



NETWORKS

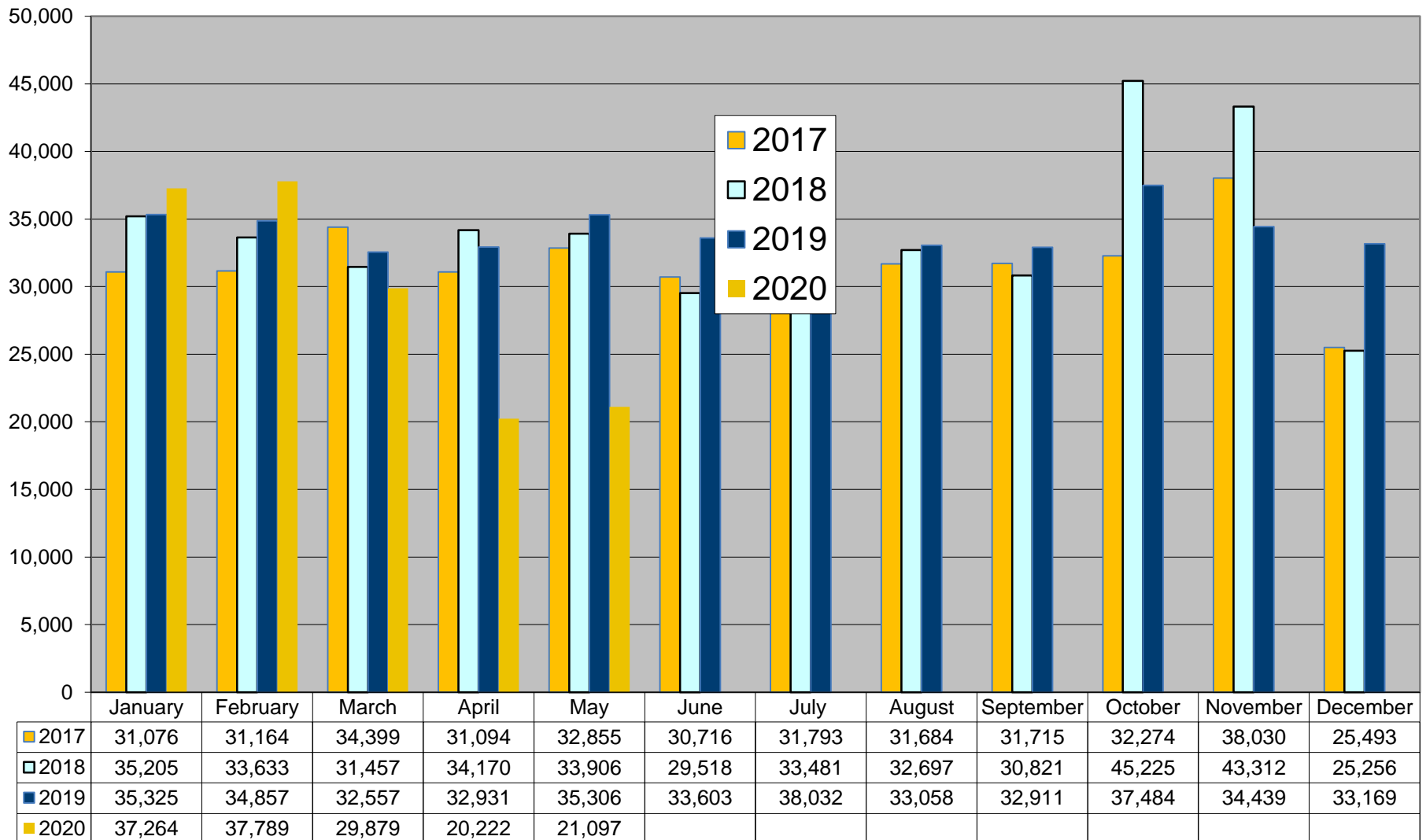
MRSO Update

James Long

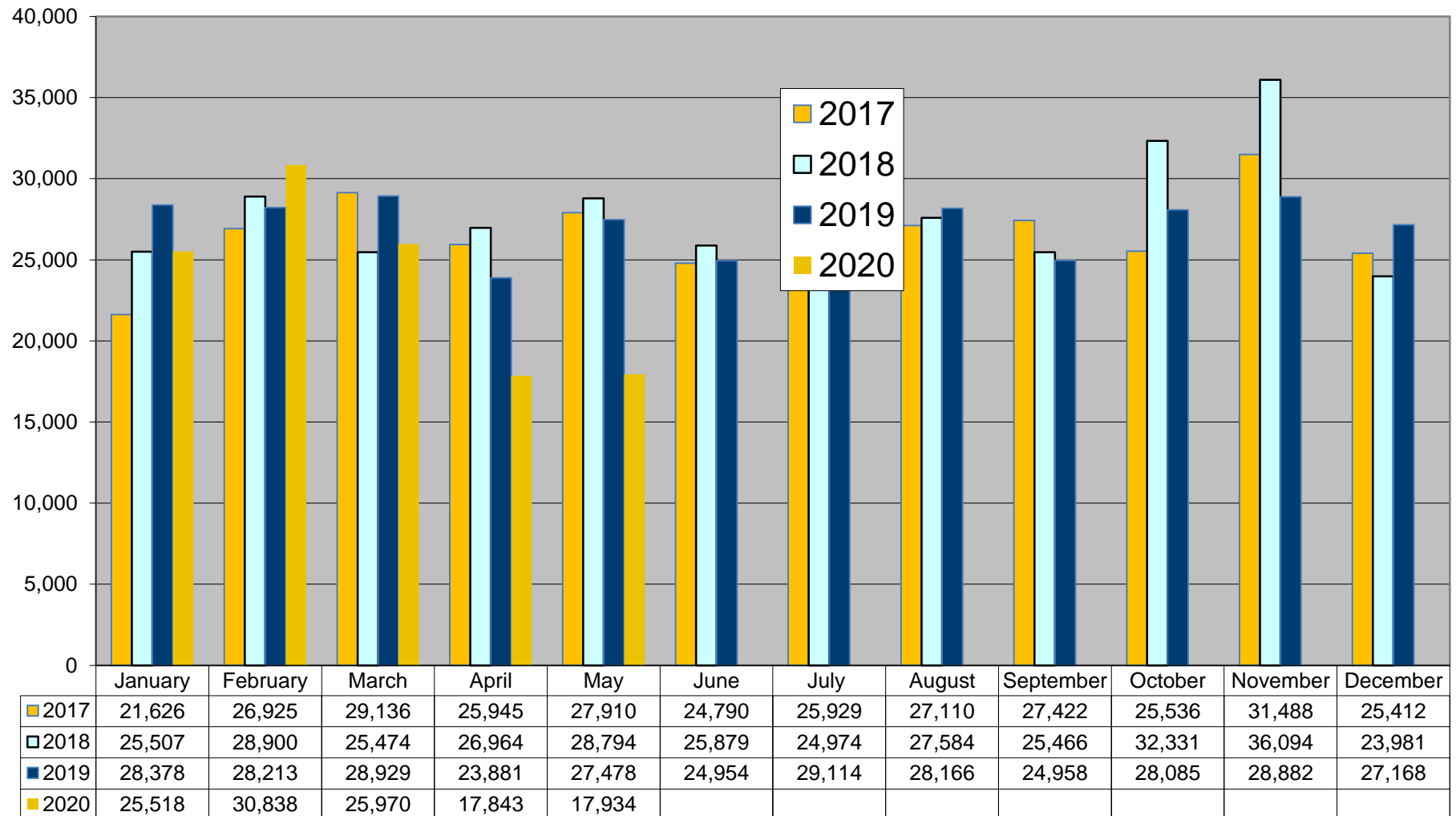
24th June 2020



Market Message 010



Market Message 105L



COS in-progress 22nd June 2020– 6,814

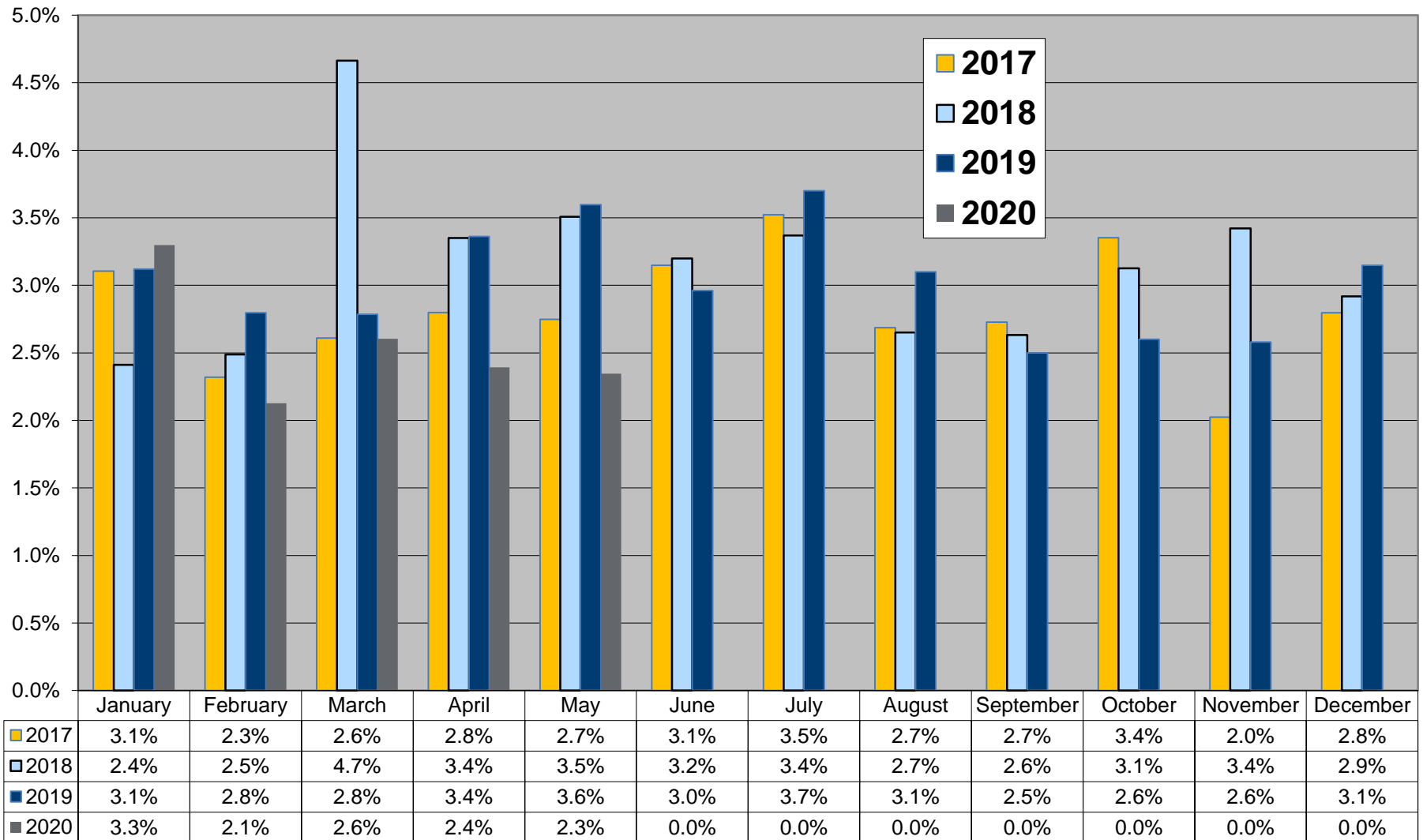
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **Twenty Two switches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

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

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Mar - 20	9,500	5,227	14,727	29,879	32%	49%
Apr -20	3,899	4,832	8,731	20,222	19%	43%
May - 20	3,925	4,442	8,367	21,097	19%	40%

Registration Rejections %

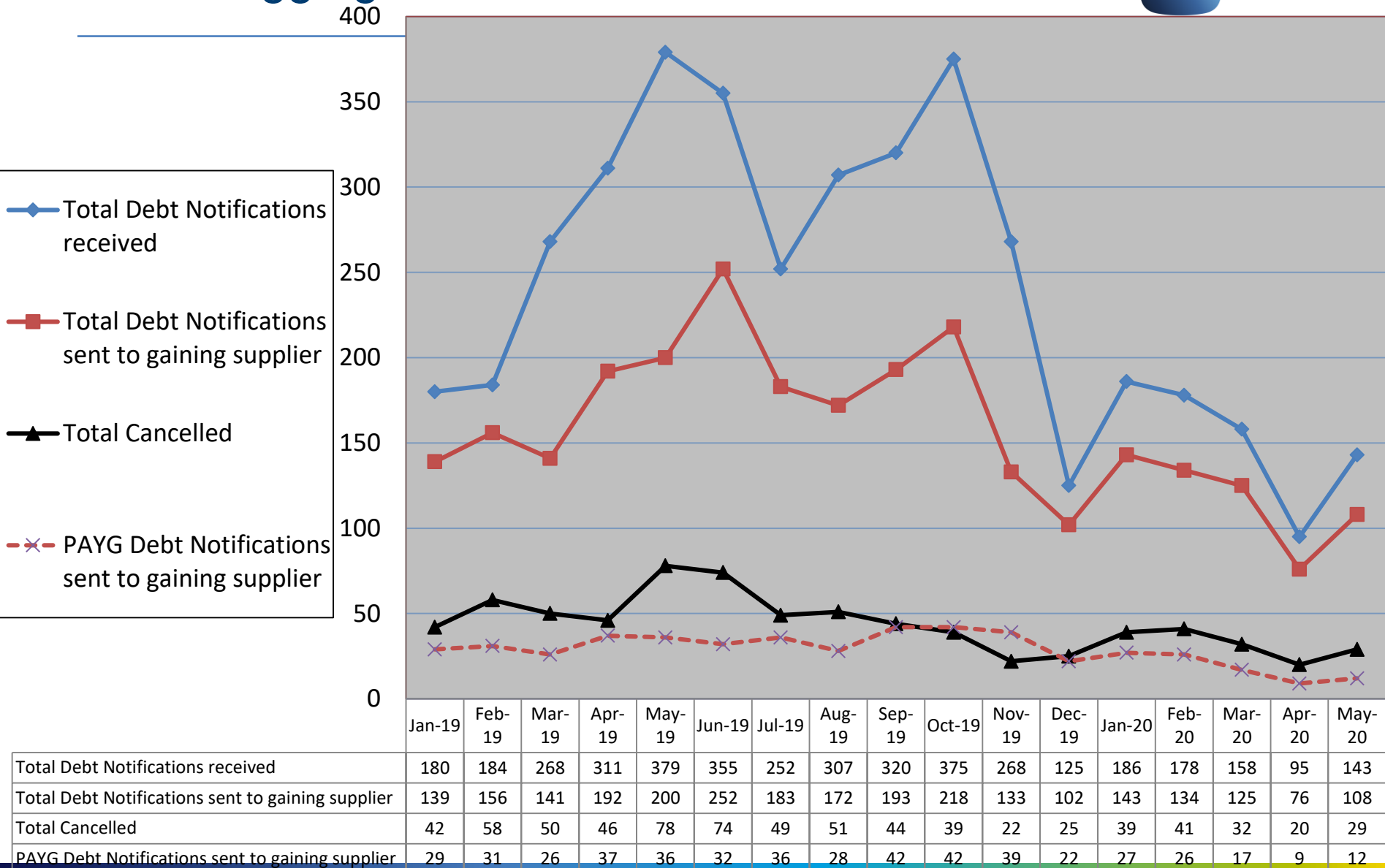


Debt Flagging

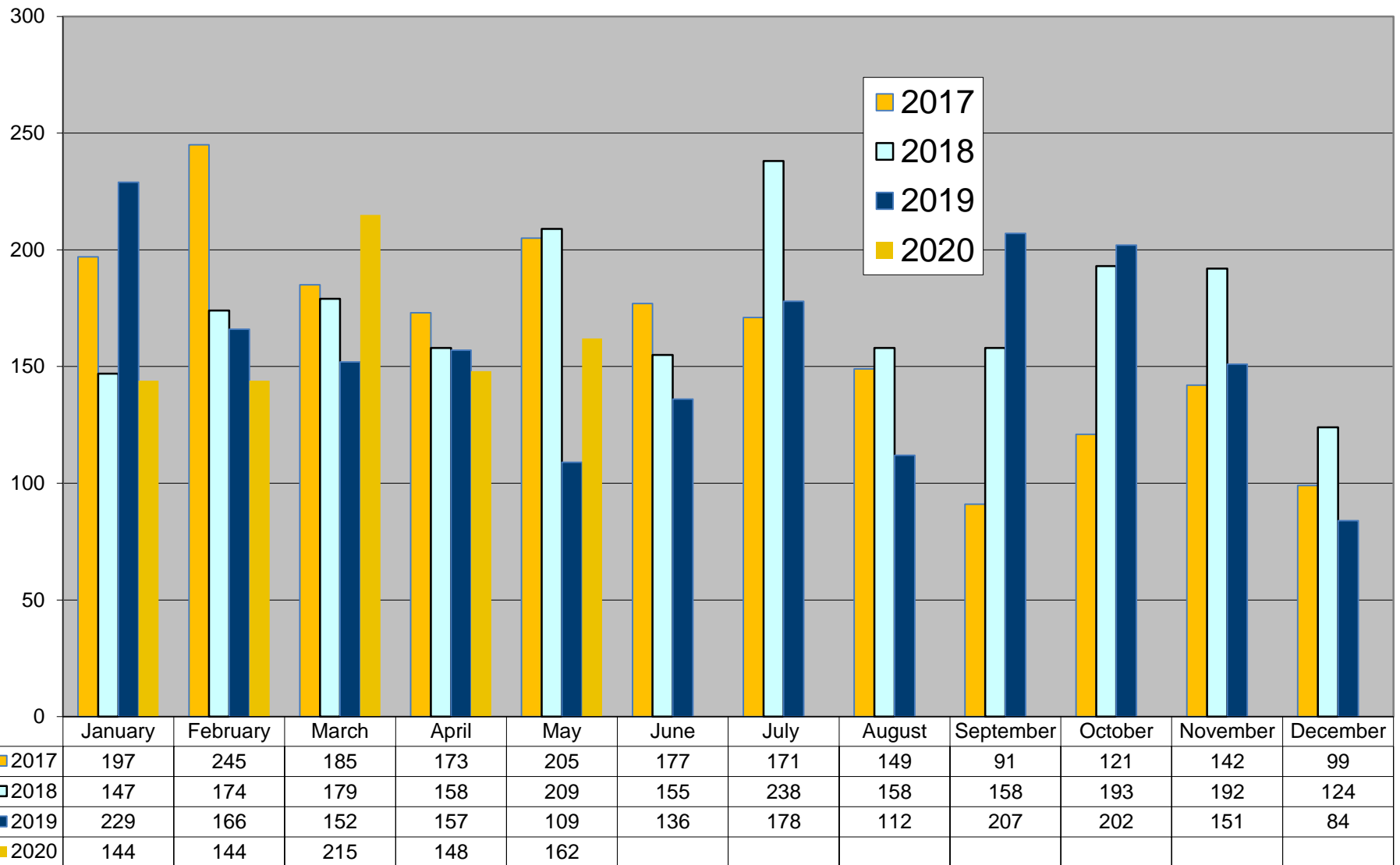
	Mar - 20	Apr - 20	May - 20
Total Debt Notifications received (012)	158 (20)	95 (11)	143 (15)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	33 (3)	19 (2)	35 (3)
Total Debt Notifications sent to gaining supplier (112)	125 (17)	76 (9)	108 (12)
Total not cancelled	93 (14)	56 (8)	79 (12)
Total cancelled	32 (3)	20 (1)	29 (0)
Total Debt Notifications sent to gaining supplier as % of total COS	0.4%	0.4%	0.5%

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

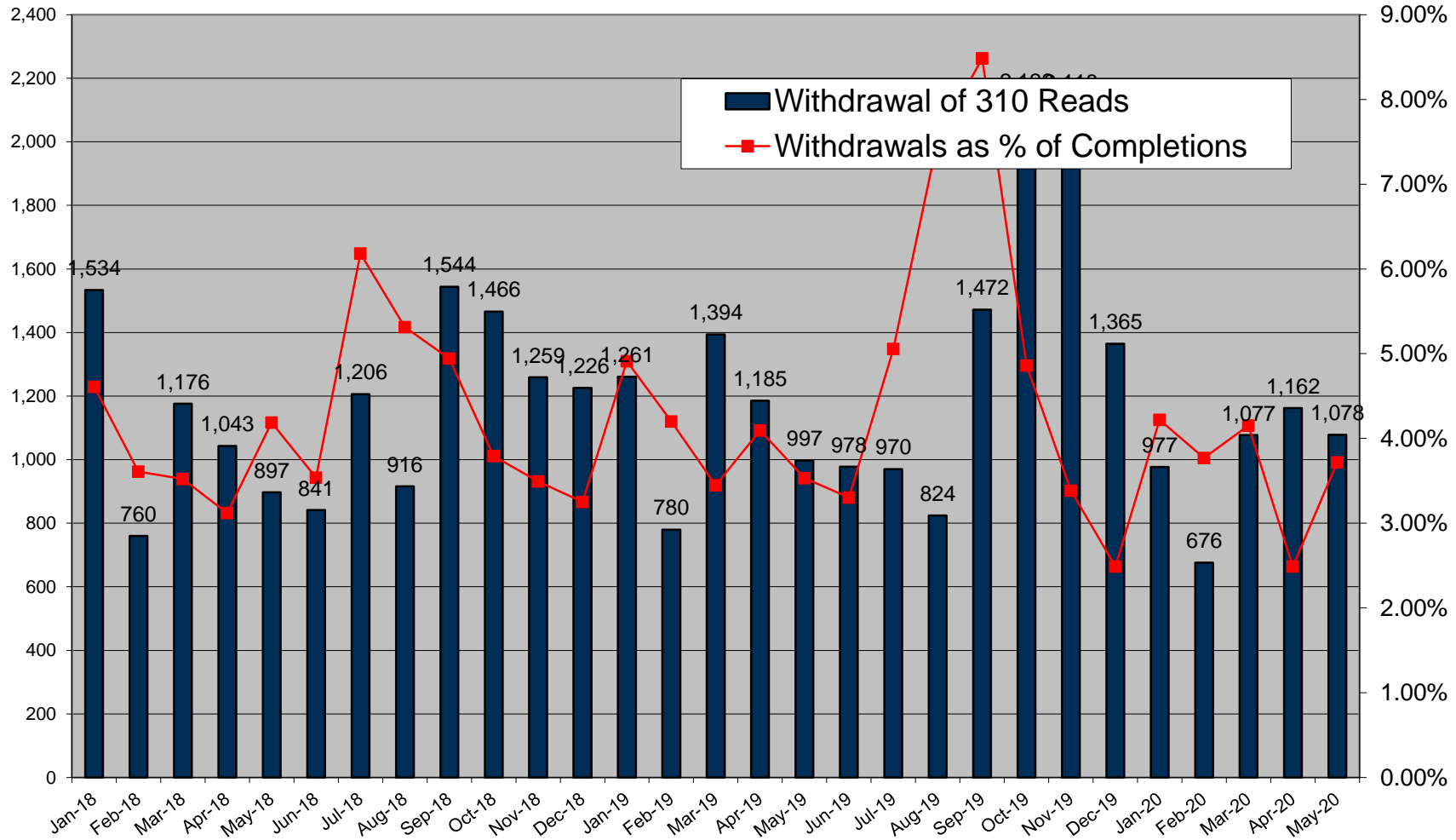
Debt Flagging



Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Mar - 20	Apr - 20	May - 20
No. of Objections	139	59	62
Cancellations from Objections	32	22	26
Objection emails to MRSO	7	4	4
Reasons:			
Uncontactable by phone	1	2	1
Written communication		1	
COS confirmed	6	1	3
Other			
Escalation emails	11	3	6

Objections – Erroneous Transfer

