



NETWORKS

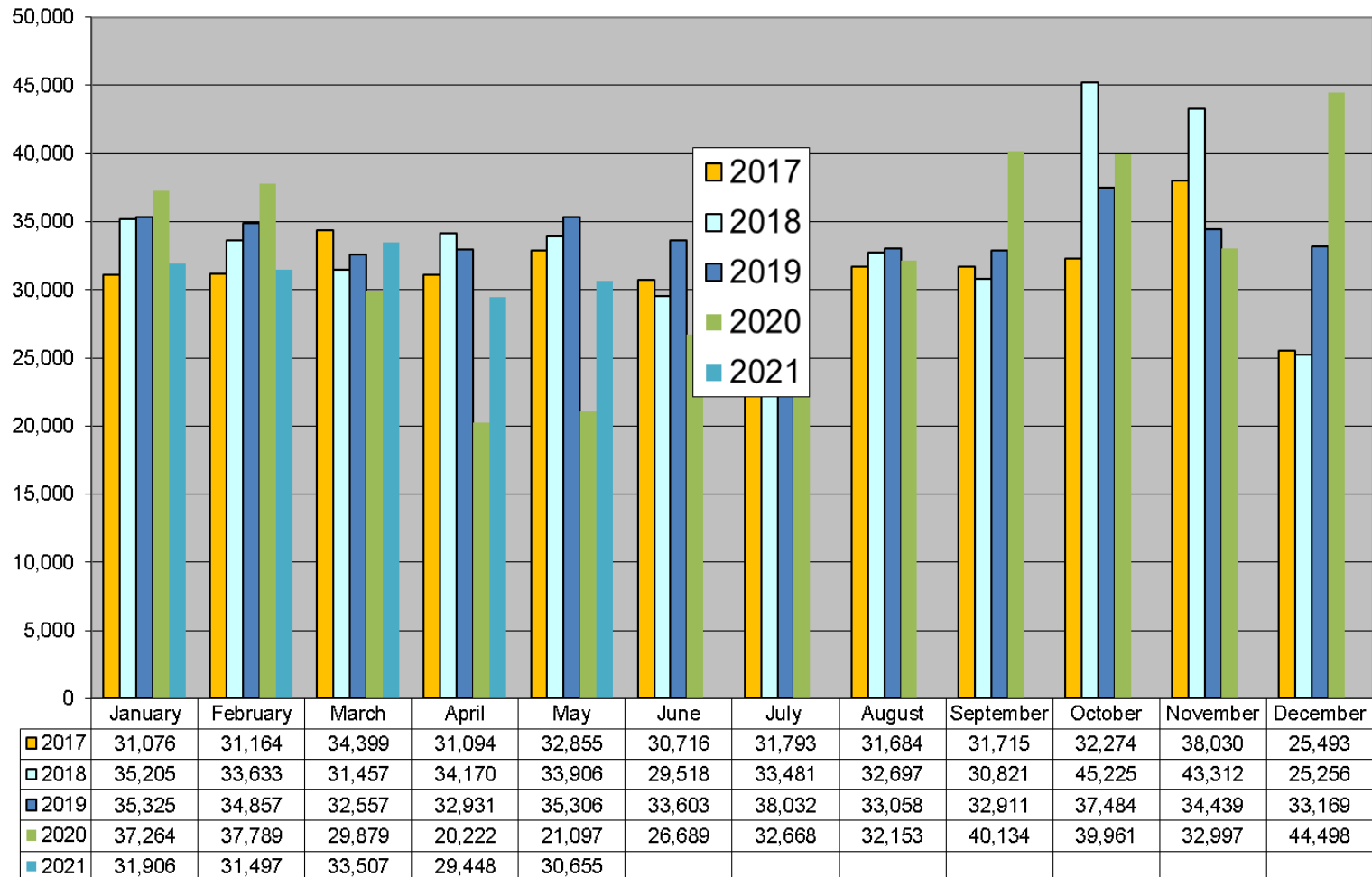
MRSO Update

James Long

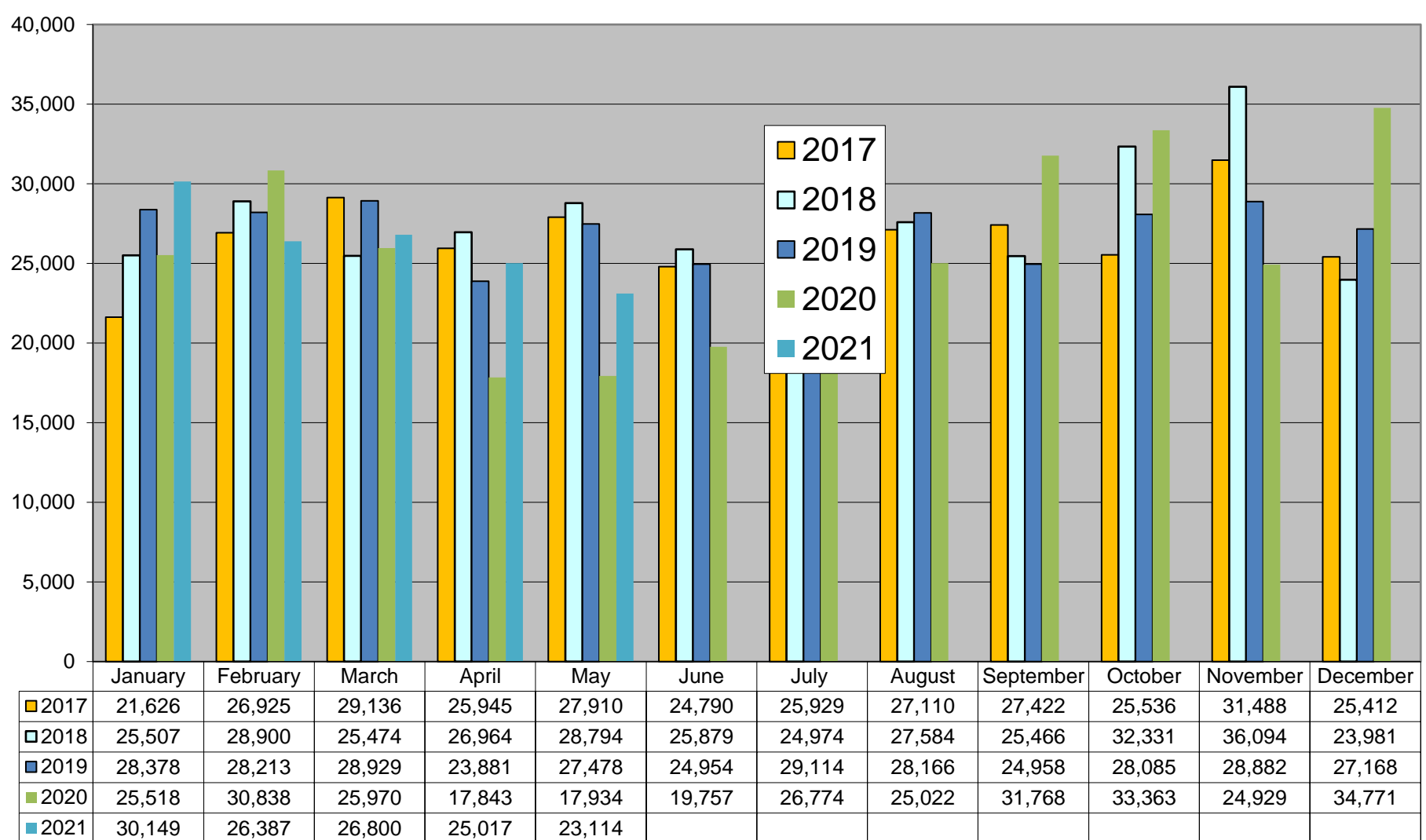
23rd June 2021



Market Message 010



Market Message 105L



COS in-progress 18th June 2021– 8,445

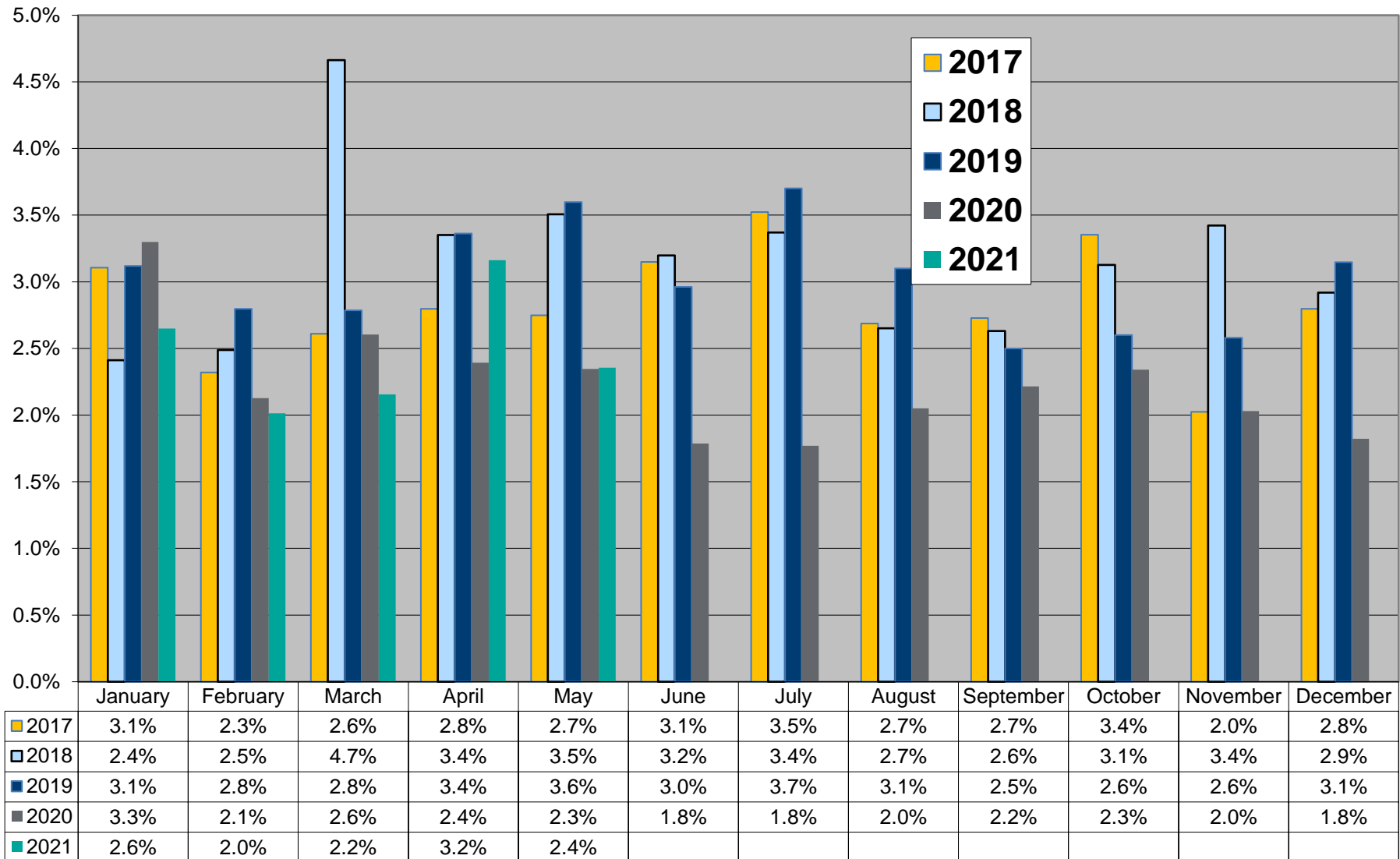
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **13 switches held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

Aug 2018	3
Sept 2018	1
Dec 2018	1
May 2019	1
July 2019	1
Aug 2019	1
Sept 2019	2
Feb 2020	1
May 2020	1
July 2020	2
Aug 2020	1

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Mar - 21	7,919	10,422	15,166	33,507	24%	45%
Apr -21	5,965	10,413	13,070	29,448	20%	44%
May - 21	7,500	9,147	14,018	30,655	24%	46%

Registration Rejections %



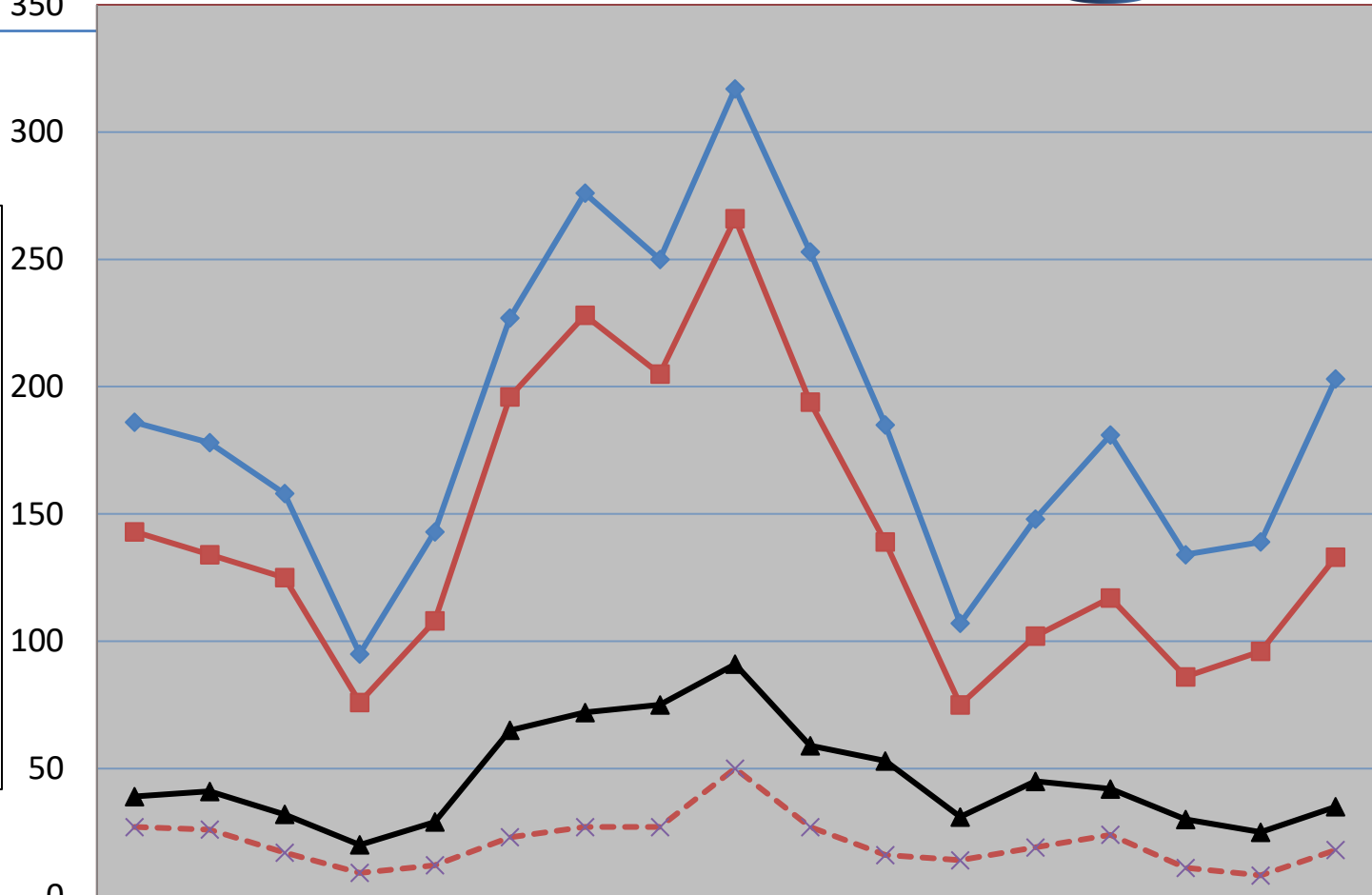
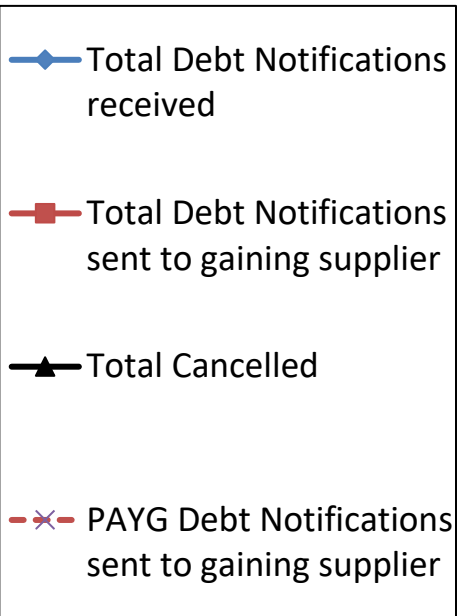
Debt Flagging

	Mar - 21	Apr - 21	May - 21
Total Debt Notifications received (012)	134 (18)	139 (9)	203 (23)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	48 (7)	43 (1)	70 (5)
Total Debt Notifications sent to gaining supplier (112)	86 (11)	96 (8)	133 (18)
Total not cancelled	56 (11)	71 (6)	98 (15)
Total cancelled	30 (0)	25 (2)	35 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.26%	0.33%	0.43%

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

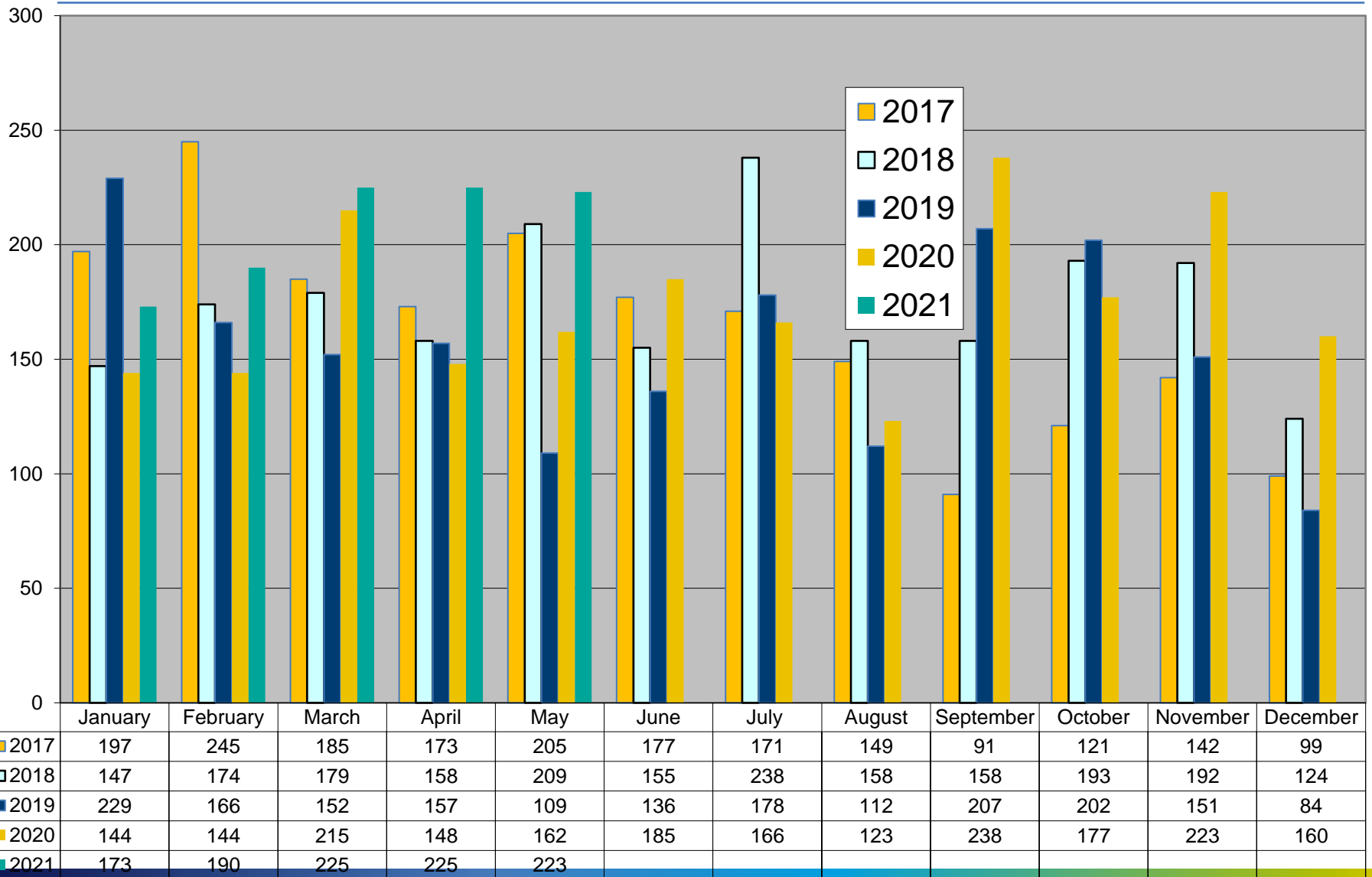
Debt Flagging

350

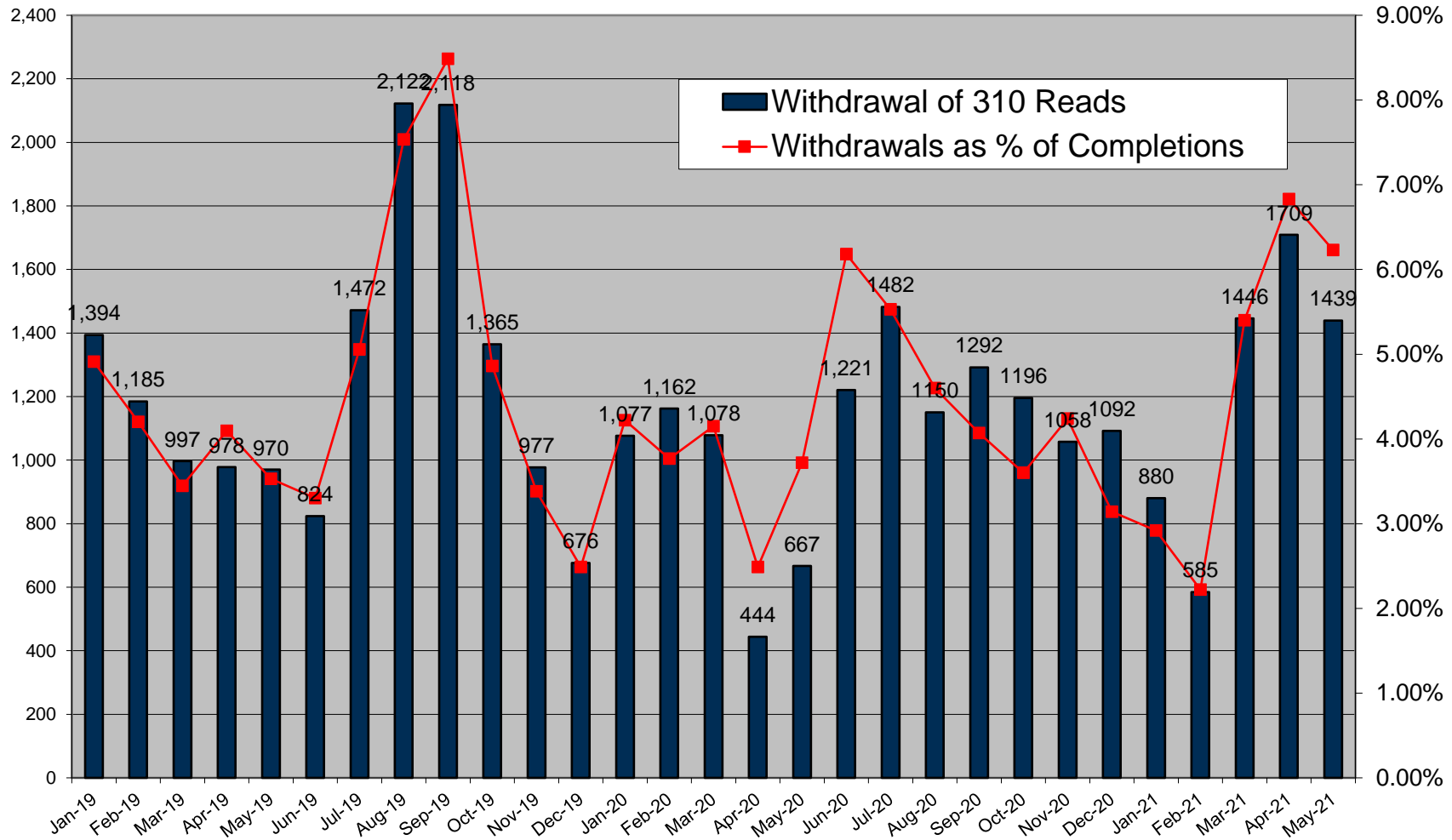


	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Debt Notifications received	186	178	158	95	143	227	276	250	317	253	185	107	148	181	134	139	203
Total Debt Notifications sent to gaining supplier	143	134	125	76	108	196	228	205	266	194	139	75	102	117	86	96	133
Total Cancelled	39	41	32	20	29	65	72	75	91	59	53	31	45	42	30	25	35
PAYG Debt Notifications sent to gaining supplier	27	26	17	9	12	23	27	27	50	27	16	14	19	24	11	8	18

Disputed Reads



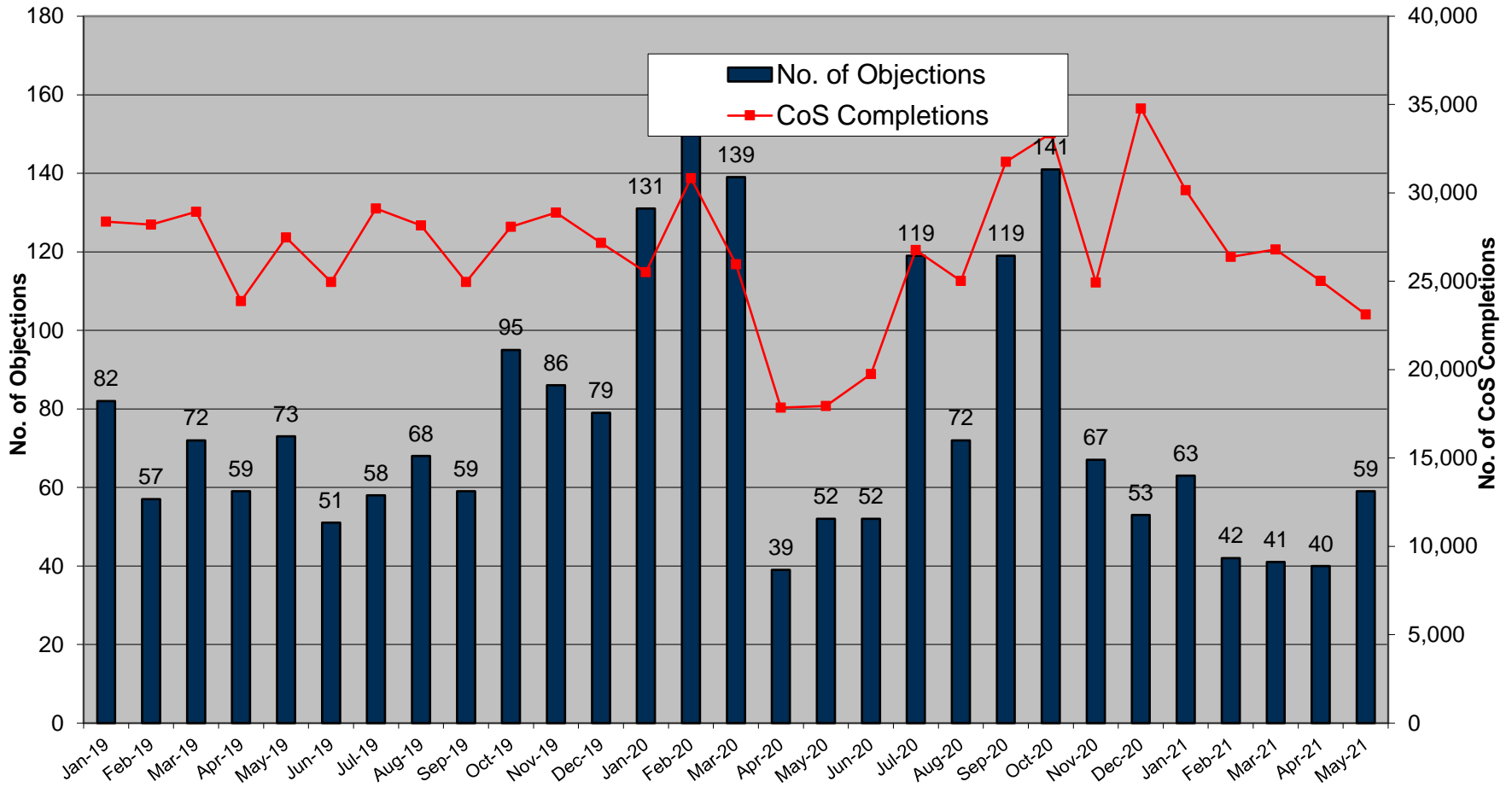
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Mar - 21	Apr - 21	May - 21
No. of Objections	41	40	59
Cancellations from Objections	11	14	16
Objection emails to MRSO	6	2	15
Reasons:			
Uncontactable by phone	1		3
Written communication			7
COS confirmed	5	2	5
Other			
Escalation emails	3	4	5

Objections – Erroneous Transfer



List of new Smart MCC Switches



MCC 12 – New Smart 24 hour

Total to date – **10,630**

MCC 16 – New Smart Day / Night

Total to date - **667**