



NETWORKS

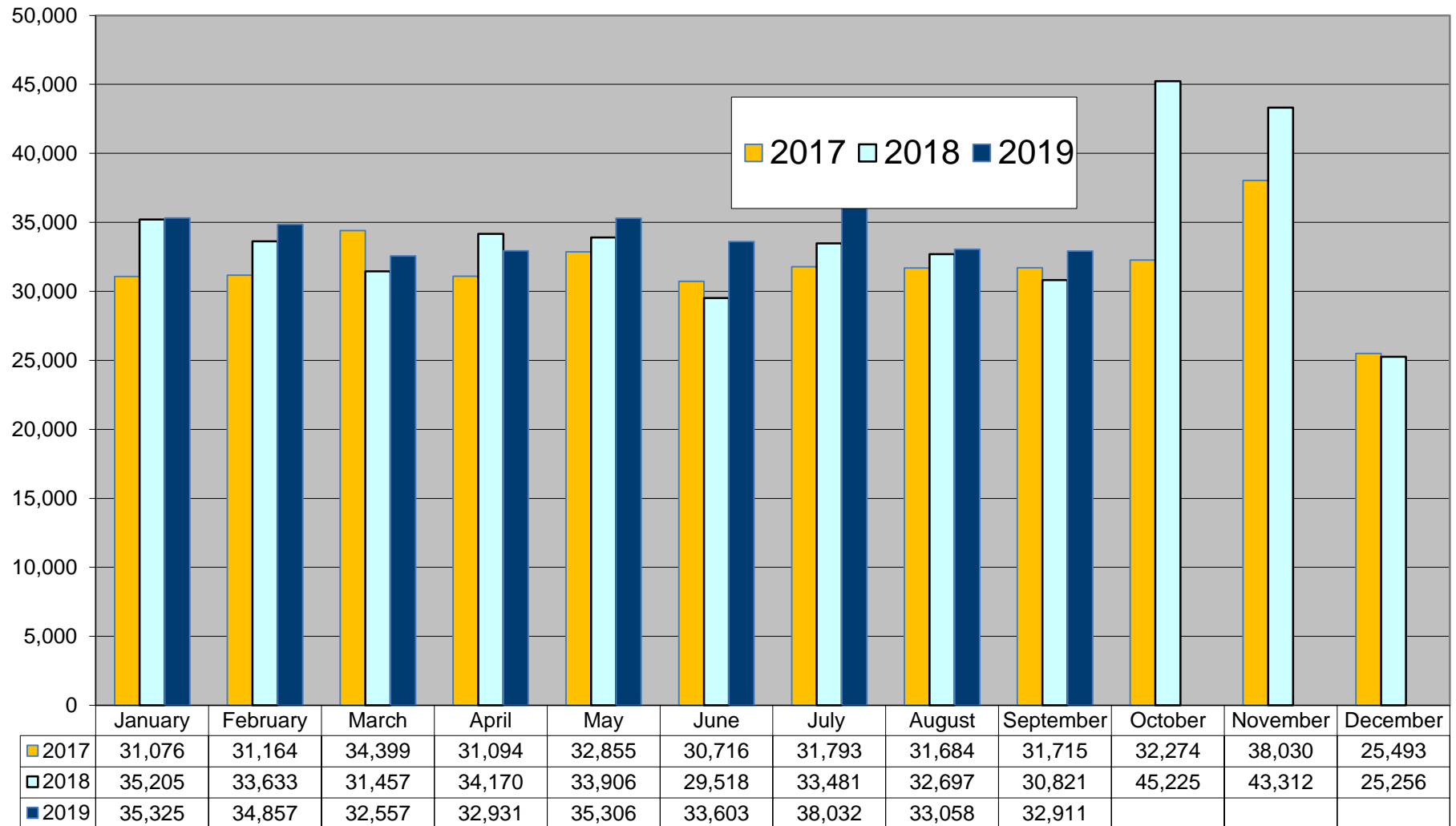
# MRSO Update

James Long

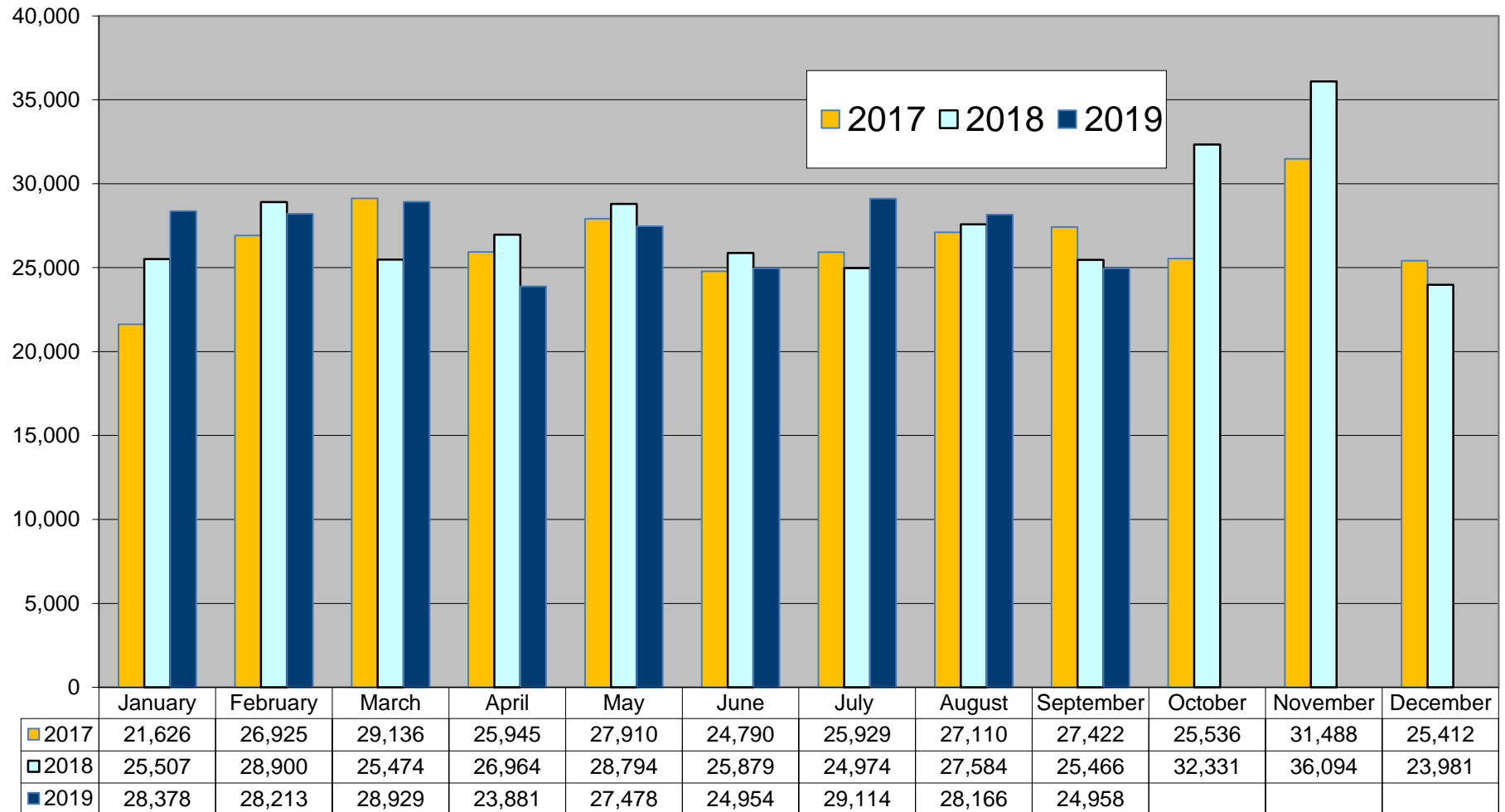
6<sup>th</sup> November 2019



# Market Message 010



# Market Message 105L



# COS in-progress 31<sup>st</sup> October 2019– 6,074

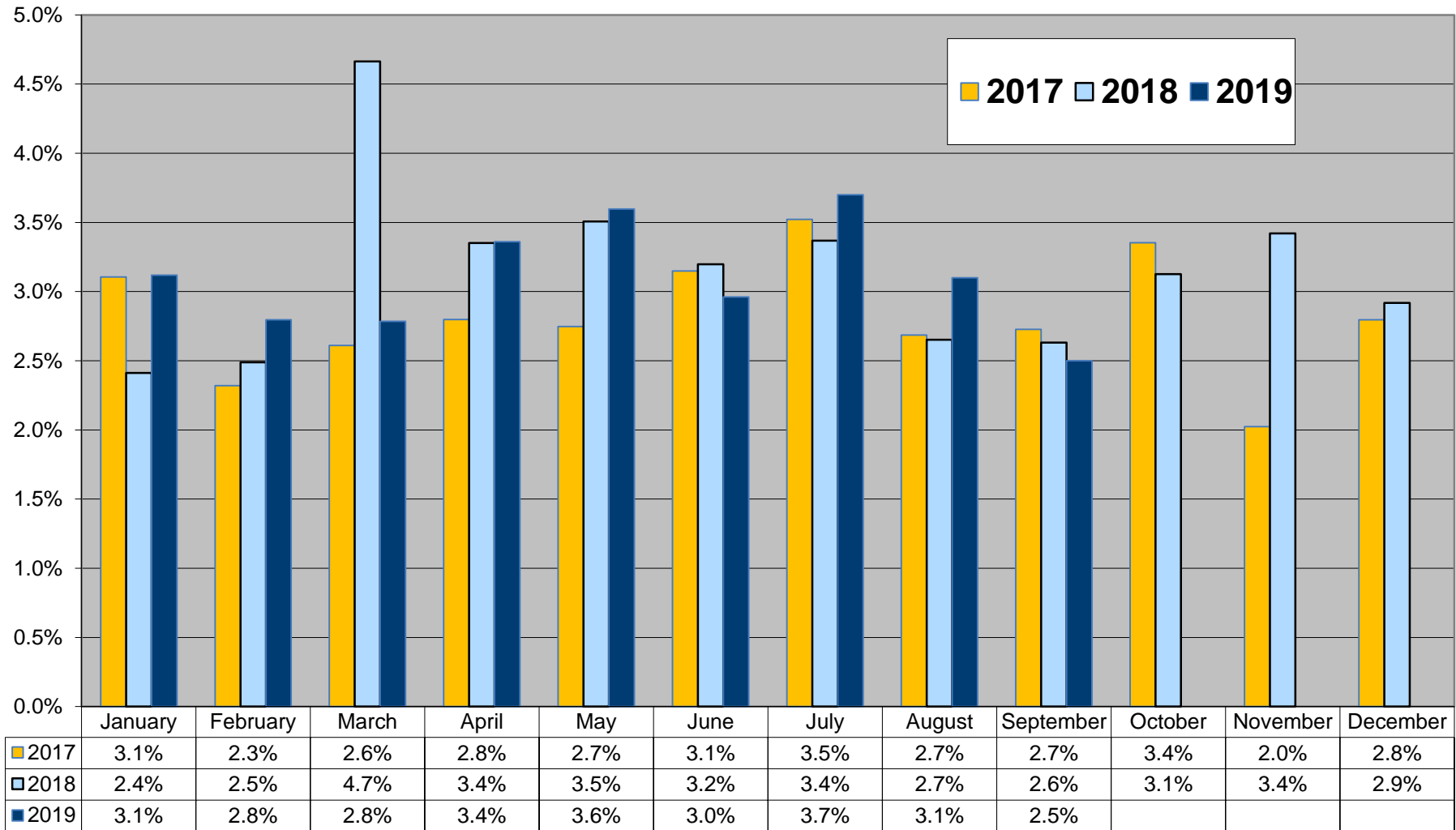
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- Nineteen switches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

Aug 2018	4
Sept 2018	2
Oct 2018	3
Nov 2018	4
Dec 2018	2
Jan 2019	3
Feb 2019	1

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jul - 19	11,301	7,657	18,958	38,032	30%	50%
Aug -19	12,847	4,959	17,806	33,058	39%	54%
Sept - 19	12,894	5,201	18,095	32,911	39%	55%

# Registration Rejections %

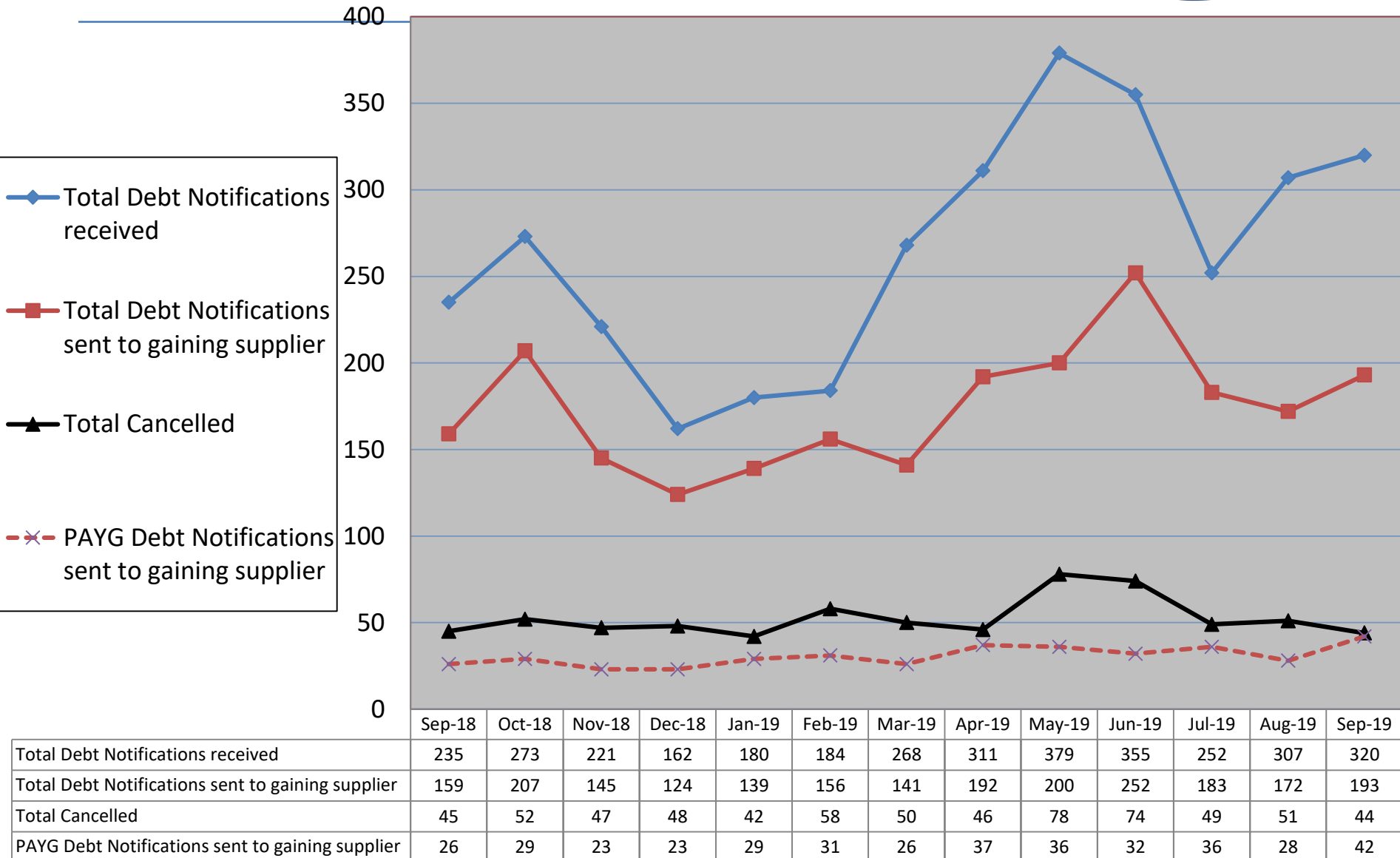


# Debt Flagging

	Jul -19	Aug-19	Sept-19
Total Debt Notifications received (012)	252 (43)	307 (31)	320 (48)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	69 (7)	135 (3)	127 (6)
Total Debt Notifications sent to gaining supplier (112)	183 (36)	172 (28)	193 (42)
Total not cancelled	134 (29)	121 (22)	149 (38)
Total cancelled	49 (7)	51 (6)	44 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.6%	0.5%	0.6%

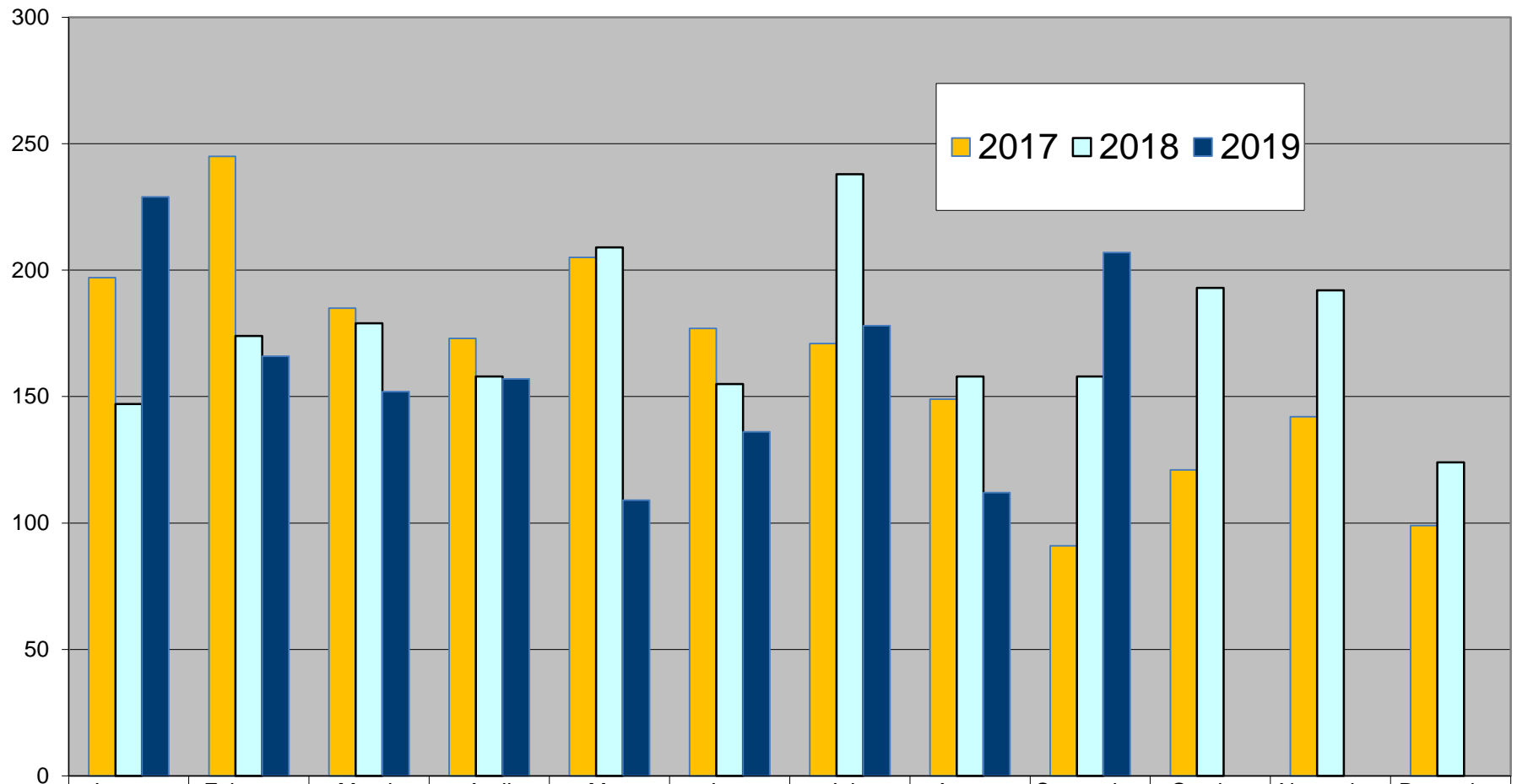
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging



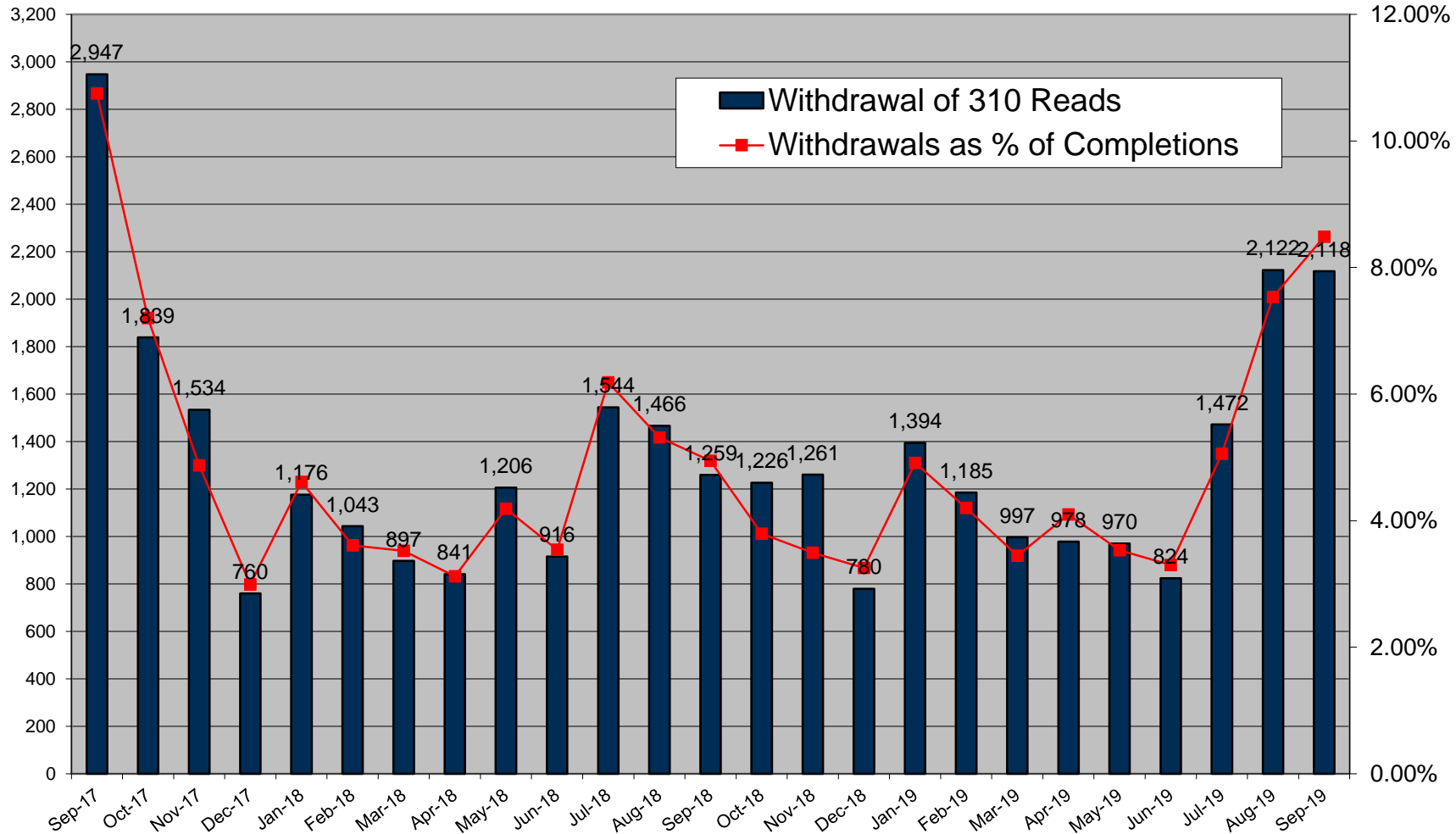


# Disputed Reads



	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			

# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

	Jul -19	Aug -19	Sept -19
No. of Objections	58	68	59
Cancellations from Objections	28	26	21
Objection emails to MRSO	7	6	6
Reasons:			
Uncontactable by phone	1	1	
Written communication			
COS confirmed	6	5	4
Other			2
Escalation emails	3	5	5

# Objections – Erroneous Transfer

