



NETWORKS

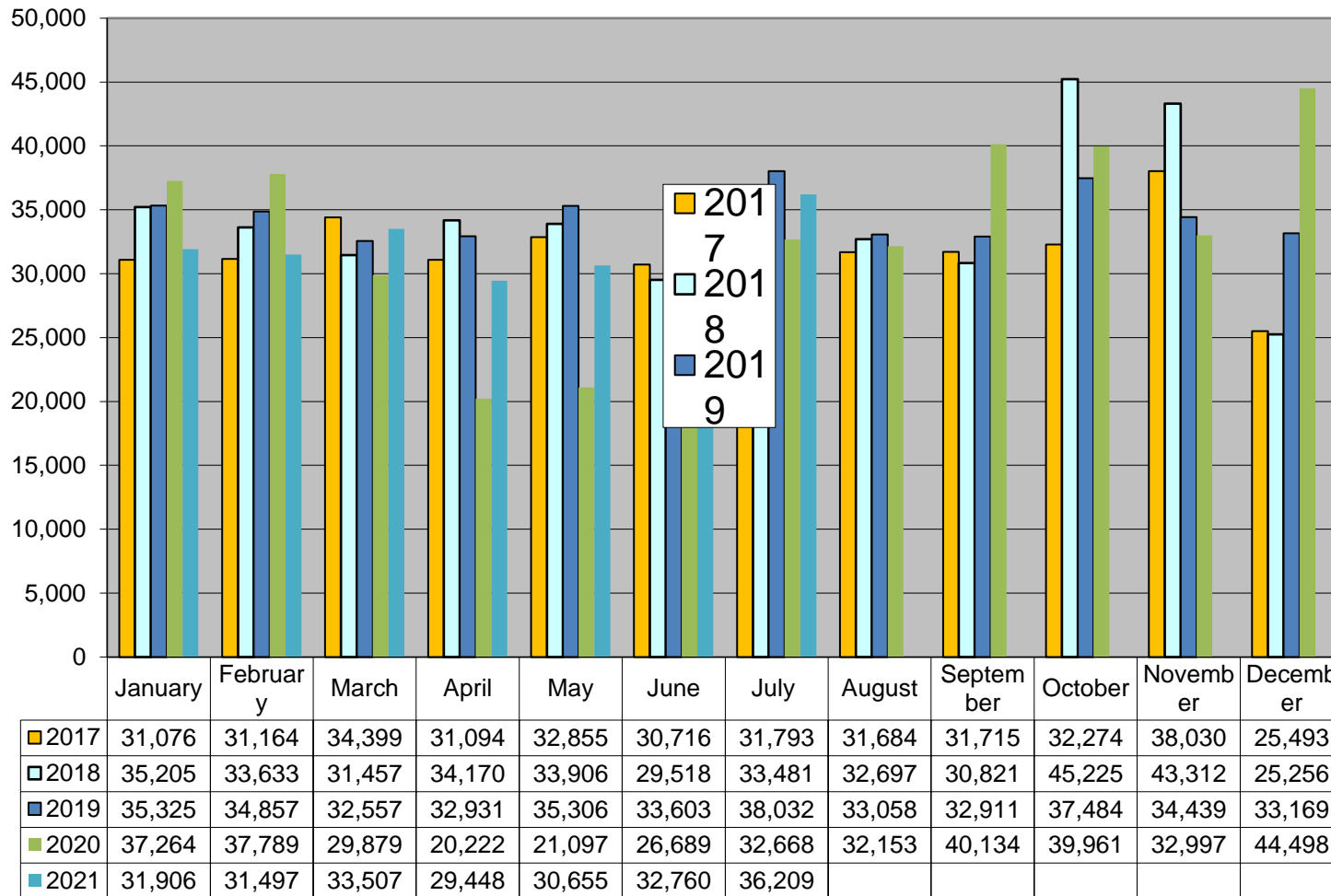
MRSO Update

James Long

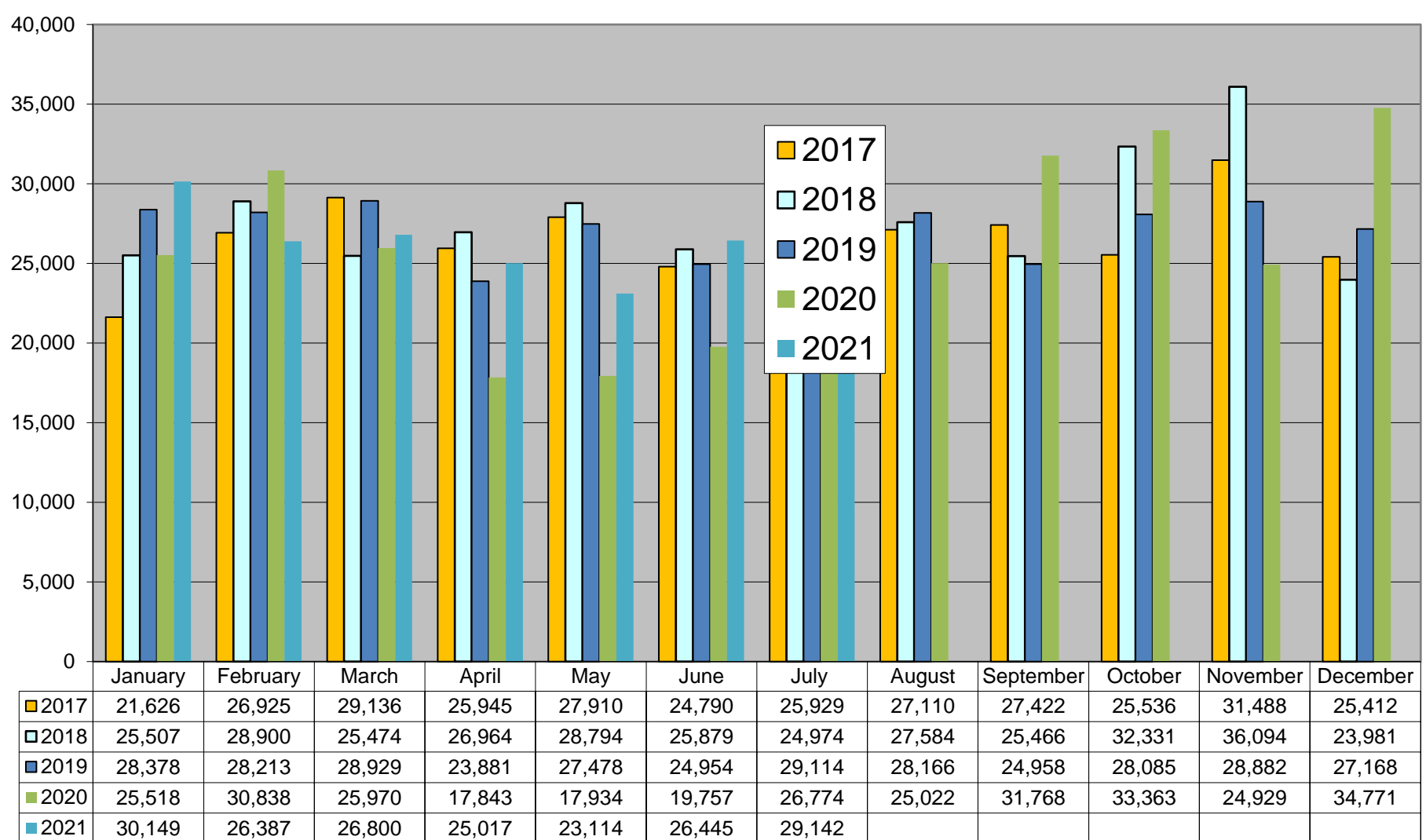
25th August 2021



Market Message 010



Market Message 105L



COS in-progress 23rd August 2021– 8,802

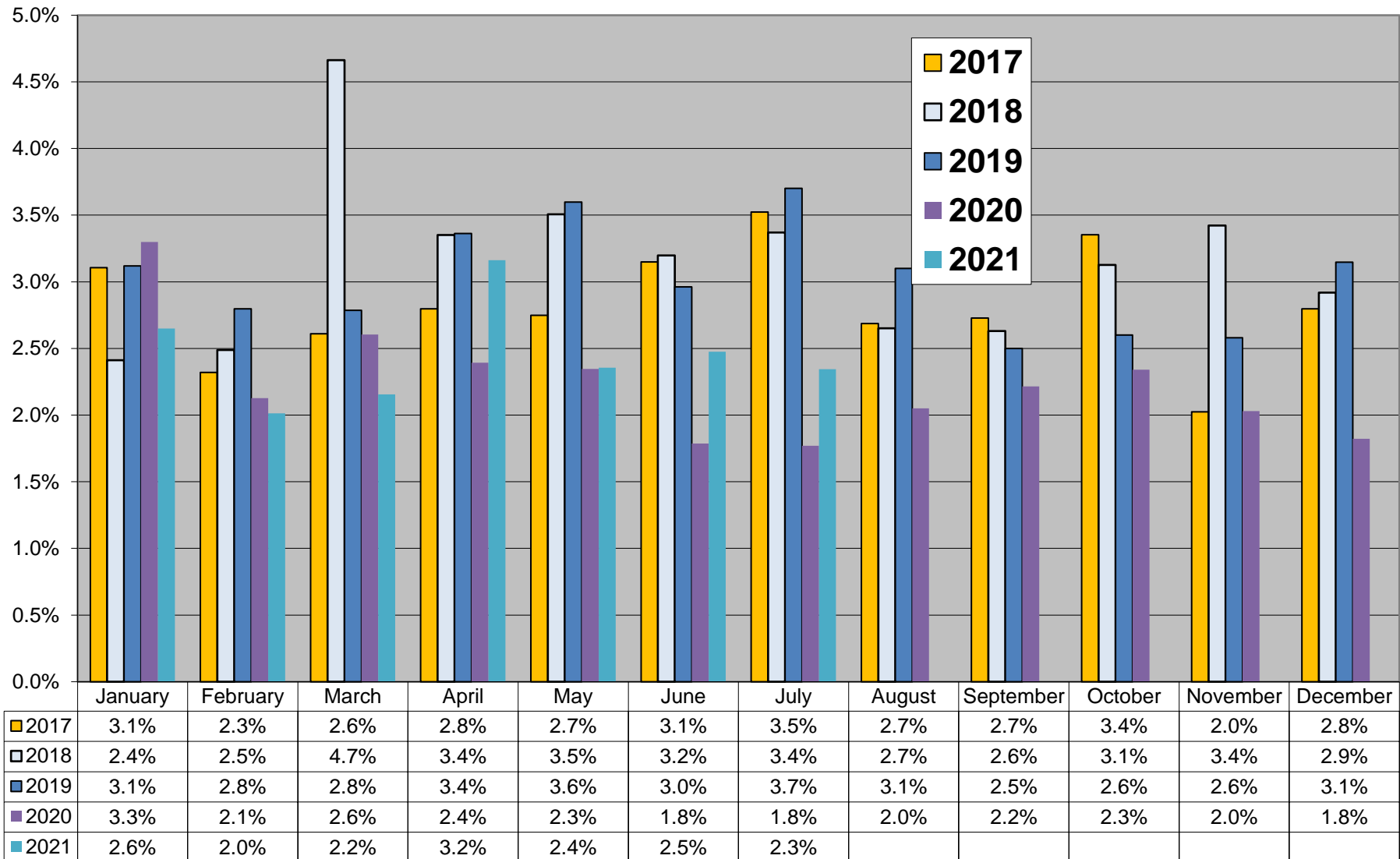
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **15 switches held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

Aug 2018	3
Sept 2018	1
May 2019	1
July 2019	1
Aug 2019	1
Feb 2020	1
July 2020	1
Aug 2020	1
Sept 2020	2
Nov 2020	2
Jan 2021	3

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
May - 21	7,500	9,147	14,018	30,655	24%	46%
Jun-21	8,823	8,297	15,640	32,760	27%	48%
Jul-21	9,066	10,287	16,856	36,209	25%	47%

Registration Rejections %



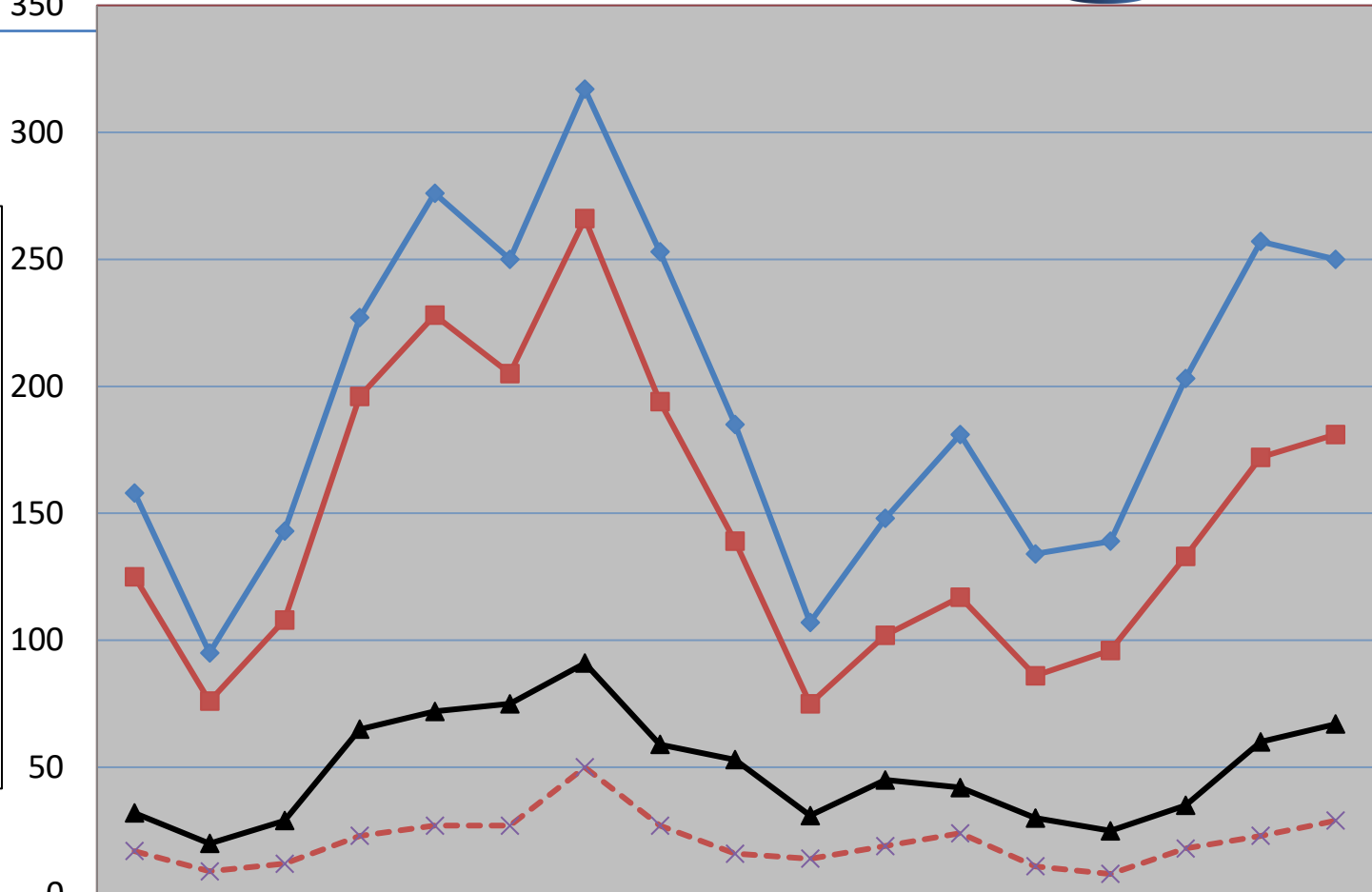
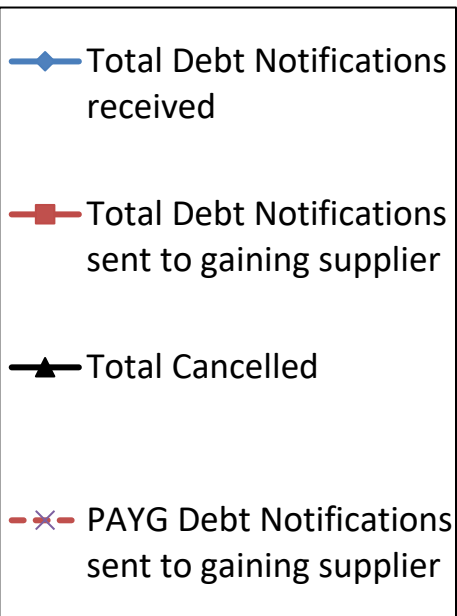
Debt Flagging

	May - 21	Jun - 21	Jul - 21
Total Debt Notifications received (012)	203 (23)	257 (30)	250 (37)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	70 (5)	85 (7)	69 (8)
Total Debt Notifications sent to gaining supplier (112)	133 (18)	172 (23)	181 (29)
Total not cancelled	98 (15)	112 (21)	114 (22)
Total cancelled	35 (3)	60 (2)	67 (7)
Total Debt Notifications sent to gaining supplier as % of total COS	0.43%	0.53%	0.5%

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

Debt Flagging

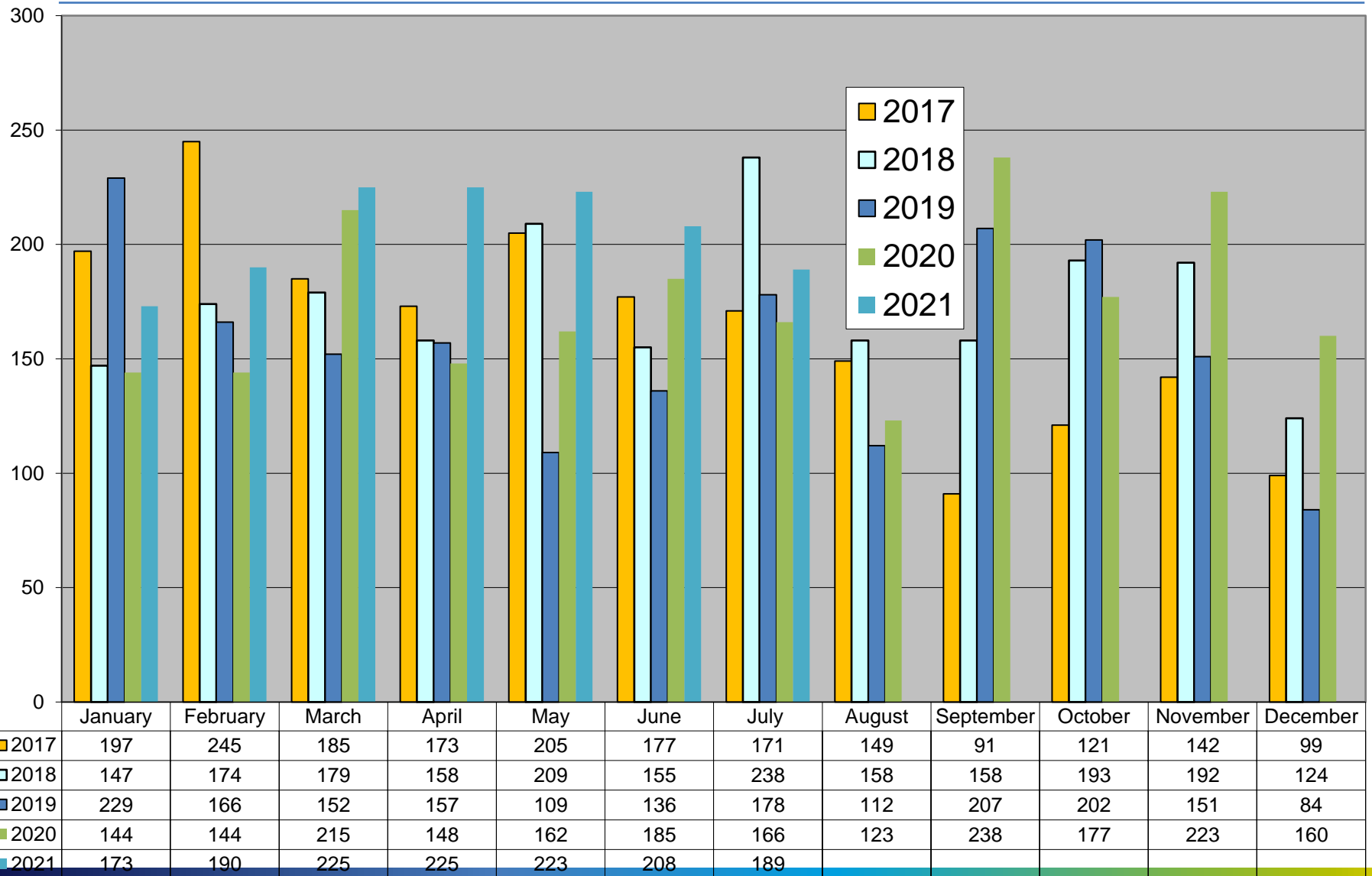
350



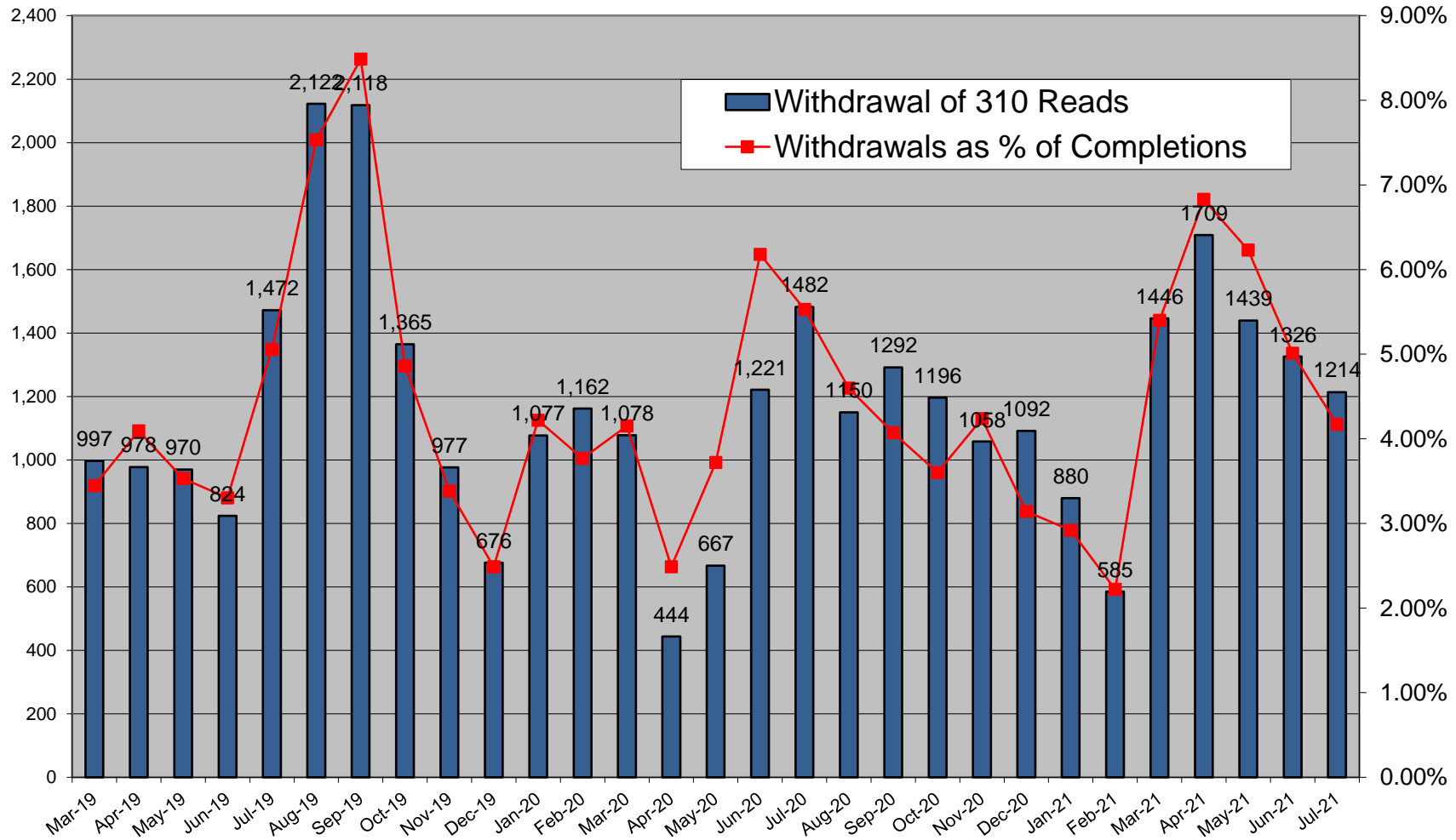
	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
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Total Debt Notifications received	158	95	143	227	276	250	317	253	185	107	148	181	134	139	203	257	250
Total Debt Notifications sent to gaining supplier	125	76	108	196	228	205	266	194	139	75	102	117	86	96	133	172	181
Total Cancelled	32	20	29	65	72	75	91	59	53	31	45	42	30	25	35	60	67
PAYG Debt Notifications sent to gaining supplier	17	9	12	23	27	27	50	27	16	14	19	24	11	8	18	23	29

Disputed Reads



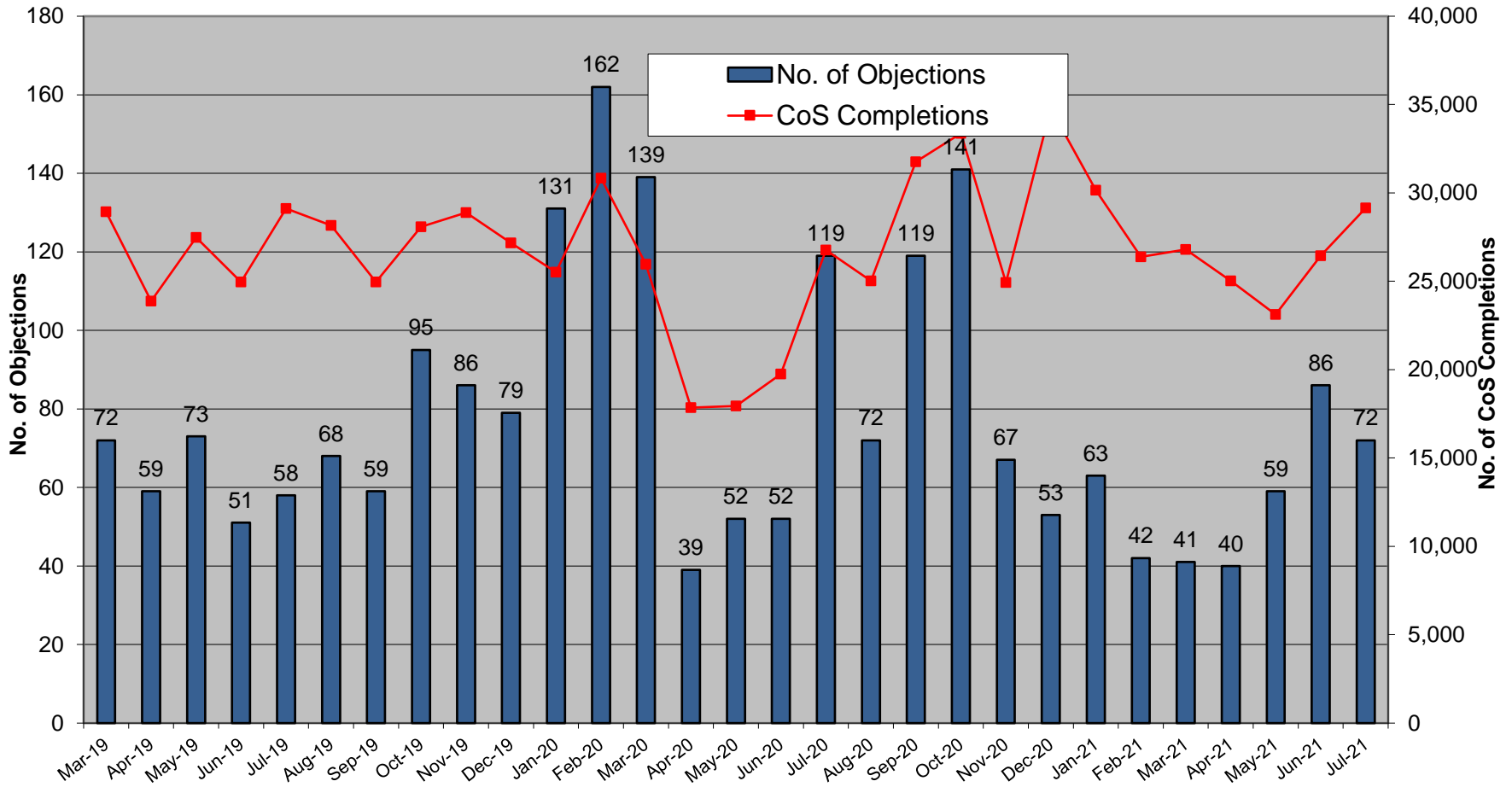
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	May - 21	Jun - 21	Jul - 21
No. of Objections	59	86	72
Cancellations from Objections	16	19	13
Objection emails to MRSO	15	10	20
Reasons:			
Uncontactable by phone	3	3	5
Written communication	7		
COS confirmed	5	7	15
Other			
Escalation emails	5	10	9

Objections – Erroneous Transfer



List of new Smart MCC Switches



MCC 12 – New Smart 24 hour

Total to date – **17,869**

MCC 16 – New Smart Day / Night

Total to date - 1385