



NETWORKS

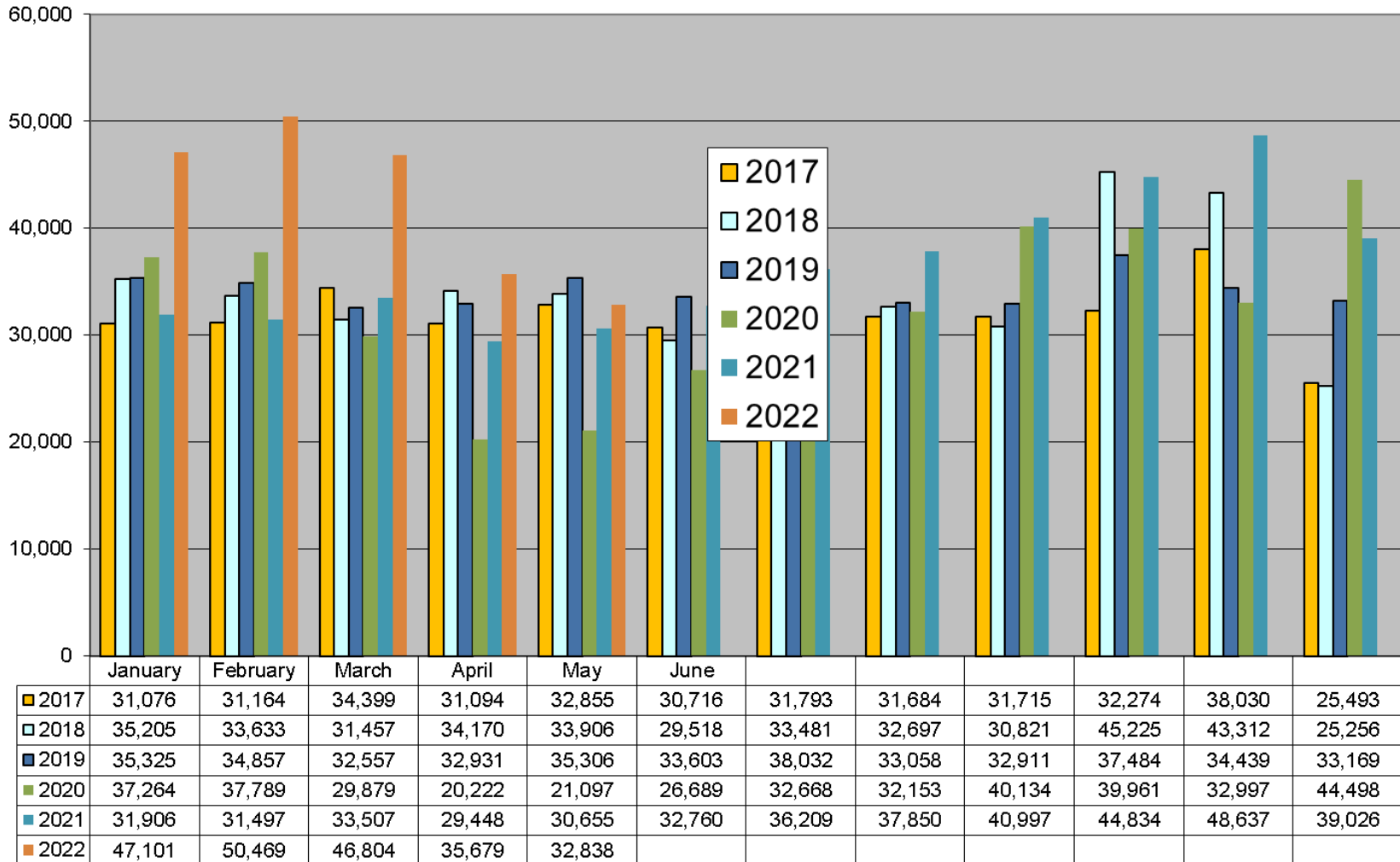
MRSO Update

James Long

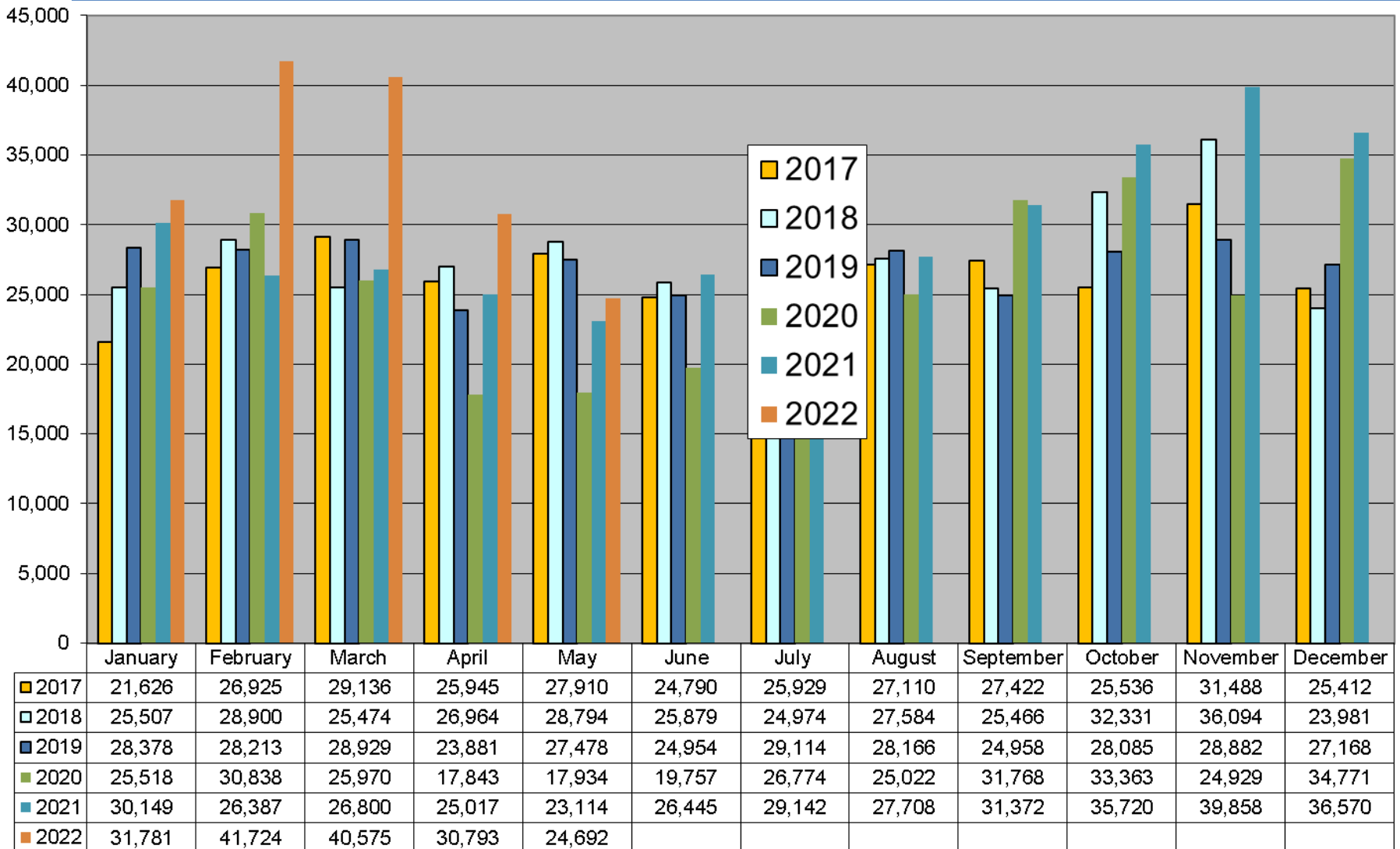
22nd June 2022



Market Message 010



Market Message 105L



COS in-progress 20th June 2022 – 8,894

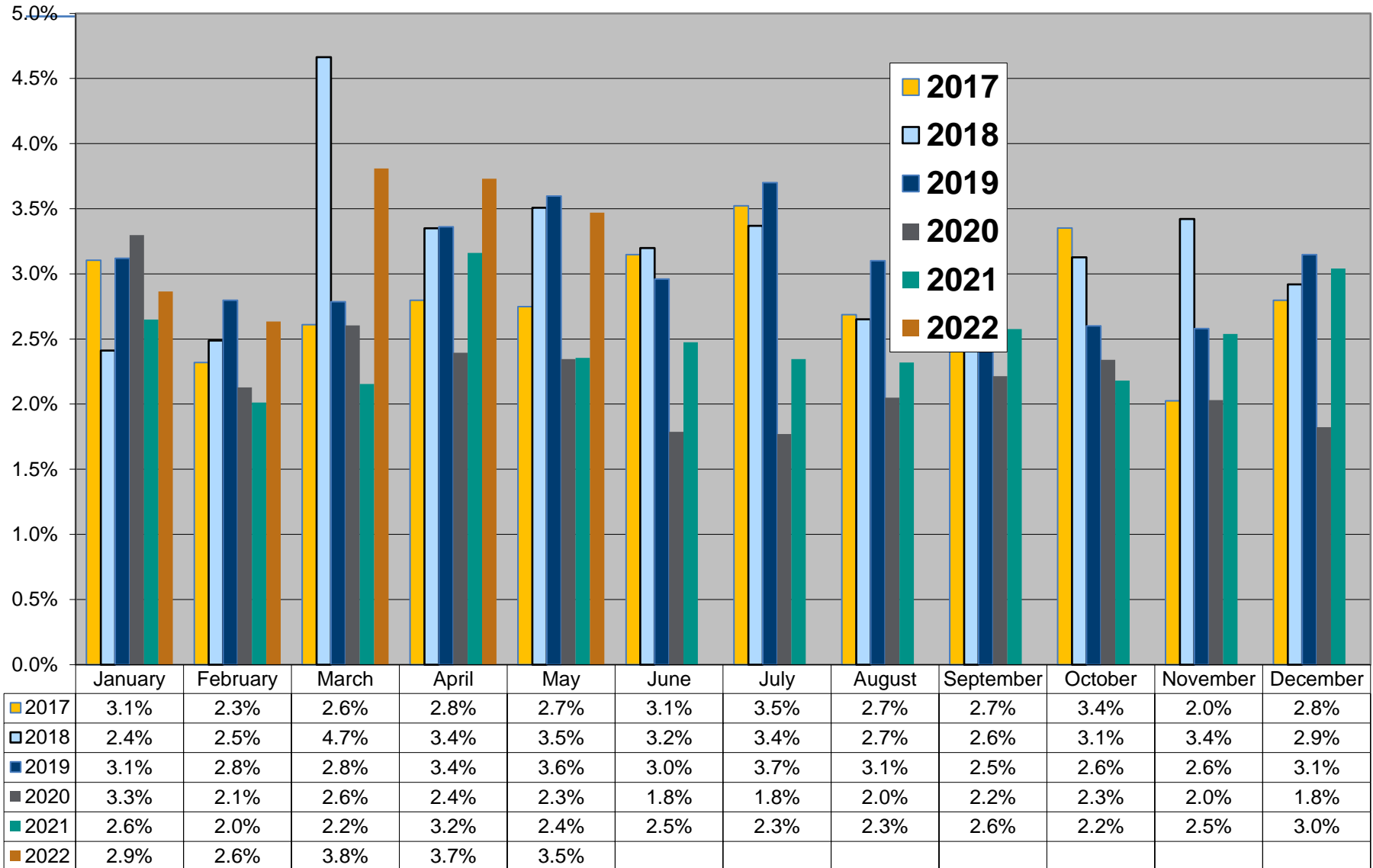
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **11 switches held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

Aug 2018	1
July 2019	1
Aug 2019	1
Feb 2020	1
Sept 2020	1
Feb 2021	2
Mar 2021	5
June 2021	1
Aug 2021	3
Sept 2021	3
Oct 2021	2

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Mar -22	17,111	3,891	25,802	46,804	37%	53%
Apr-22	10,331	6,411	16,742	35,679	29%	47%
May-22	8,788	6,814	15,602	32,838	27%	48%

Registration Rejections %

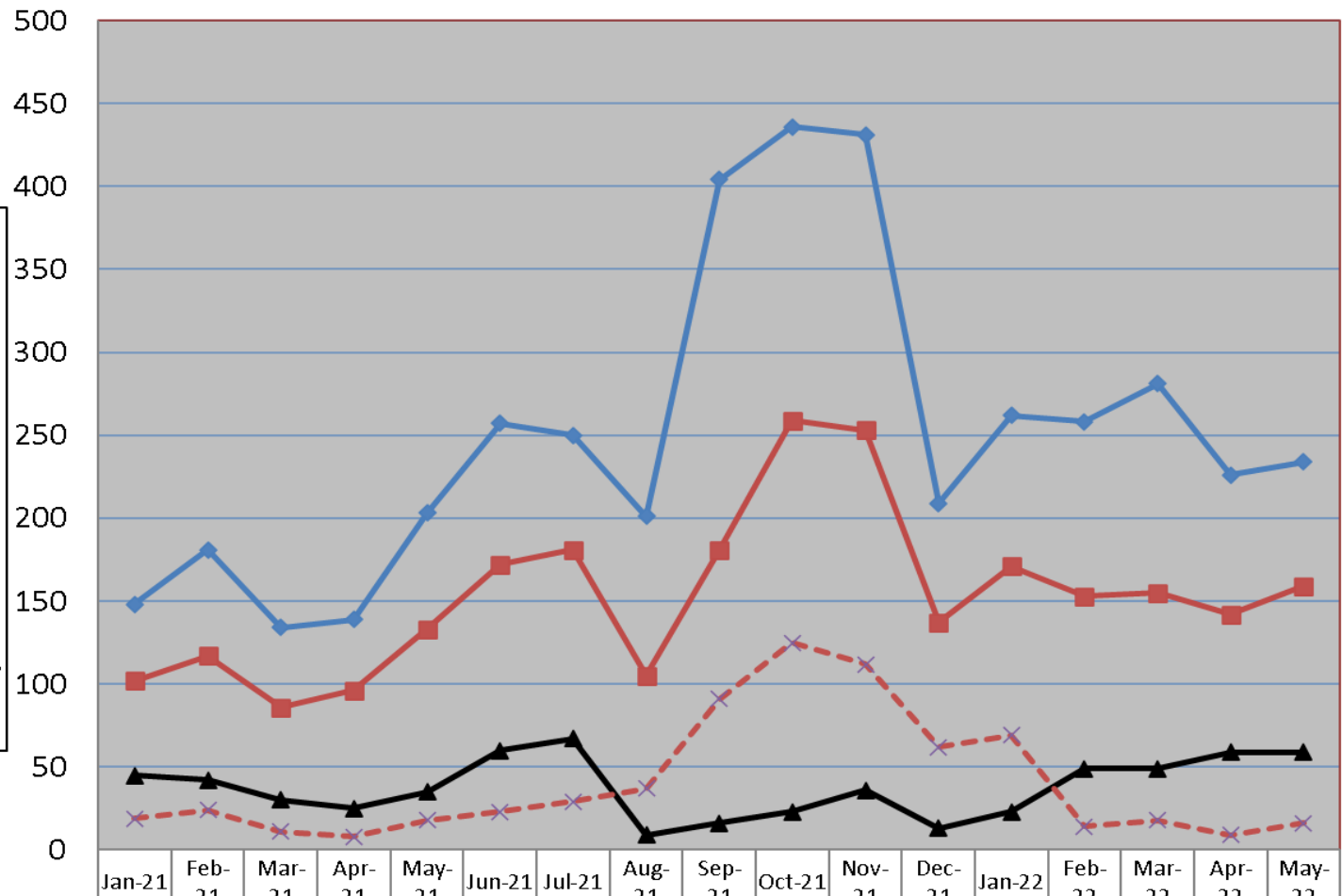


Debt Flagging

	Mar - 22	Apr - 22	May - 22
Total Debt Notifications received (012)	281 (25)	226 (16)	234 (20)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	126 (7)	84 (7)	75 (4)
Total Debt Notifications sent to gaining supplier (112)	155 (18)	142 (9)	159 (16)
Total not cancelled	106 (16)	83 (6)	100 (13)
Total cancelled	49 (2)	59 (3)	59 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.60%	0.4%	0.48%

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

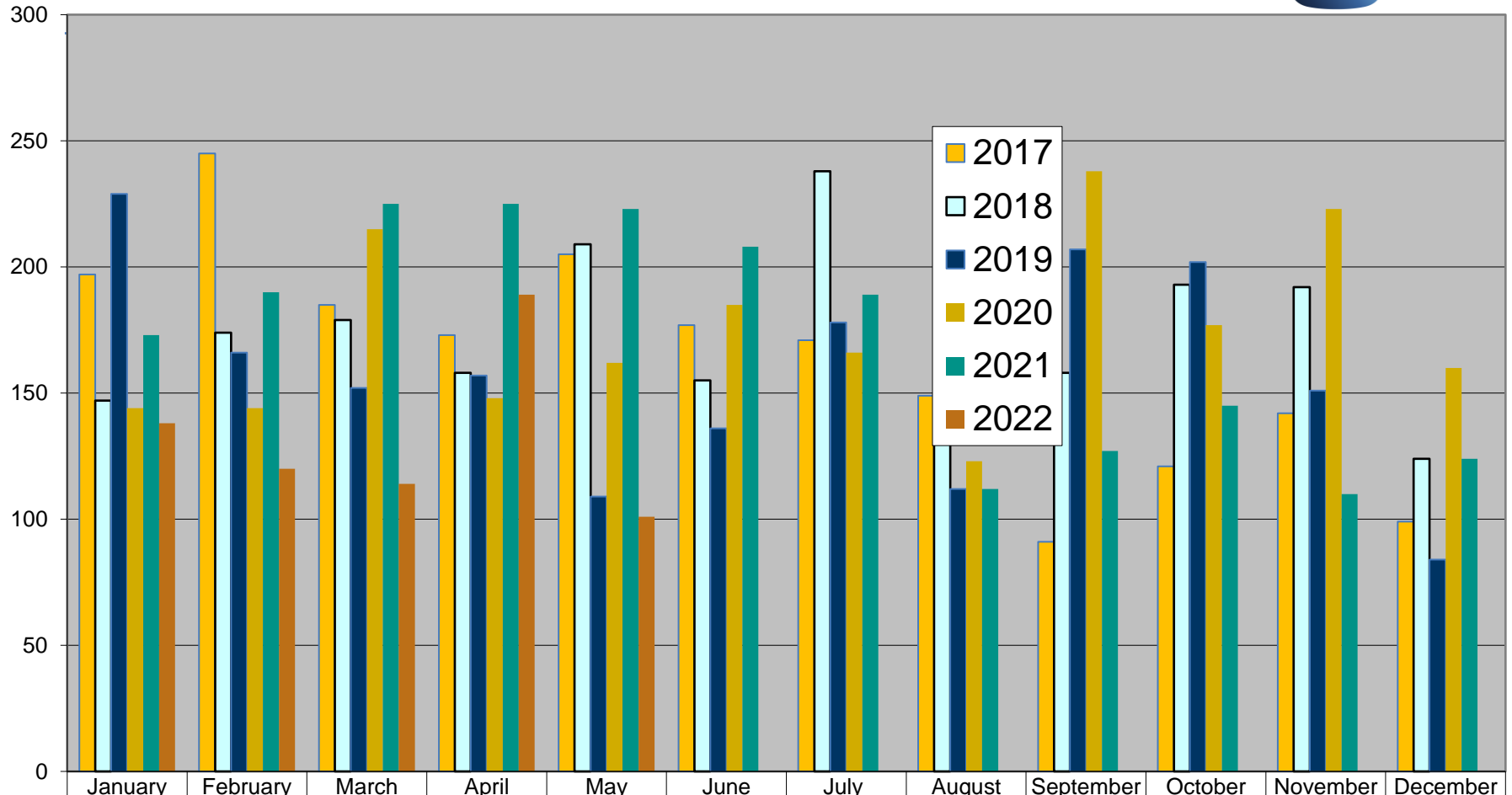
Debt Flagging



◆ Total Debt Notifications received
■ Total Debt Notifications sent to gaining supplier
▲ Total Cancelled
-x- PAYG Debt Notifications sent to gaining supplier

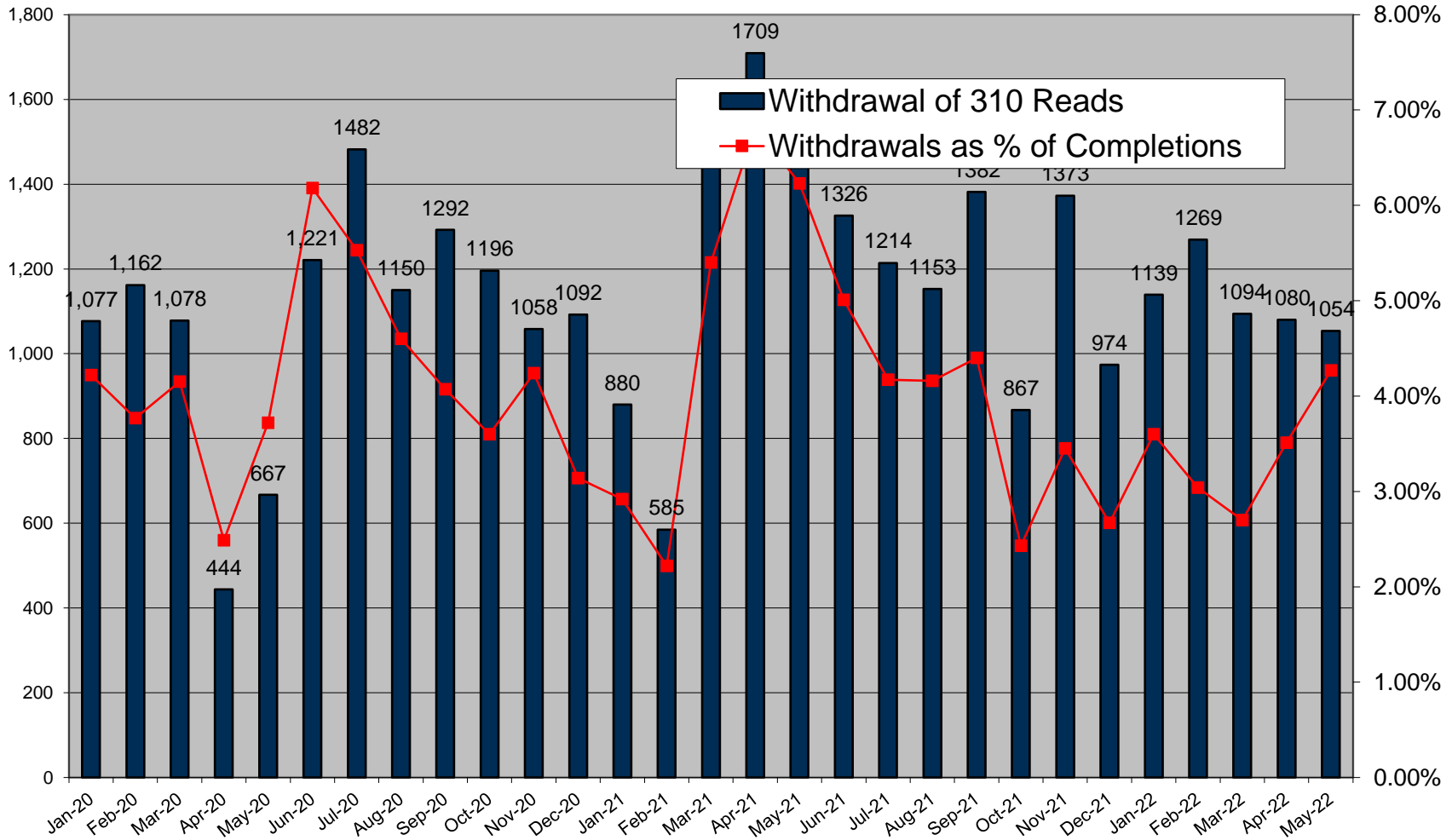
Total Debt Notifications received	148	181	134	139	203	257	250	201	404	436	431	209	262	258	281	226	234
Total Debt Notifications sent to gaining supplier	102	117	86	96	133	172	181	105	181	259	253	137	171	153	155	142	159
Total Cancelled	45	42	30	25	35	60	67	9	16	23	36	13	23	49	49	59	59
PAYG Debt Notifications sent to gaining supplier	19	24	11	8	18	23	29	37	91	125	112	62	69	14	18	9	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							

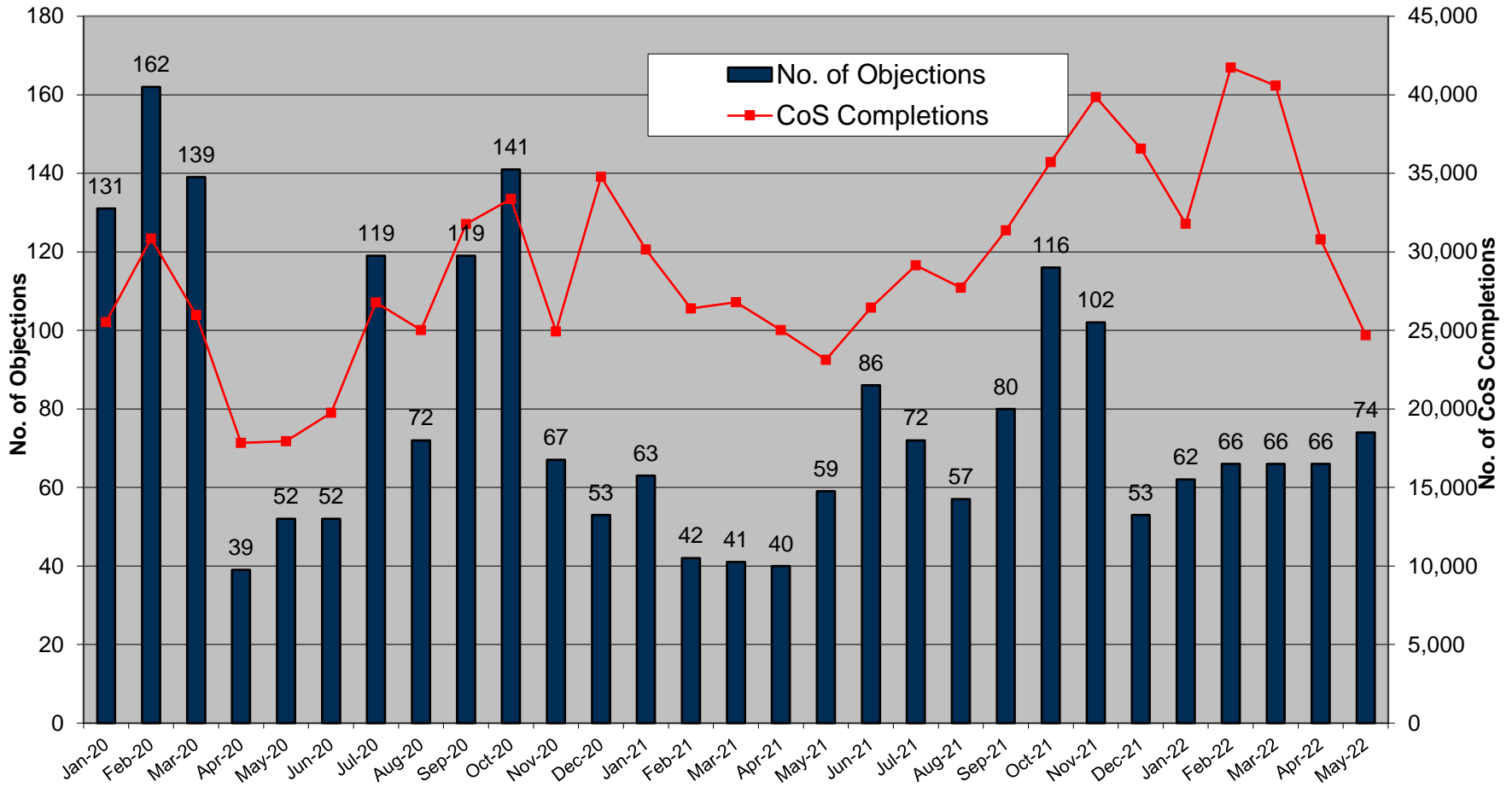
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Mar - 22	Apr - 21	May - 22
No. of Objections	66	77	80
Cancellations from Objections	15	18	21
Objection emails to MRSO	6	6	5
Reasons:			
Uncontactable by phone	4	1	1
Written communication			
COS confirmed	2	5	4
Other			
Escalation emails	14	9	8

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 20th June



MCC 12 – New Smart HH

Total to date – **70,337**

MCC 16 – New Smart Day / Night / Peak

Total to date – **9,417**