



NETWORKS

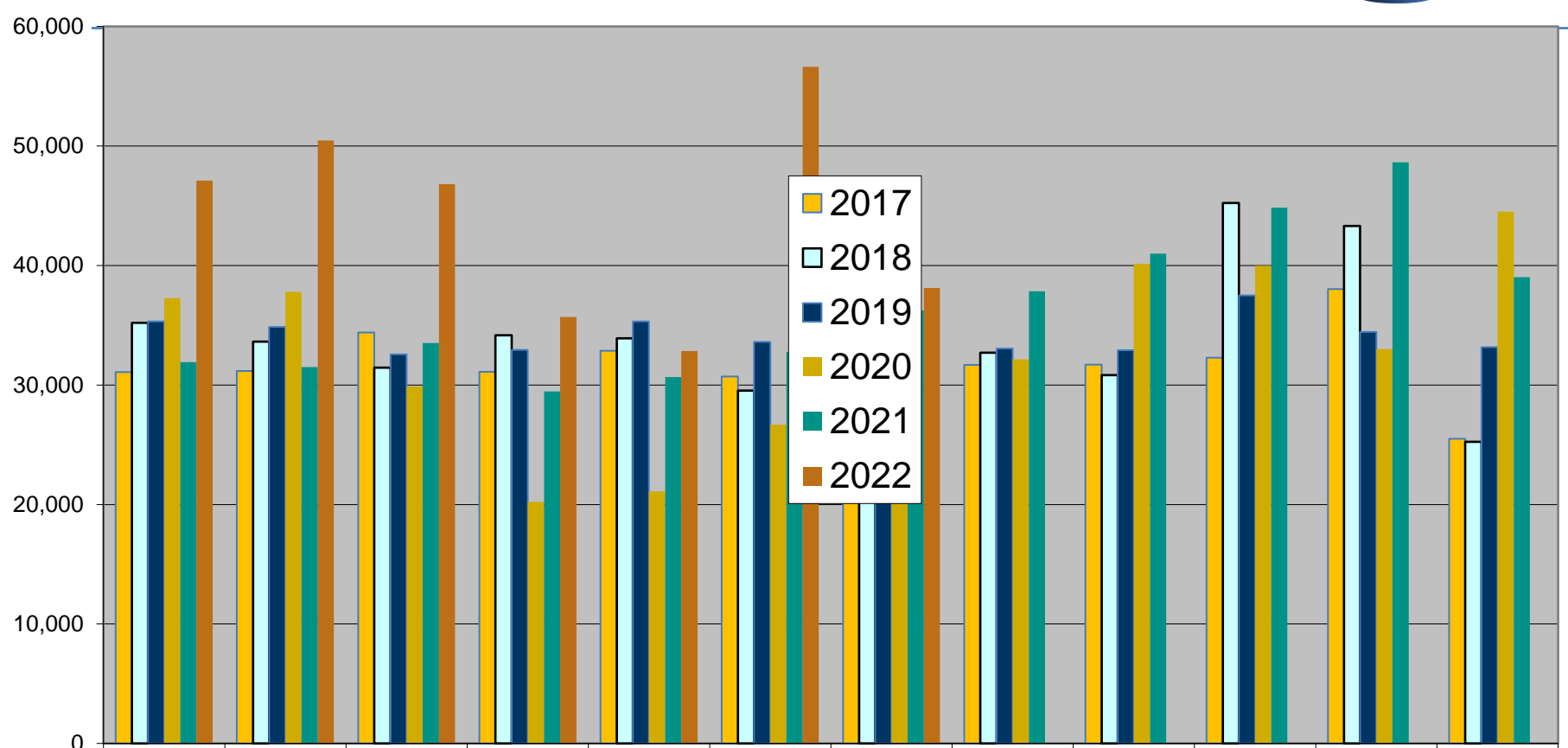
# MRSO Update

James Long

24<sup>th</sup> August 2022

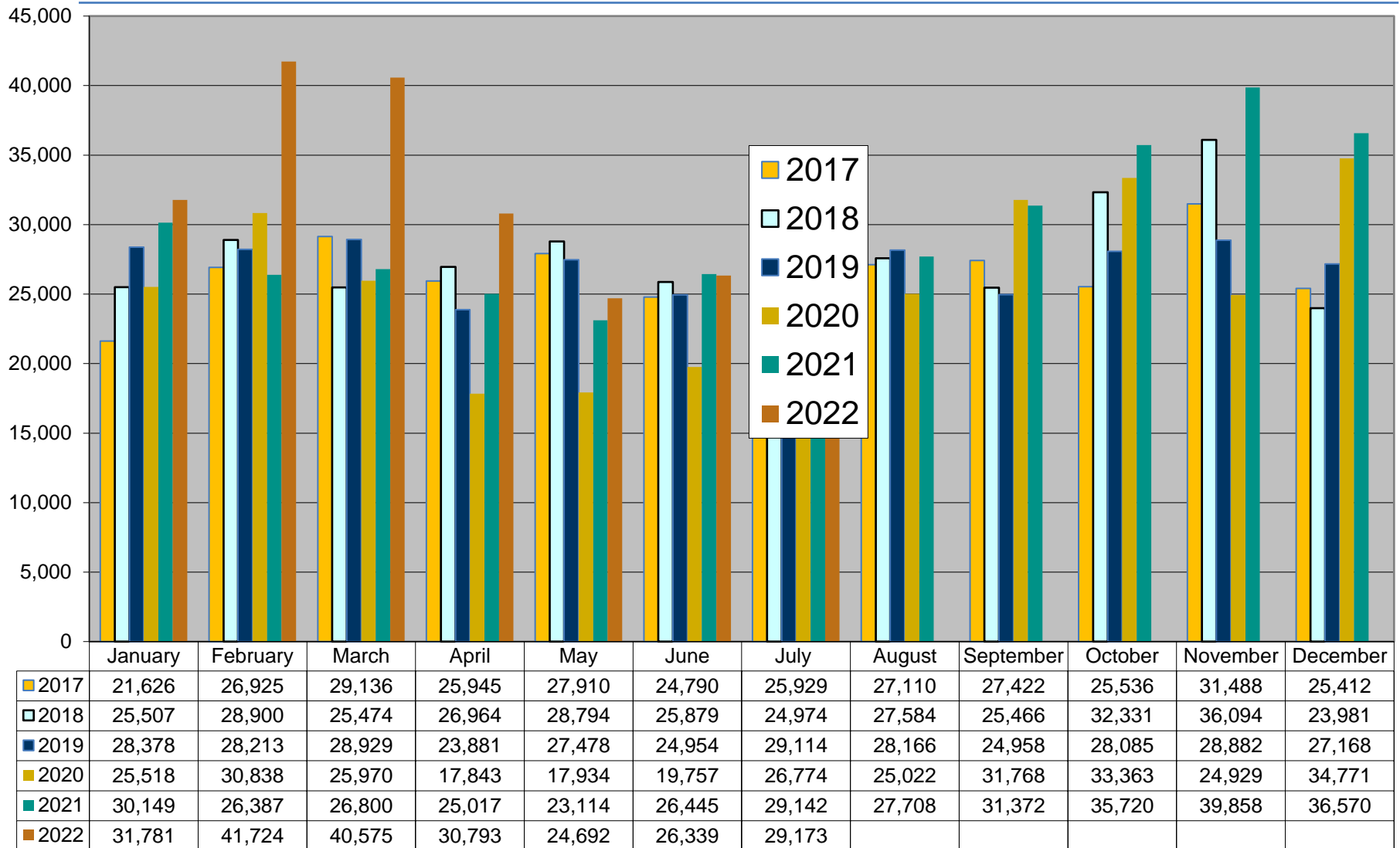


# Market Message 010



	January	February	March	April	May	June						
2017	31,076	31,164	34,399	31,094	32,855	30,716	31,793	31,684	31,715	32,274	38,030	25,493
2018	35,205	33,633	31,457	34,170	33,906	29,518	33,481	32,697	30,821	45,225	43,312	25,256
2019	35,325	34,857	32,557	32,931	35,306	33,603	38,032	33,058	32,911	37,484	34,439	33,169
2020	37,264	37,789	29,879	20,222	21,097	26,689	32,668	32,153	40,134	39,961	32,997	44,498
2021	31,906	31,497	33,507	29,448	30,655	32,760	36,209	37,850	40,997	44,834	48,637	39,026
2022	47,101	50,469	46,804	35,679	32,838	56,615	38,109					

# Market Message 105L



# COS in-progress 22<sup>nd</sup> August 2022 – 11,996



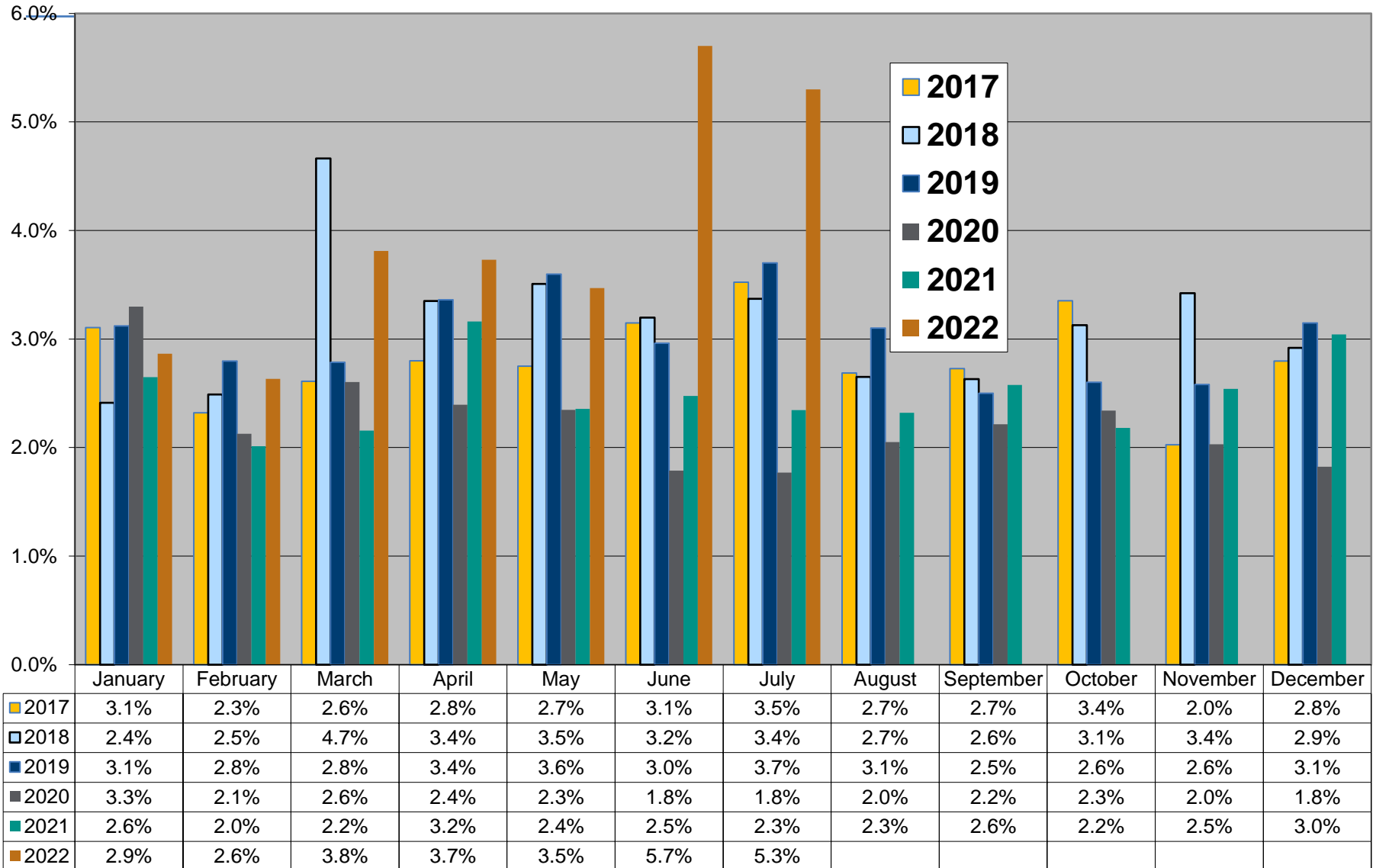
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **10 switches held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

Feb 2021	2
Mar 2021	5
June 2021	1
Aug 2021	2
Sept 2021	1
Nov 2021	2
Jan 2022	1
Feb 2022	3
Apr 2022	10

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
May-22	8,788	6,814	15,602	32,838	27%	48%
Jun-22	11,143	6,808	17,951	56,615	20%	32%
Jul-22	8,149	7,676	15,825	38,109	21%	42%

# Registration Rejections %

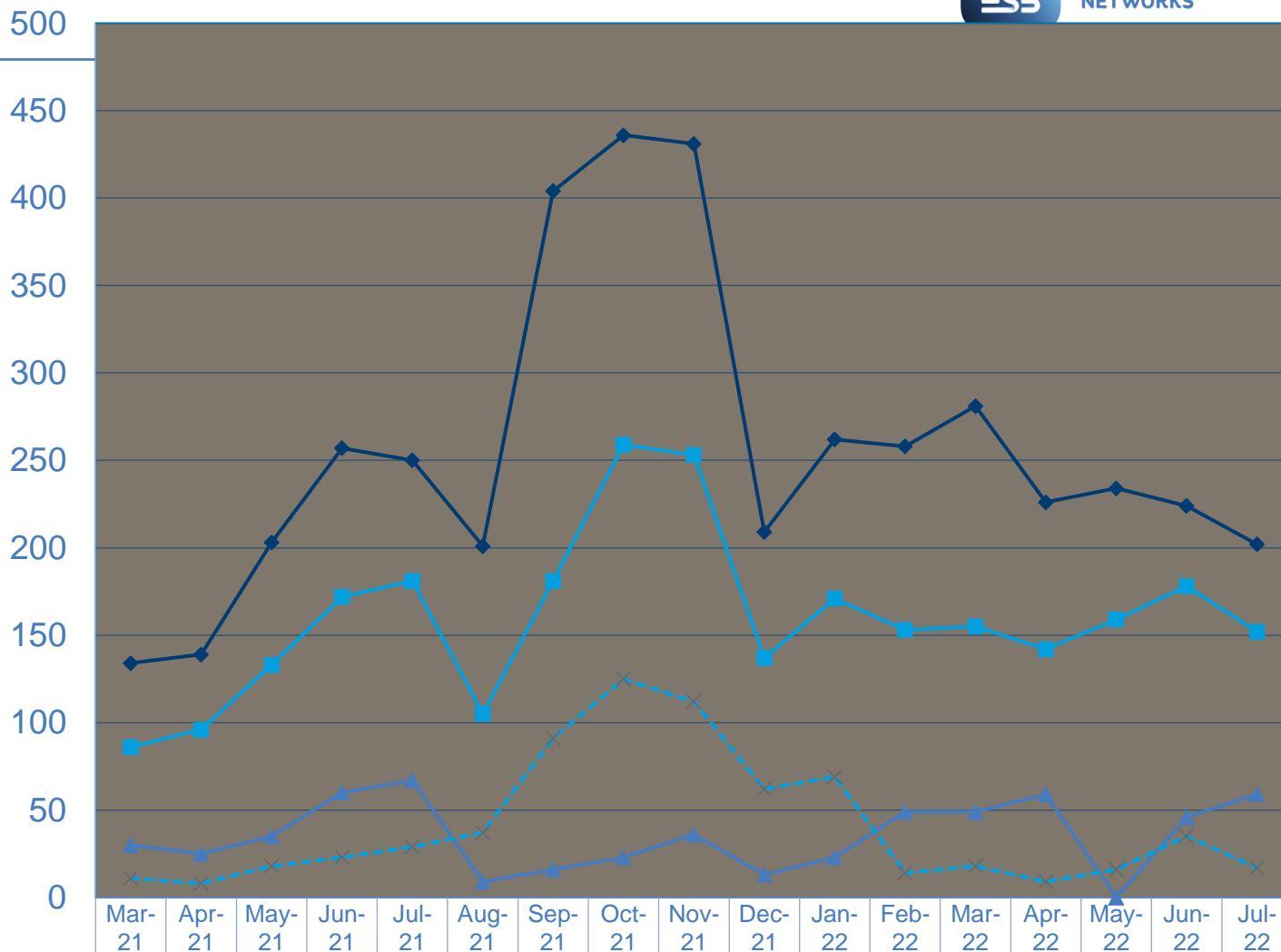
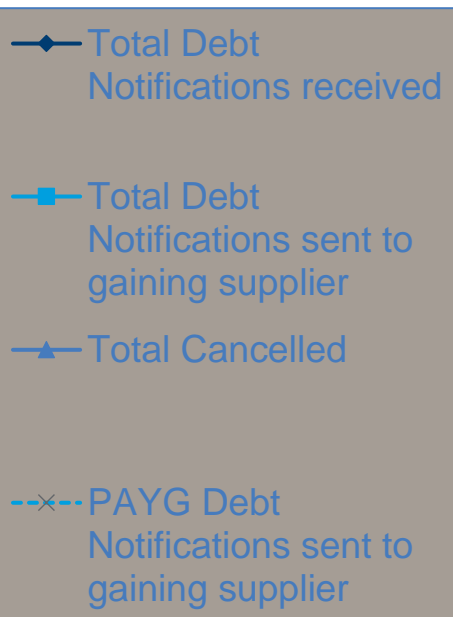


# Debt Flagging

	May - 22	June - 22	July - 22
Total Debt Notifications received (012)	234 (20)	224 (36)	202 (24)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	75 (4)	46 (1)	50 (7)
Total Debt Notifications sent to gaining supplier (112)	159 (16)	178 (35)	152 (17)
Total not cancelled	100 (13)	132 (25)	93 (13)
Total cancelled	59 (3)	46 (10)	59 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.48%	0.32%	0.4%

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

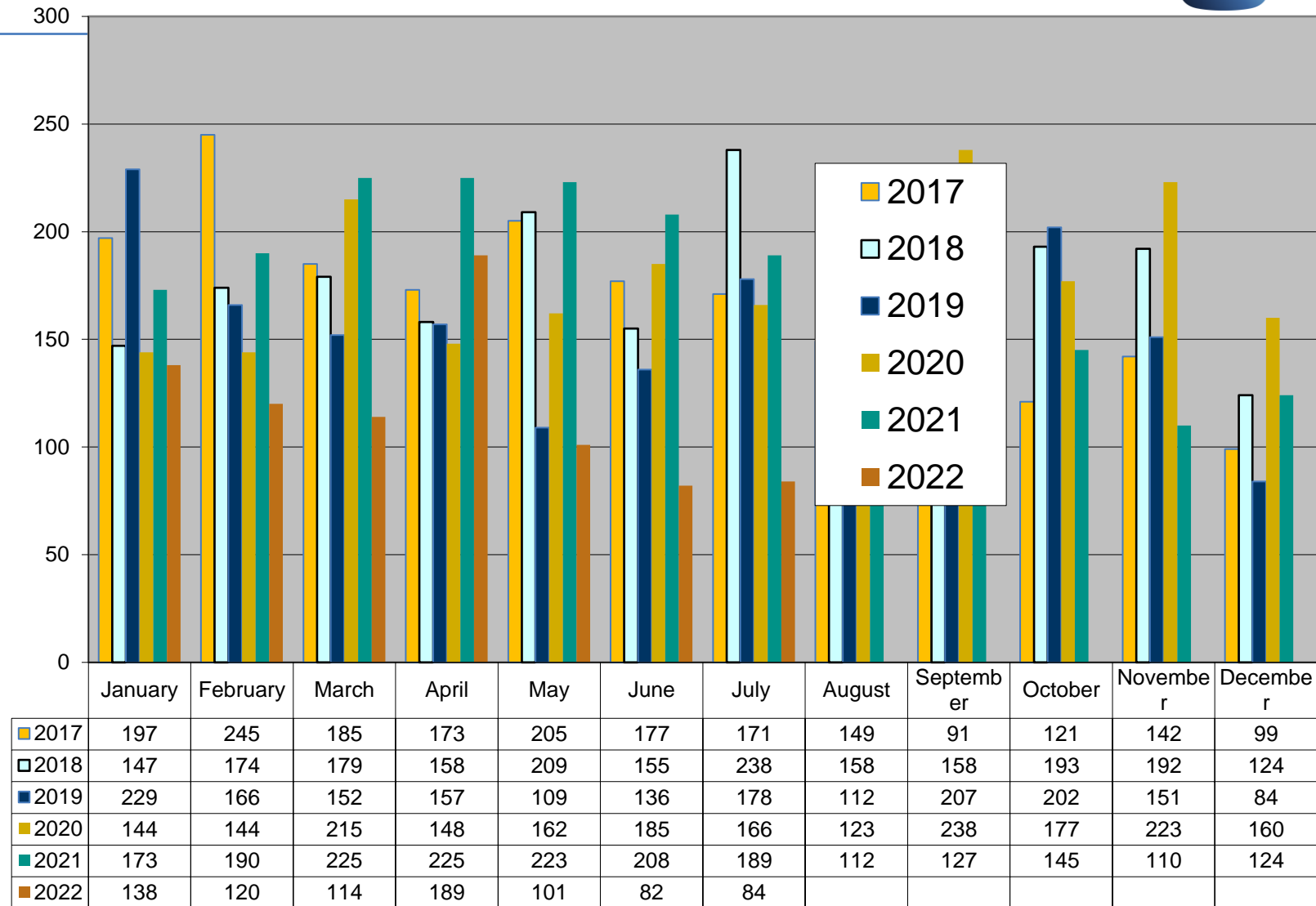
# Debt Flagging



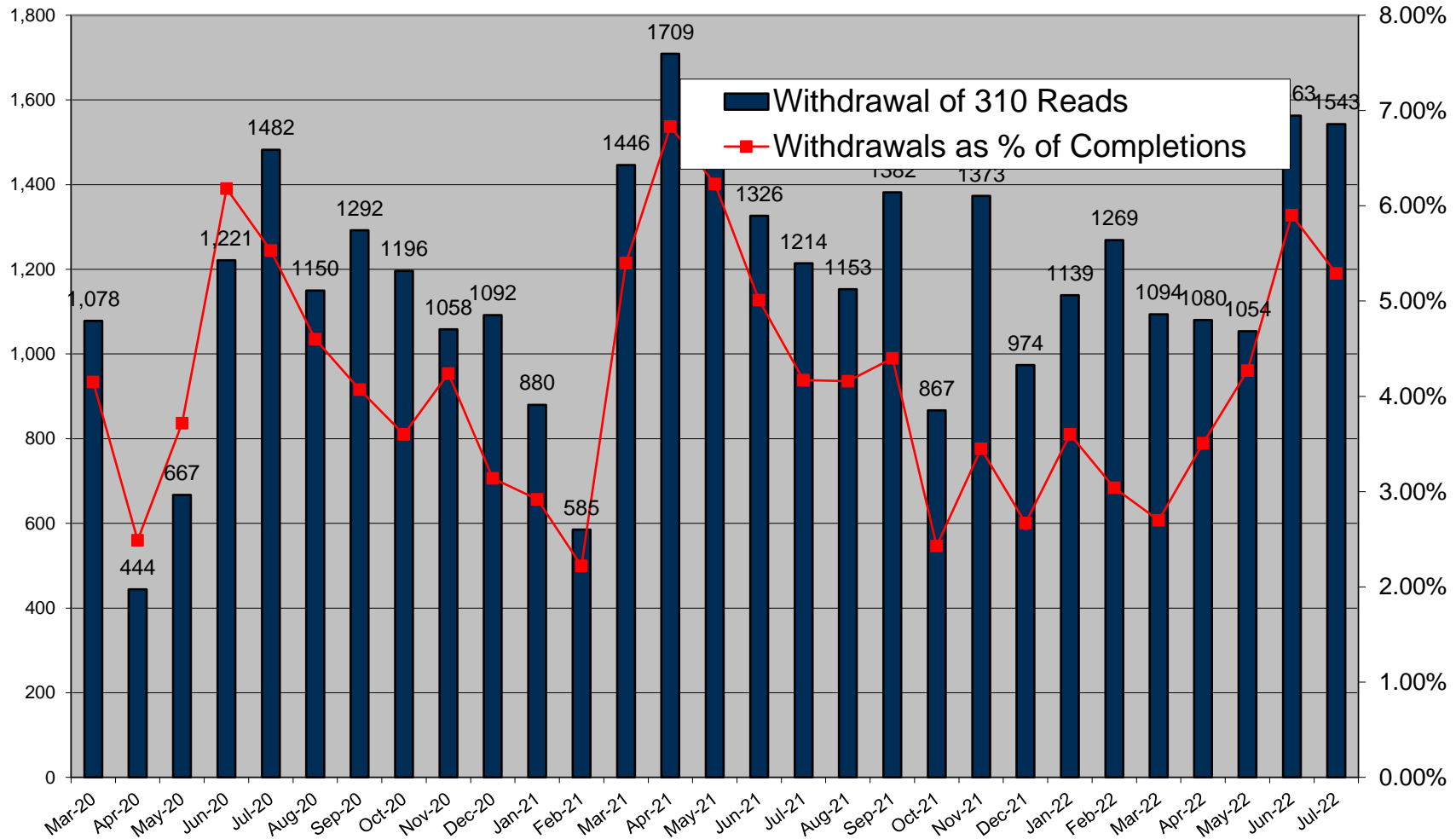
Total Debt Notifications received	134	139	203	257	250	201	404	436	431	209	262	258	281	226	234	224	202
Total Debt Notifications sent to gaining supplier	86	96	133	172	181	105	181	259	253	137	171	153	155	142	159	178	152
Total Cancelled	30	25	35	60	67	9	16	23	36	13	23	49	49	59	0	46	59
PAYG Debt Notifications sent to gaining supplier	11	8	18	23	29	37	91	125	112	62	69	14	18	9	16	35	17



# Disputed Reads



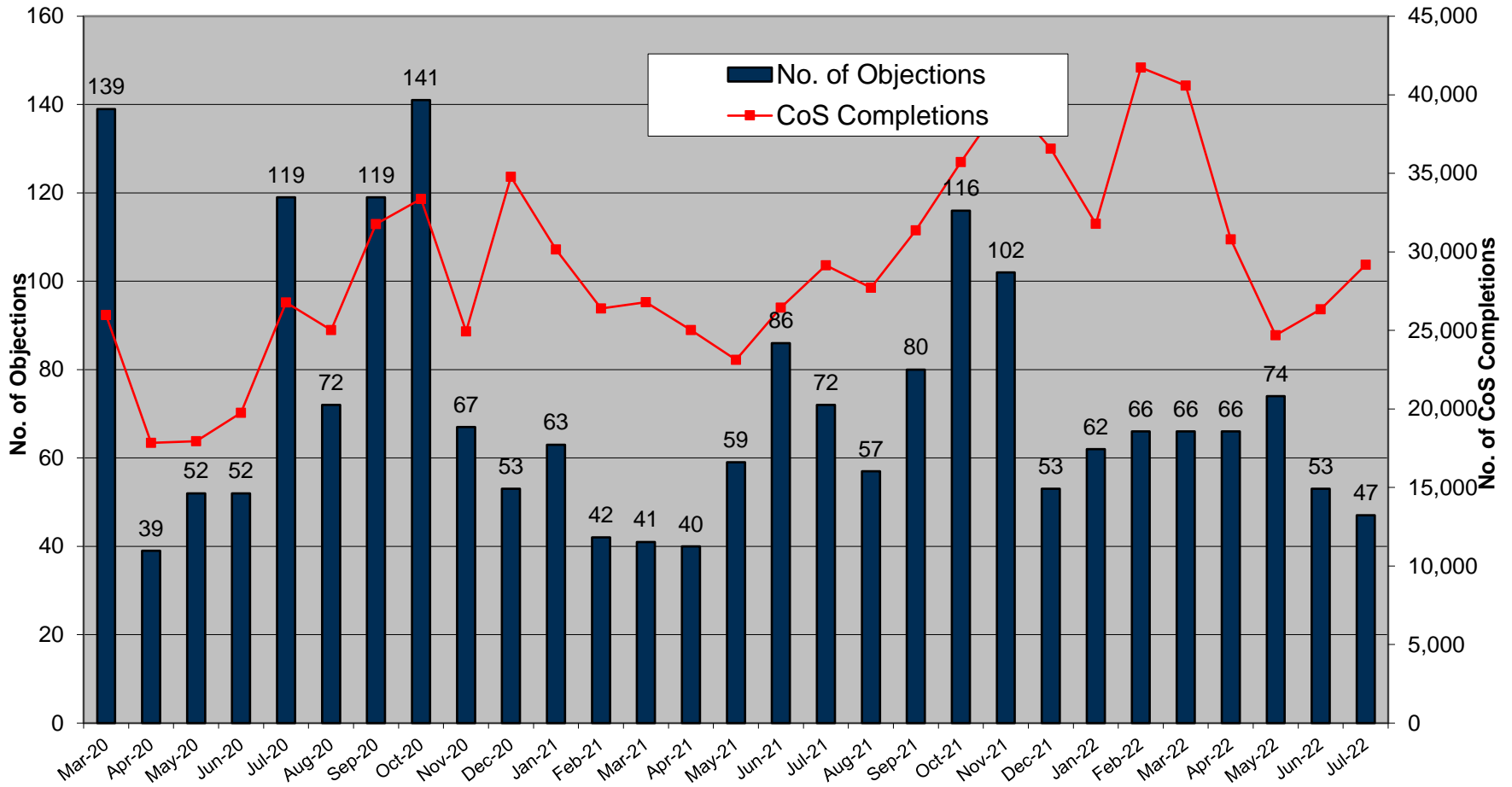
# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

	May - 22	June - 21	July - 22
No. of Objections	80	57	59
Cancellations from Objections	21	11	13
Objection emails to MRSO	5	5	11
Reasons:			
Uncontactable by phone	1	2	7
Written communication		2	
COS confirmed	4	1	4
Other			
Escalation emails	8	8	12

# Objections – Erroneous Transfer



# List of new Smart MCC Switches as of 22<sup>nd</sup> Aug

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MCC 12 – New Smart HH

Total to date – **82,972**

MCC 16 – New Smart Day / Night / Peak

Total to date – **11,881**