



NETWORKS

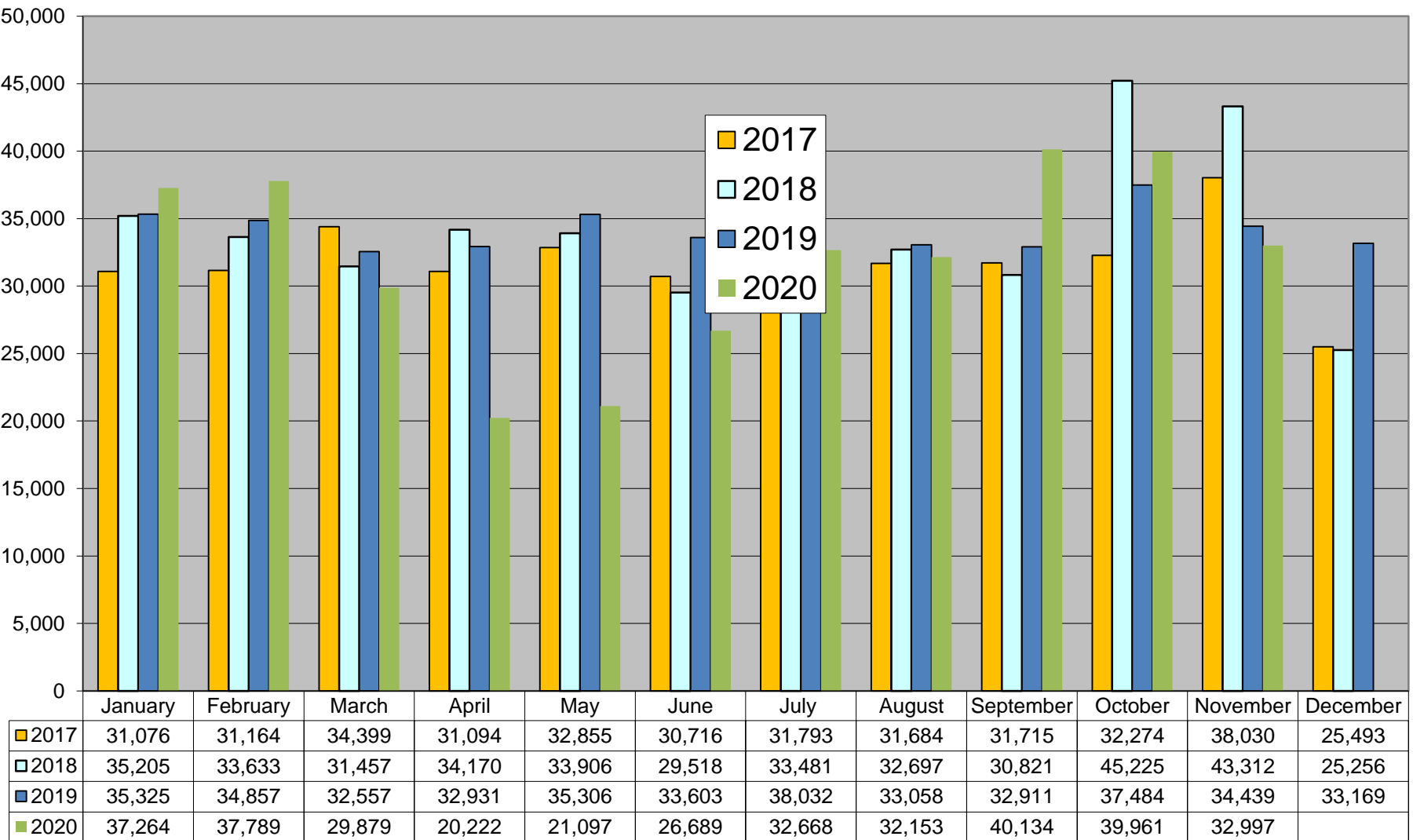
# MRSO Update

James Long

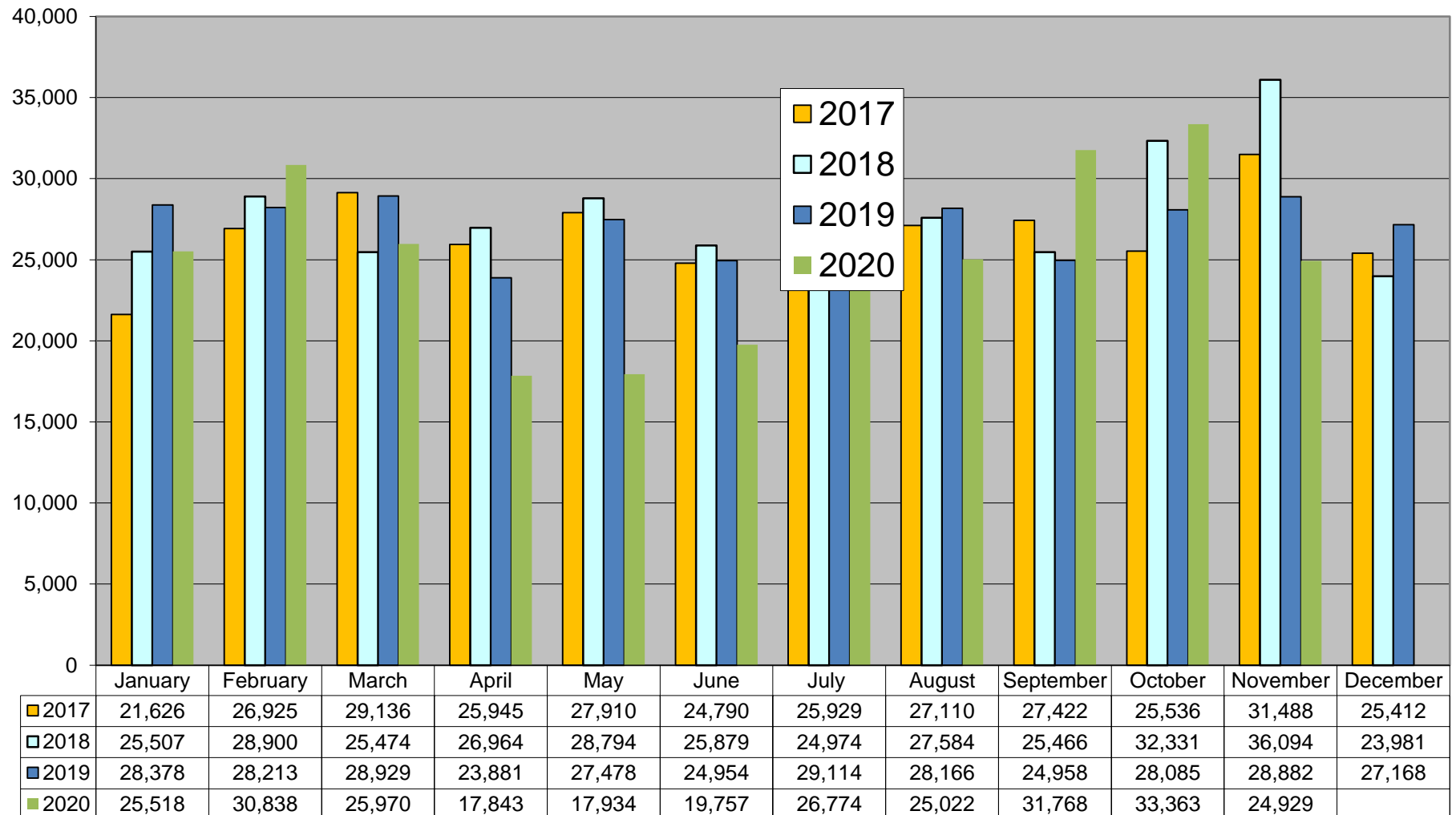
13<sup>th</sup> January 2021



# Market Message 010



# Market Message 105L



# COS in-progress 11<sup>th</sup> Jan 2021– 13,909

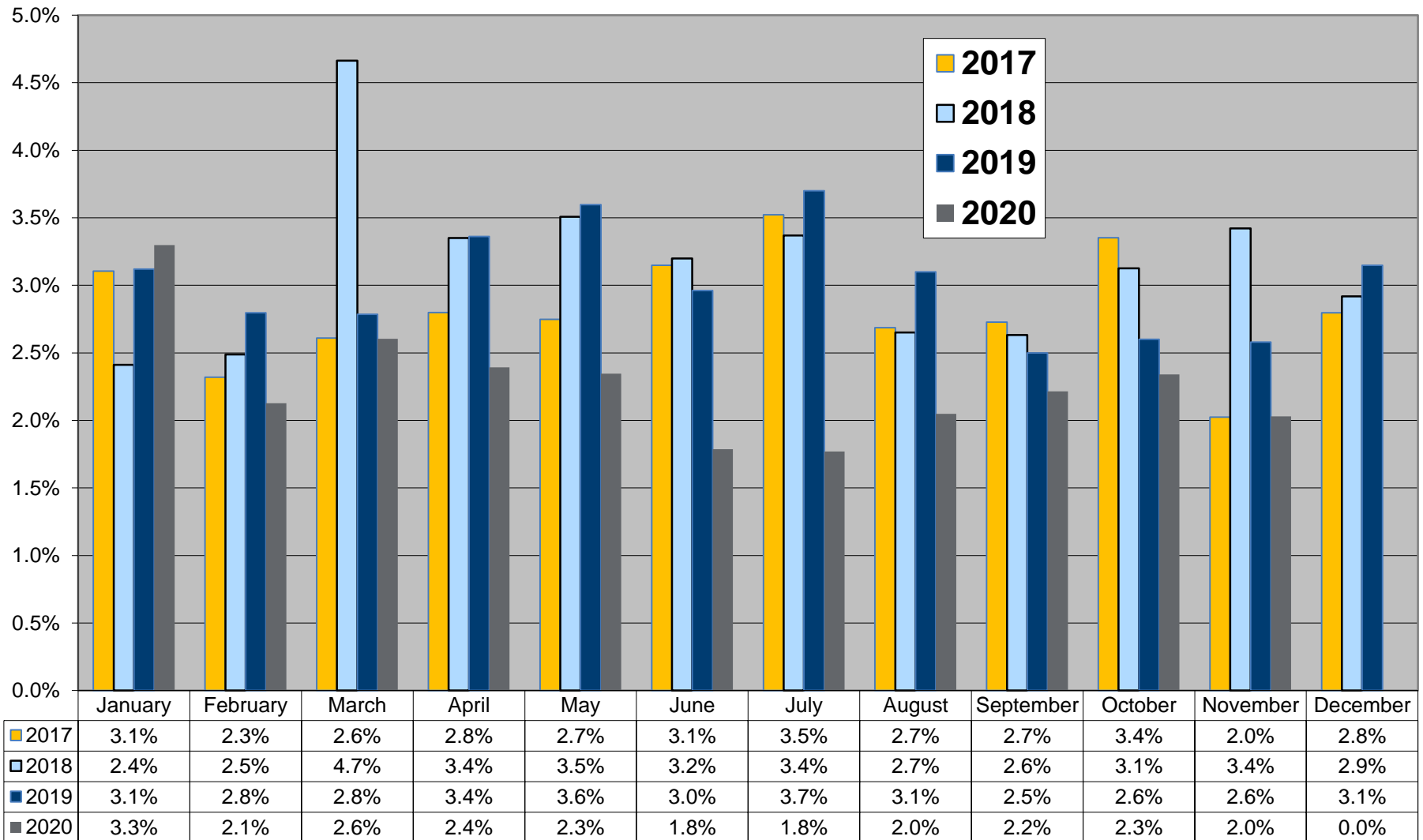
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **16 switches held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

|           |   |
|-----------|---|
| Aug 2018  | 3 |
| Sept 2018 | 2 |
| Nov 2018  | 1 |
| Dec 2018  | 1 |
| Jan 2019  | 1 |
| May 2019  | 1 |
| Aug 2019  | 1 |
| Sept 2019 | 2 |
| Oct 2019  | 1 |
| Nov 2019  | 1 |

# COS and CoLE

| Month     | Explicit CoLE | Inferred CoLE | Total CoLE | Total 010 | % Explicit CoLE | % Total CoLE |
|-----------|---------------|---------------|------------|-----------|-----------------|--------------|
| Sept - 20 | 7,020         | 17,285        | 15,829     | 40,134    | 17%             | 39%          |
| Oct -20   | 7,432         | 16,153        | 16,376     | 39,961    | 19%             | 41%          |
| Nov - 20  | 9,359         | 8,151         | 15,487     | 32,997    | 28%             | 47%          |

# Registration Rejections %

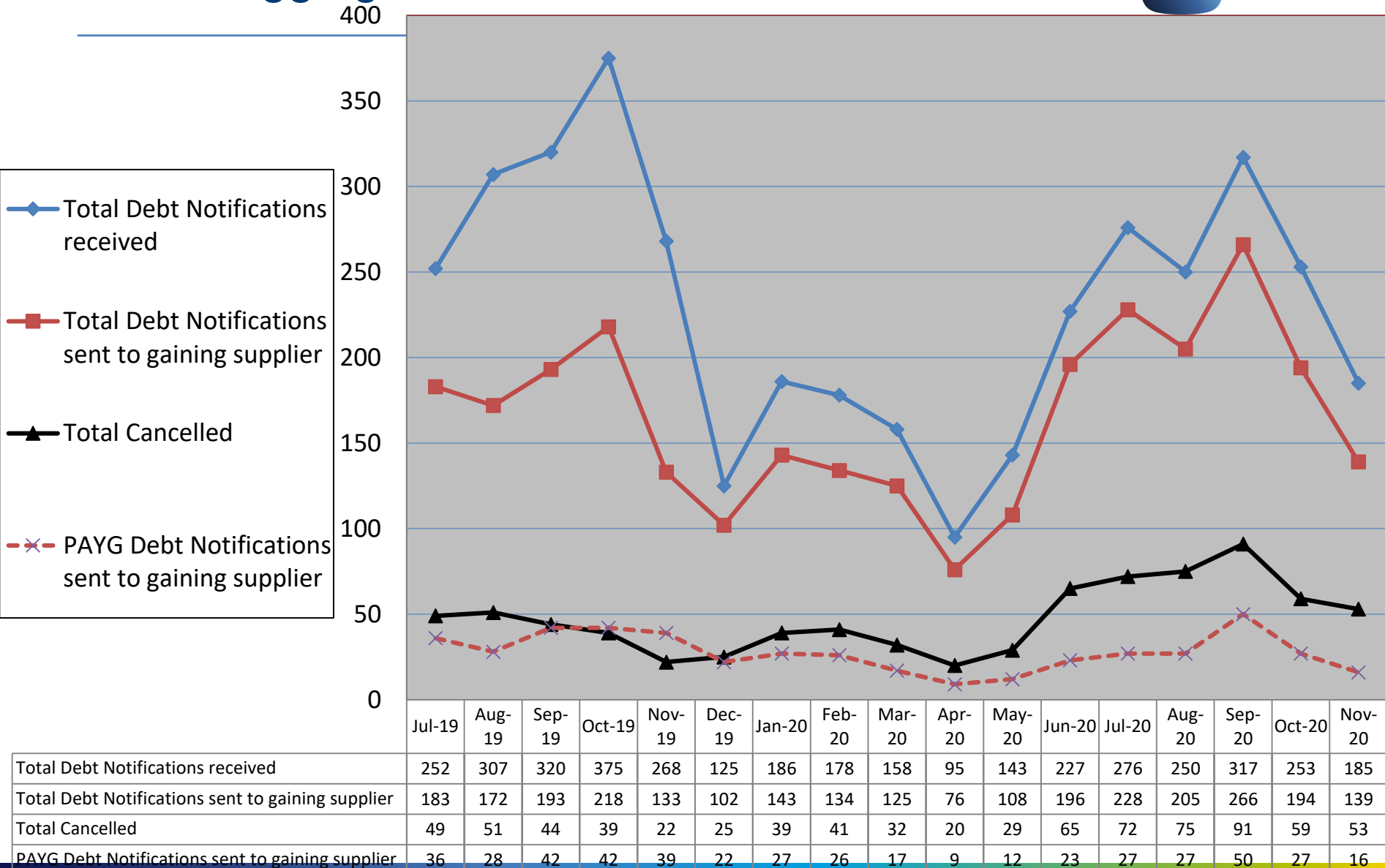


# Debt Flagging

|   | Sept - 20 | Oct - 20 | Nov - 20 |
|---|-----------|----------|----------|
| Total Debt Notifications received (012)   | 317 (53)  | 253 (31) | 185 (25) |
| Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc. | 51 (3)    | 59 (4)   | 46 (9)   |
| Total Debt Notifications sent to gaining supplier (112)                                   | 266 (50)  | 194 (27) | 139 (16) |
| Total not cancelled   | 175 (42)  | 135 (23) | 86 (12)  |
| Total cancelled   | 91 (8)    | 59 (4)   | 53 (4)   |
| Total Debt Notifications sent to gaining supplier as % of total COS                       | 0.66%     | 0.49%    | 0.42%    |

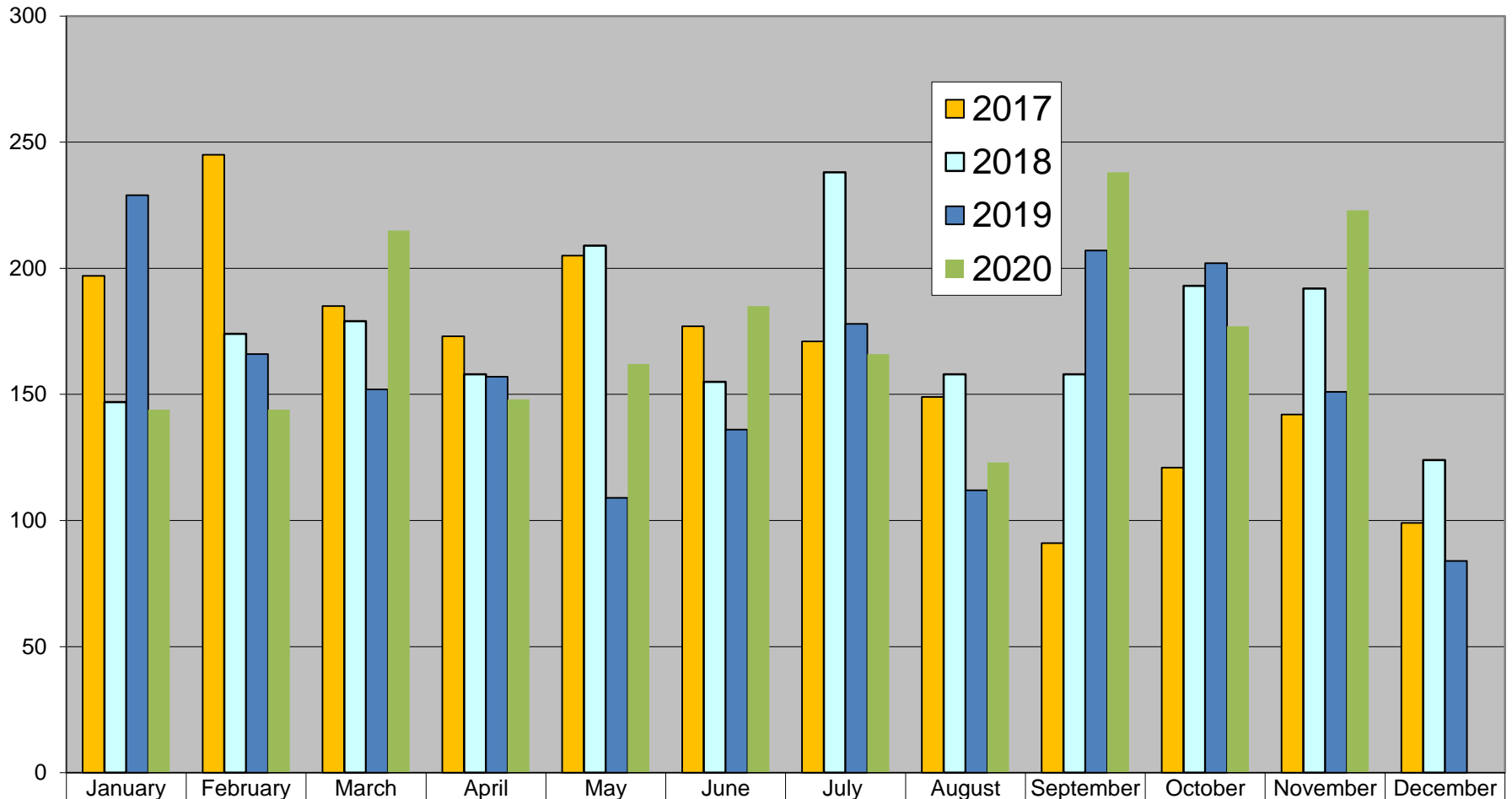
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging



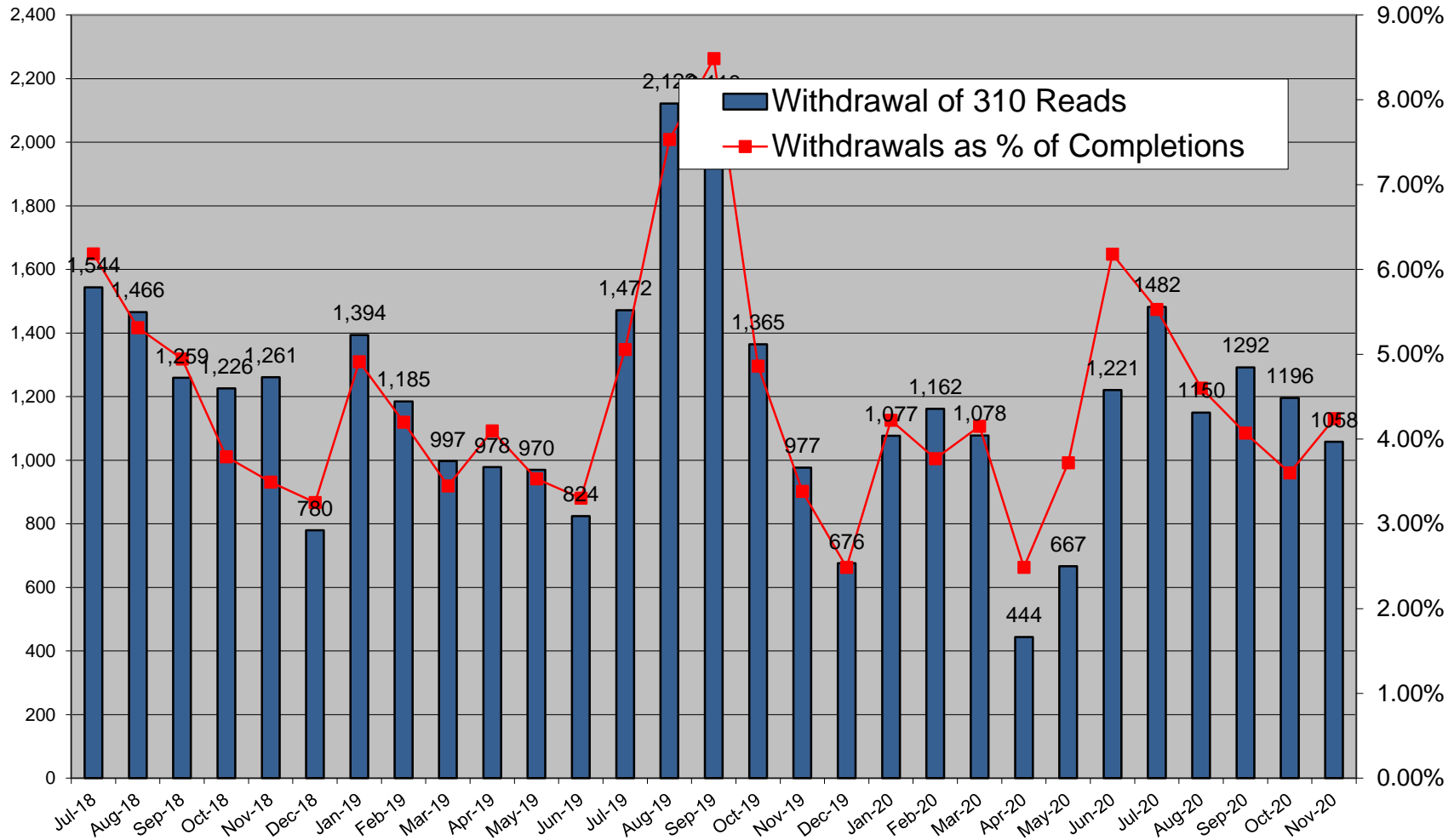


# Disputed Reads



|      |     |     |     |     |     |     |     |     |     |     |     |     |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 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 |     |

# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

|                               | Sept - 20 | Oct - 20 | Nov - 20 |
|-------------------------------|-----------|----------|----------|
| No. of Objections             | 119       | 141      | 67       |
| Cancellations from Objections | 43        | 47       | 23       |
| Objection emails to MRSO      | 6         | 12       | 14       |
| Reasons:                      |           |          |          |
| Uncontactable by phone        | 2         | 2        | 2        |
| Written communication         |           | 2        | 4        |
| COS confirmed                 | 4         | 7        | 8        |
| Other                         |           | 1        |          |
| Escalation emails             | 3         | 14       | 9        |

# Objections – Erroneous Transfer

