



NETWORKS

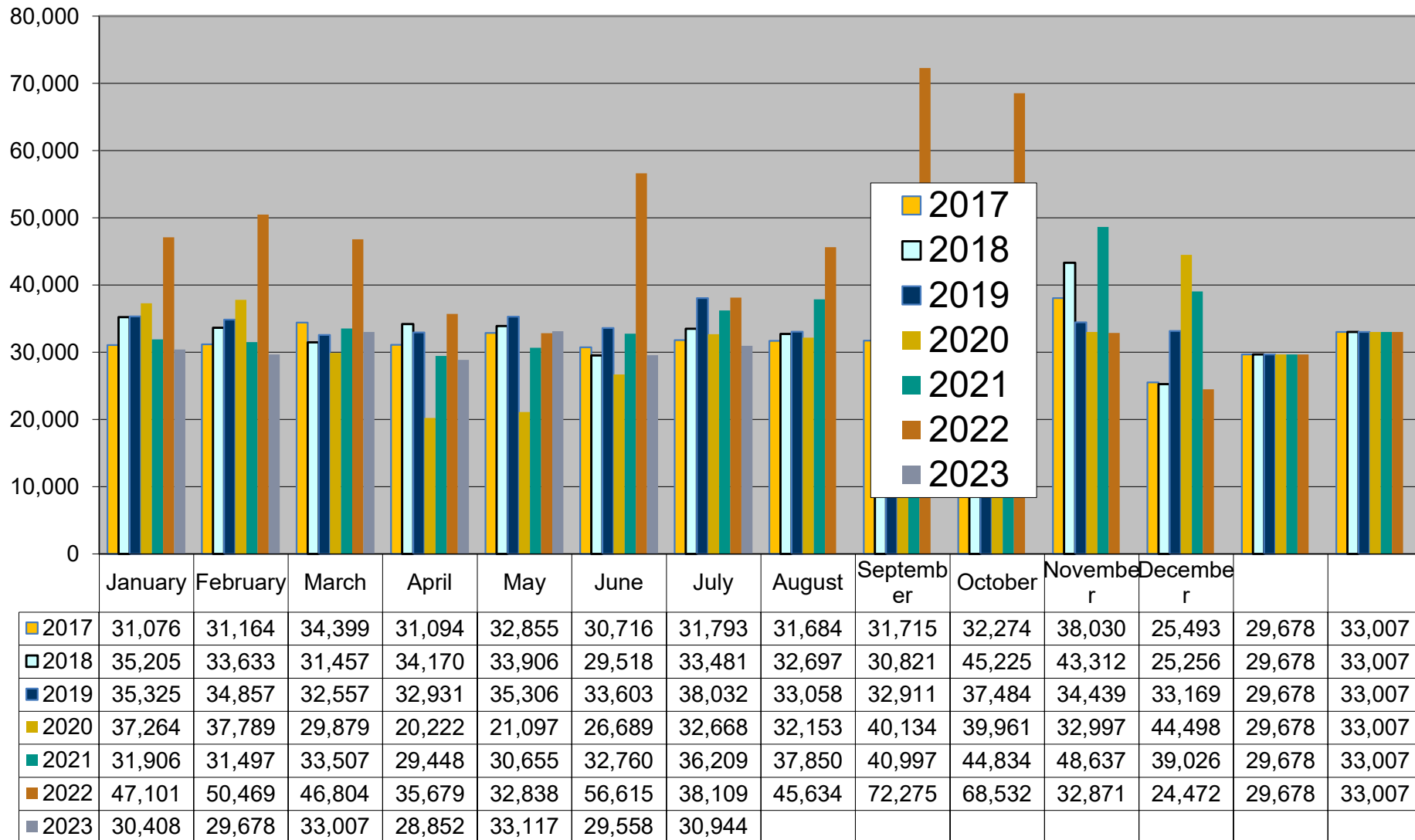
MRSO Update

James Long

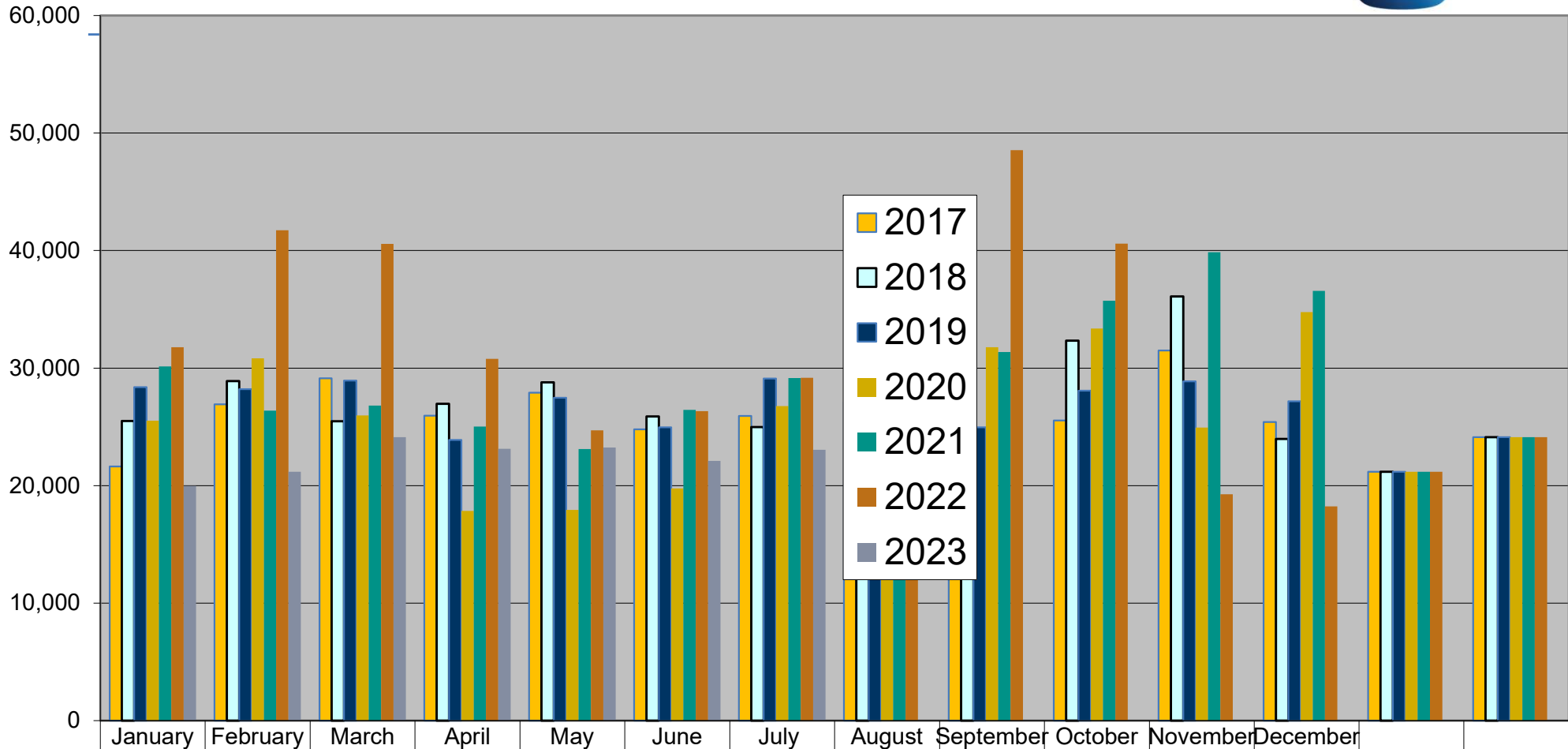
23rd August 2023



Market Message 010



Market Message 105L



	January	February	March	April	May	June	July	August	September	October	November	December		
2017	21,626	26,925	29,136	25,945	27,910	24,790	25,929	27,110	27,422	25,536	31,488	25,412	21,180	24,116
2018	25,507	28,900	25,474	26,964	28,794	25,879	24,974	27,584	25,466	32,331	36,094	23,981	21,180	24,116
2019	28,378	28,213	28,929	23,881	27,478	24,954	29,114	28,166	24,958	28,085	28,882	27,168	21,180	24,116
2020	25,518	30,838	25,970	17,843	17,934	19,757	26,774	25,022	31,768	33,363	24,929	34,771	21,180	24,116
2021	30,149	26,387	26,800	25,017	23,114	26,445	29,142	27,708	31,372	35,720	39,858	36,570	21,180	24,116
2022	31,781	41,724	40,575	30,793	24,692	26,339	29,173	30,418	48,550	40,590	19,267	18,243	21,180	24,116
2023	19,977	21,180	24,116	23,130	23,245	22,111	23,039							

COS in-progress 18th August 2023 – 8,411

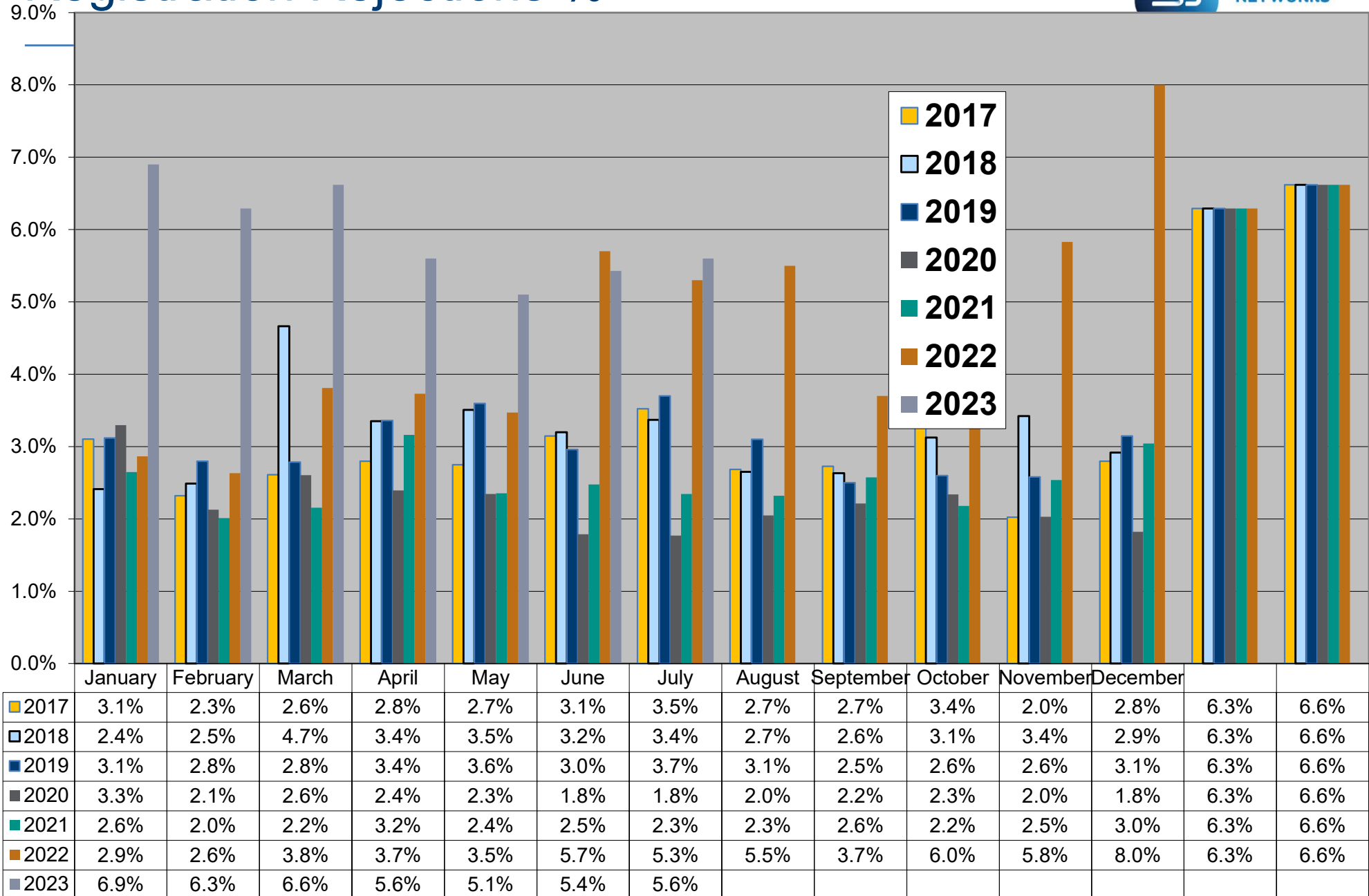
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **10 switches held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

Feb 2021	1
Mar 2021	2
Apr 2022	1
July 2022	1
Aug 2022	1
Sept 2022	3
Oct 2022	1
Nov 2022	9
Dec 2022	6
Jan 2023	5
Feb 2023	3

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Apr-23	6,242	6,390	12,632	28,852	22%	44%
May-23	8,004	5,803	13,807	33,117	24%	42%
June-23	7,936	6,254	14,190	29,558	27%	48%
July-23	9,210	5,443	14,653	30,944	30%	47%

Registration Rejections %



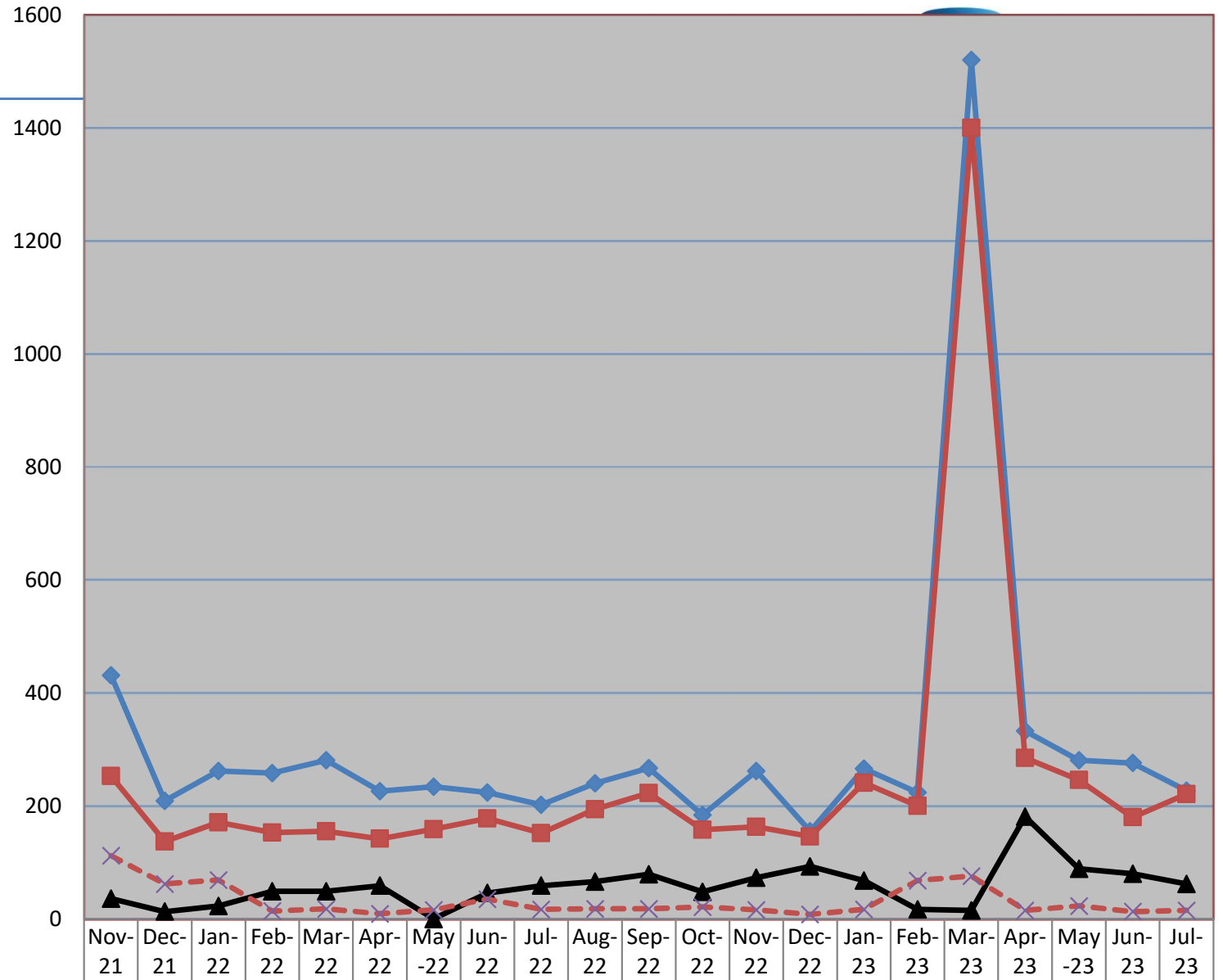
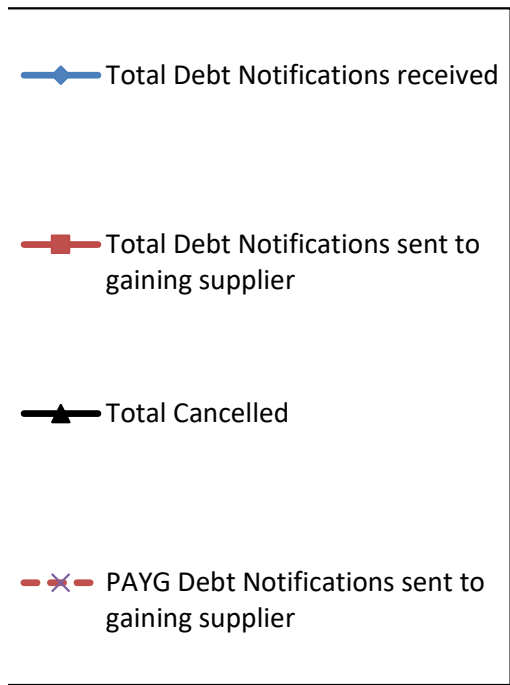
Debt Flagging



	Apr - 23	May - 23	Jun - 23	Jul - 23
Total Debt Notifications received (012)	333 (20)	281 (27)	276 (19)	227 (16)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	48 (5)	35 (4)	96 (6)	6 (1)
Total Debt Notifications sent to gaining supplier (112)	285 (15)	246 (23)	180 (13)	221 (15)
Total not cancelled	104 (13)	157 (18)	100 (9)	159 (14)
Total cancelled	181 (2)	89 (5)	80 (4)	62 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.98%	0.74%	0.61%	0.71%

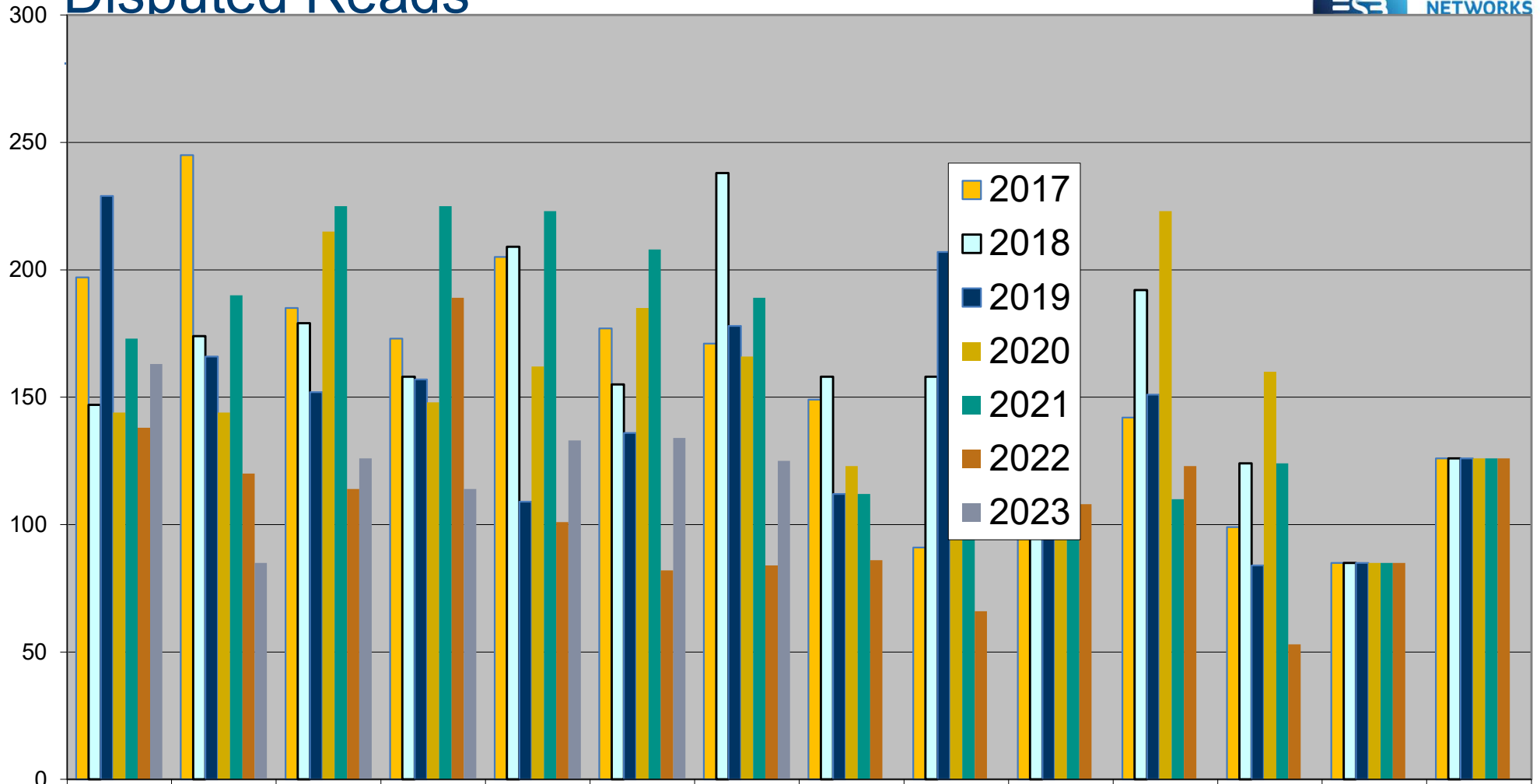
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



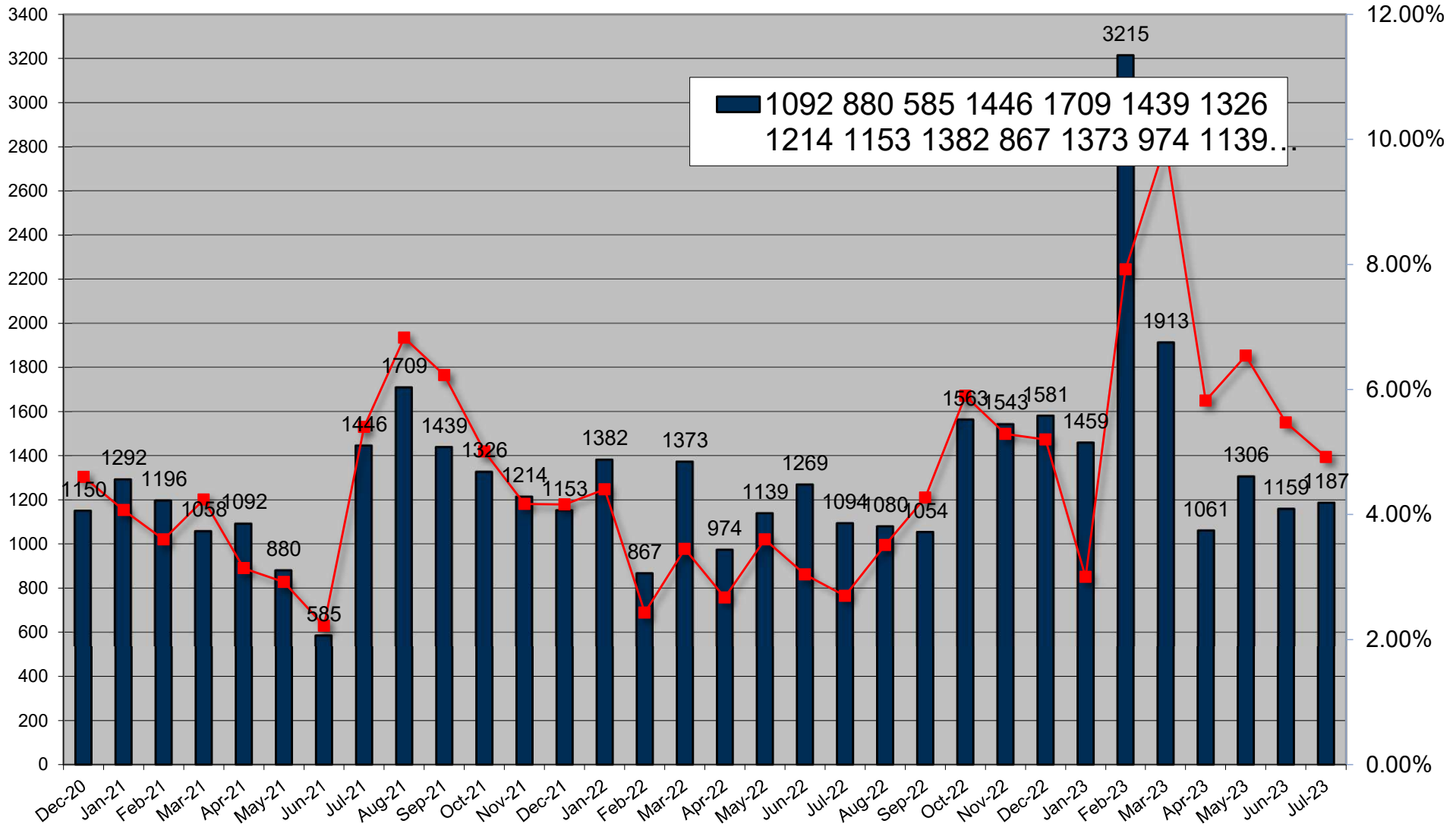
	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Total Debt Notifications received	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520	333	281	276	227
Total Debt Notifications sent to gaining supplier	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400	285	246	180	221
Total Cancelled	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15	181	89	80	62
PAYG Debt Notifications sent to gaining supplier	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76	15	23	13	15

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	85	126
2018	147	174	179	158	209	155	238	158	158	193	192	124	85	126
2019	229	166	152	157	109	136	178	112	207	202	151	84	85	126
2020	144	144	215	148	162	185	166	123	238	177	223	160	85	126
2021	173	190	225	225	223	208	189	112	127	145	110	124	85	126
2022	138	120	114	189	101	82	84	86	66	108	123	53	85	126
2023	163	85	126	114	133	134	125							

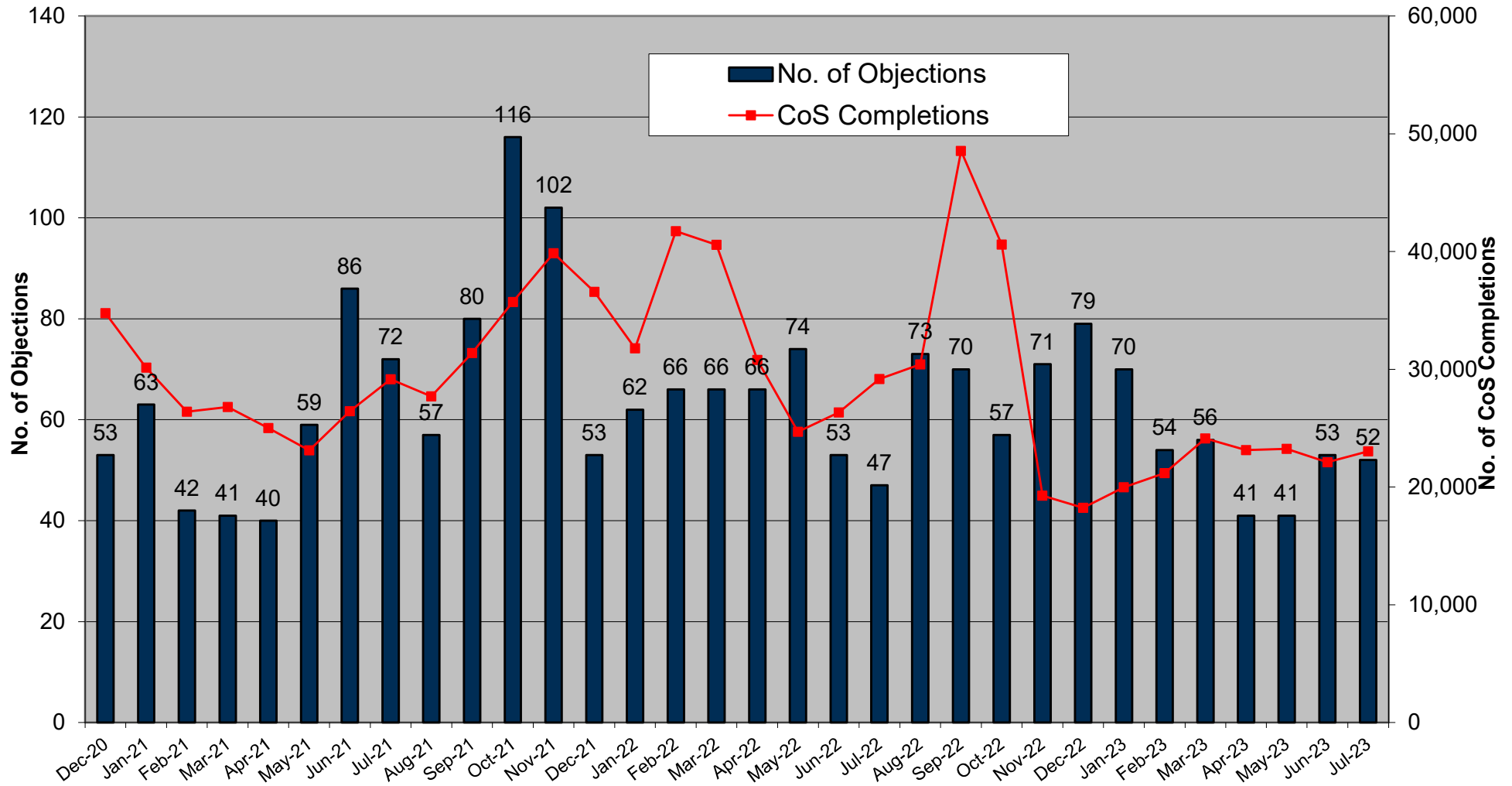
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Apr-23	May– 23	Jun-23	Jul-23
No. of Objections	51	46	66	59
Cancellations from Objections	9	7	11	8
Objection emails to MRSO	1	11	4	14
Reasons:				
Uncontactable by phone		3	2	6
Written communication		2		2
COS confirmed	1	6	2	6
Other				
Escalation emails	1	9	3	8

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 17th August 2023



MCC 12 – New Smart HH

Total to date – **188,611**

MCC 16 – New Smart Day / Night / Peak

Total to date – **30,858**

Recent Ad Hoc Requests

As previously discussed on the last IGG call MRSO were tasked to provide more information around the recent rise in Ad Hoc Aggregations. Ad Hoc Requests are run at the behest of SEMO, see details below .

1. BAU adhoc runs

- These are weeks SEMO have to run based on upheld formal queries. As per the T&SC and Agreed Procedures, SEMO has 20 working days once a formal query is upheld to resolve and republish it. SEMO has to run a full resettlement for the entire market for these upheld queries. Please refer to T&SC G.3 or Agreed Procedure 15 for more information. Since October 2022, SEMO have been running BAU adhoc based on formal queries we have received.

2. Dispute adhoc runs

- These are weeks SEMO have to run based on upheld disputes. Similar to point two above, SEMO needs to run a full resettlement of the market. We have recently received a dispute which resulted in SEMO needing to run 35+ weeks from August 2021 to April 2022. These weeks are currently being processed and issued in settlement documents.
- SEMO also completed a full rerun of all settlement dates from Oct 2018 to May 2021. This was called iteration 1 and was ran concurrently to fix defects, data issues etc. Iteration 1 was completed in July 2023

SEMO anticipates that they will issue multiple adhoc weeks in each settlement document up to November 2023. After this date, they are hopeful that most disputed adhoc runs will be completed. .