



NETWORKS

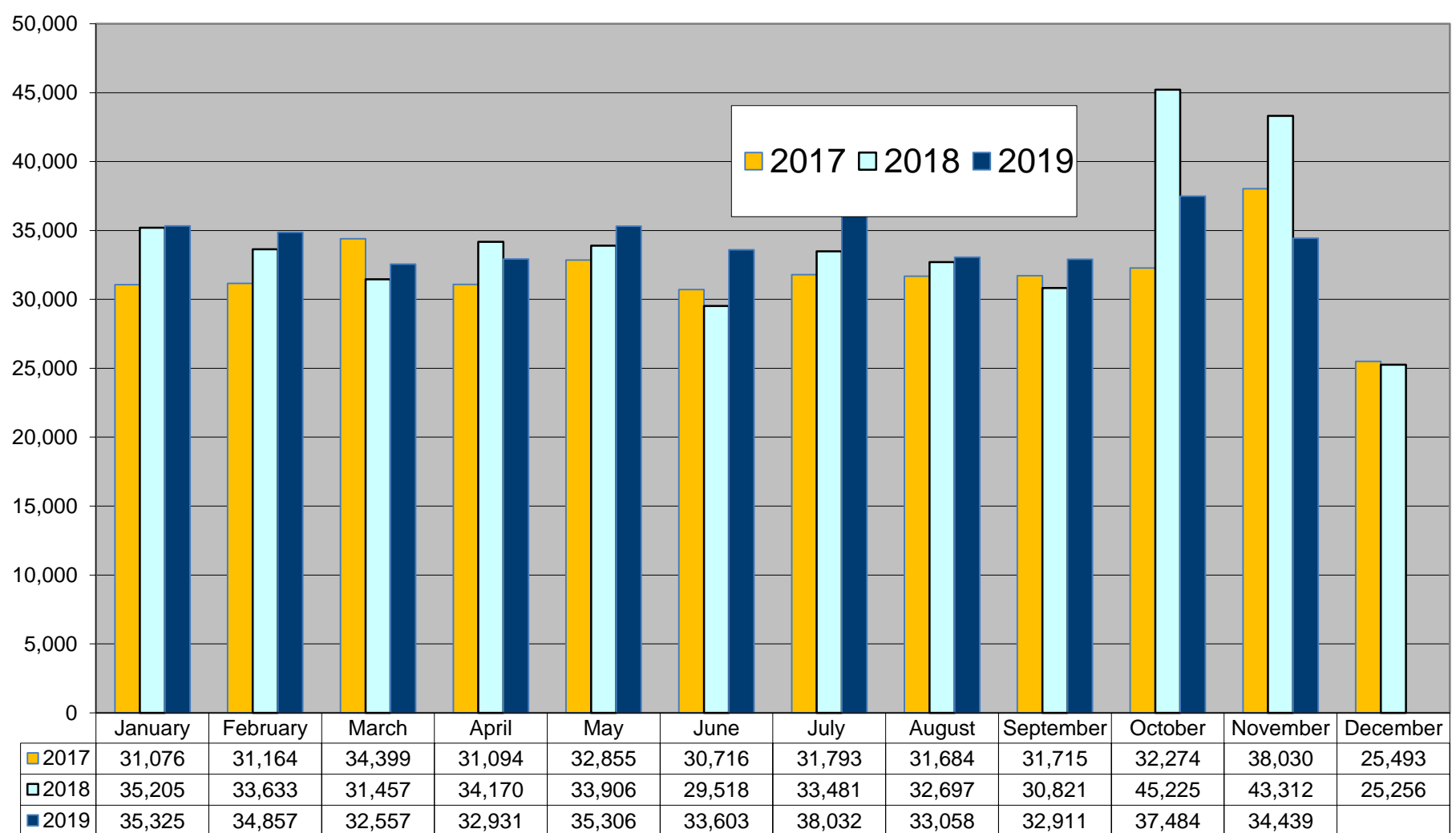
MRSO Update

James Long

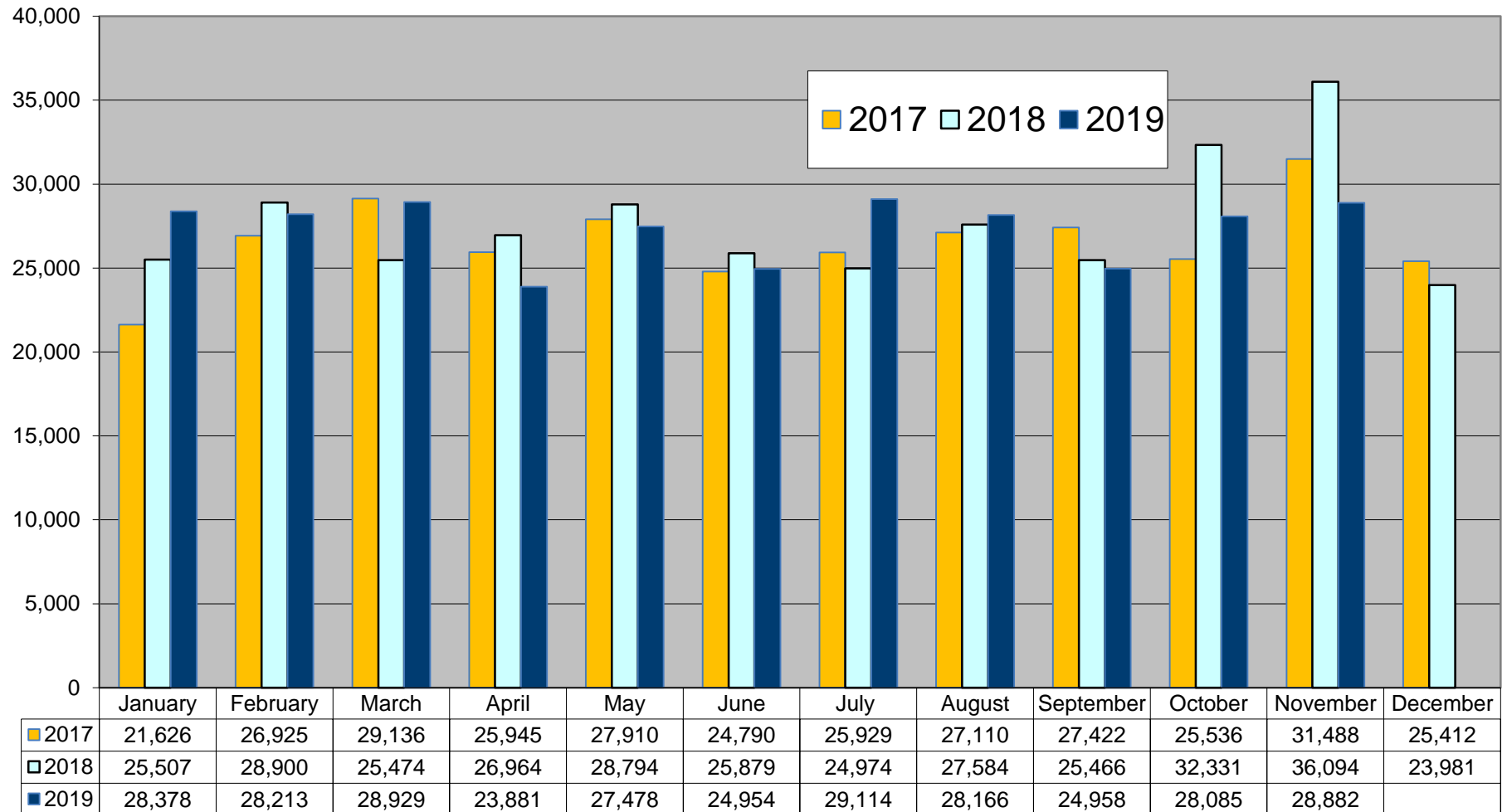
16th January 2020



Market Message 010



Market Message 105L



COS in-progress 14th January 2020– 6,017



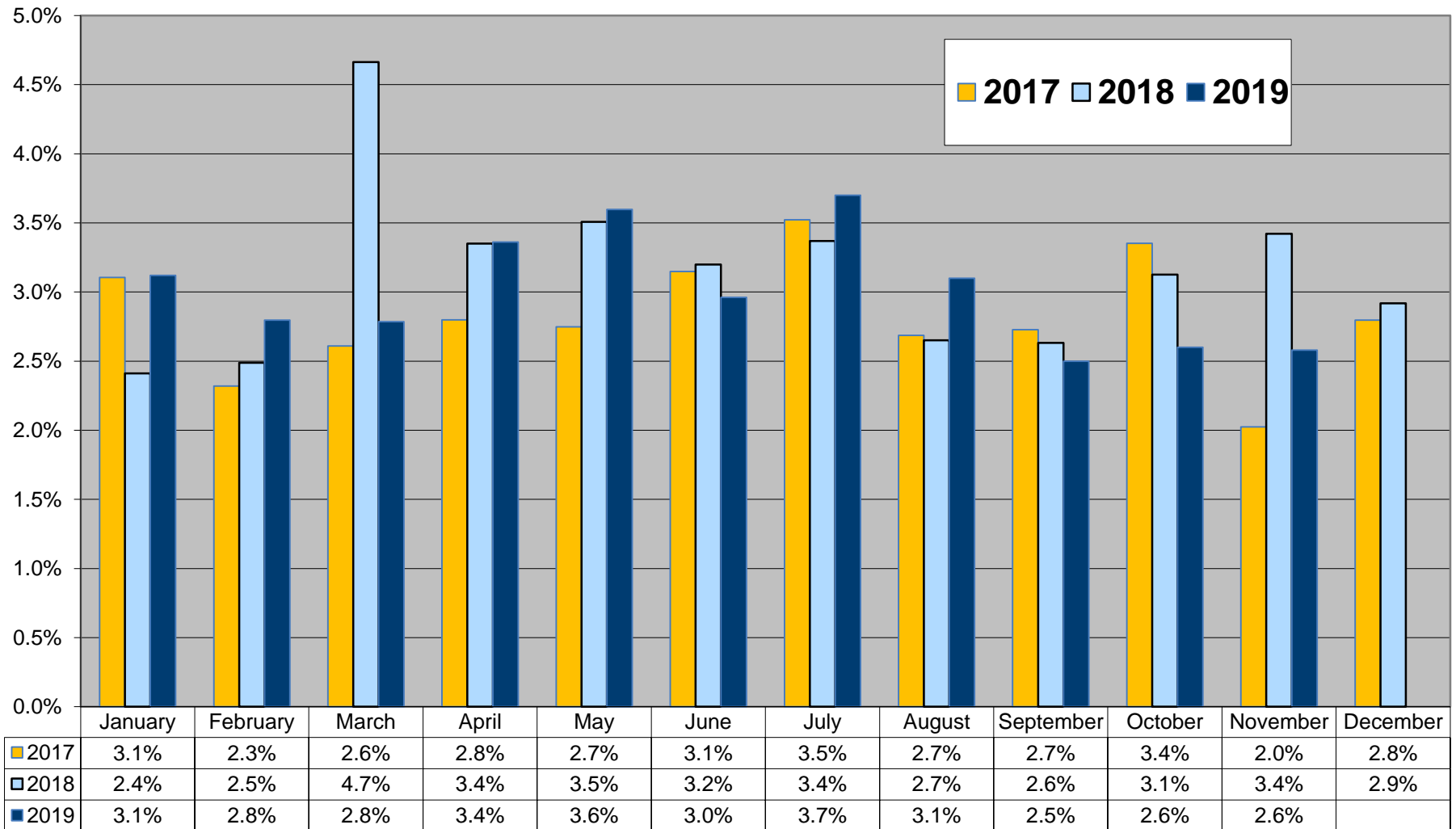
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **Nineteen switches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

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

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Sept – 19	12,894	5,201	18,095	32,911	39%	55%
Oct -19	13706	5,842	19,548	37,484	37%	52%
Nov - 19	12,439	5,520	17,959	34,439	36%	52%

Registration Rejections %

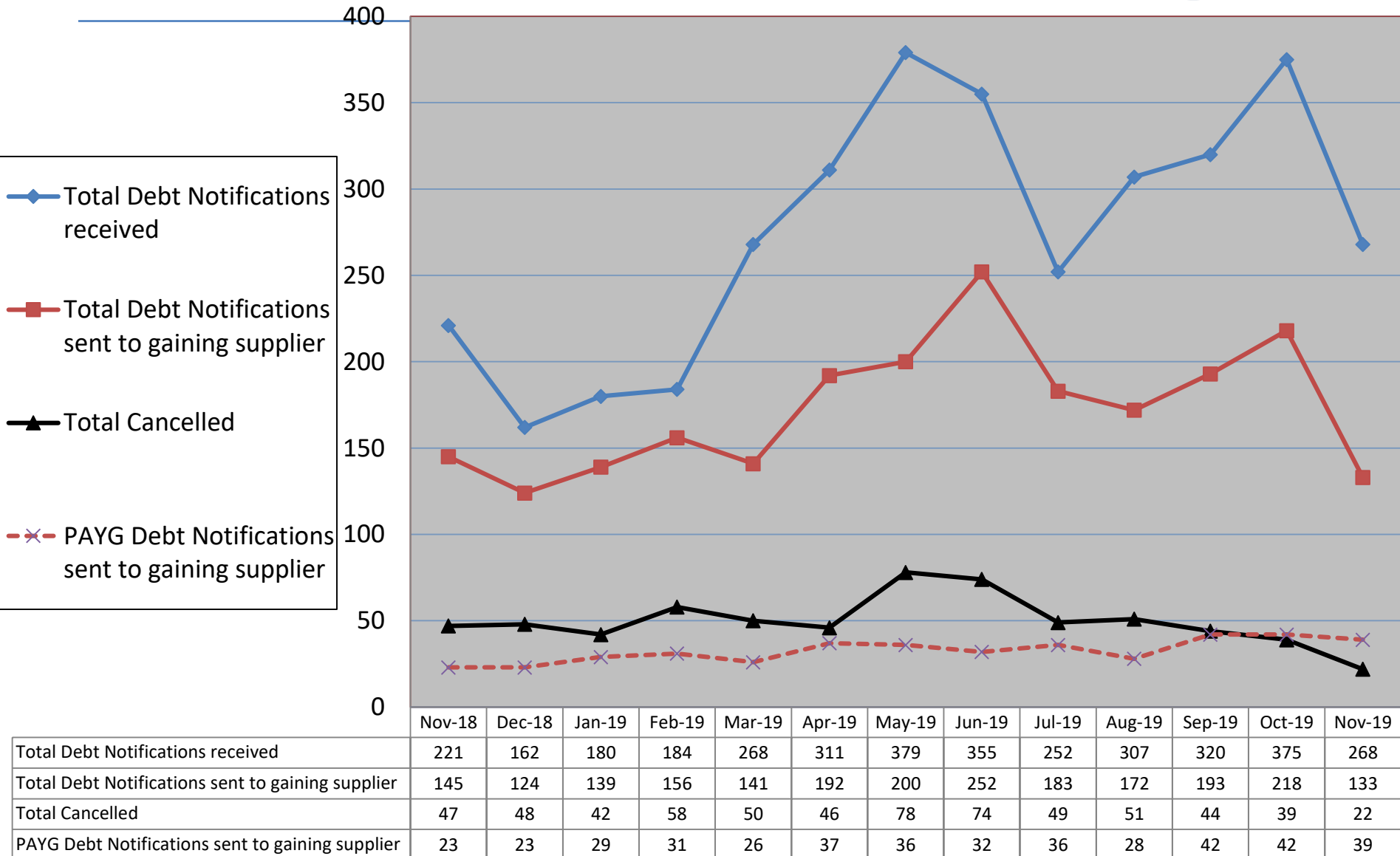


Debt Flagging

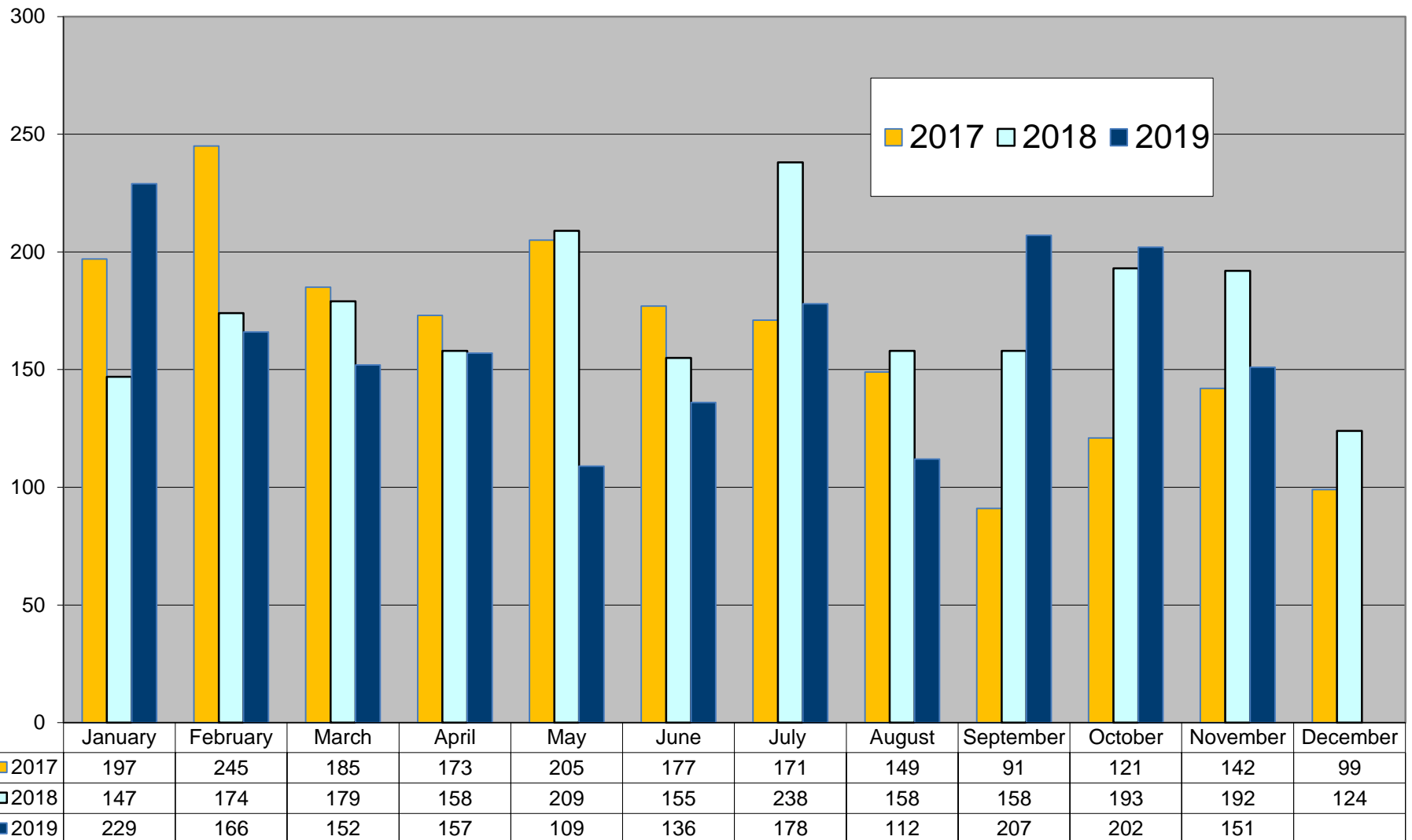
	Sept-19	Oct-19	Nov-19
Total Debt Notifications received (012)	320 (48)	375 (43)	268 (44)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	127 (6)	157 (1)	135 (5)
Total Debt Notifications sent to gaining supplier (112)	193 (42)	218 (42)	133 (39)
Total not cancelled	149 (38)	179 (39)	111 (36)
Total cancelled	44 (4)	39 (3)	22 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.6%	0.8%	0.5%

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

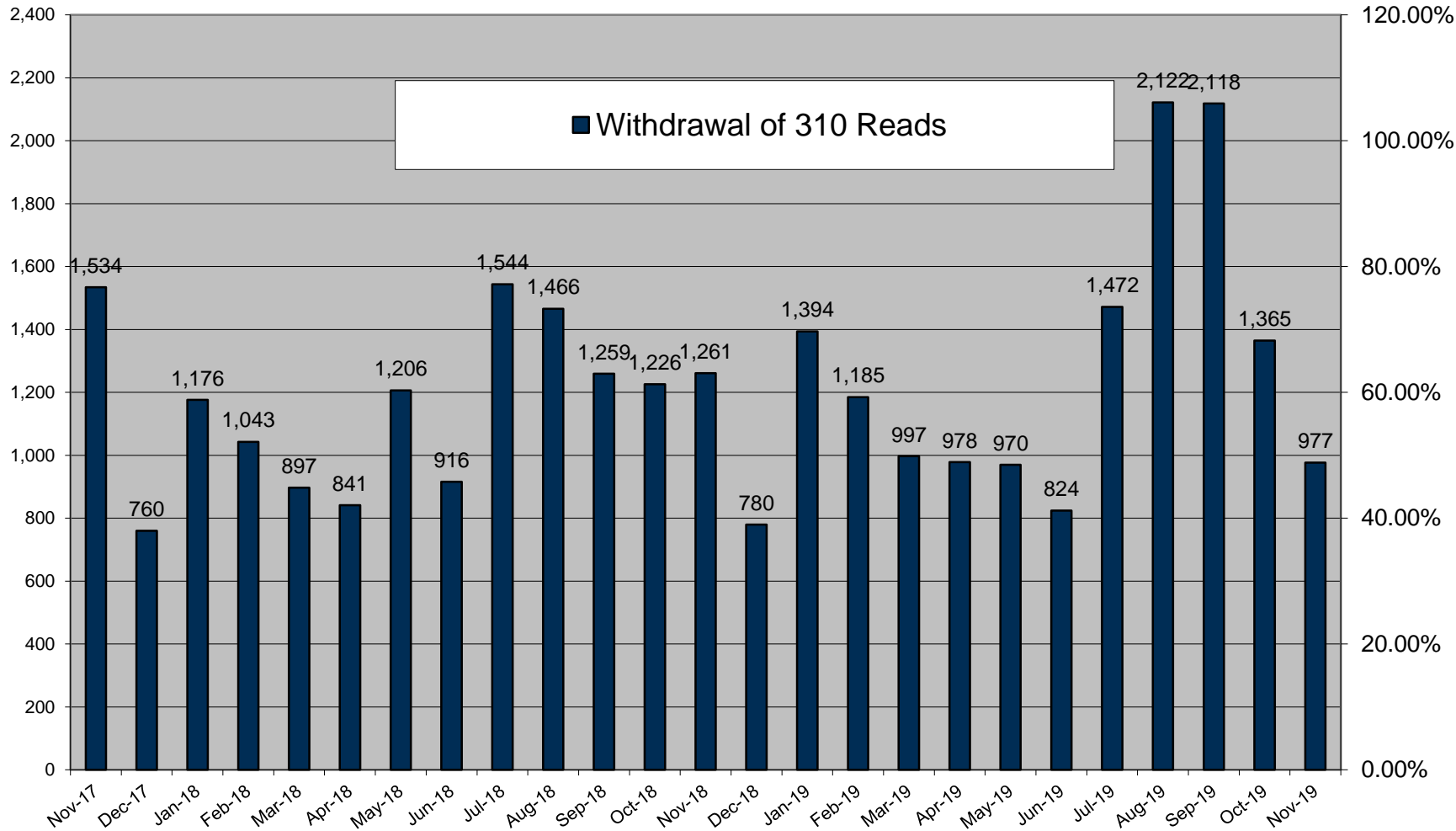
Debt Flagging



Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Sept-19	Oct-19	Nov-19
No. of Objections	59	95	86
Cancellations from Objections	21	59	31
Objection emails to MRSO	6	6	12
Reasons:			
Uncontactable by phone		1	2
Written communication		1	1
COS confirmed	4	4	8
Other	2		1
Escalation emails	5	4	8

Objections – Erroneous Transfer

