



NETWORKS

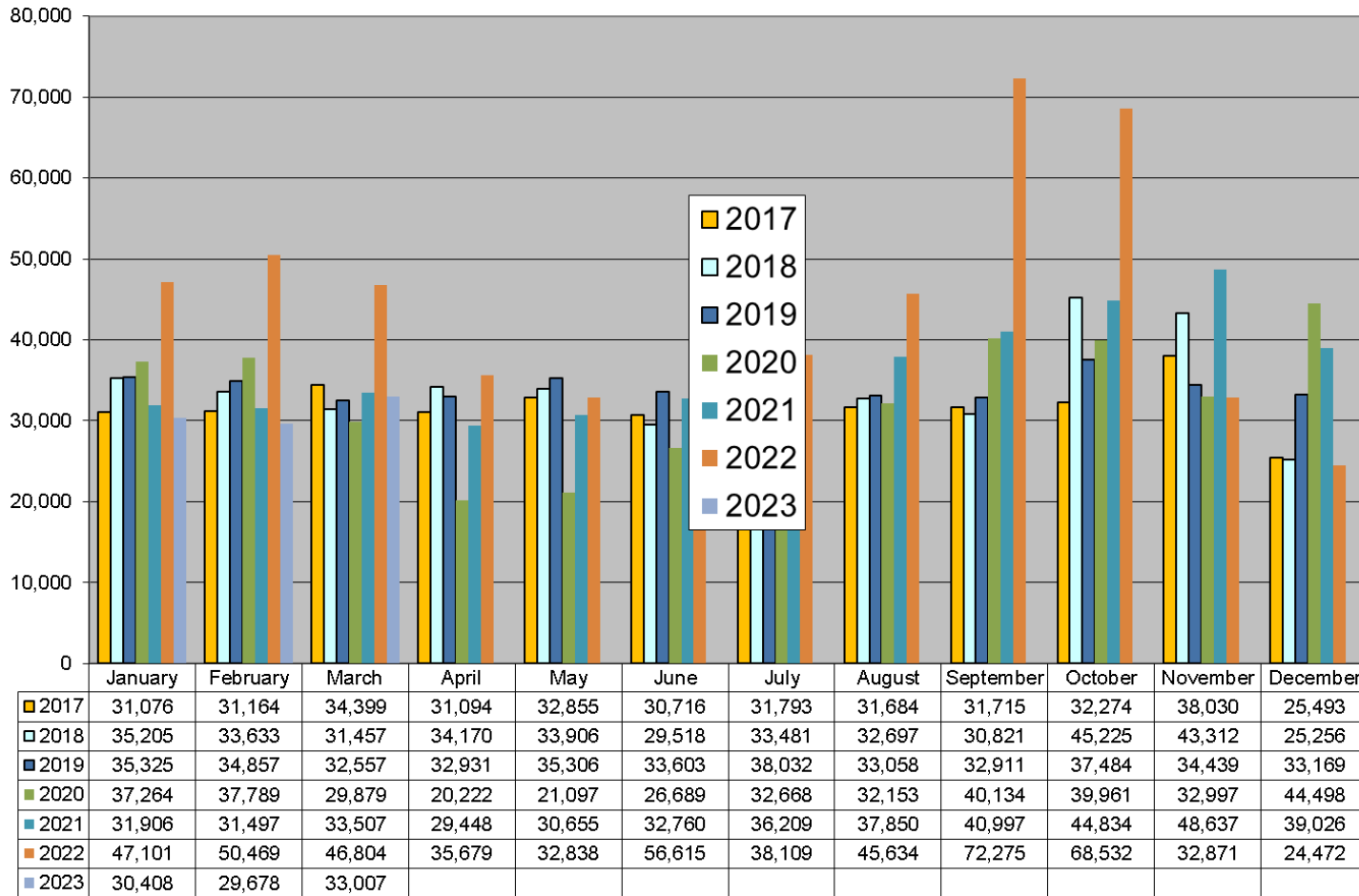
# MRSO Update

James Long

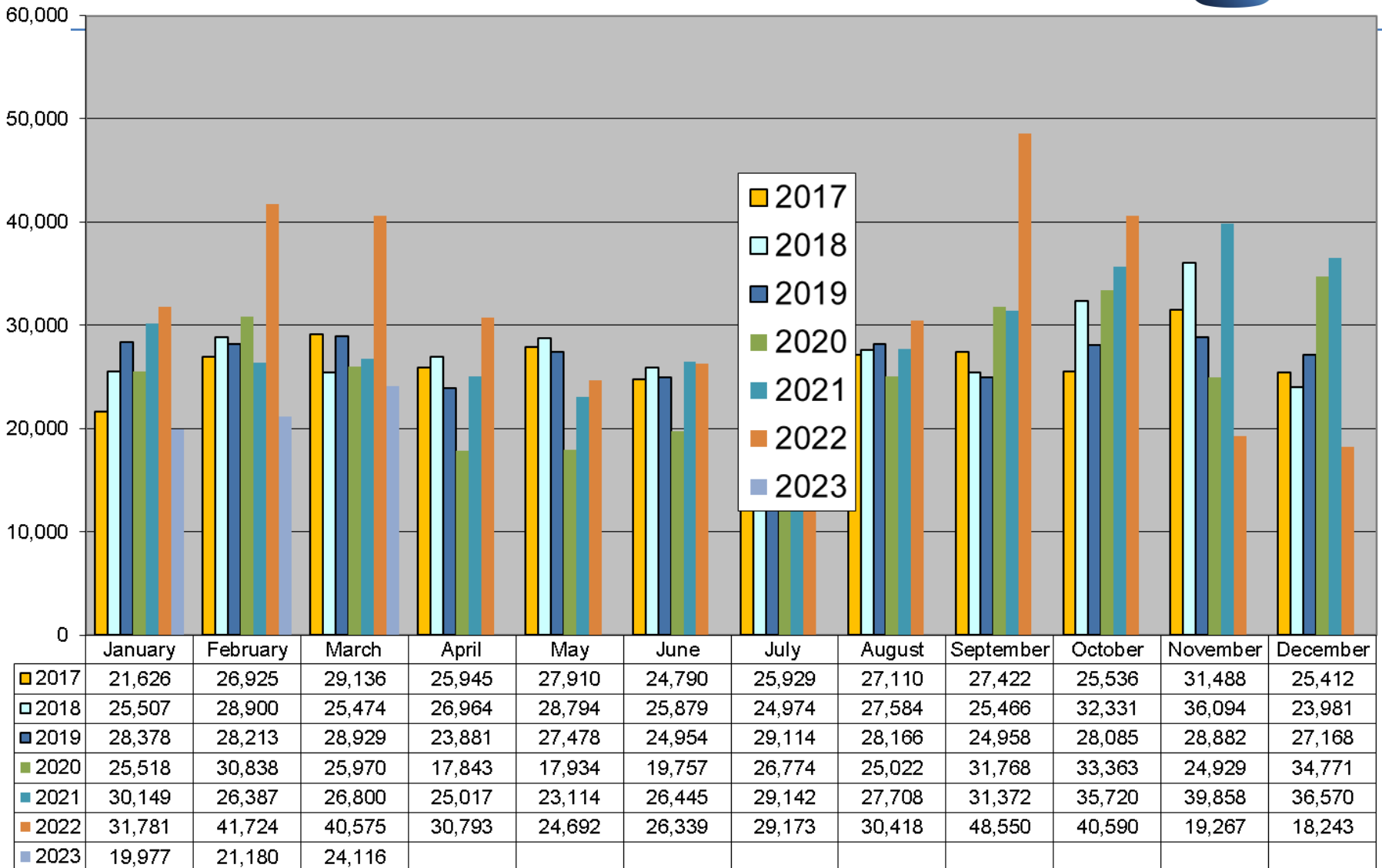
26<sup>th</sup> April 2023



# Market Message 010



# Market Message 105L



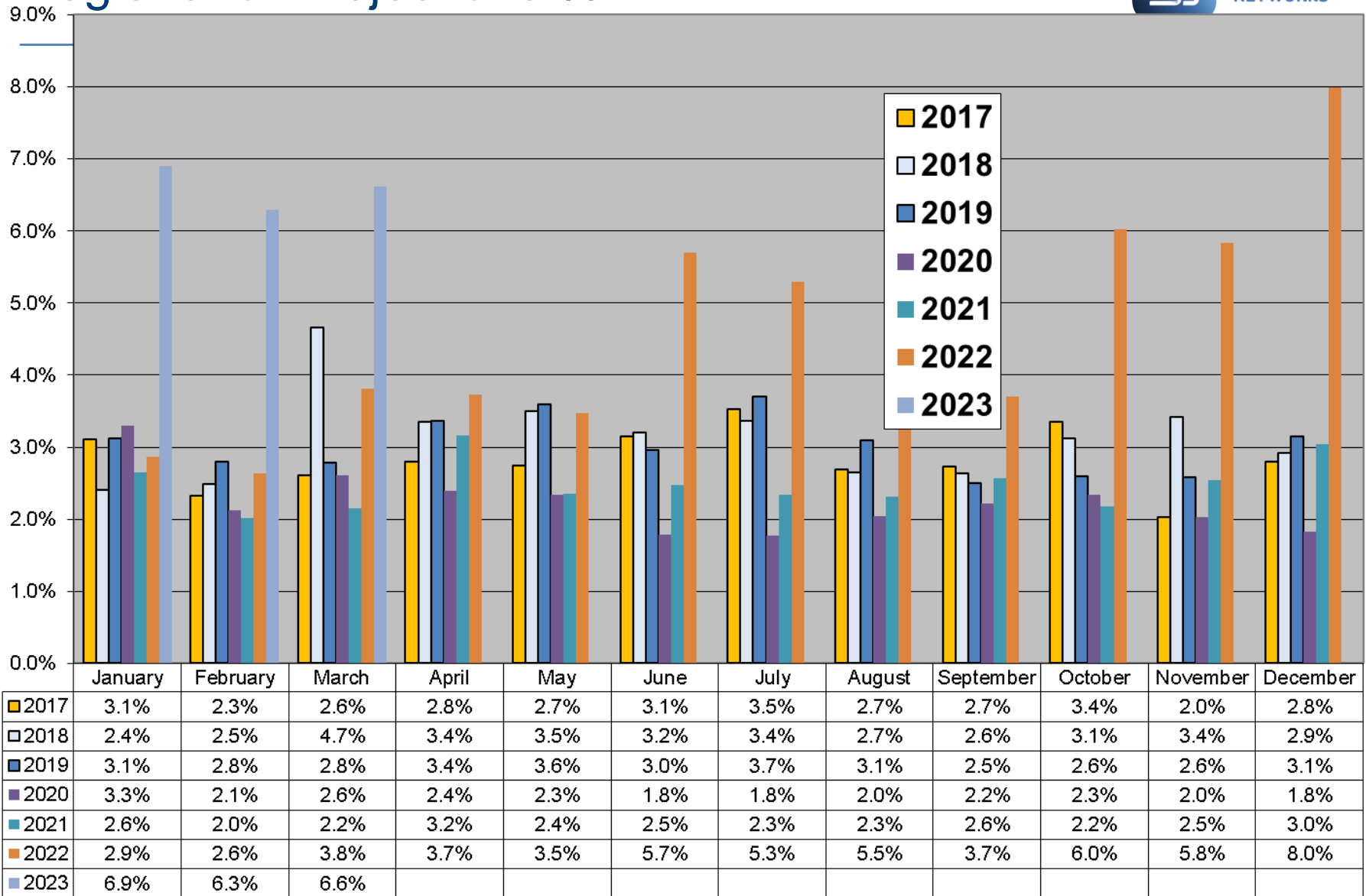
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **12 switches held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

Feb 2021	1
Mar 2021	3
Apr 2022	3
June 2022	1
July 2022	1
Aug 2022	1
Sept 2022	8
Oct 2022	1
Nov 2022	13

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Dec - 22	7,204	5,214	12,418	24,472	29%	51%
Jan - 23	8,187	6,670	14,857	30,408	27%	49%
Feb-23	8,620	4,903	13,523	29,678	29%	46%
Mar-23	7,268	6,889	14,157	33,007	22%	43%

# Registration Rejections %



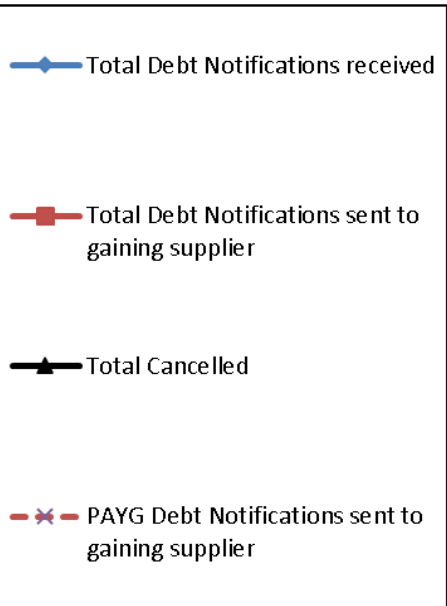
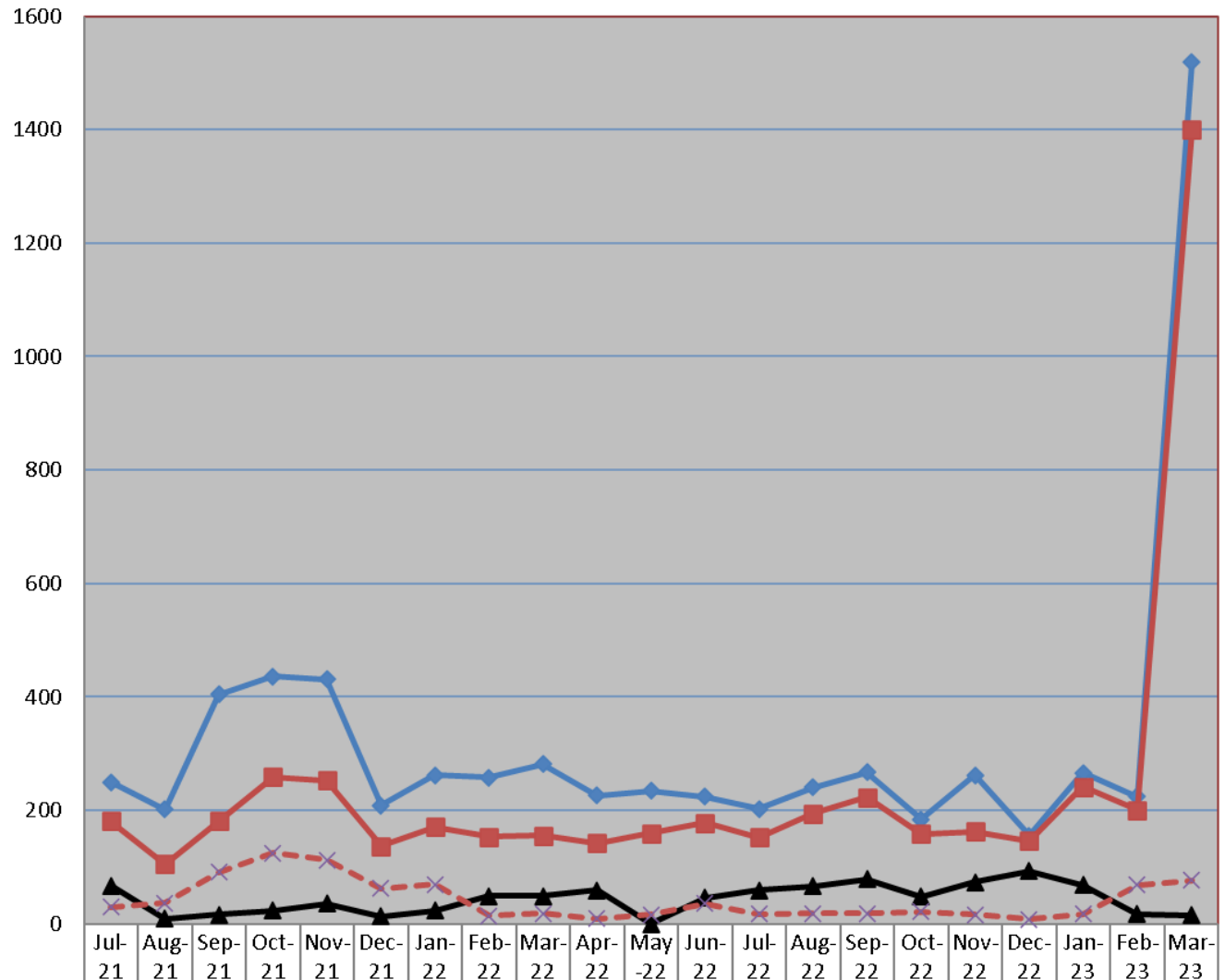
# Debt Flagging



	Dec - 22	Jan - 23	Feb - 23	Mar - 23
Total Debt Notifications received (012)	155 (8)	266 (17)	224 (15)	1520 (15)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	9 (1)	25 (2)	24 (0)	120 (3)
Total Debt Notifications sent to gaining supplier (112)	146 (7)	241 (15)	200 (15)	1400 (12)
Total not cancelled	53 (7)	173 (11)	155 (13)	1324 (11)
Total cancelled	93 (0)	68 (4)	45 (2)	76 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.63%	0.87%	0.75%	4.6%

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

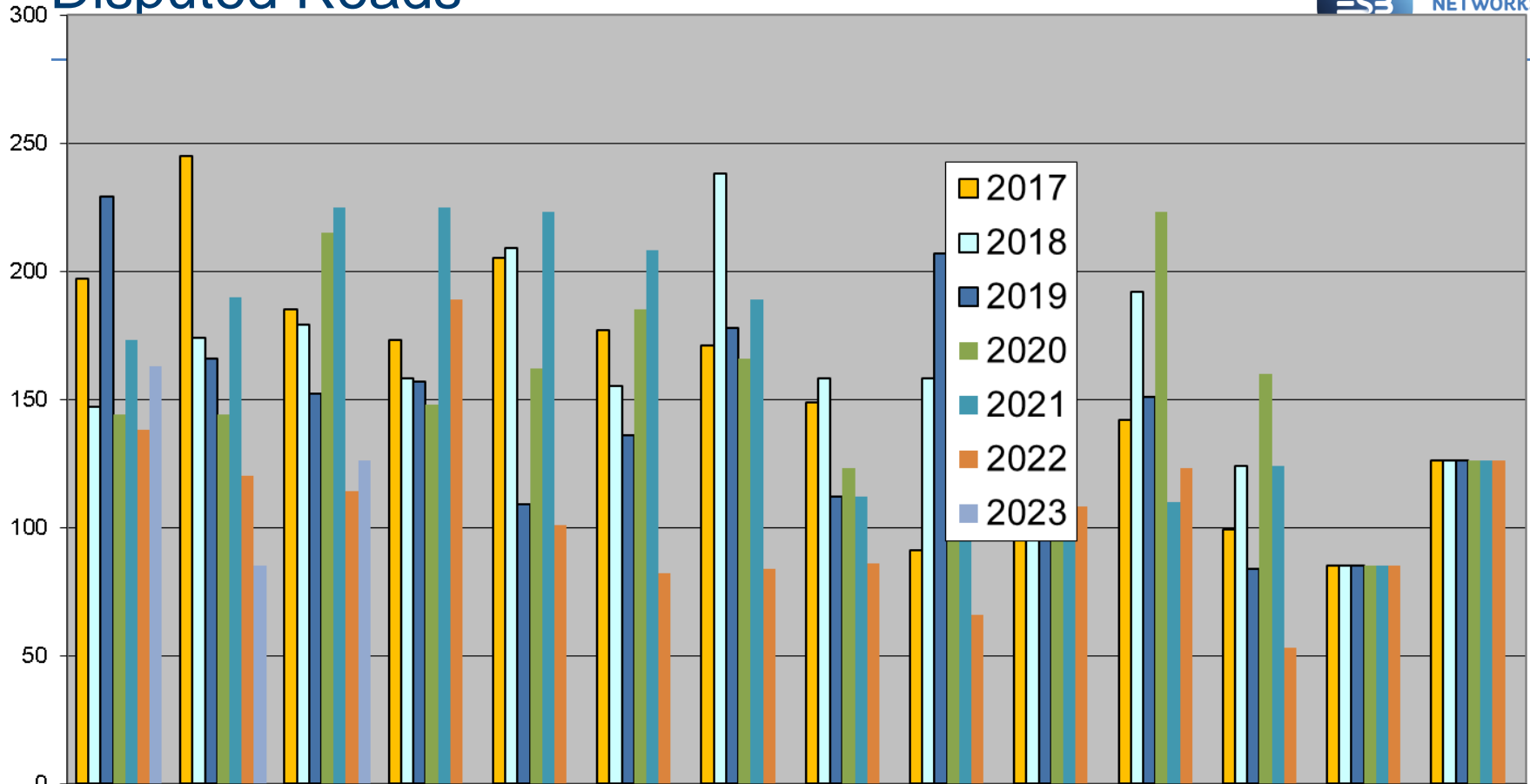
# Debt Flagging



	Jul-21	Aug-21	Sep-21	Oct-21	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
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520
Total Debt Notifications sent to gaining supplier	181	105	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400
Total Cancelled	67	9	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15
PAYG Debt Notifications sent to gaining supplier	29	37	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76

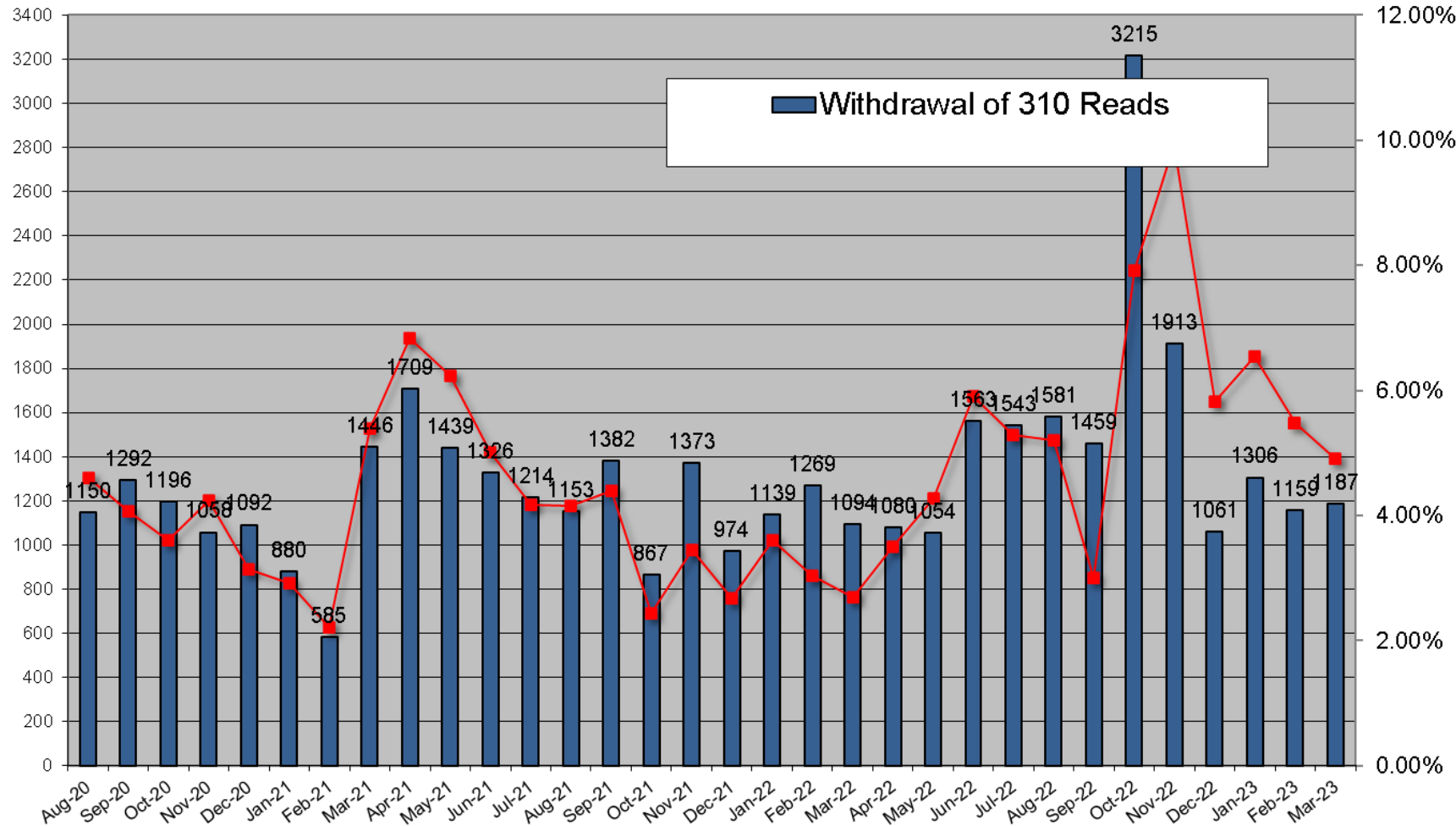


# Disputed Reads



	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											

# Total Withdrawal of 310 reads for all Suppliers

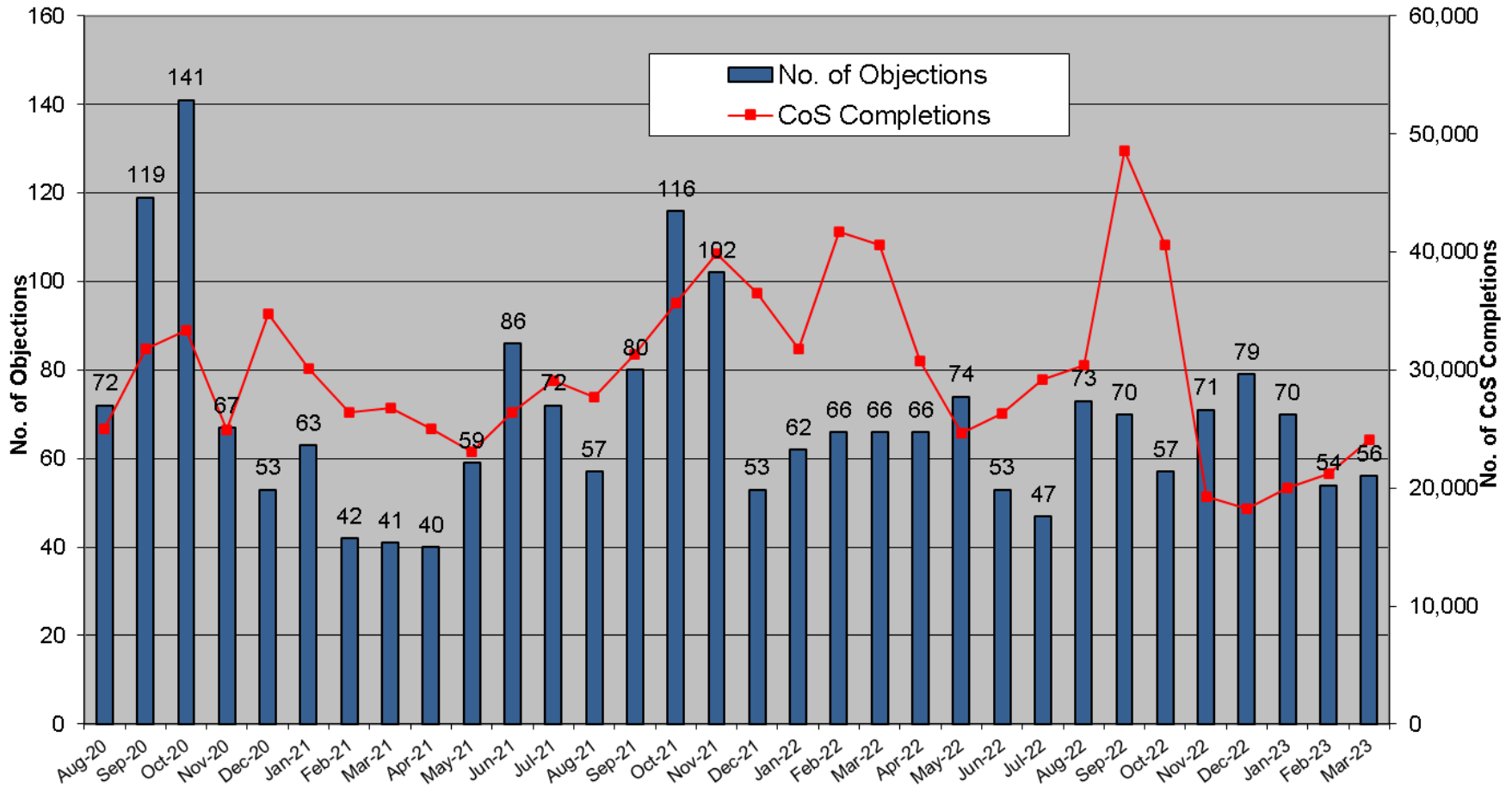


# Objections – Erroneous Transfer



	Dec - 22	Jan – 23	Feb - 23	Mar – 23
No. of Objections	59	48	65	65
Cancellations from Objections	14	11	13	12
Objection emails to MRSO	11	18	10	4
Reasons:				
Uncontactable by phone	5	8	2	1
Written communication		3	2	1
COS confirmed	6	7	6	2
Other				
Escalation emails	8	9	3	16

# Objections – Erroneous Transfer



# List of new Smart MCC Switches as of 23<sup>rd</sup> April 2023

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MCC 12 – New Smart HH

Total to date – **153,571**

MCC 16 – New Smart Day / Night / Peak

Total to date – **25,001**