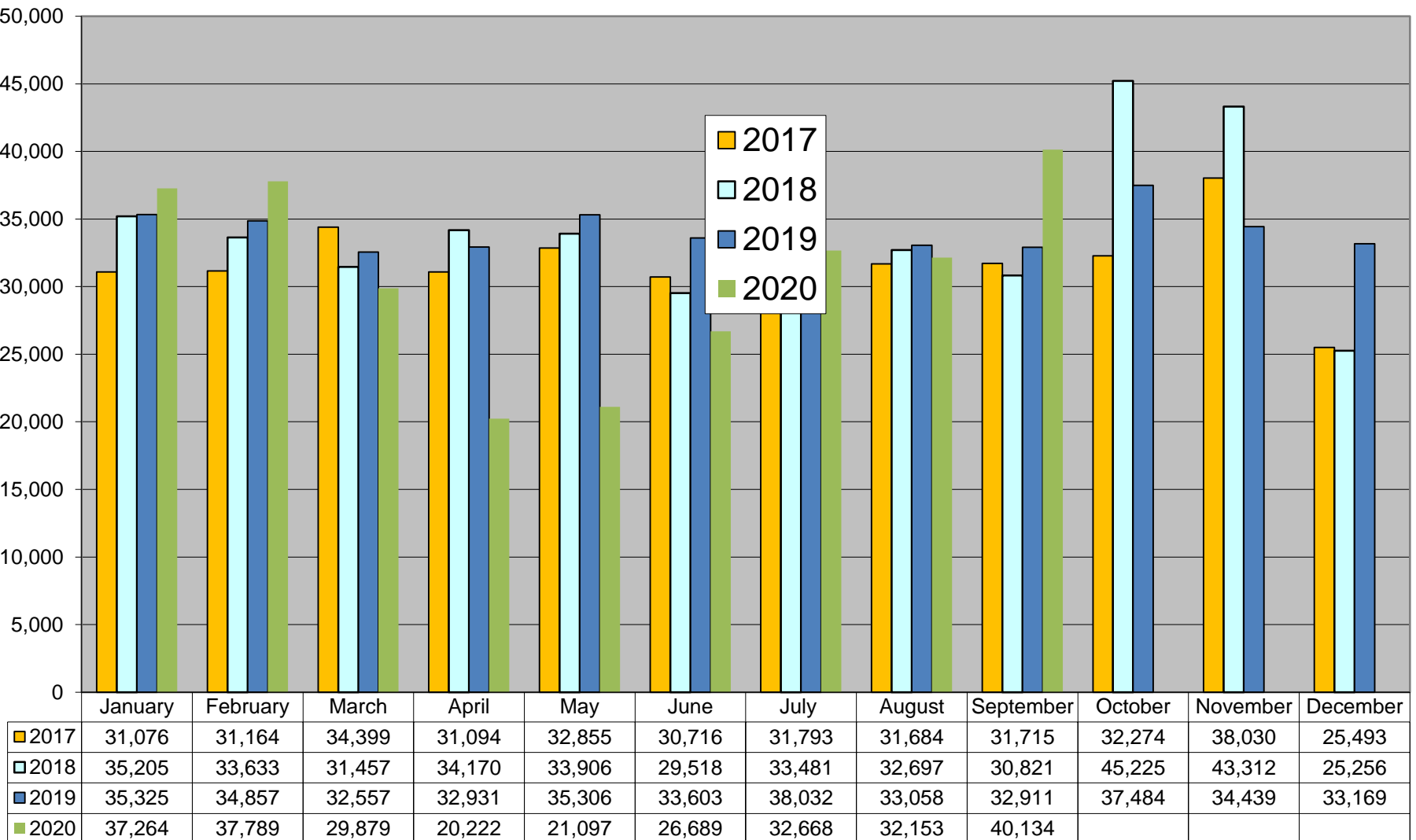
MRSO Update

James Long

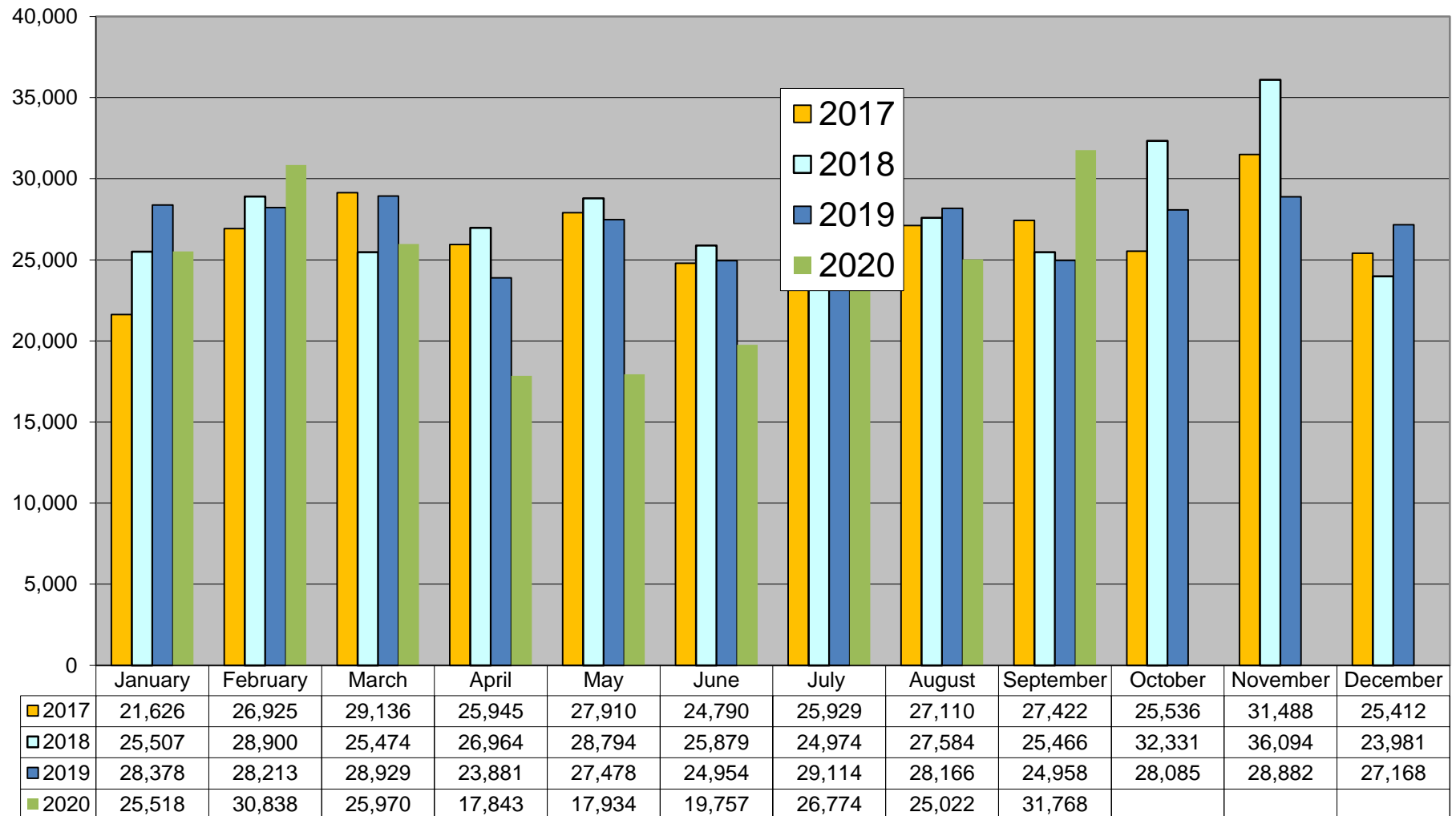
4th November 2020



Market Message 010



Market Message 105L



COS in-progress 29th Oct 2020– 9,412

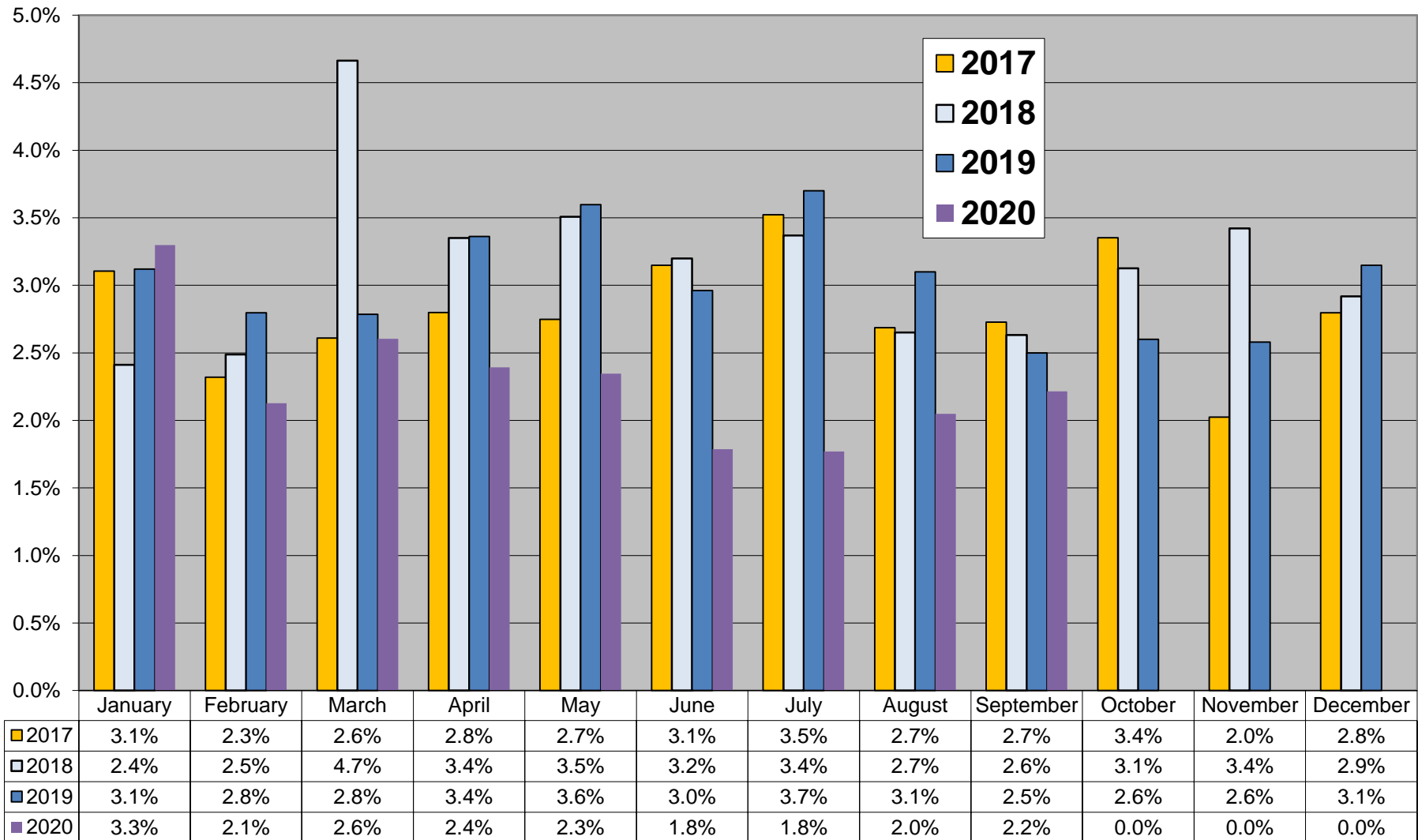
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **19 switches held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

Aug 2018	2
Sept 2018	2
Oct 2018	1
Nov 2018	2
Dec 2018	1
Jan 2019	1
Feb 2019	2
Apr 2019	1
May 2019	1
Aug 2019	2

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jul - 20	6,600	11,918	14,150	32,668	20%	43%
Aug -20	6,047	12,428	13,678	32,153	19%	43%
Sept - 20	7,020	17,285	15,829	40,134	17%	39%

Registration Rejections %

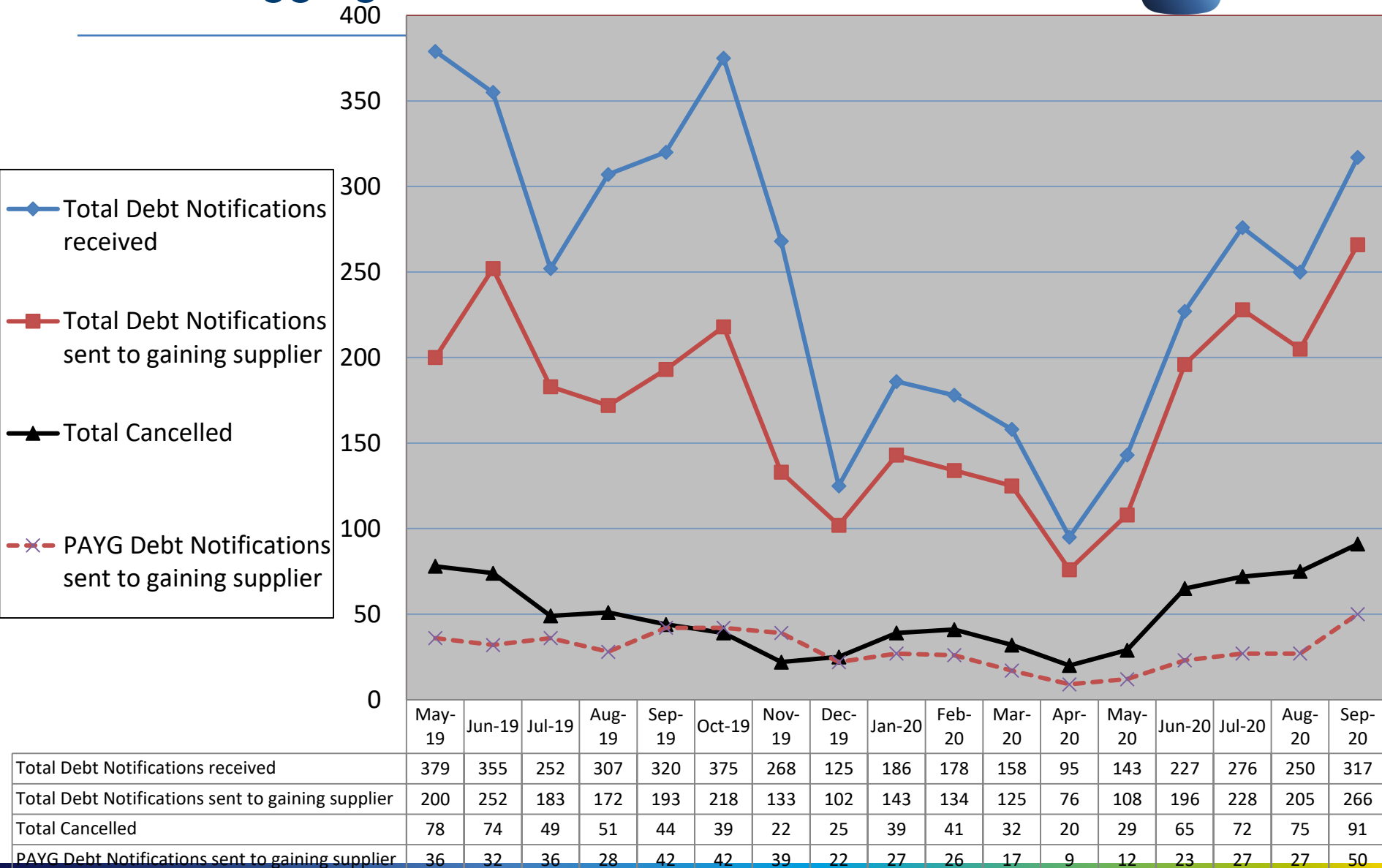


Debt Flagging

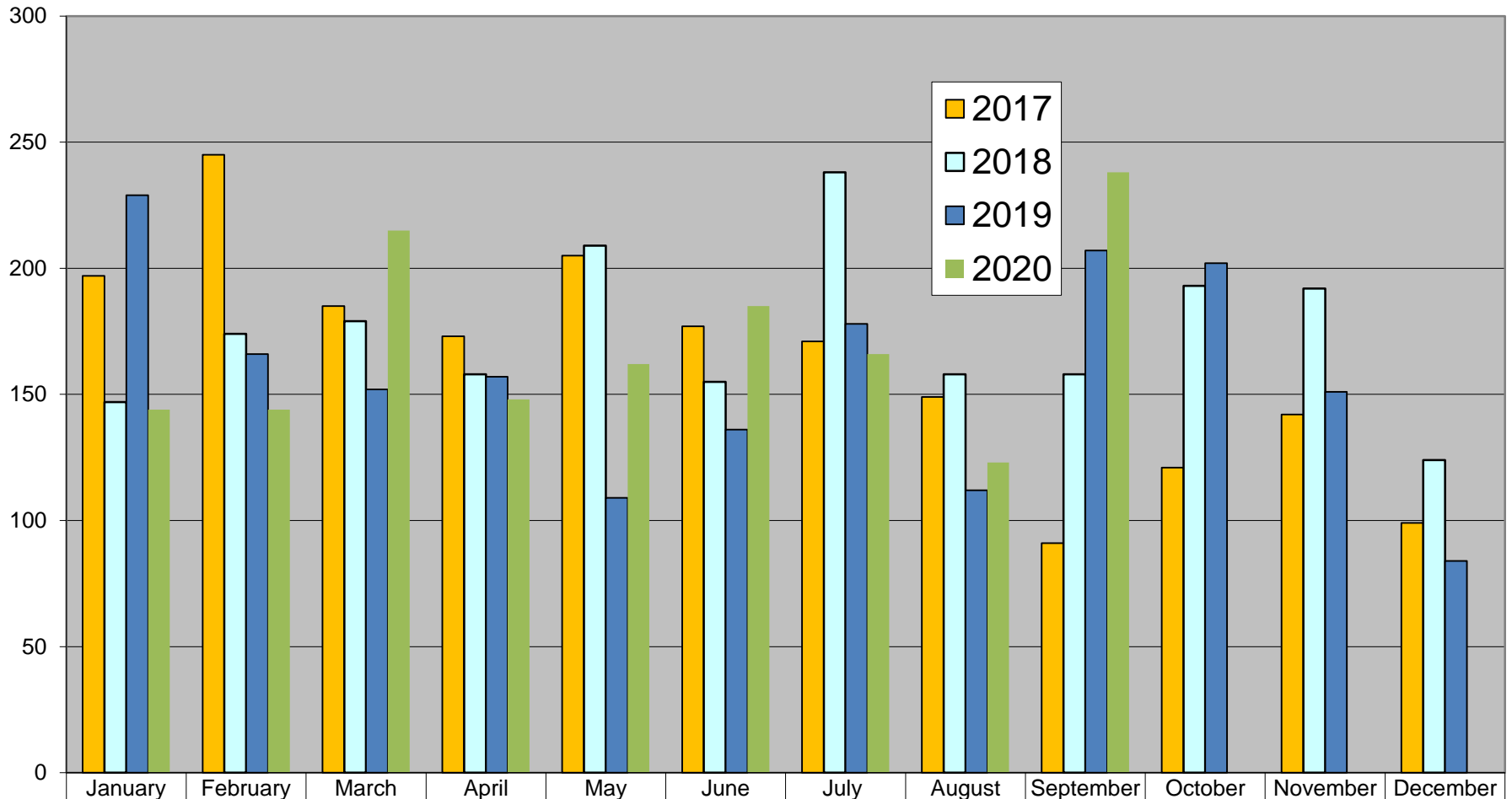
	Jul - 20	Aug - 20	Sept- 20
Total Debt Notifications received (012)	276 (30)	250 (30)	317 (53)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	48 (3)	45 (3)	51 (3)
Total Debt Notifications sent to gaining supplier (112)	228 (27)	205 (23)	266 (50)
Total not cancelled	156 (23)	130 (22)	175 (42)
Total cancelled	72 (4)	75 (5)	91 (8)
Total Debt Notifications sent to gaining supplier as % of total COS	0.7%	0.64%	0.66%

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

Debt Flagging

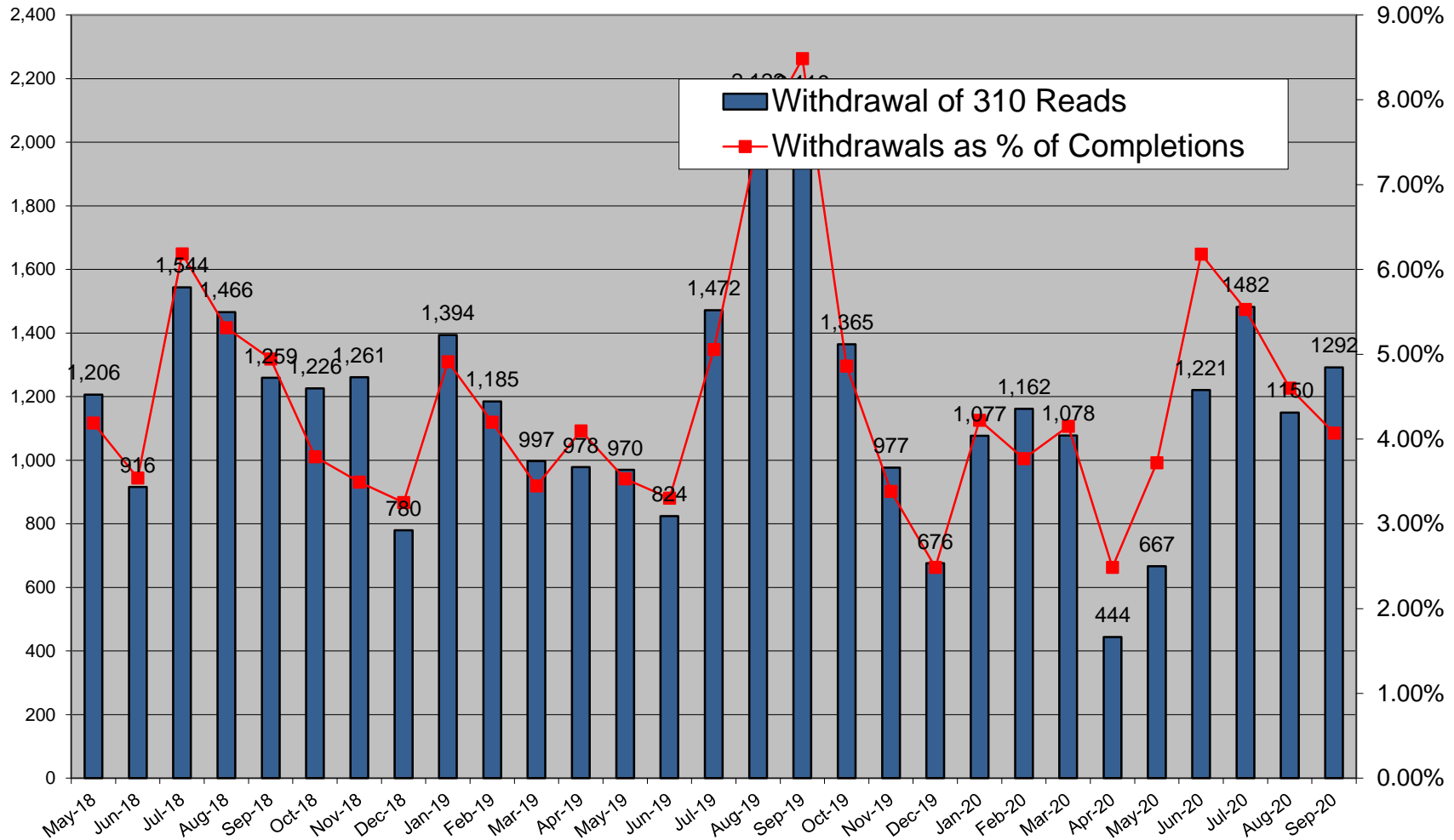


Disputed Reads



	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	157	109	136	178	112	207	202	151	84
2020	144	144	215	148	162	185	166	123	238			

Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Jul - 20	Aug - 20	Sept - 20
No. of Objections	137	72	119
Cancellations from Objections	46	31	43
Objection emails to MRSO	10	10	6
Reasons:			
Uncontactable by phone	2	1	2
Written communication	1	3	
COS confirmed	6	6	4
Other			
Escalation emails	7	4	3

Objections – Erroneous Transfer

