



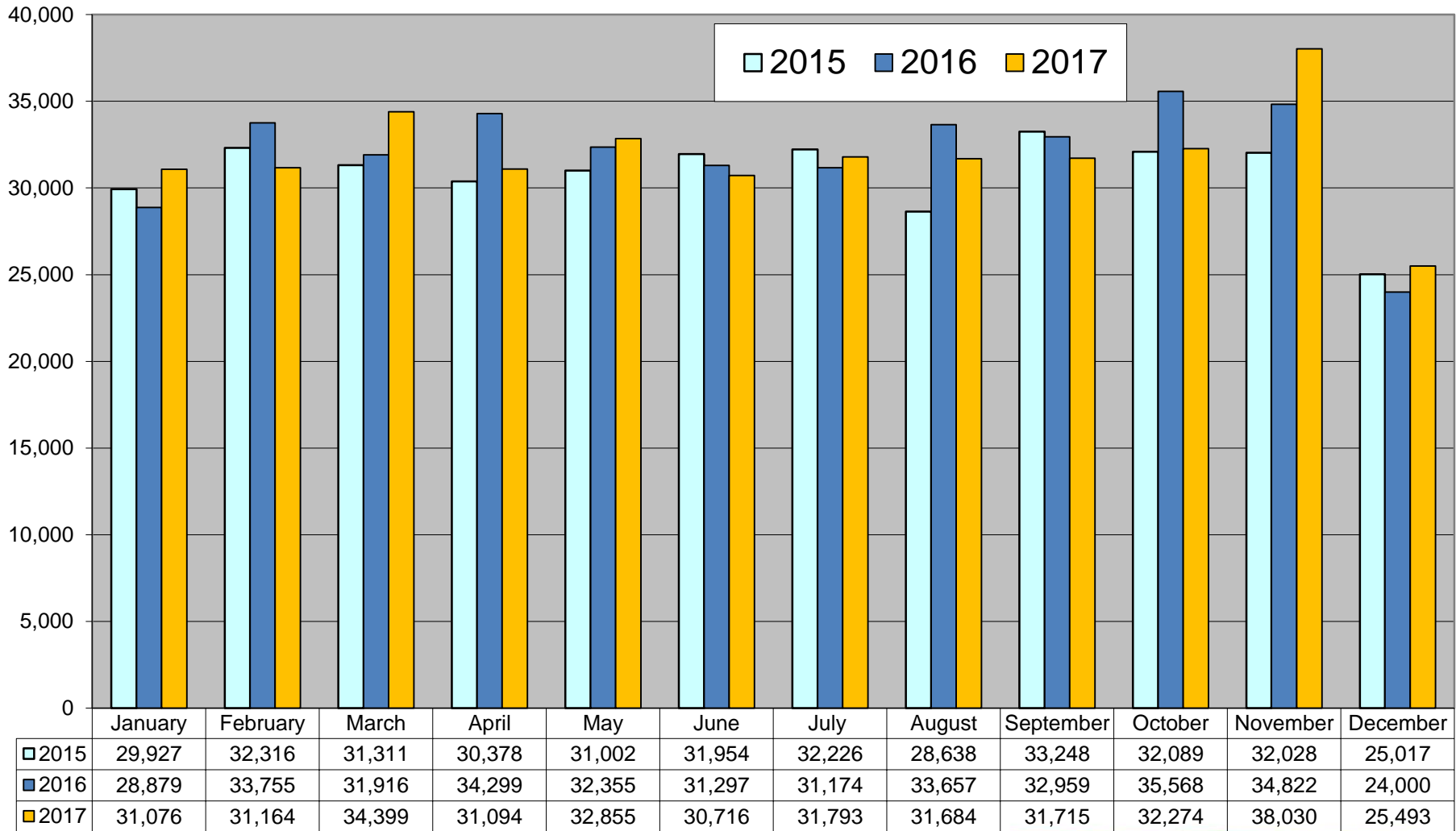
NETWORKS

MRSO Update

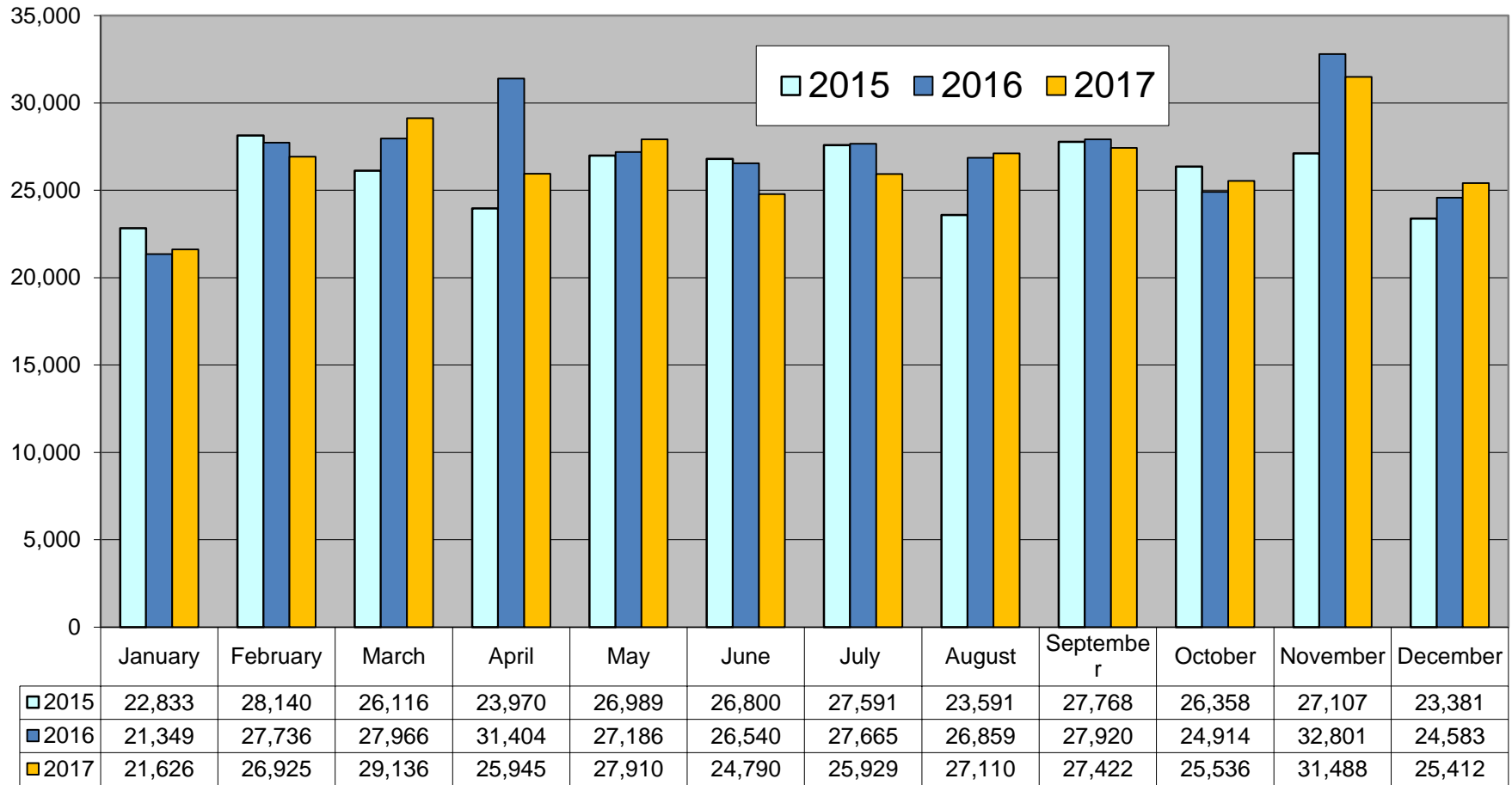
Gerry Halligan

16th January 2018

Market Message 010



Market Message 105L



COS in-progress 9th January 2018 – 7,615

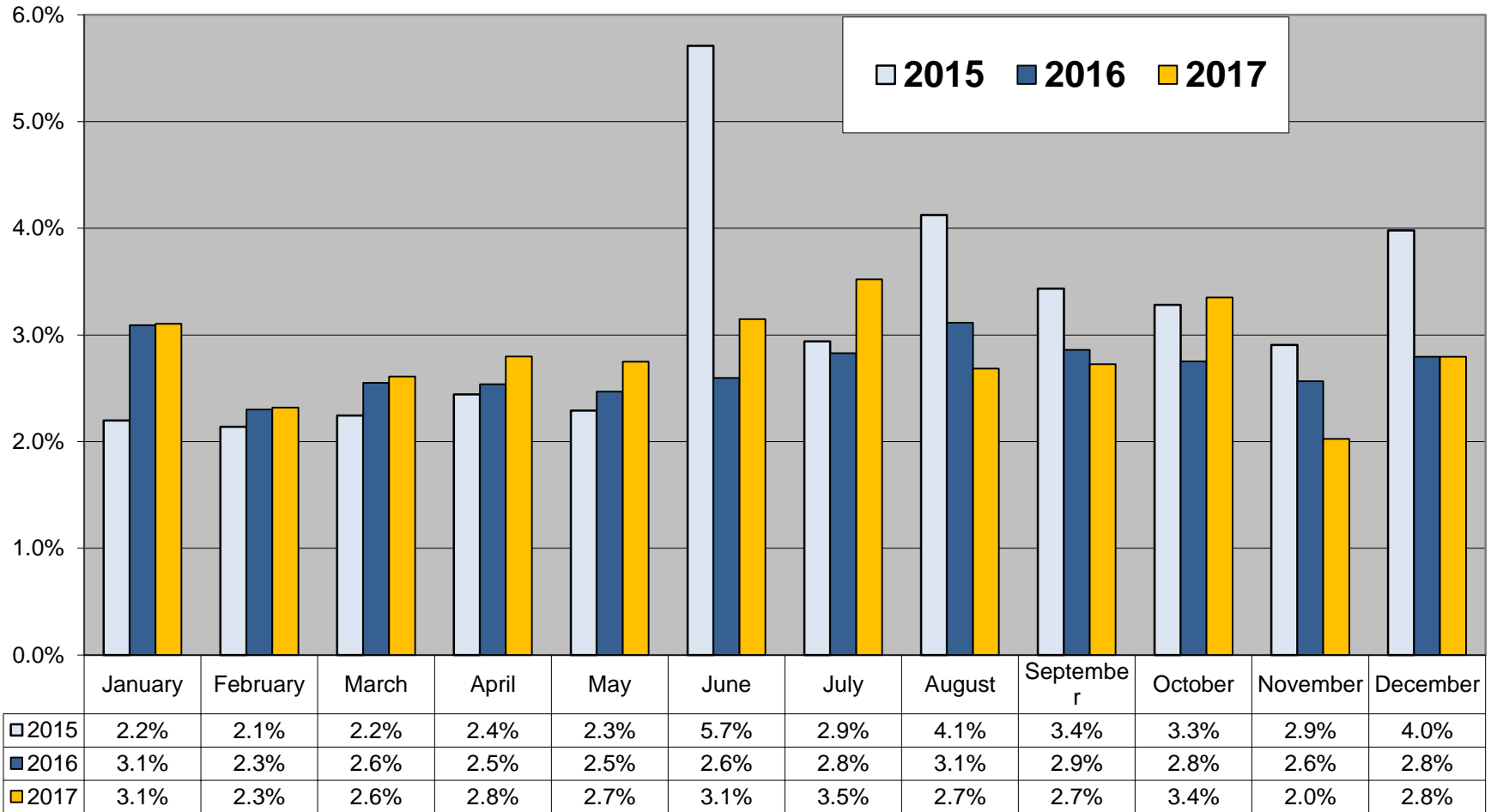
- Reviewed monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- Contact customer or submit cancellation
- Two (2) switches held due to an existing Open Service Order

August	2
September	0
October	5

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Oct-17	5,891	7,609	13,500	32,274	18%	42%
Nov-17	5,921	8,762	14,683	38,030	16%	39%
Dec-17	4,296	6,485	10,781	25,493	17%	42%

Registration Rejections %

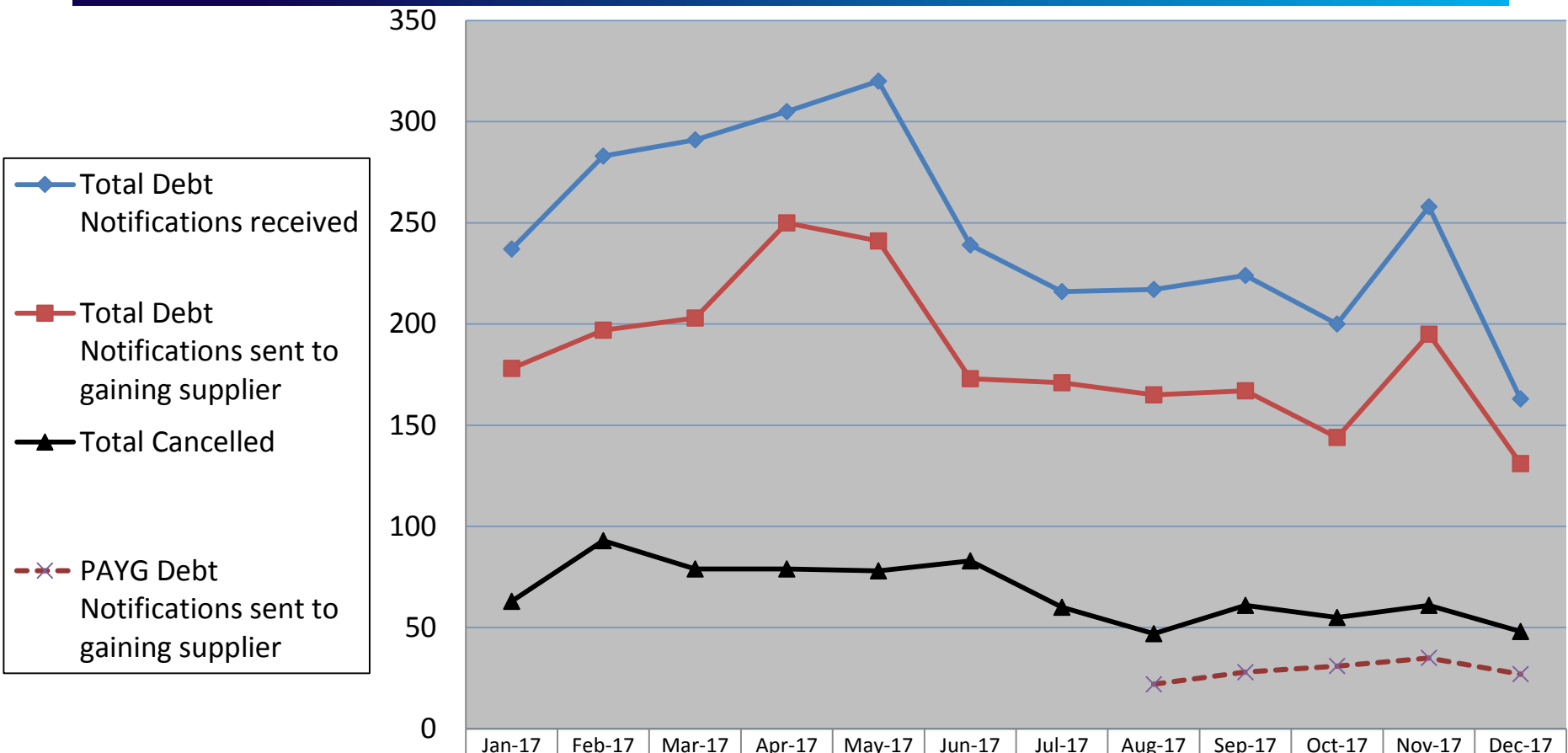


Debt Flagging

	Oct-17	Nov-17	Dec-17
Total Debt Notifications received (012)	200 (36)	258 (42)	163 (27)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	56 (5)	63 (7)	32 (0)
Total Debt Notifications sent to gaining supplier (112)	144 (31)	195 (35)	131 (27)
Total not cancelled	89 (24)	134 (30)	83 (23)
Total cancelled	55 (7)	61 (5)	48 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.6%	0.6%	0.5%

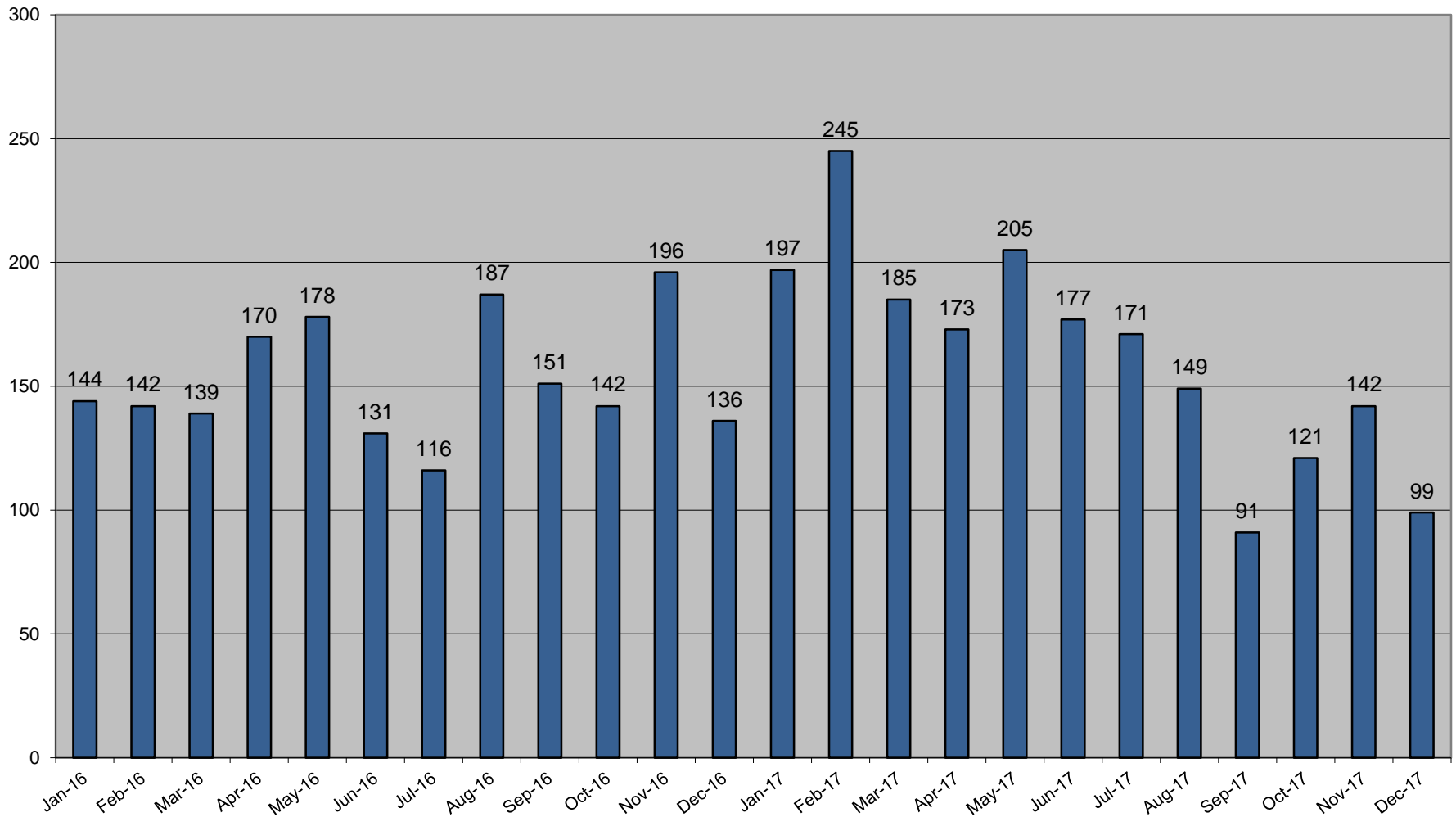
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

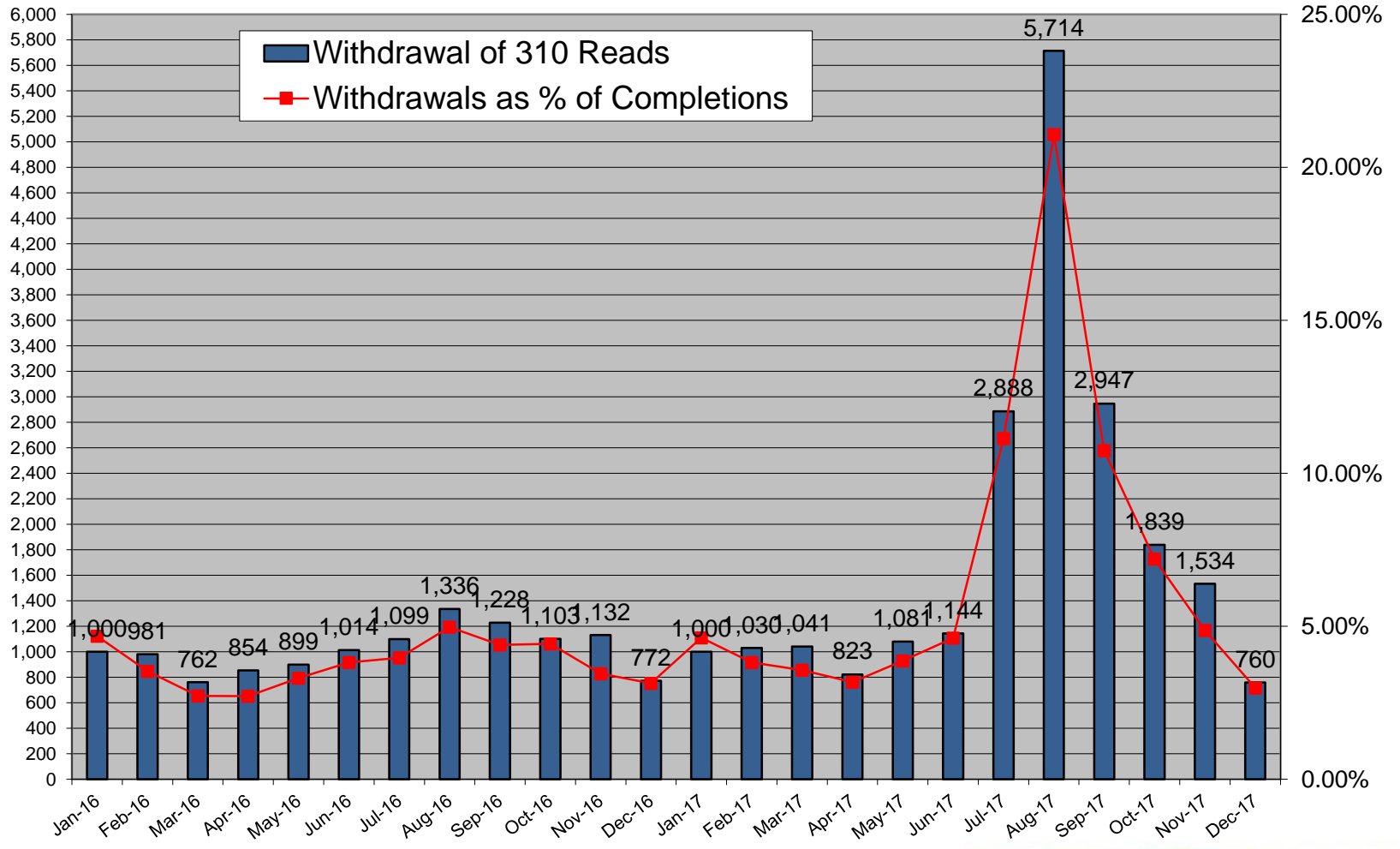


	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Total Debt Notifications received	237	283	291	305	320	239	216	217	224	200	258	163
Total Debt Notifications sent to gaining supplier	178	197	203	250	241	173	171	165	167	144	195	131
Total Cancelled	63	93	79	79	78	83	60	47	61	55	61	48
PAYG Debt Notifications sent to gaining supplier								22	28	31	35	27

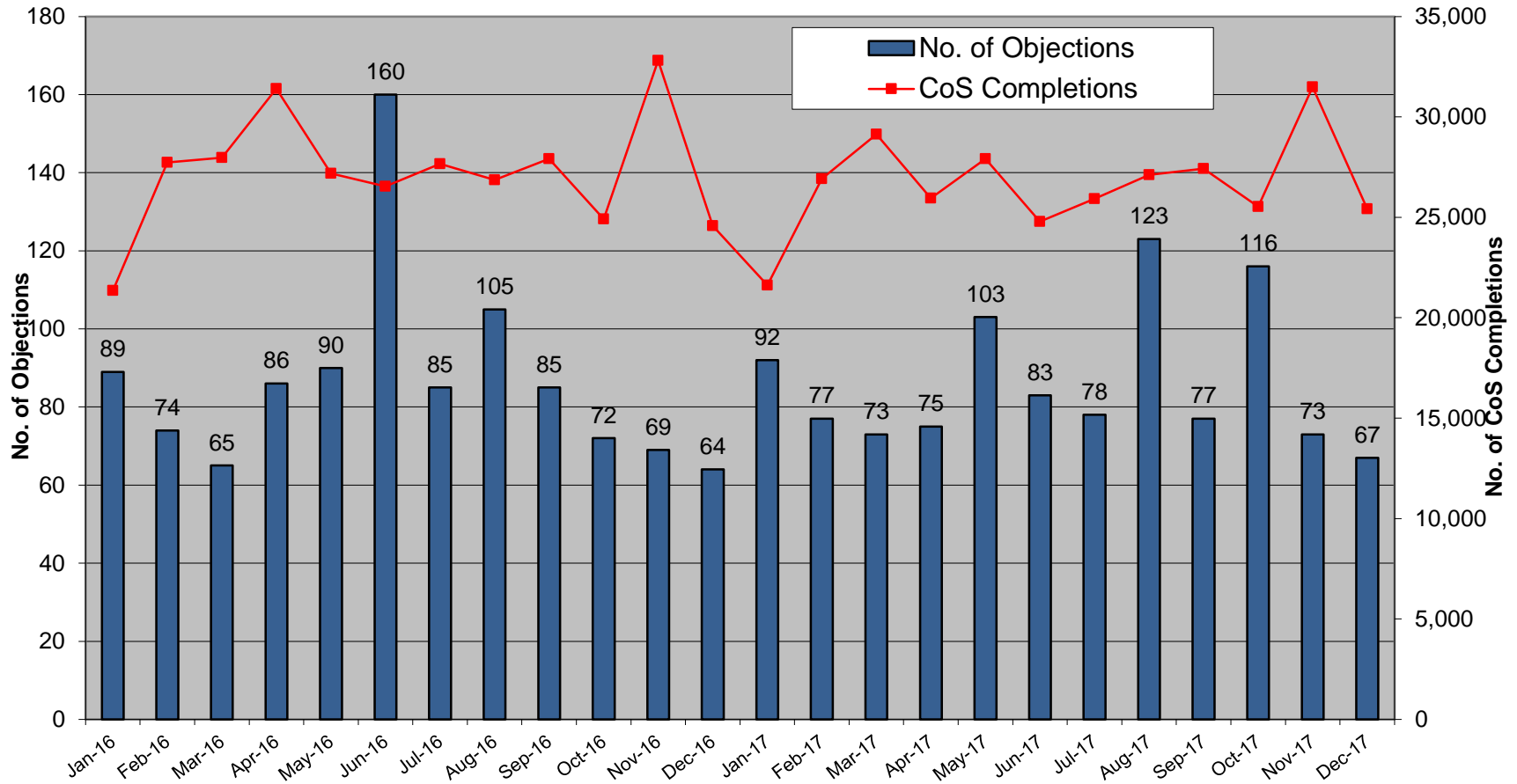
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Oct-17	Nov-17	Dec-17
No. of Objections	116	73	67
Cancellations from Objections	108	57	40
Objection emails to MRSO	9	16	11
Reasons:			
Uncontactable by phone		3	2
Written communication	1	1	
COS confirmed	8	12	9
Other			
Escalation emails	4	2	6

A1 & A2 address with Eircode

