



NETWORKS

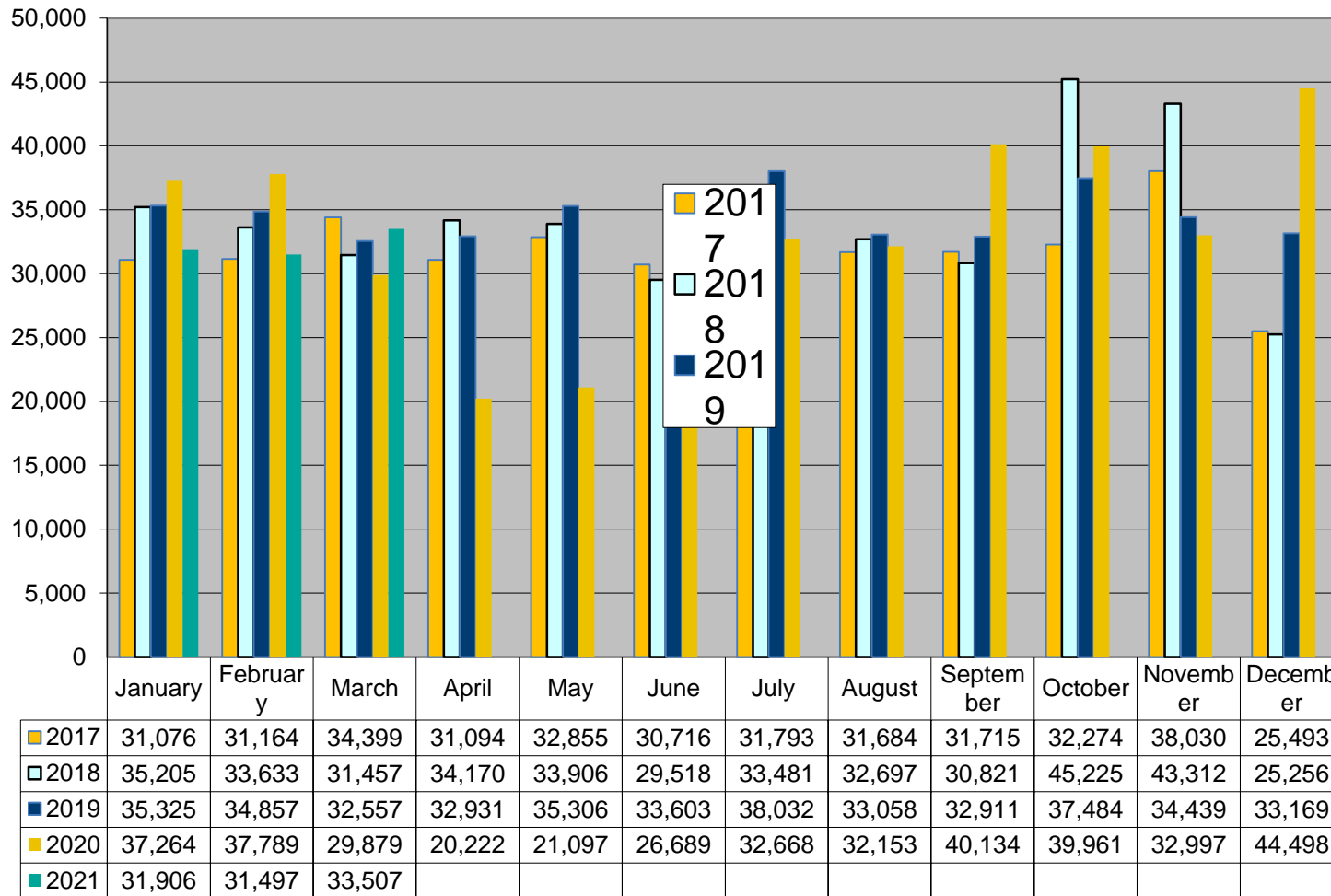
# MRSO Update

James Long

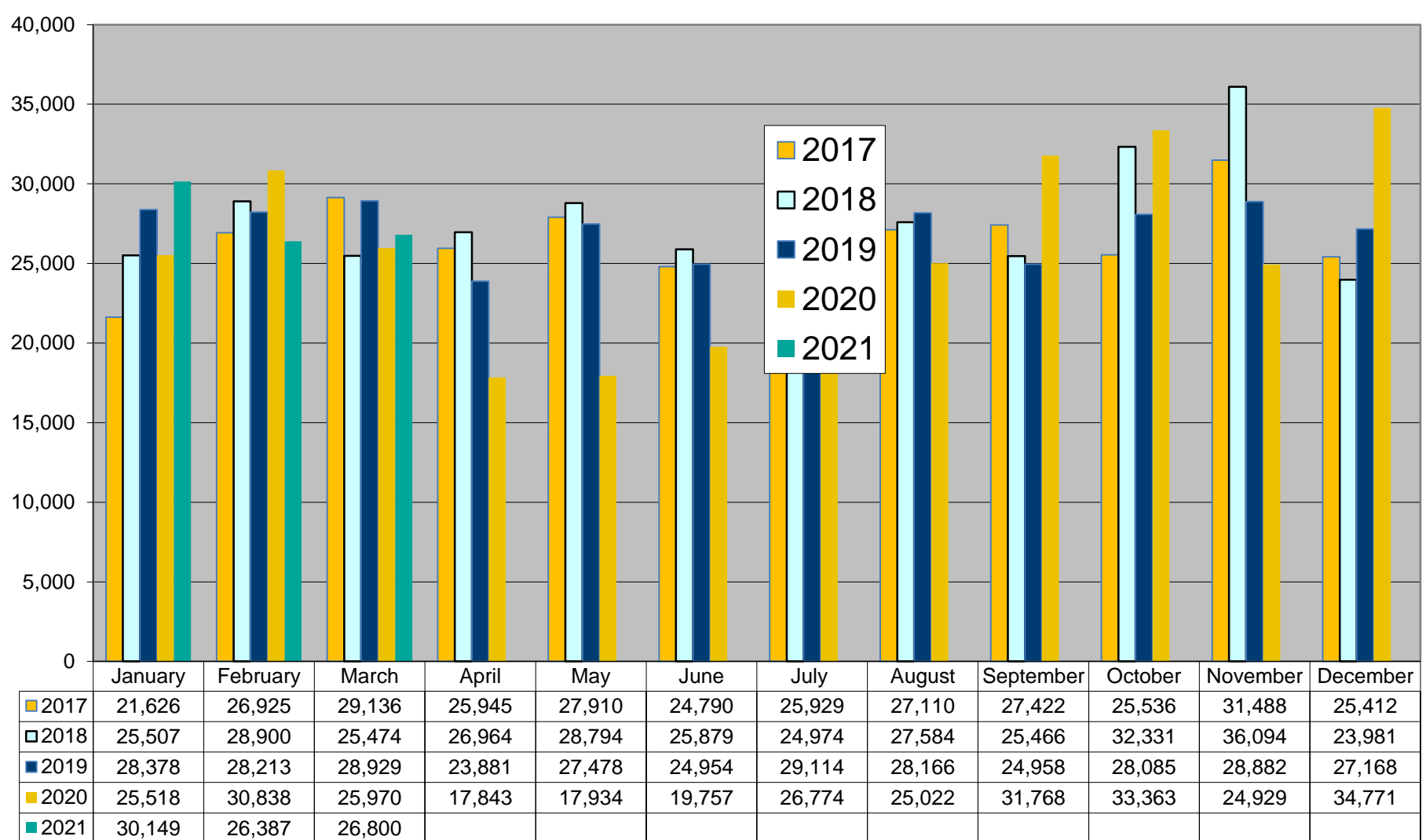
27<sup>TH</sup> April 2021



# Market Message 010



# Market Message 105L



# COS in-progress 23<sup>rd</sup> April 2021– 7,729

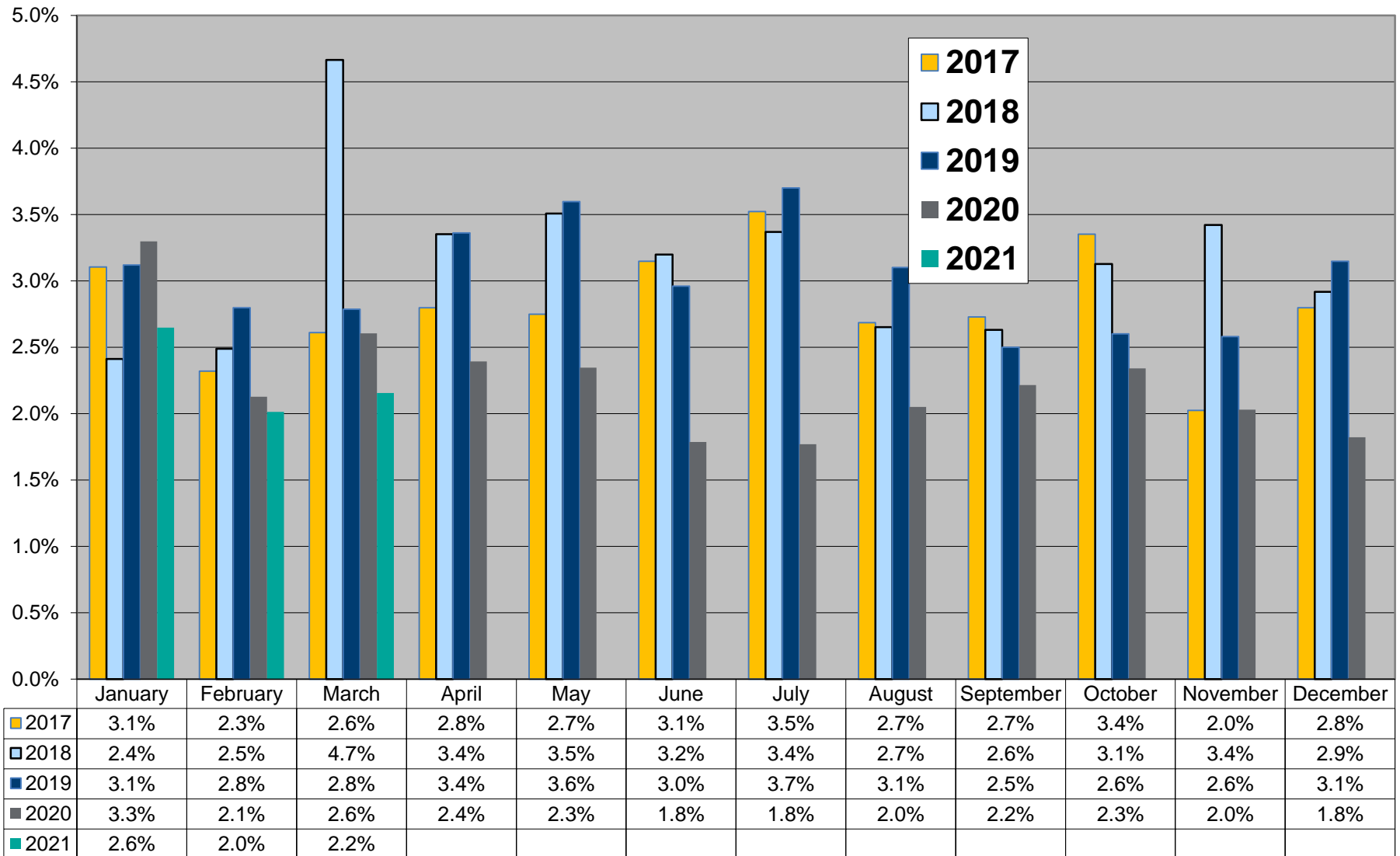
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **15 switches held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

Aug 2018	3
Sept 2018	2
Dec 2018	1
May 2019	1
July 2019	1
Aug 2019	1
Sept 2019	2
Feb 2020	1
May 2020	3
July 2020	3
Aug 2020	1

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jan - 21	7,127	11,170	13,609	31,906	22%	43%
Feb -21	3,610	13,757	14,130	31,497	11%	45%
Mar - 21	7,919	10,422	15,166	33,507	24%	45%

# Registration Rejections %



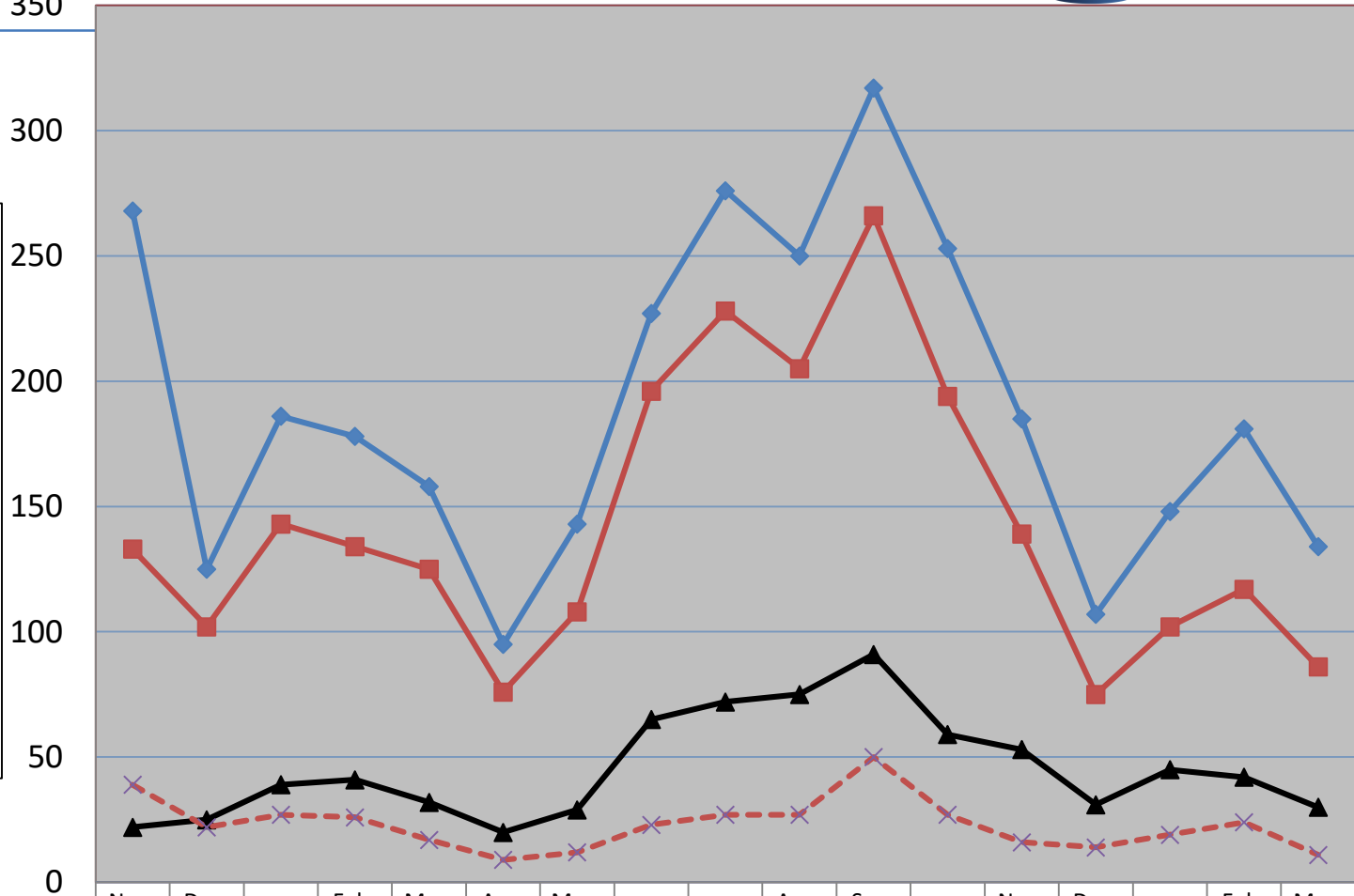
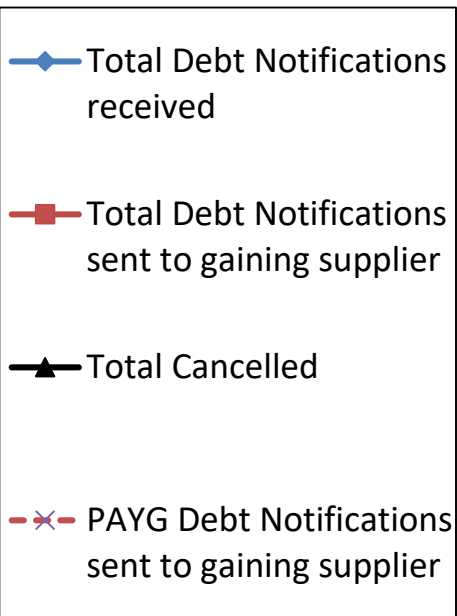
# Debt Flagging

	Jan - 21	Feb - 21	Mar - 21
Total Debt Notifications received (012)	148 (26)	181 (27)	134 (18)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	46 (7)	64 (3)	48 (7)
Total Debt Notifications sent to gaining supplier (112)	102 (19)	117 (24)	86 (11)
Total not cancelled	57 (12)	75 (17)	56 (11)
Total cancelled	45 (7)	42 (7)	30 (0)
Total Debt Notifications sent to gaining supplier as % of total COS	0.32%	0.37%	0.26%

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

# Debt Flagging

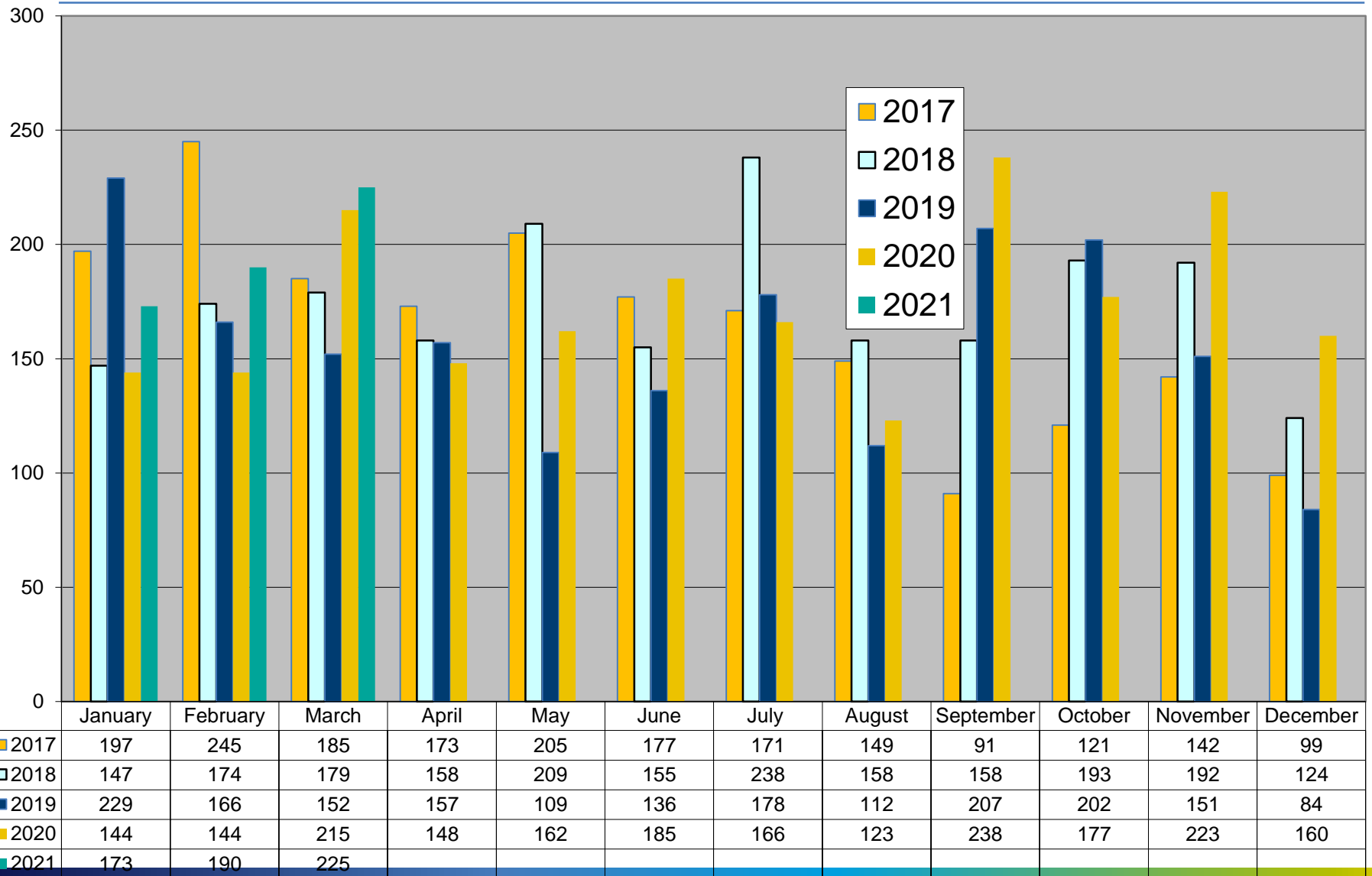
350



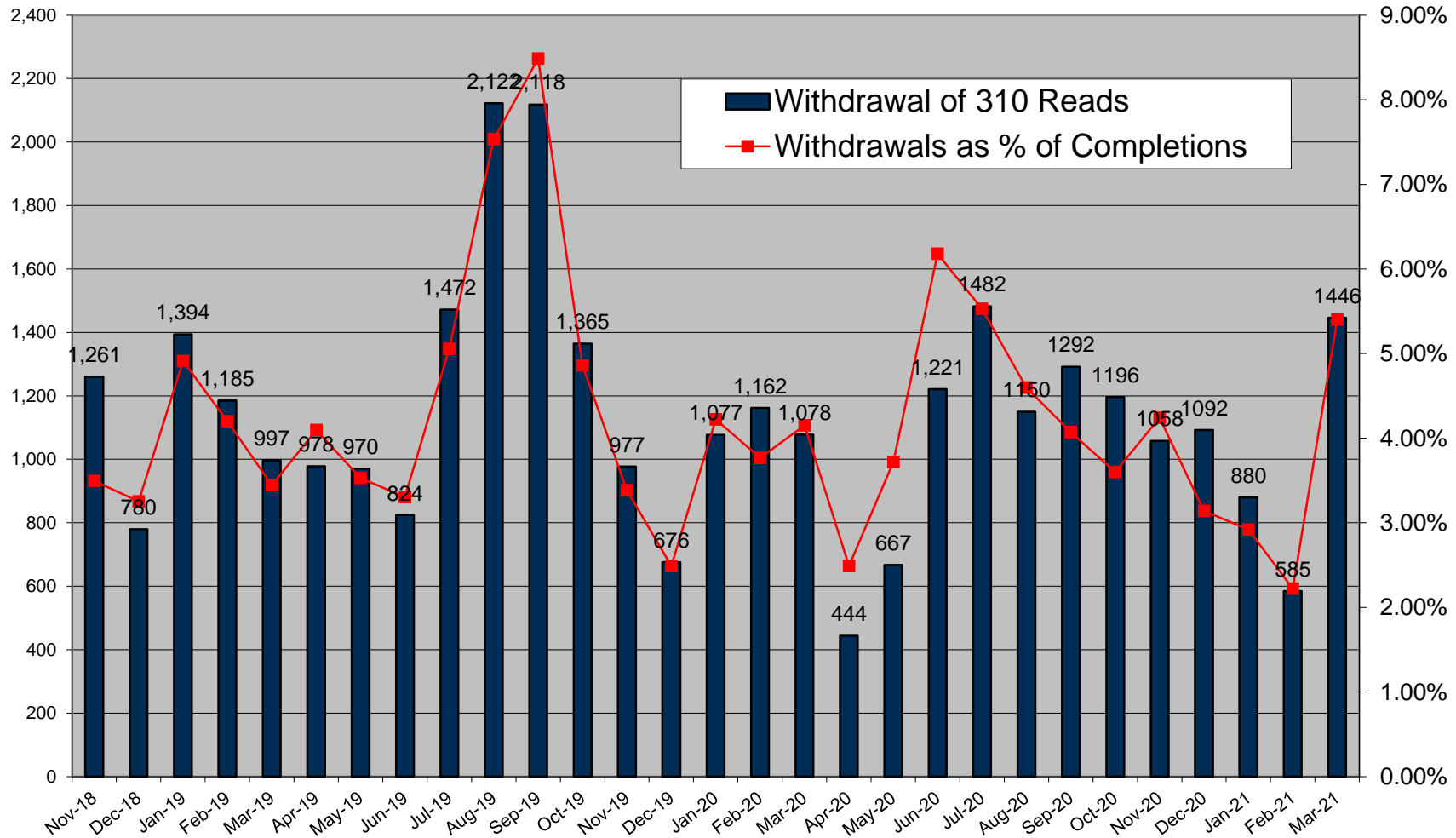
	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Total Debt Notifications received	268	125	186	178	158	95	143	227	276	250	317	253	185	107	148	181	134
Total Debt Notifications sent to gaining supplier	133	102	143	134	125	76	108	196	228	205	266	194	139	75	102	117	86
Total Cancelled	22	25	39	41	32	20	29	65	72	75	91	59	53	31	45	42	30
PAYG Debt Notifications sent to gaining supplier	39	22	27	26	17	9	12	23	27	27	50	27	16	14	19	24	11



# Disputed Reads



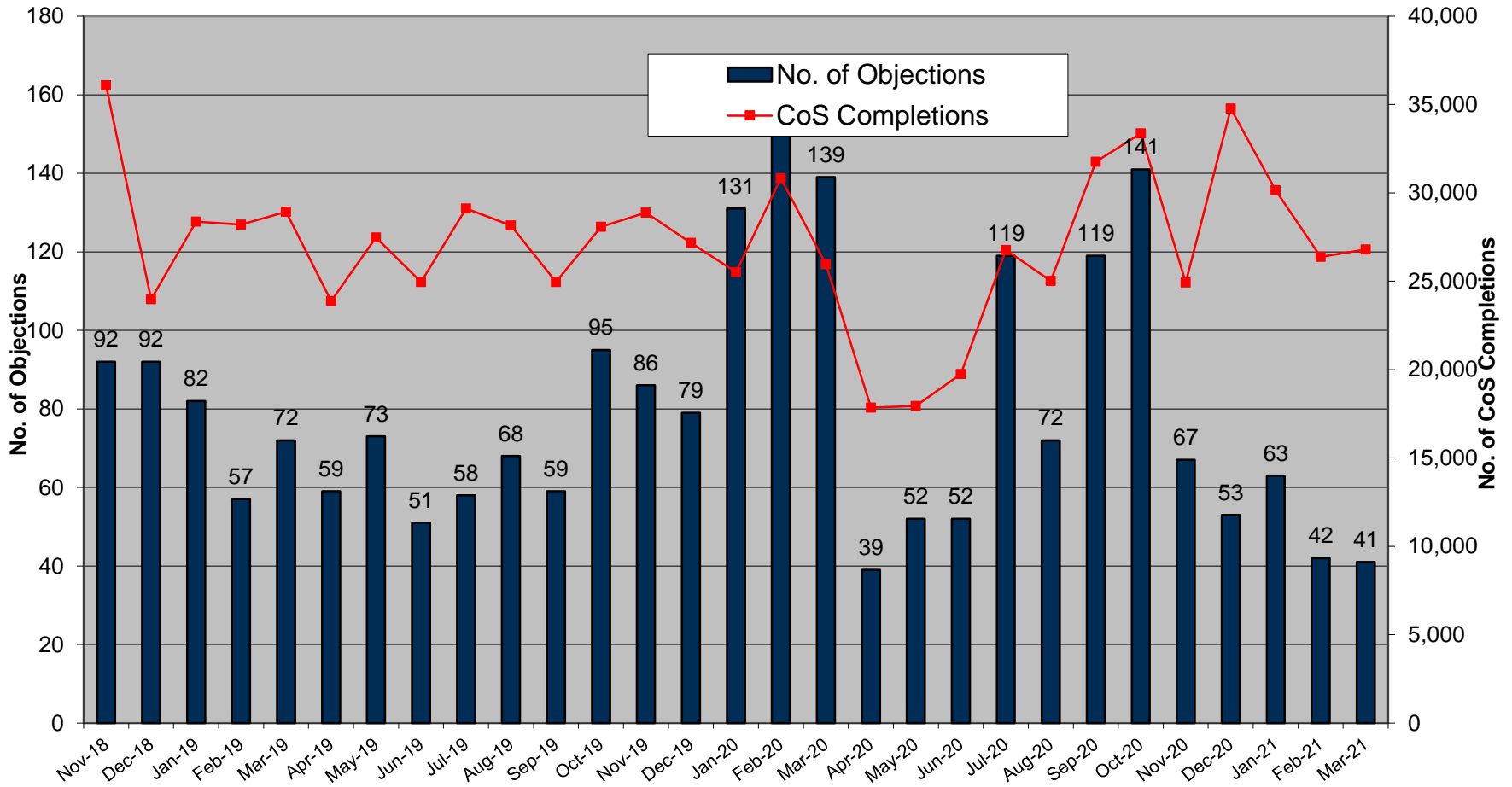
# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfer

	Jan - 21	Feb - 21	Mar - 21
No. of Objections	63	42	41
Cancellations from Objections	23	13	11
Objection emails to MRSO	8	7	6
Reasons:			
Uncontactable by phone	3	3	1
Written communication			
COS confirmed	5	4	5
Other			
Escalation emails	8	9	3

# Objections – Erroneous Transfer



# List of new Smart MCC

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MCC 12 – New Smart 24 hour

March – **3976**

April to date – **3977**

MCC 16 – New Smart Day / Night

March - **136**

April to date - **141**