



NETWORKS

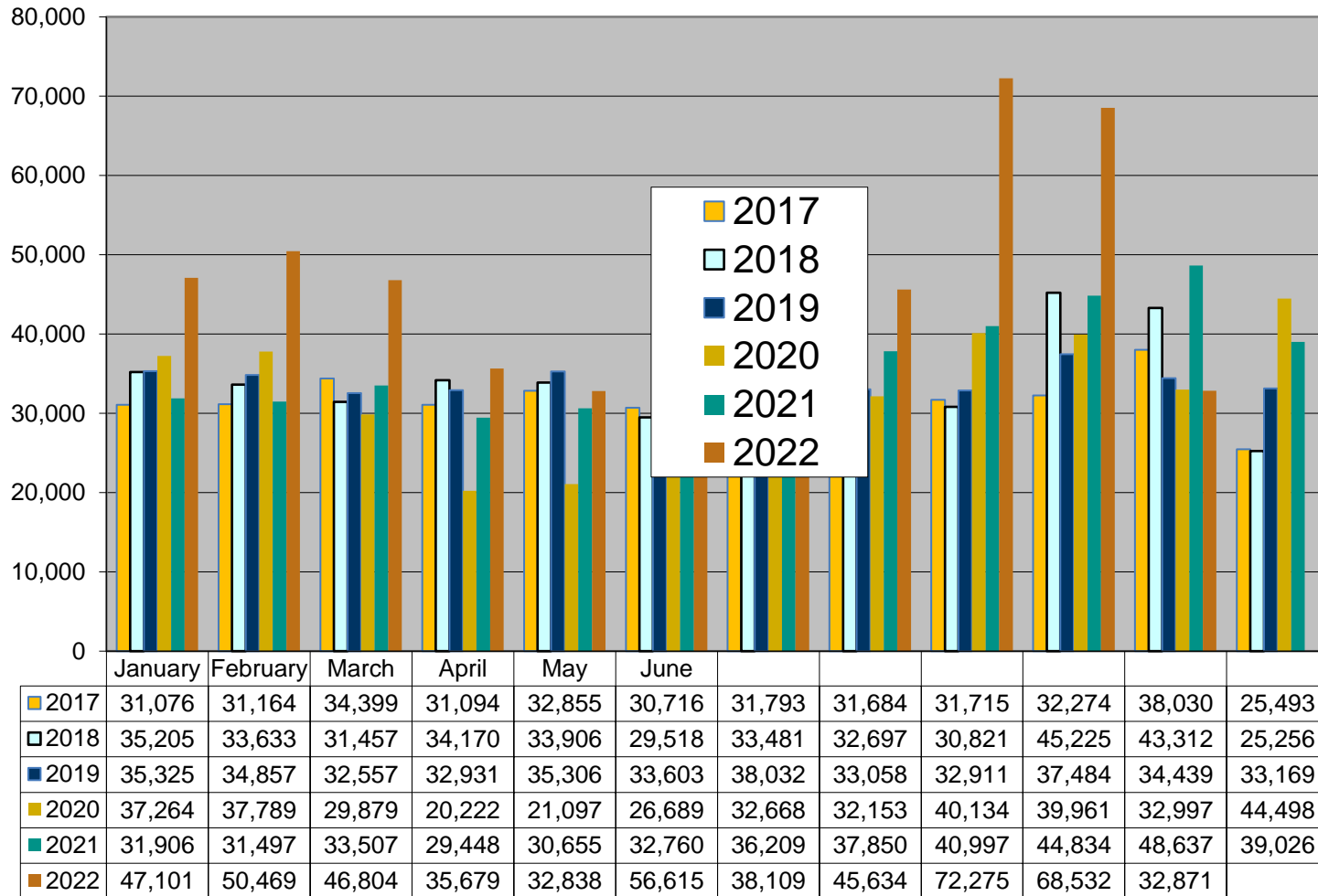
MRSO Update

James Long

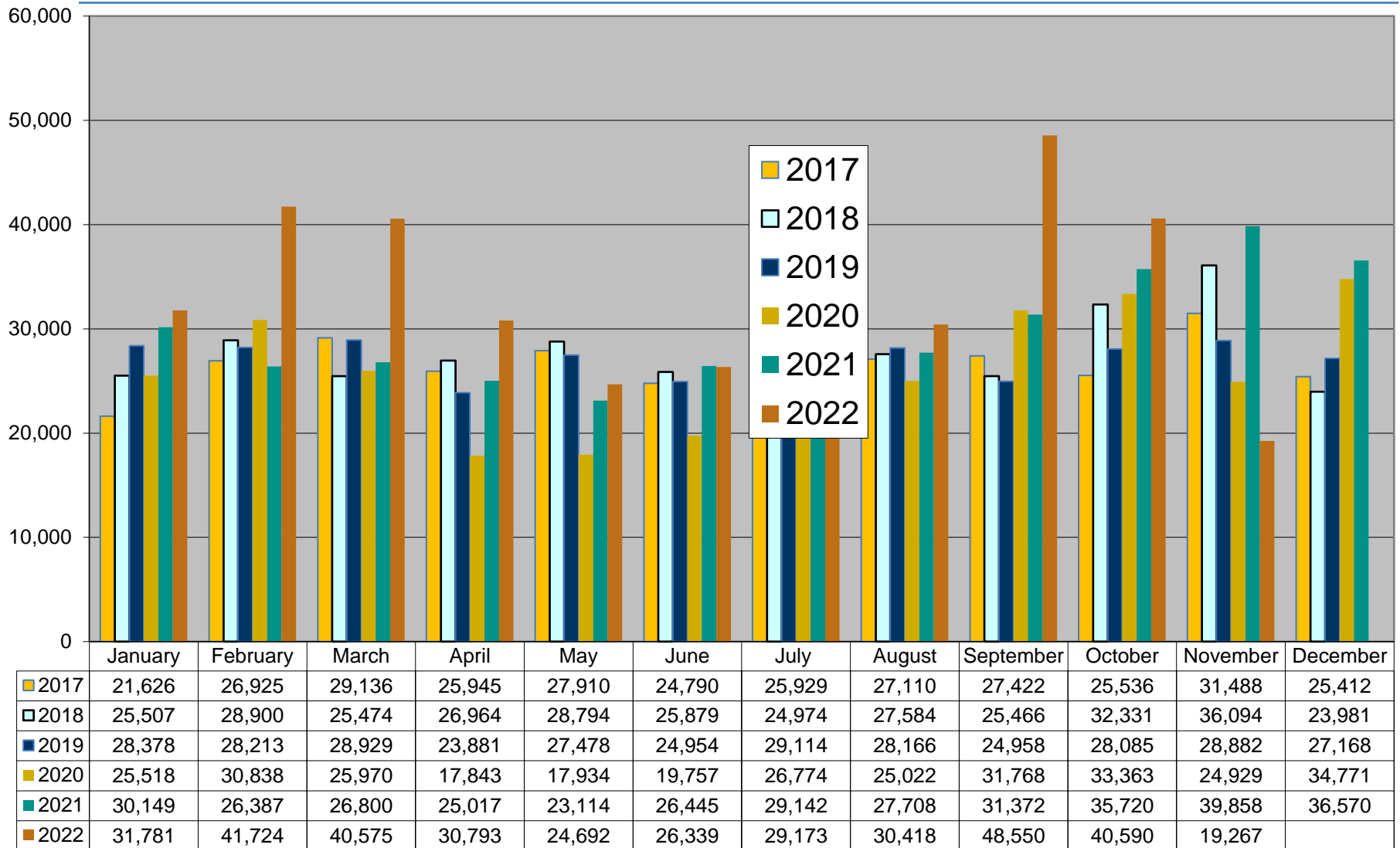
11th January 2023



Market Message 010



Market Message 105L



COS in-progress 9th Jan 2023 – 7,246

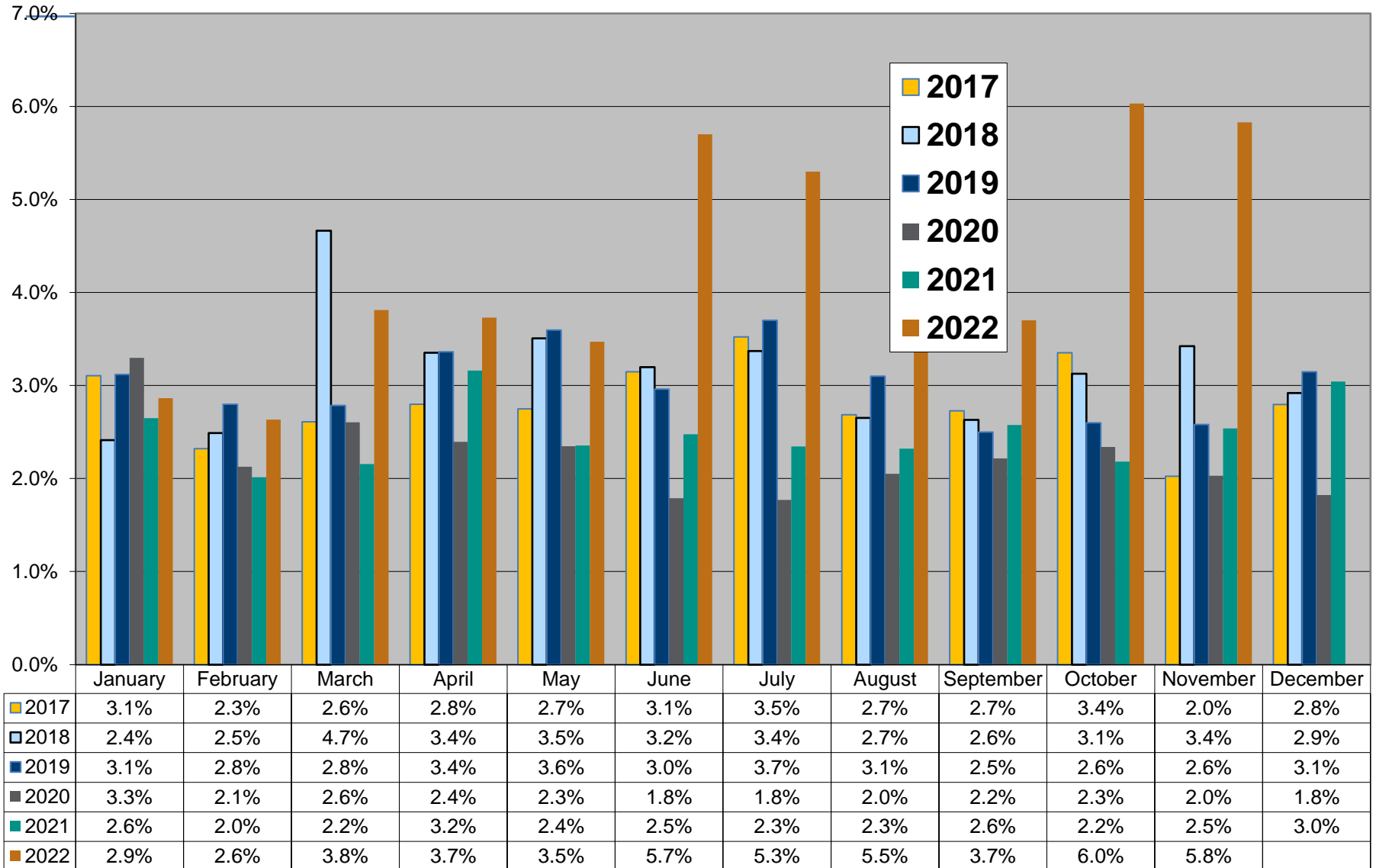
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held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

Feb 2021	1
Mar 2021	3
Jan 2022	1
Apr 2022	6
June 2022	3
July 2022	1
Aug 2022	2
Sept 2022	13

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Aug - 22	9,688	8,889	18,577	45,634	21%	41%
Sept - 22	12,744	15,376	28,120	72,275	18%	39%
Oct - 22	10,282	5,498	15,780	68,532	15%	23%
Nov -22	8,310	4,975	13,285	32,871	25%	40%

Registration Rejections %



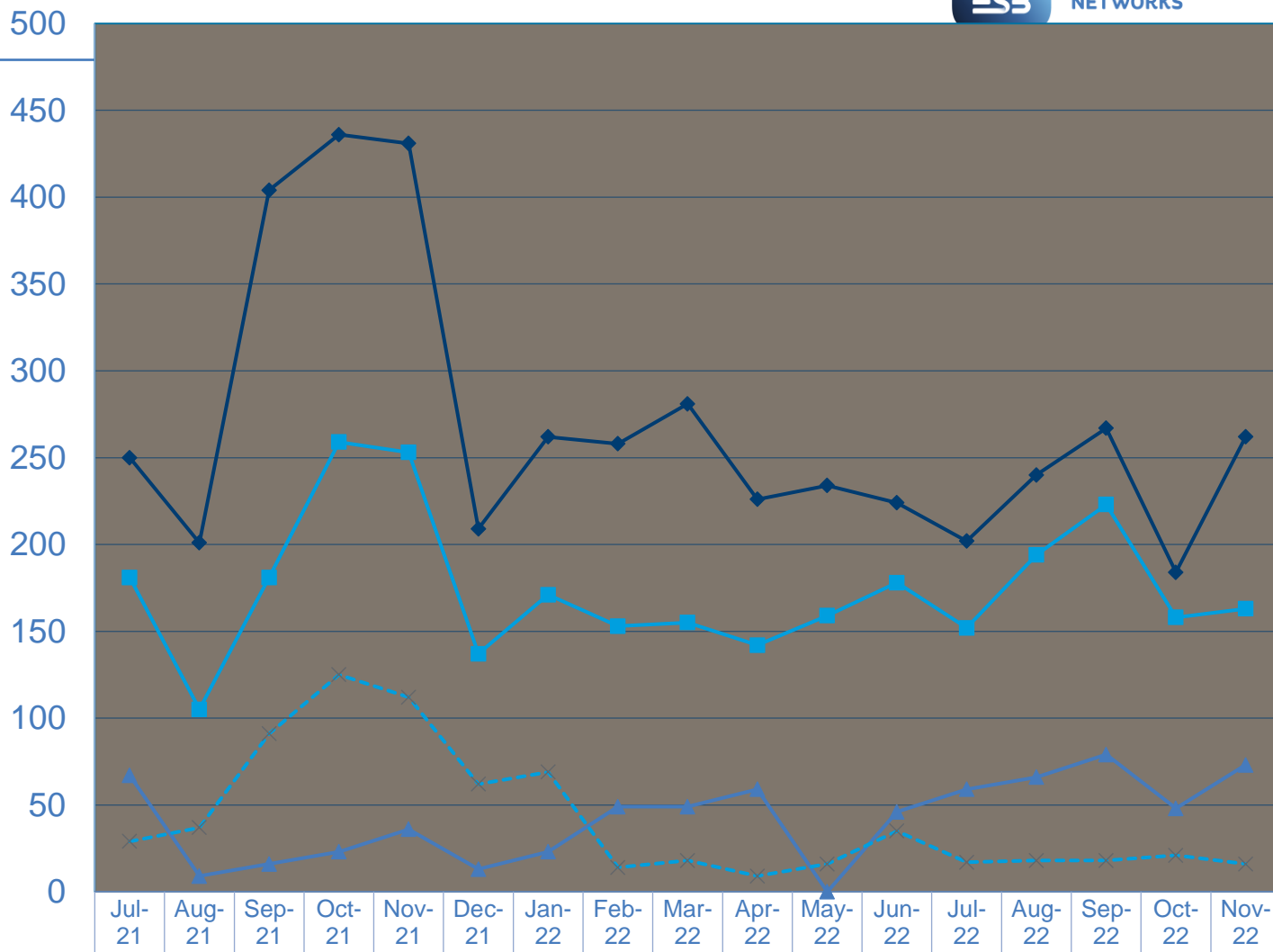
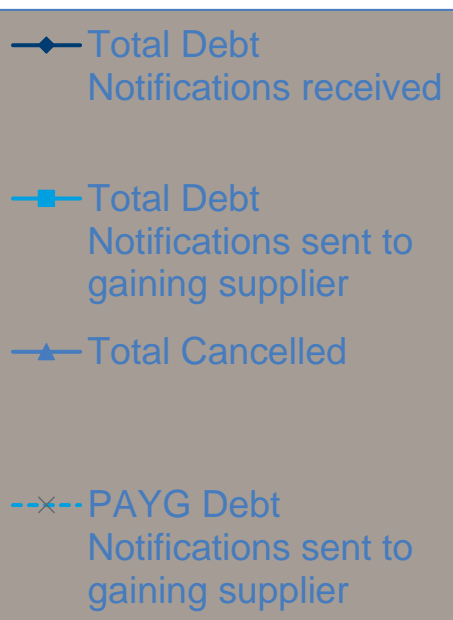
Debt Flagging



	Aug - 22	Sept - 22	Oct - 22	Nov - 22
Total Debt Notifications received (012)	240 (25)	267 (22)	184 (22)	262 (20)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	46 (7)	44 (4)	26 (1)	99 (4)
Total Debt Notifications sent to gaining supplier (112)	194 (18)	223 (18)	158 (21)	163 (16)
Total not cancelled	128 (15)	144 (15)	110 (15)	90 (15)
Total cancelled	66 (3)	79 (3)	48 (6)	73 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.79%	0.55%	0.45%	1.36%

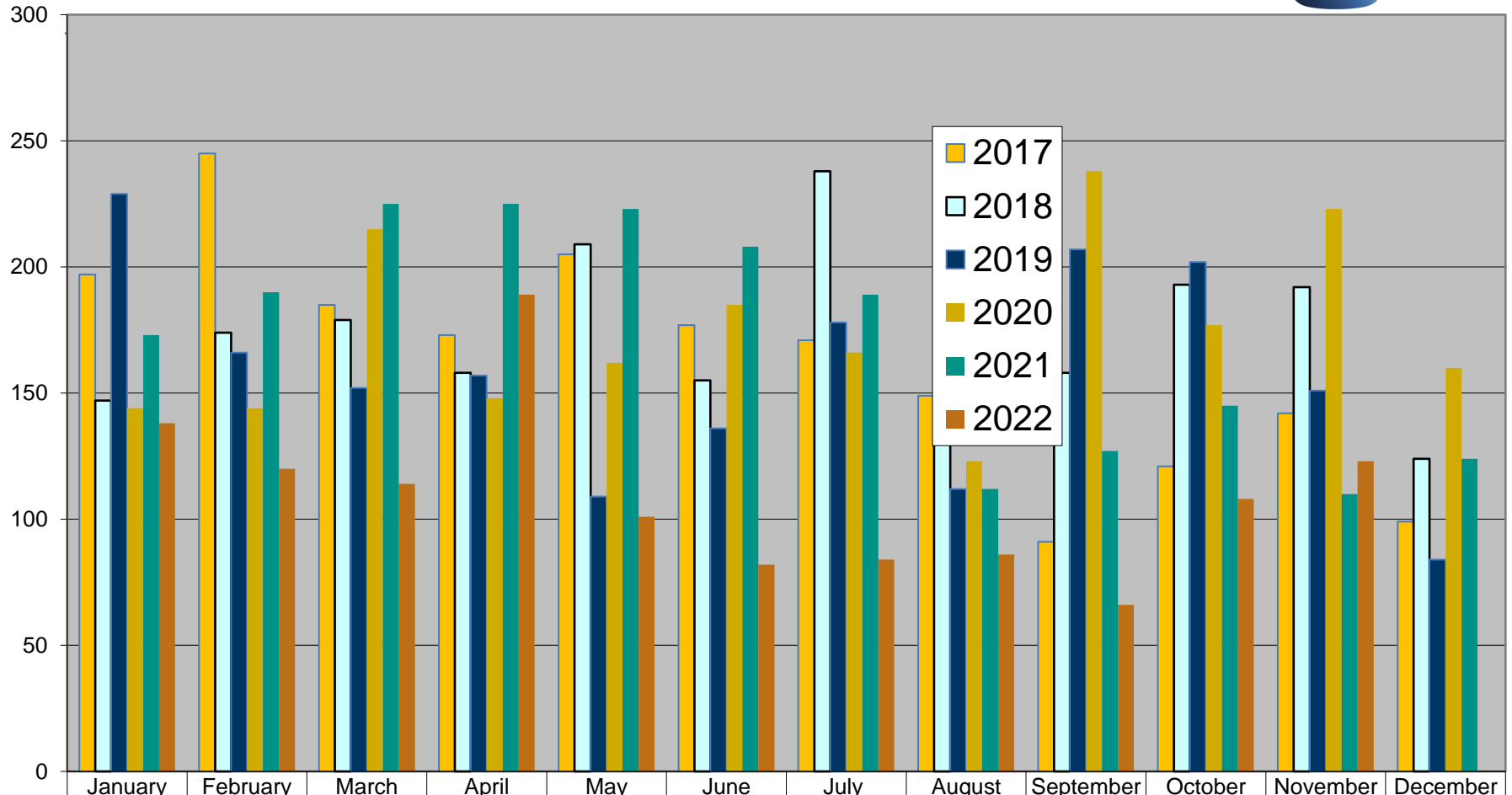
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



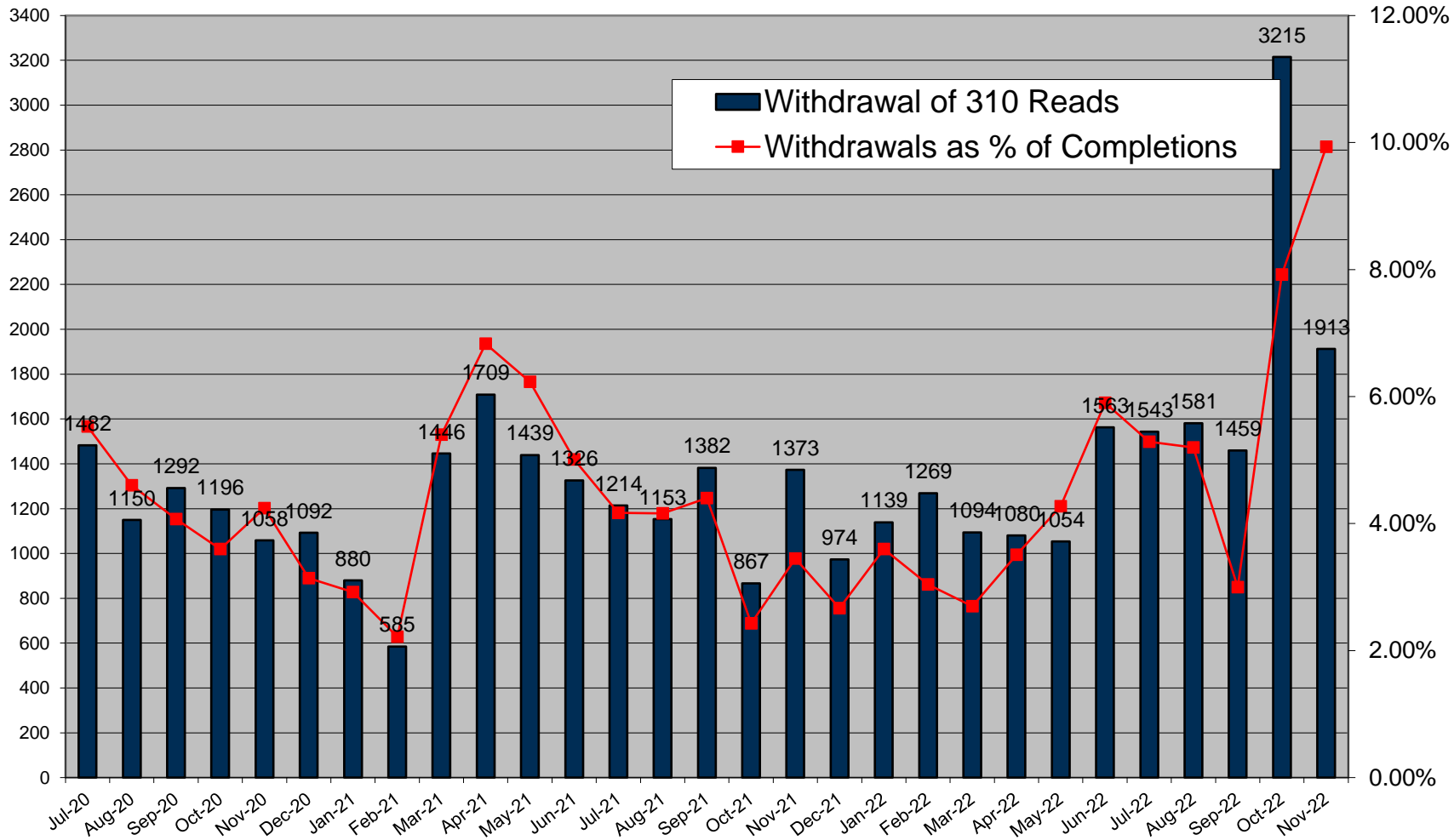
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262
Total Debt Notifications sent to gaining supplier	181	105	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163
Total Cancelled	67	9	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73
PAYG Debt Notifications sent to gaining supplier	29	37	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16

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	177	223	160
2021	173	190	225	225	223	208	189	112	127	145	110	124
2022	138	120	114	189	101	82	84	86	66	108	123	

Total Withdrawal of 310 reads for all Suppliers

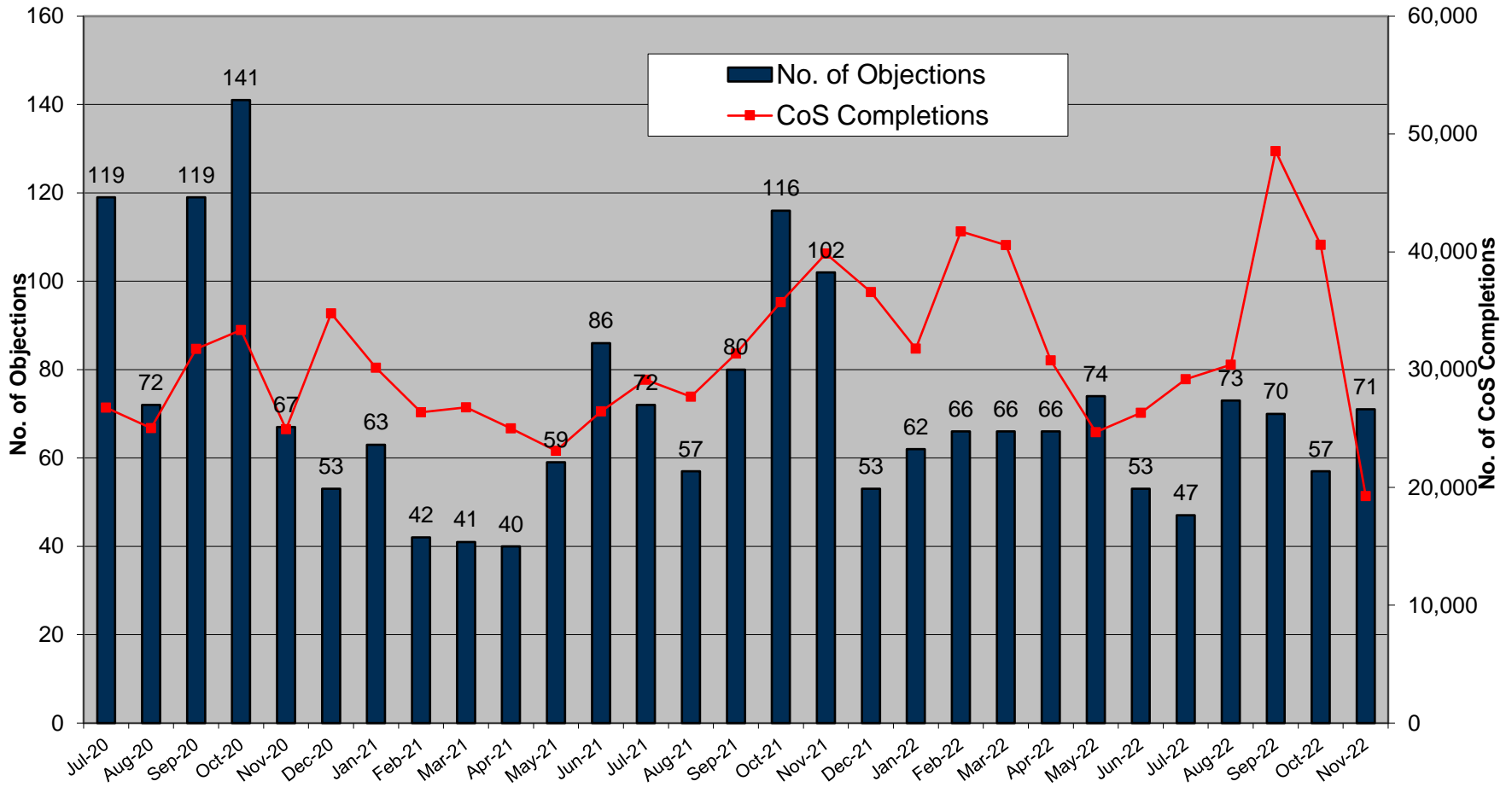


Objections – Erroneous Transfer



	Aug - 22	Sept - 22	Oct - 22	Nov - 22
No. of Objections	80	83	69	80
Cancellations from Objections	19	22	16	23
Objection emails to MRSO	6	6	9	8
Reasons:				
Uncontactable by phone	3	5	6	3
Written communication				
COS confirmed	3	1	3	5
Other				
Escalation emails	5	13	7	8

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 9th Jan 2023



MCC 12 – New Smart HH

Total to date – **124,144**

MCC 16 – New Smart Day / Night / Peak

Total to date – **20,612**