



NETWORKS

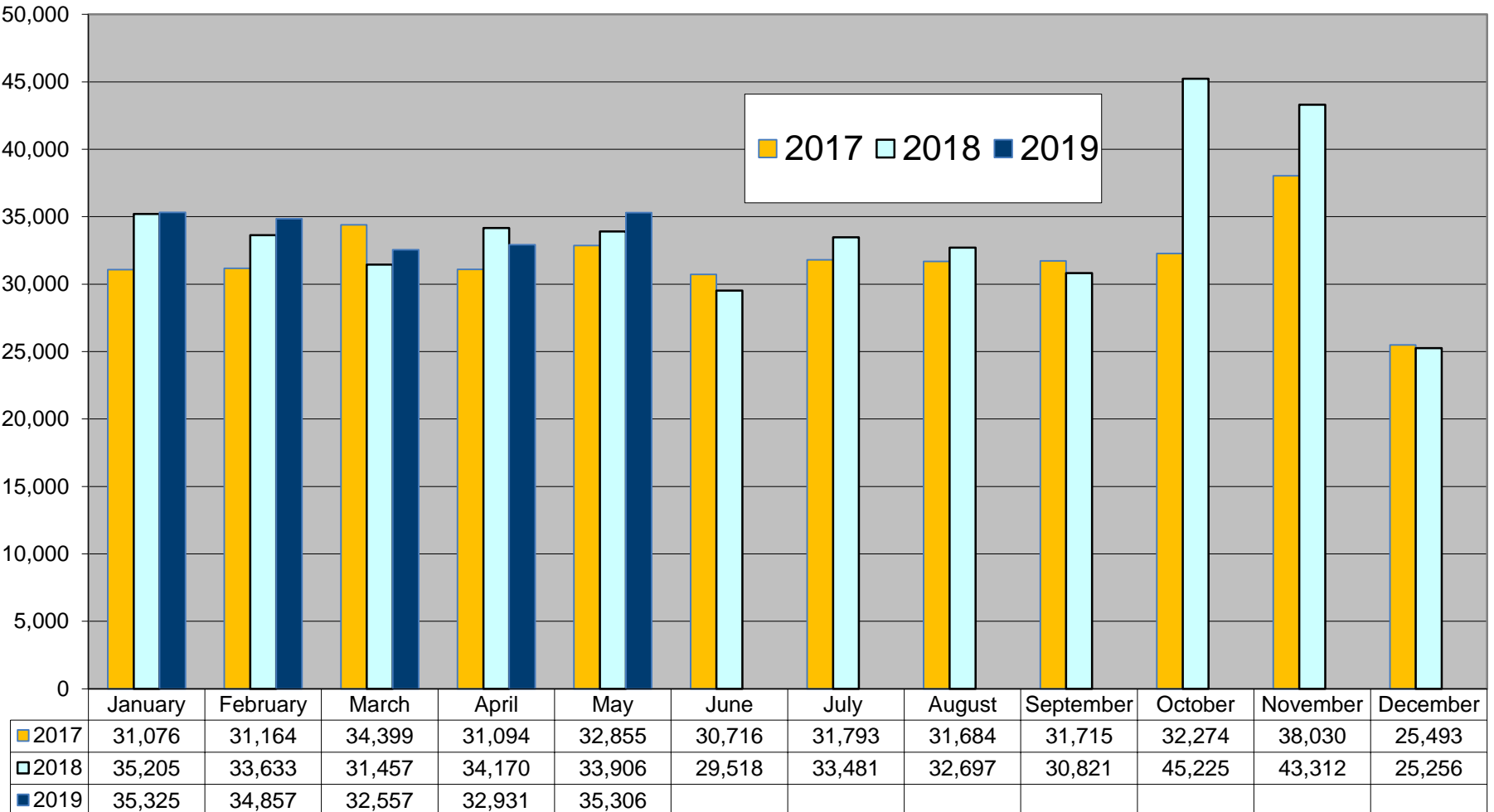
MRSO Update

James Long

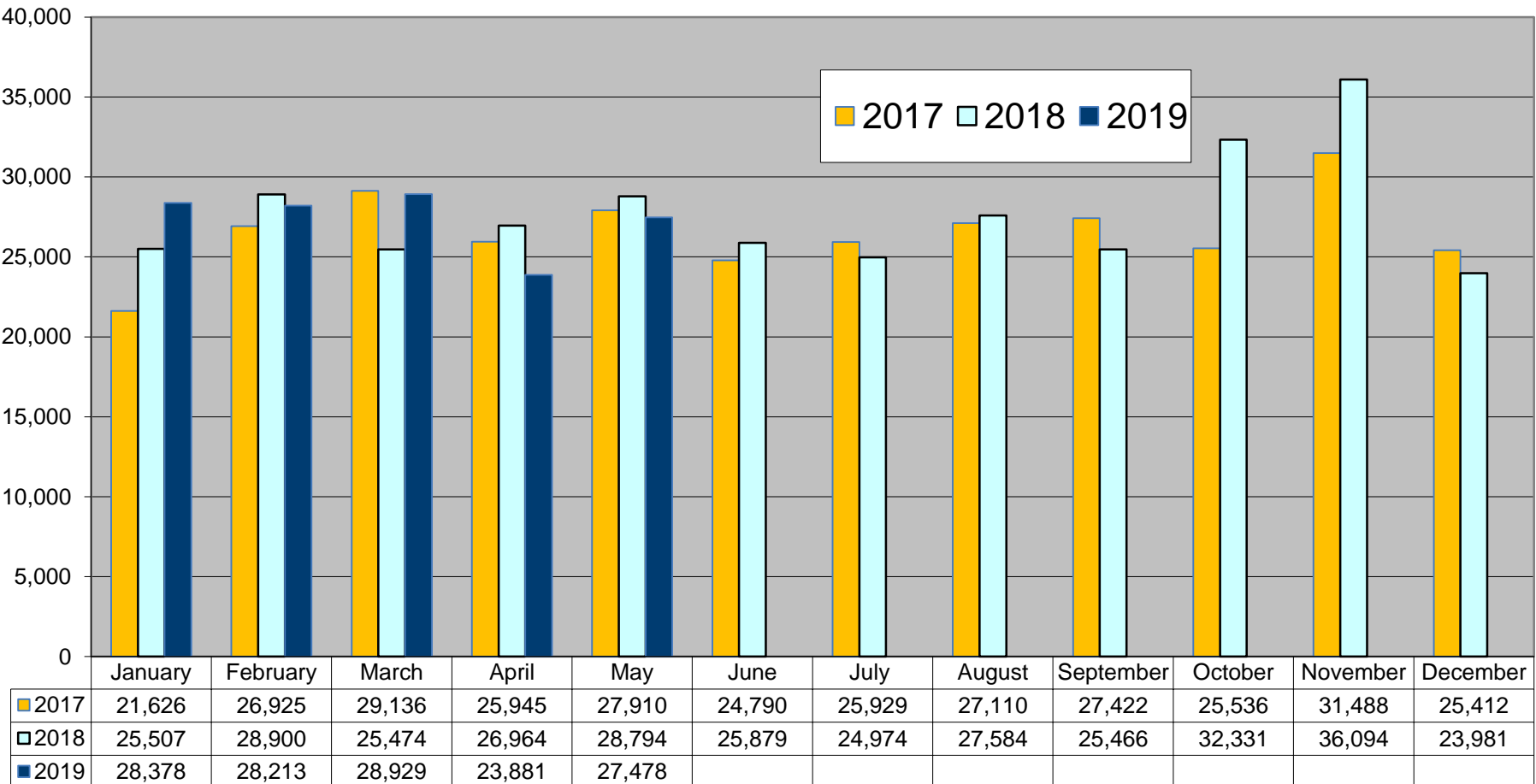
26th June 2019



Market Message 010



Market Message 105L



COS in-progress 31st May 2019– 12,769

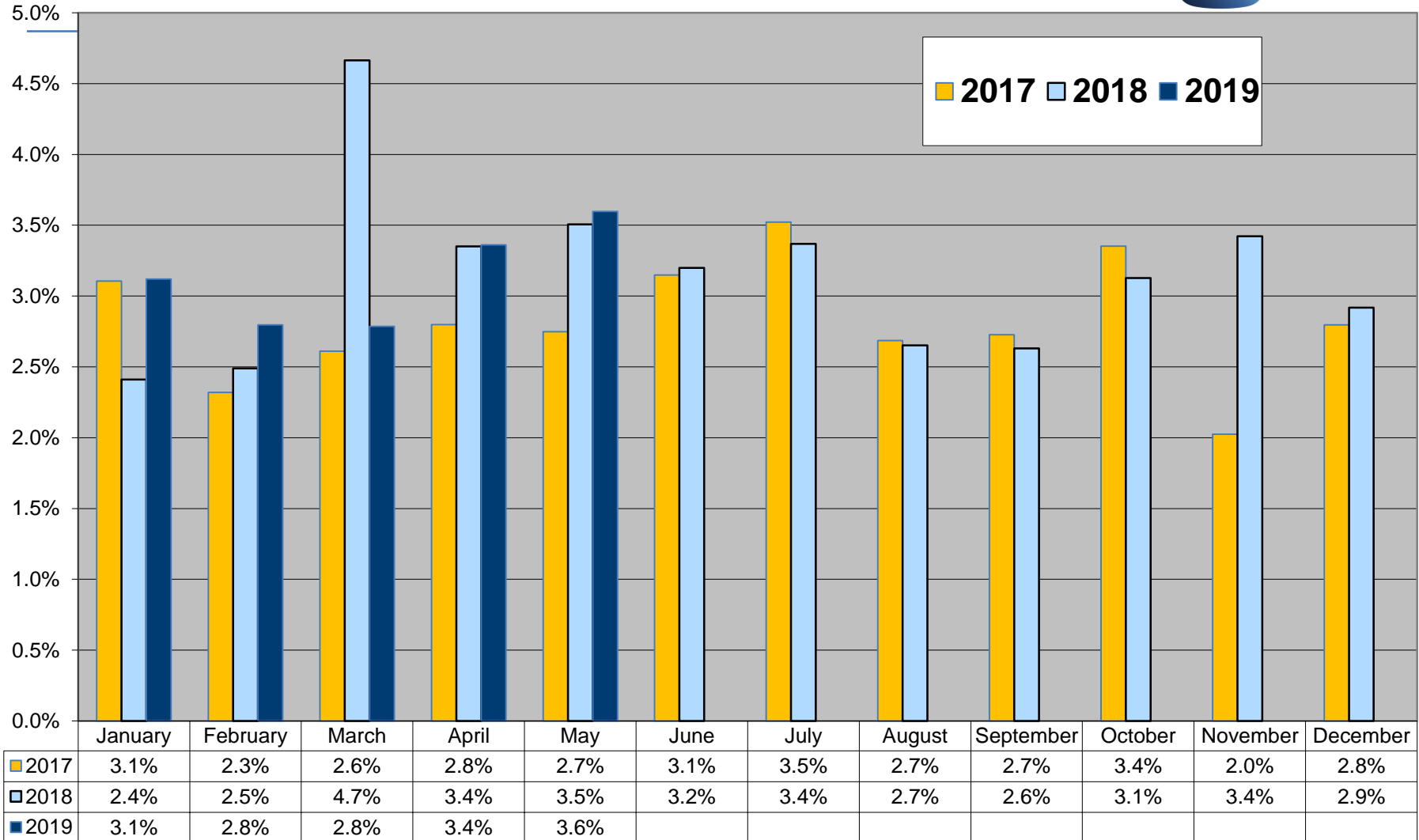
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- Thirty one (36) switches held due to an existing Open Service Order

Apr 2018	3
May 2018	1
Jul 2018	2
Aug 2018	7
Sept 2018	3
Oct 2018	7
Nov 2018	5

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Mar - 19	6,548	7,598	14,146	32,557	20%	43%
Apr -19	7,073	7,211	14,284	32,931	21%	43%
May - 19	7,962	7,572	15,534	35,306	23%	44%

Registration Rejections %

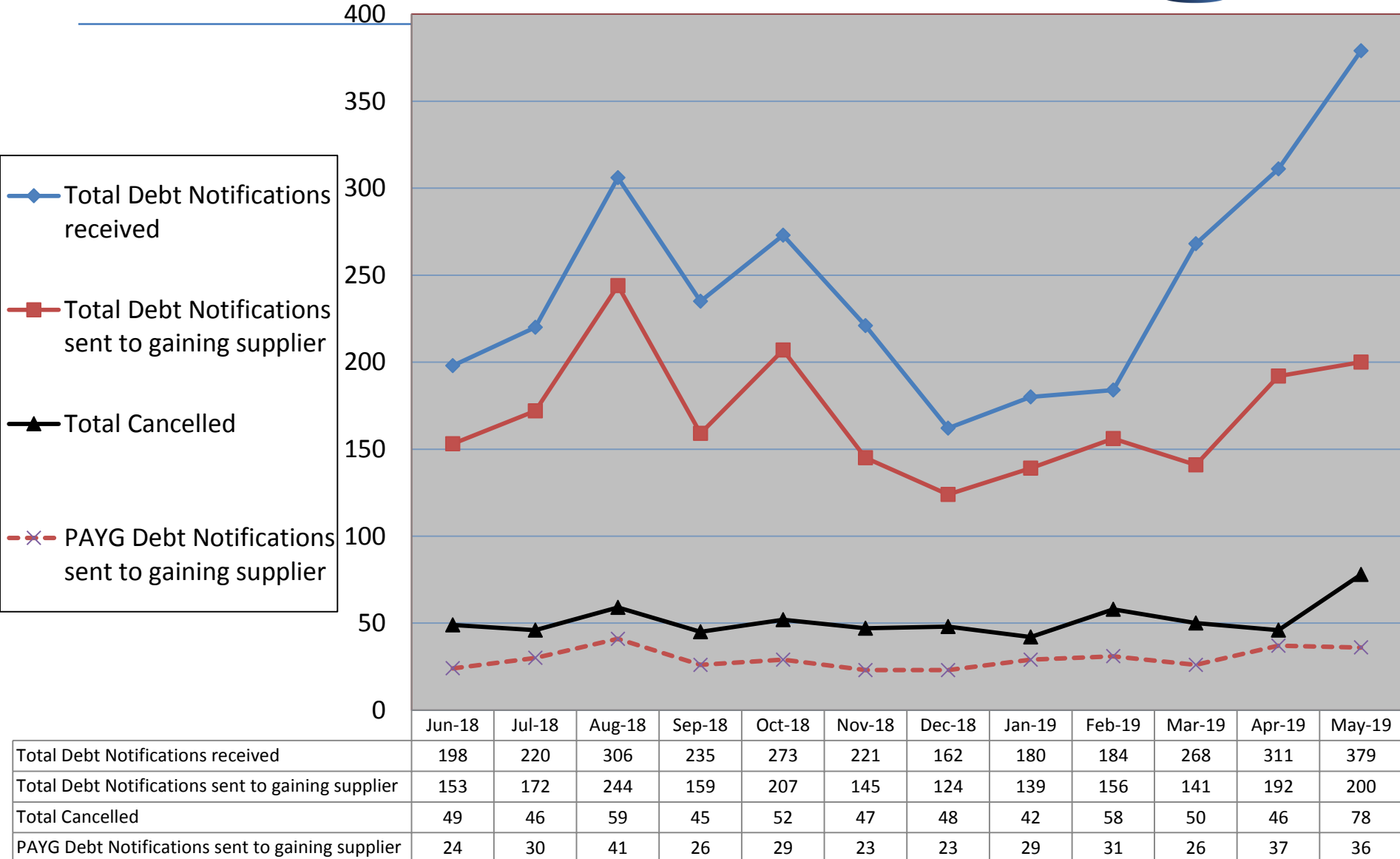


Debt Flagging

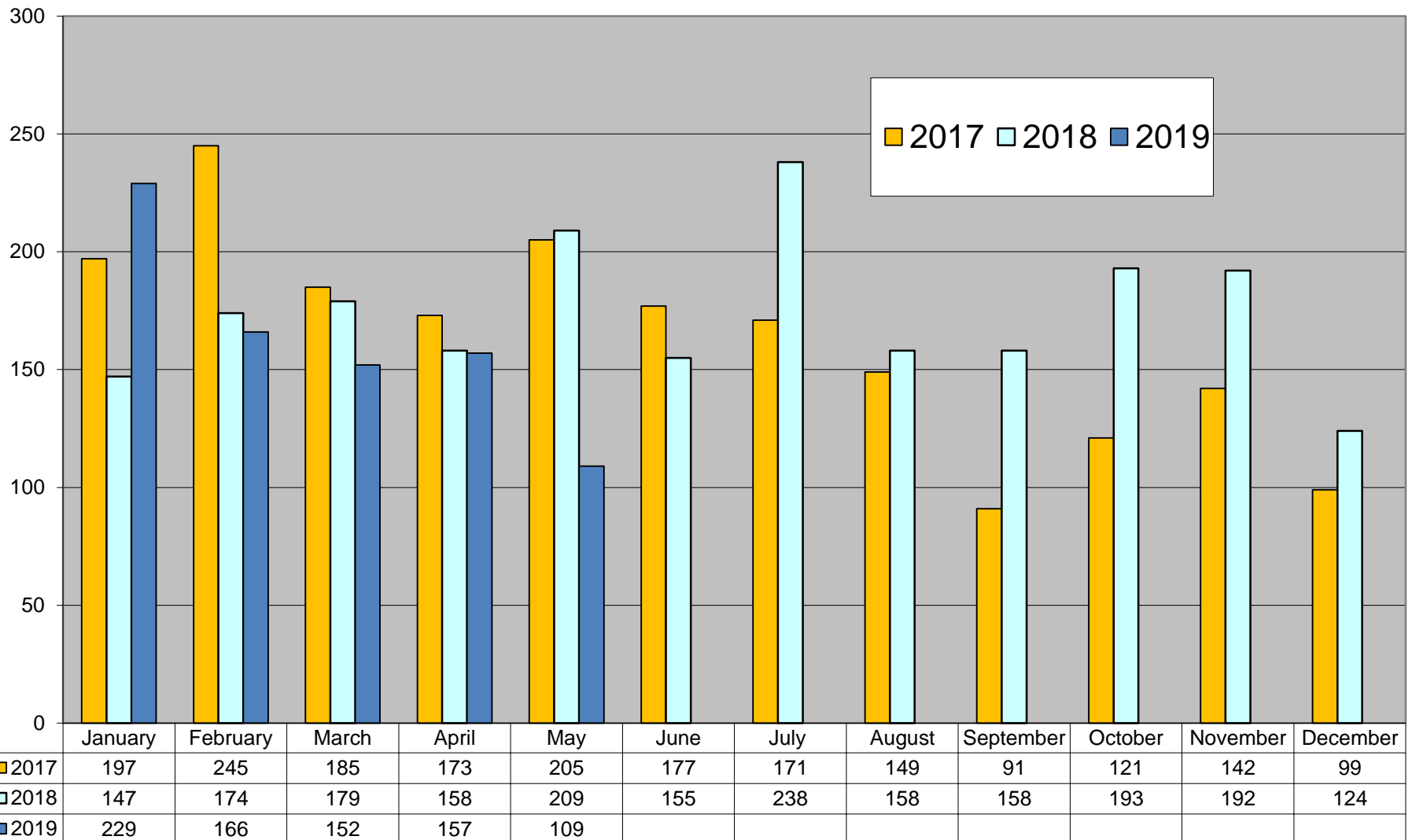
	Mar-19	Apr-19	May-19
Total Debt Notifications received (012)	268 (43)	311 (42)	379 (38)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	127 (3)	119 (5)	179 (2)
Total Debt Notifications sent to gaining supplier (112)	141 (40)	192 (37)	200 (36)
Total not cancelled	91 (31)	146 (32)	122 (31)
Total cancelled	50 (9)	46 (5)	78 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.4%	0.6%	0.6%

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

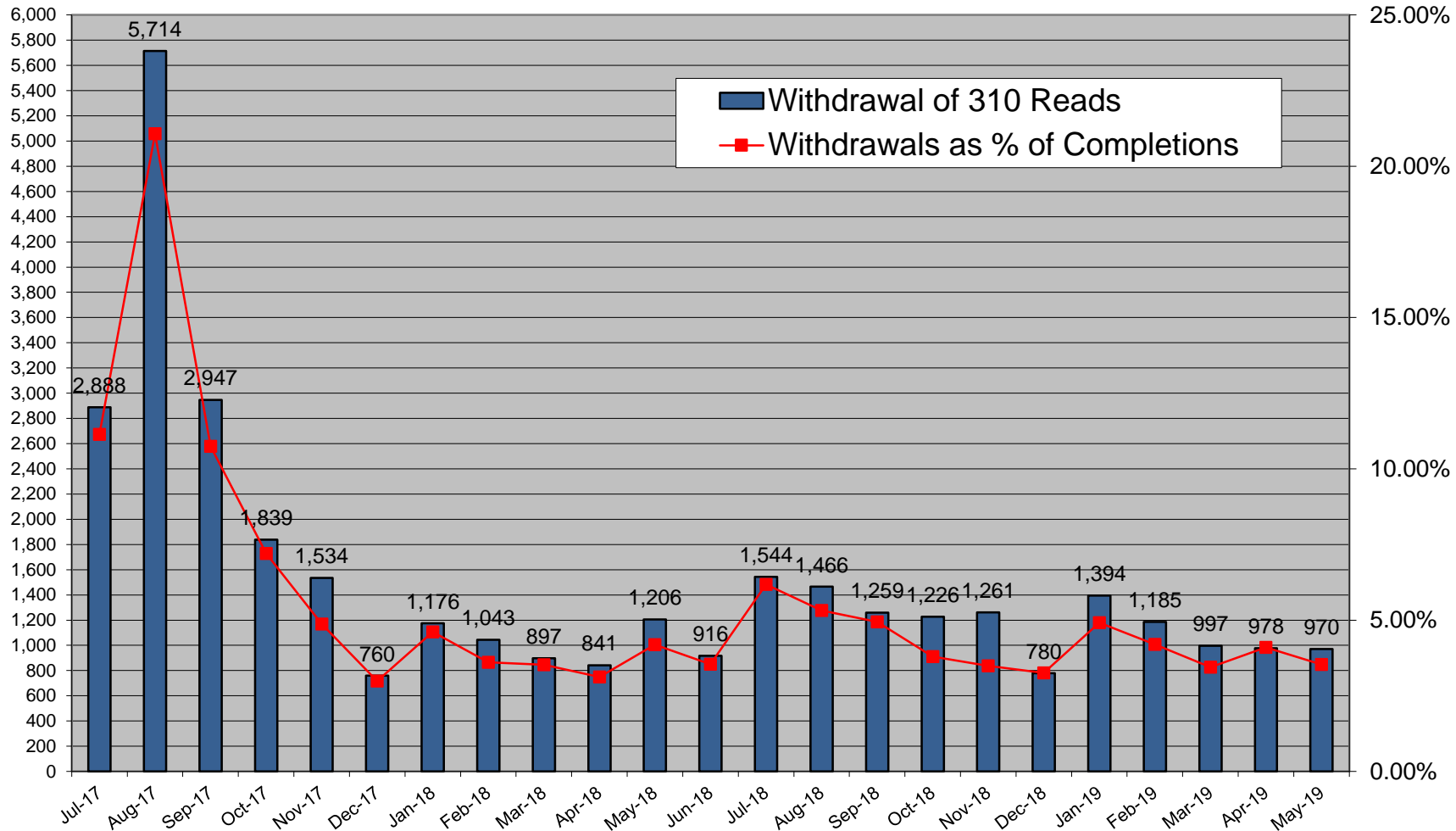
Debt Flagging



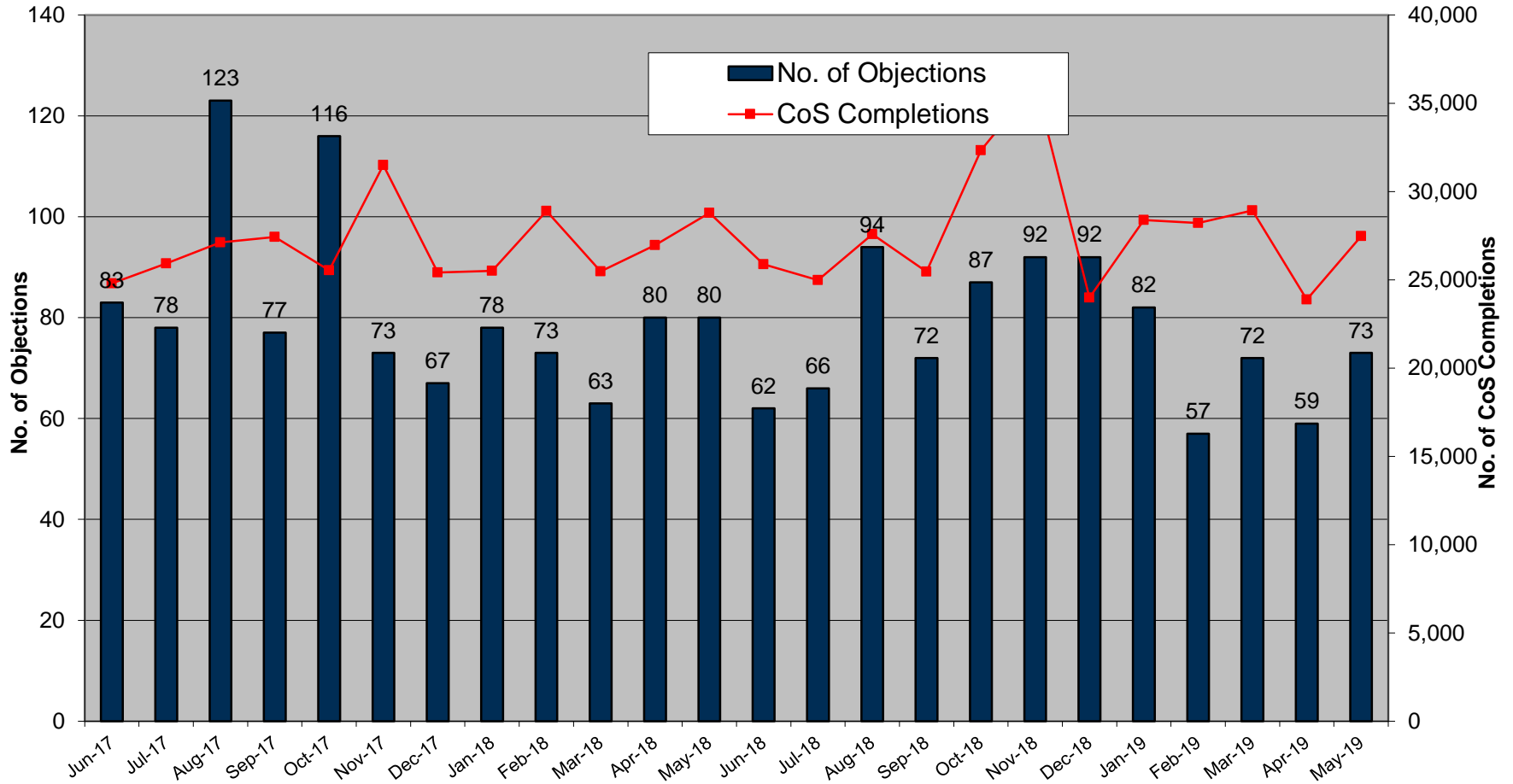
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Mar -19	Apr -19	May -19
No. of Objections	72	59	73
Cancellations from Objections	41	40	47
Objection emails to MRSO	7	7	8
Reasons:			
Uncontactable by phone			
Written communication		1	1
COS confirmed	7	6	7
Other			
Escalation emails	4	4	3