



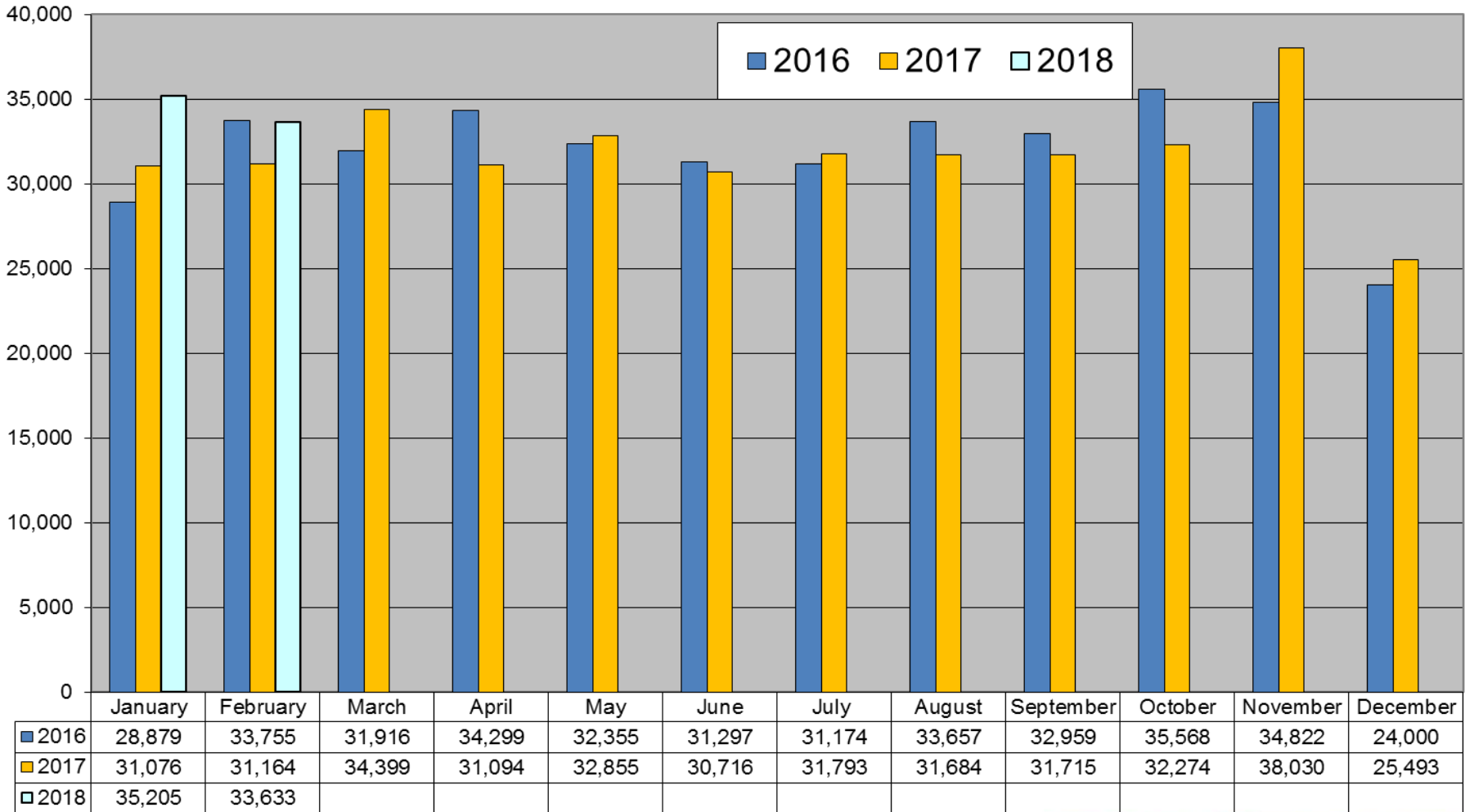
NETWORKS

MRSO Update

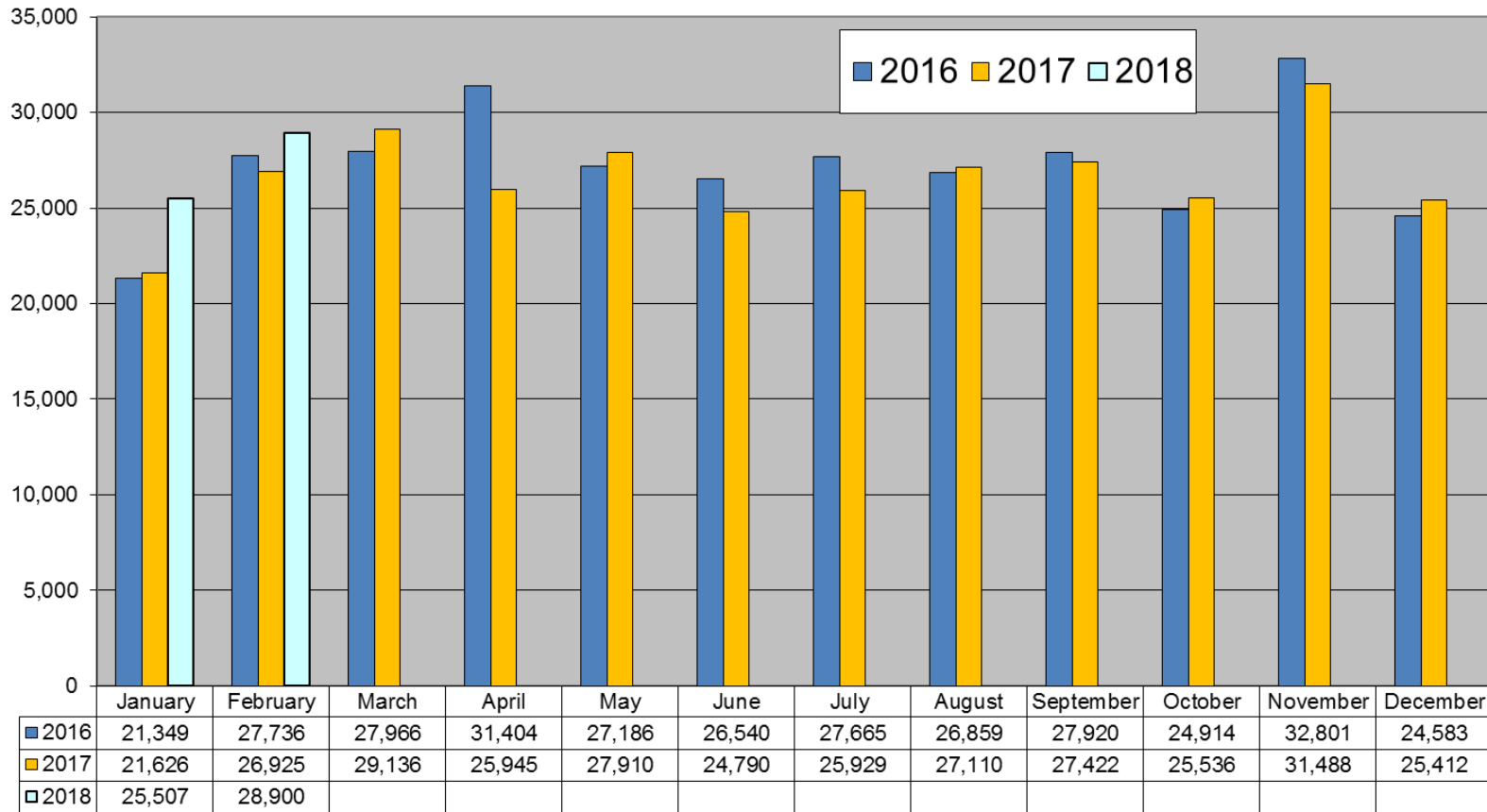
Gerry Halligan

7th March 2018

Market Message 010



Market Message 105L



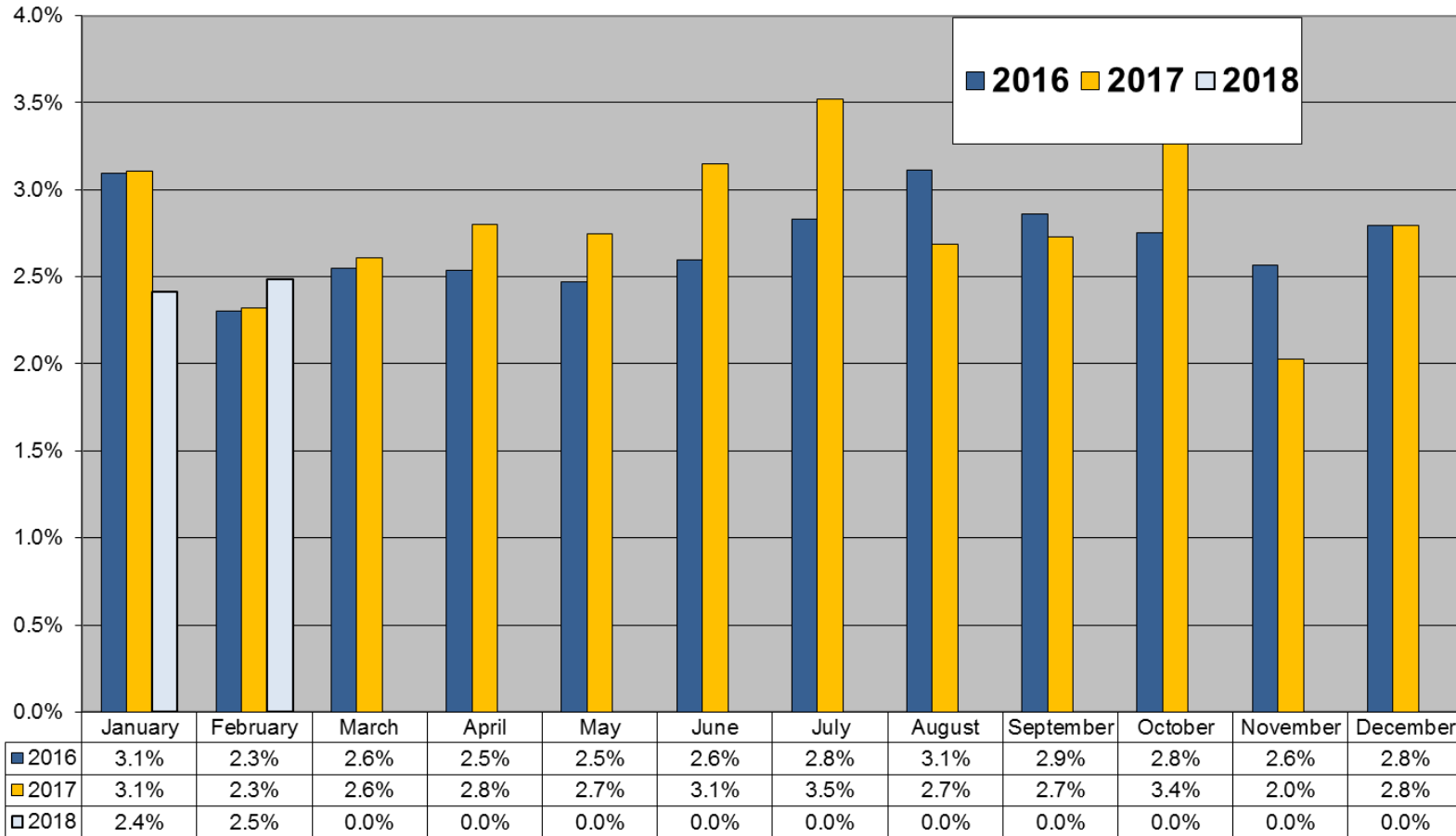
COS in-progress 5th March 2018 – 6,536

- 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
- Fifteen (15) switches held due to an existing Open Service Order

October	1
November	3
December	2

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Dec-17	4,296	6,485	10,781	25,493	17%	42%
Jan-18	5,430	8,546	13,976	35,205	15%	40%
Feb-18	5,237	8,449	13,686	33,633	16%	41%

Registration Rejections %

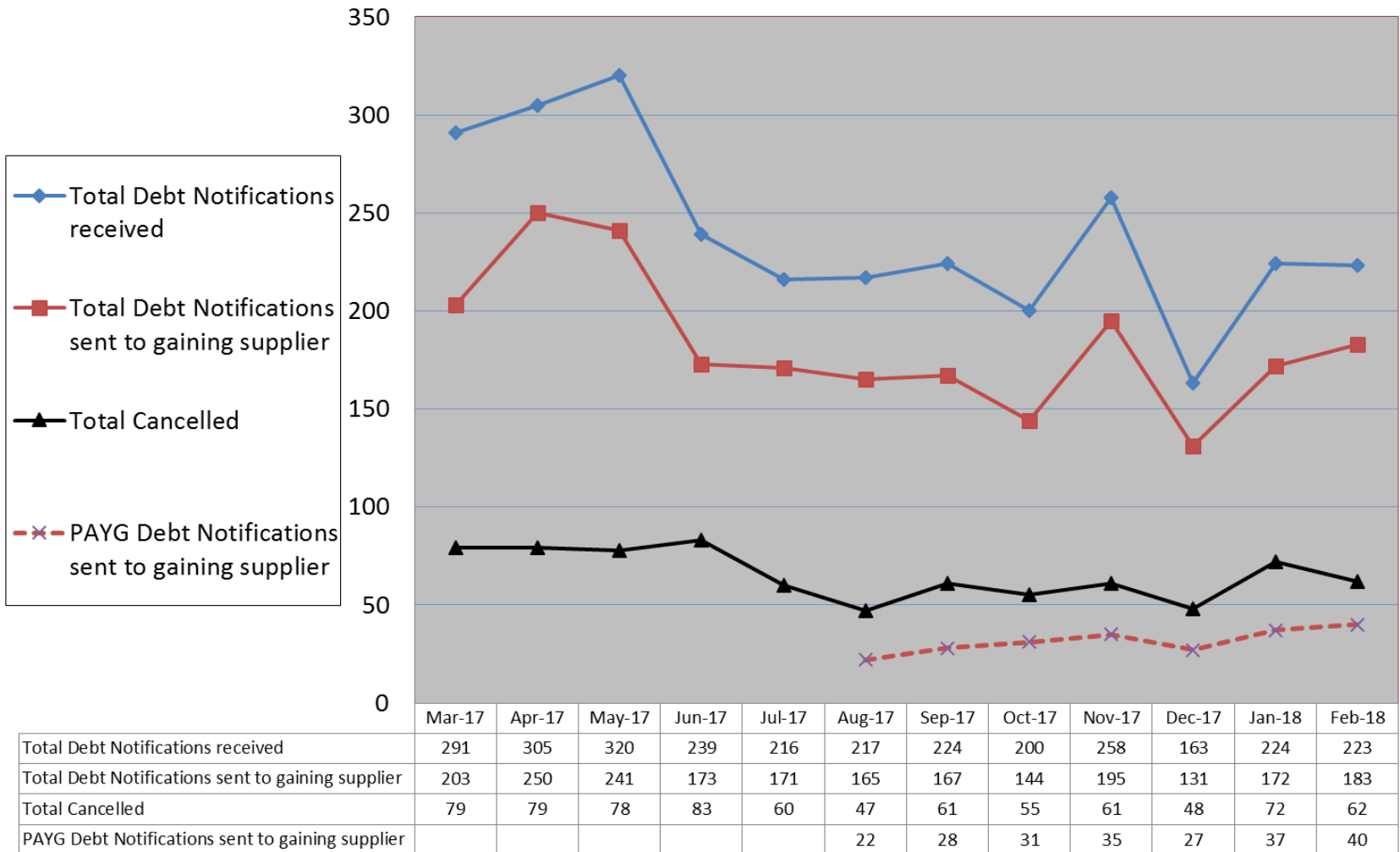


Debt Flagging

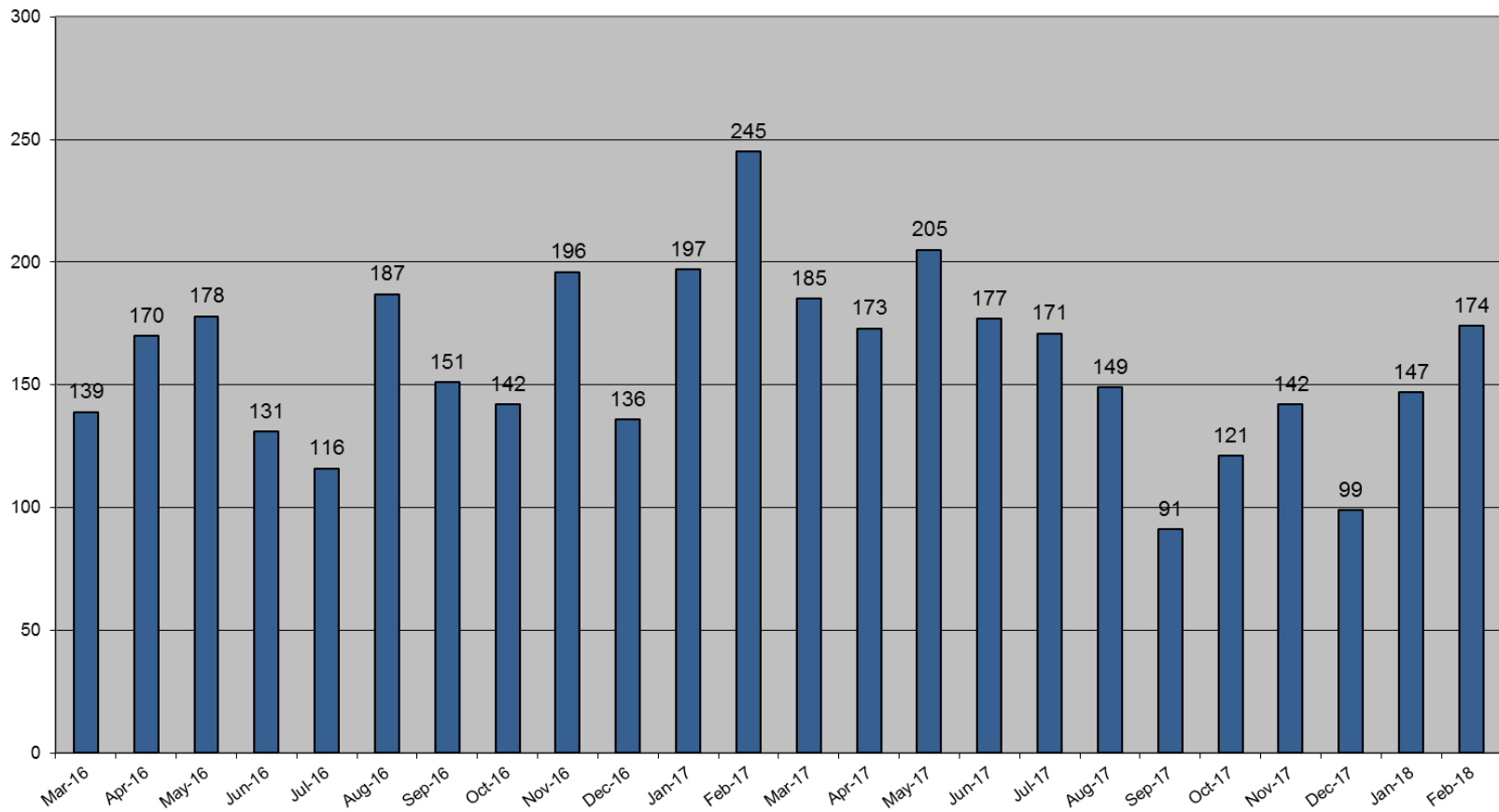
	Dec-17	Jan-18	Feb-18
Total Debt Notifications received (012)	163 (27)	224 (39)	223 (42)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	32 (0)	52 (2)	40 (2)
Total Debt Notifications sent to gaining supplier (112)	131 (27)	172 (37)	183 (40)
Total not cancelled	83 (23)	100 (25)	121 (33)
Total cancelled	48 (4)	72 (12)	52 (7)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.7%	0.6%

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

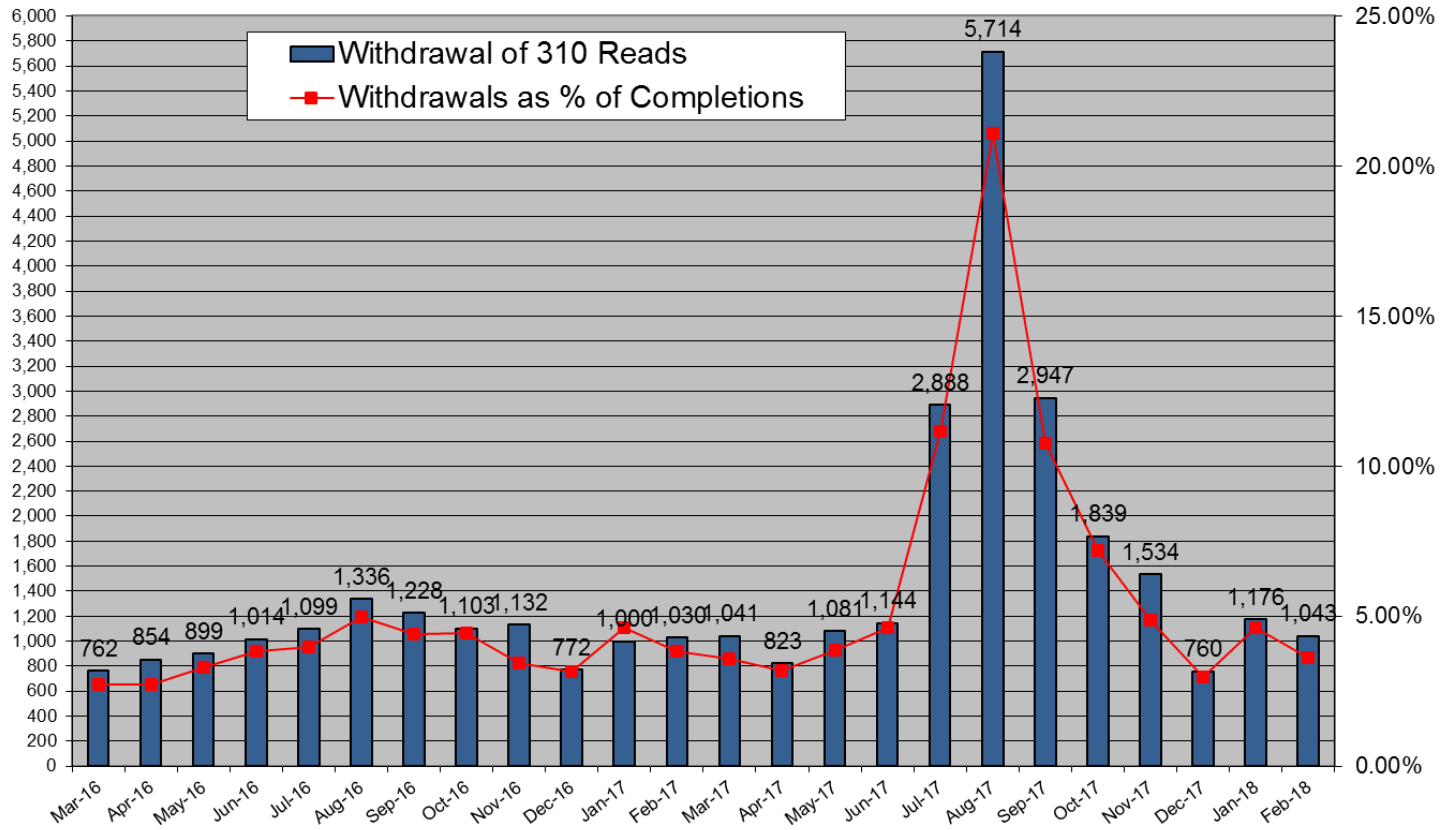
Debt Flagging



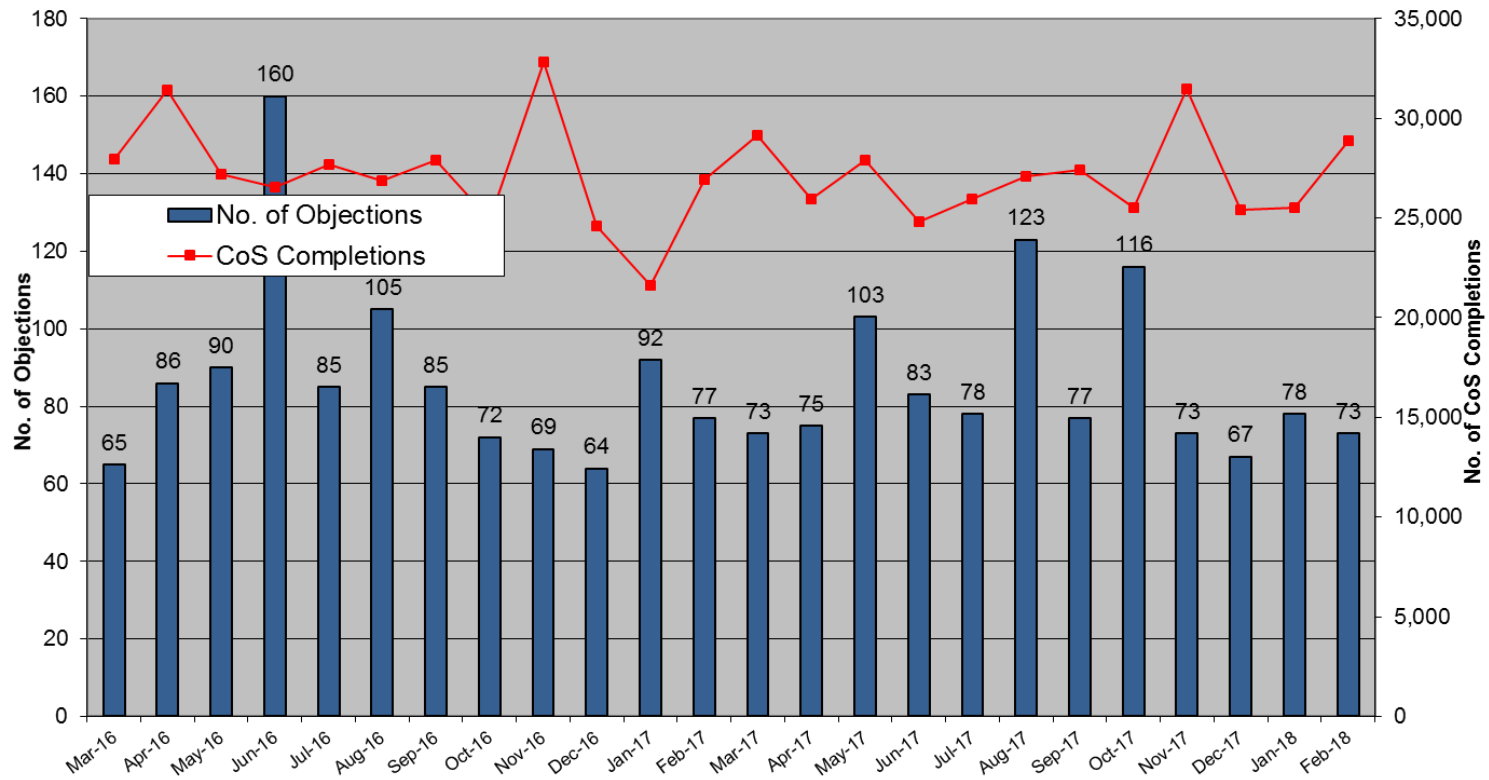
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Dec-17	Jan-18	Feb-18
No. of Objections	67	78	73
Cancellations from Objections	40	61	54
Objection emails to MRSO	11	17	10
Reasons:			
Uncontactable by phone	2	2	1
Written communication			1
COS confirmed	9	15	8
Other			
Escalation emails	6	2	9

A1 & A2 address with Eircode

