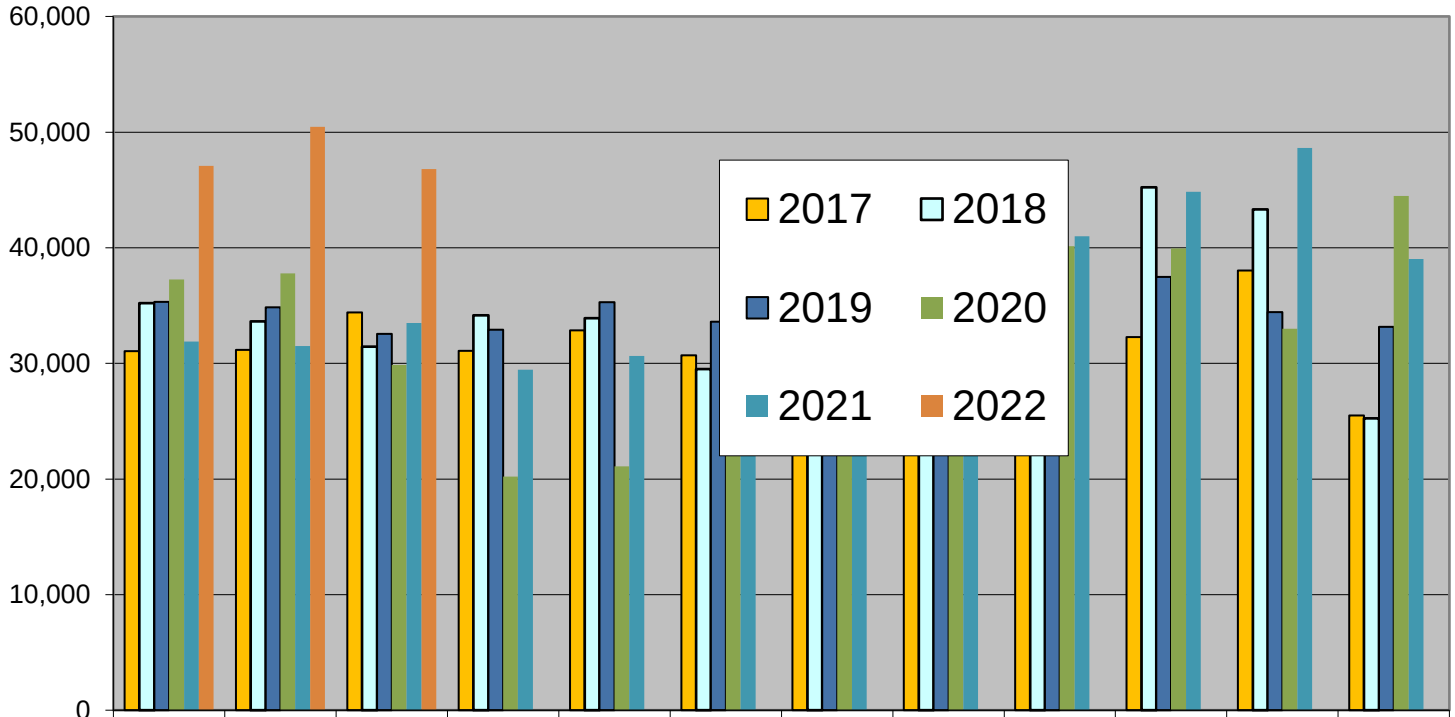
MRSO Update

James Long

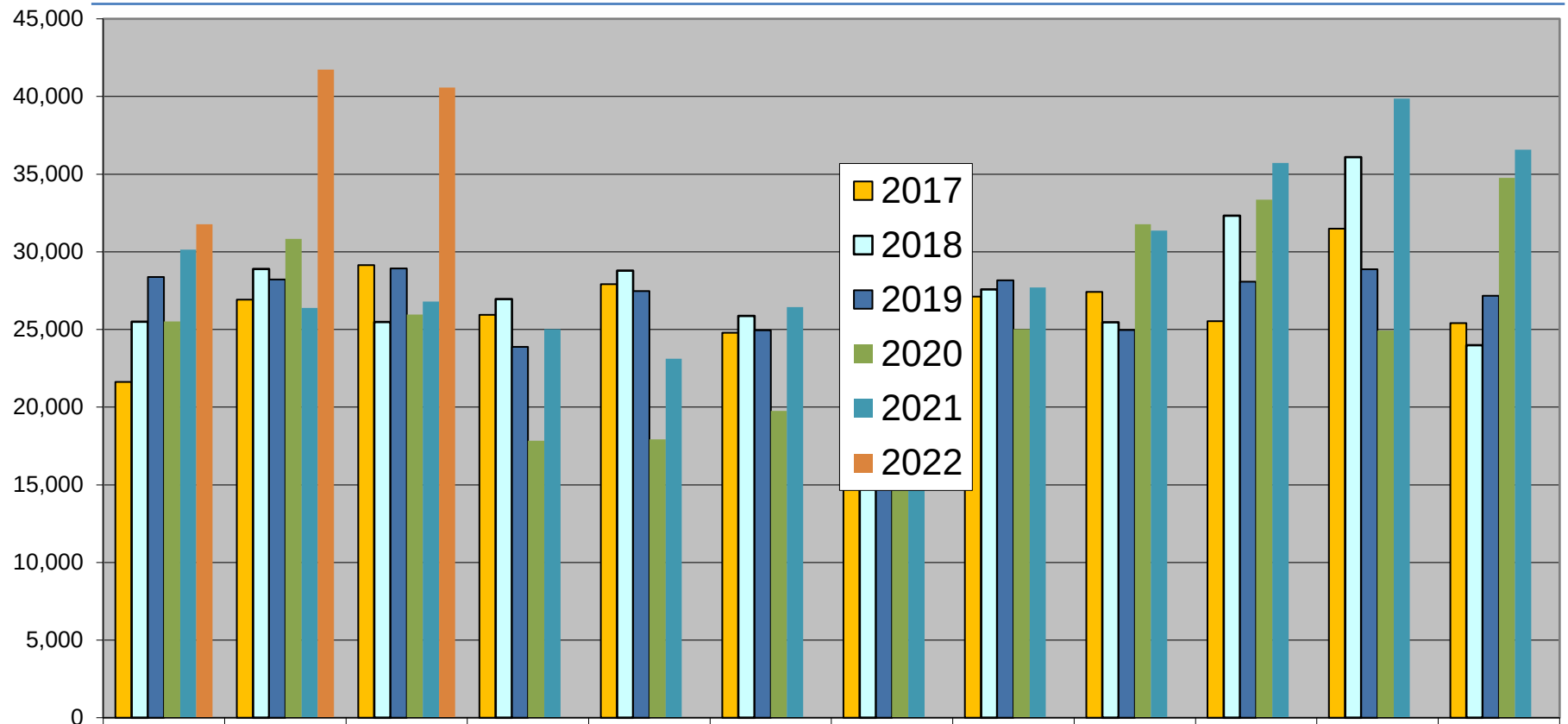
27th April 2022

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									

Market Message 105L



	January	February	March	April	May	June	July	August	September	October	November	December
2017	21,626	26,925	29,136	25,945	27,910	24,790	25,929	27,110	27,422	25,536	31,488	25,412
2018	25,507	28,900	25,474	26,964	28,794	25,879	24,974	27,584	25,466	32,331	36,094	23,981
2019	28,378	28,213	28,929	23,881	27,478	24,954	29,114	28,166	24,958	28,085	28,882	27,168
2020	25,518	30,838	25,970	17,843	17,934	19,757	26,774	25,022	31,768	33,363	24,929	34,771
2021	30,149	26,387	26,800	25,017	23,114	26,445	29,142	27,708	31,372	35,720	39,858	36,570
2022	31,781	41,724	40,575									

COS in-progress 25th April 2022 – 9,425

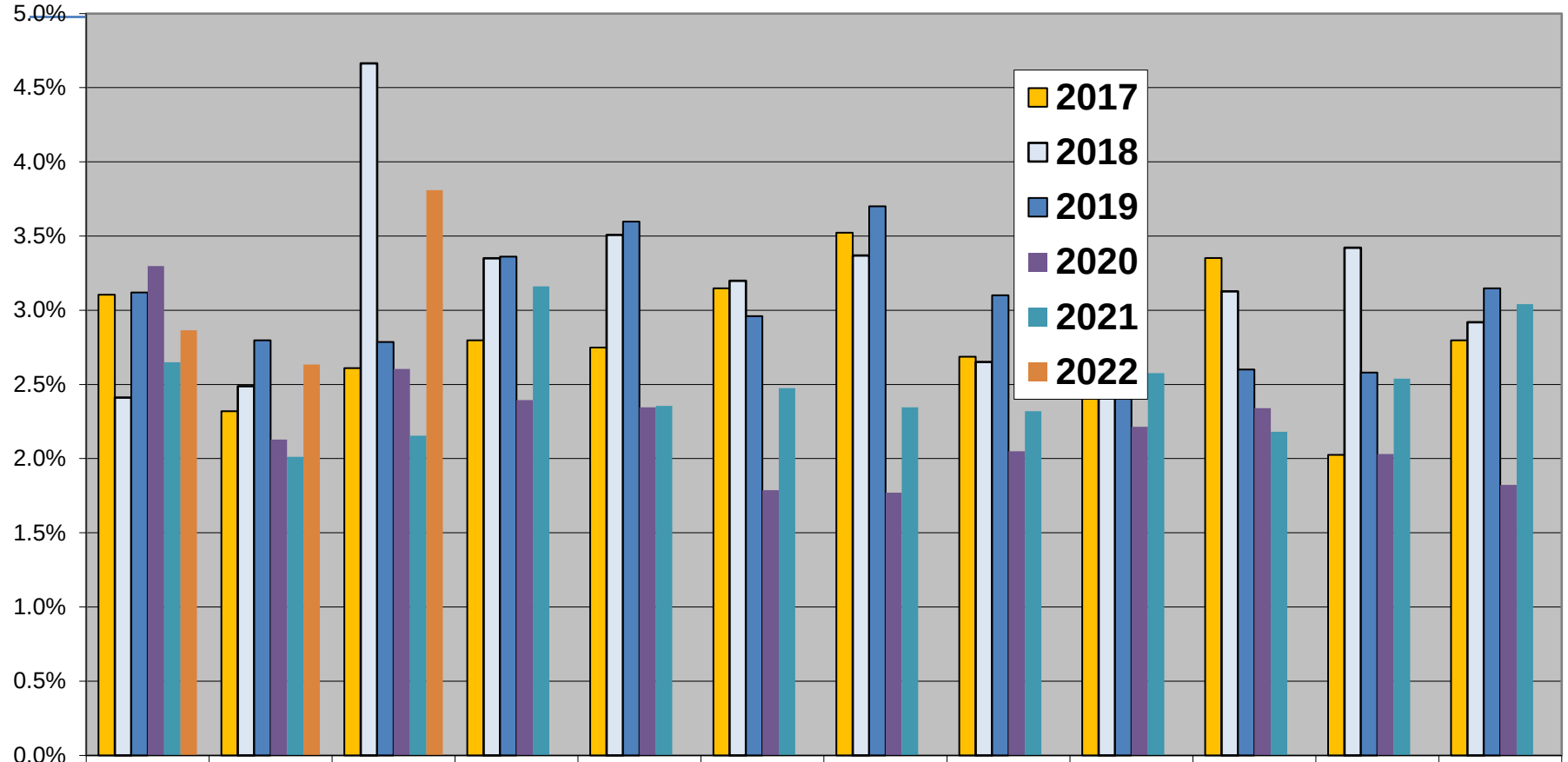
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **14 switches held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

Aug 2018	1
July 2019	1
Aug 2019	1
Feb 2020	1
Sept 2020	1
Feb 2021	2
Mar 2021	5
June 2021	1
Aug 2021	3
Sept 2021	3
Oct 2021	2

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jan -22	17,032	5,072	24,997	47,101	36%	53%
Feb - 22	18,615	4,237	27,617	50,469	35%	55%
Mar -22	17,111	3,891	25,802	46,804	37%	53%

Registration Rejections %



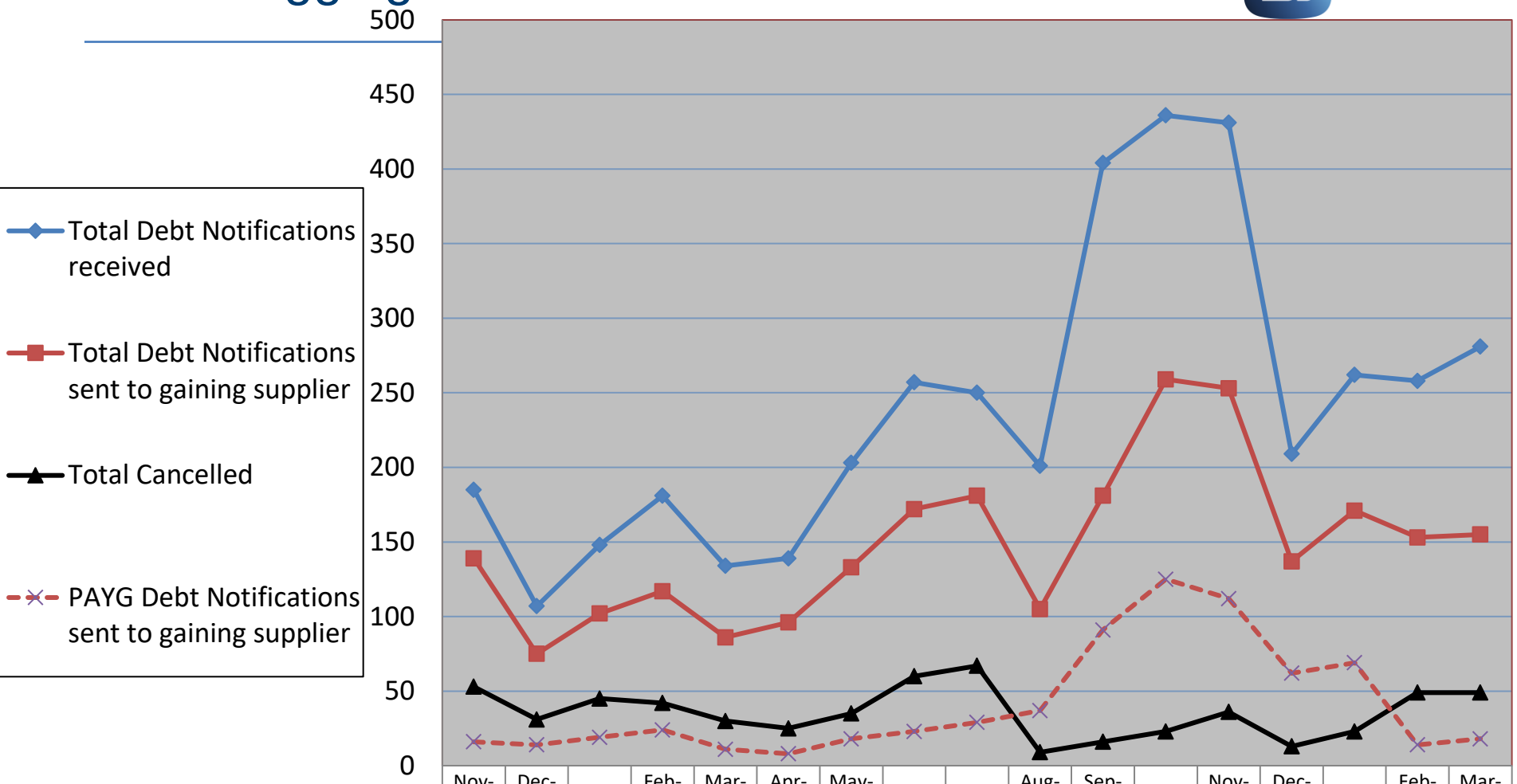
	January	February	March	April	May	June	July	August	September	October	November	December
2017	3.1%	2.3%	2.6%	2.8%	2.7%	3.1%	3.5%	2.7%	2.7%	3.4%	2.0%	2.8%
2018	2.4%	2.5%	4.7%	3.4%	3.5%	3.2%	3.4%	2.7%	2.6%	3.1%	3.4%	2.9%
2019	3.1%	2.8%	2.8%	3.4%	3.6%	3.0%	3.7%	3.1%	2.5%	2.6%	2.6%	3.1%
2020	3.3%	2.1%	2.6%	2.4%	2.3%	1.8%	1.8%	2.0%	2.2%	2.3%	2.0%	1.8%
2021	2.6%	2.0%	2.2%	3.2%	2.4%	2.5%	2.3%	2.3%	2.6%	2.2%	2.5%	3.0%
2022	2.9%	2.6%	3.8%									

Debt Flagging

	Jan - 22	Feb - 22	Mar - 22
Total Debt Notifications received (012)	262 (36)	258 (25)	281 (25)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	91 (13)	105 (11)	126 (7)
Total Debt Notifications sent to gaining supplier (112)	171 (23)	153 (14)	155 (18)
Total not cancelled	102 (18)	104 (7)	106 (16)
Total cancelled	69 (5)	49 (7)	49 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.36%	0.51%	0.60%

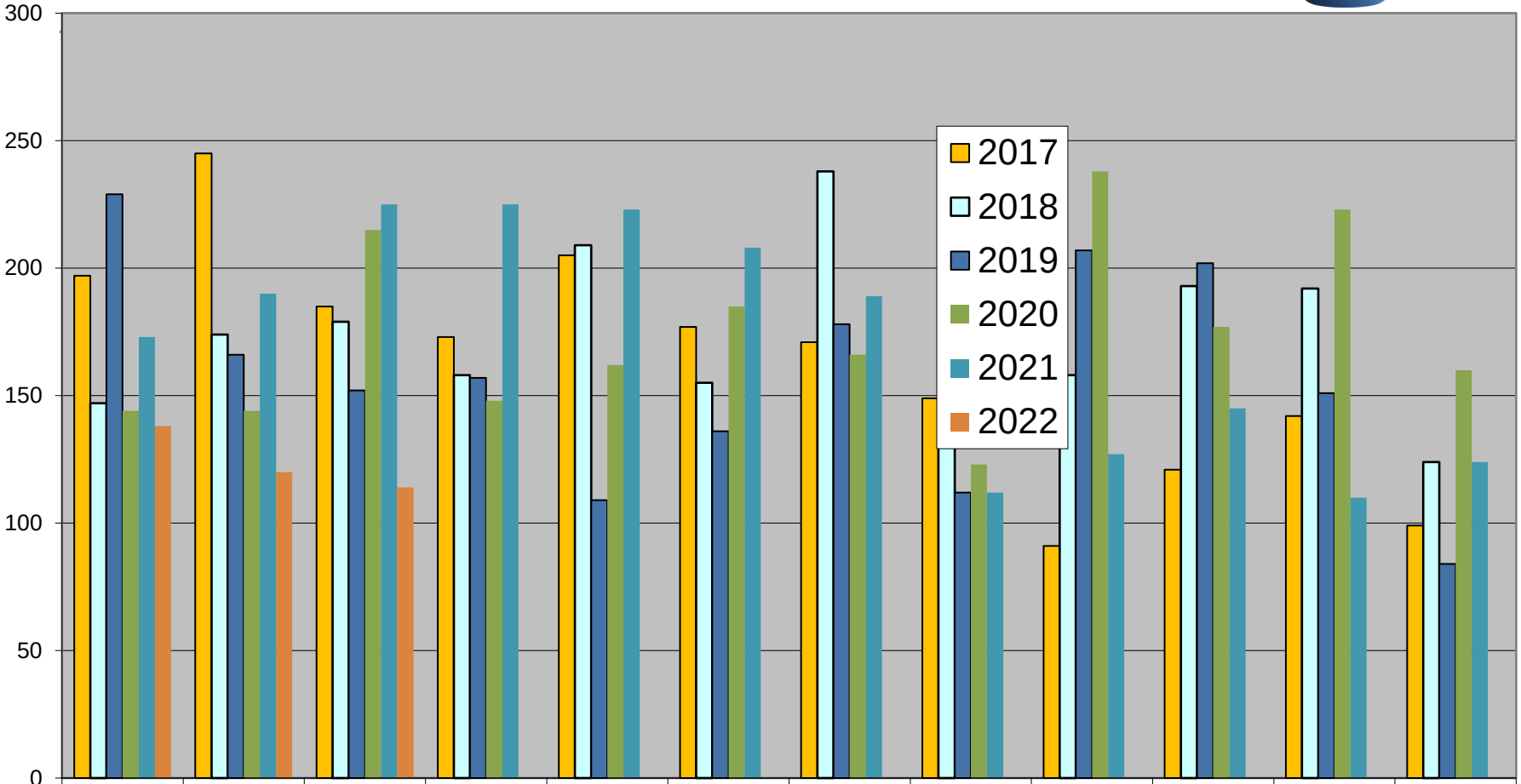
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



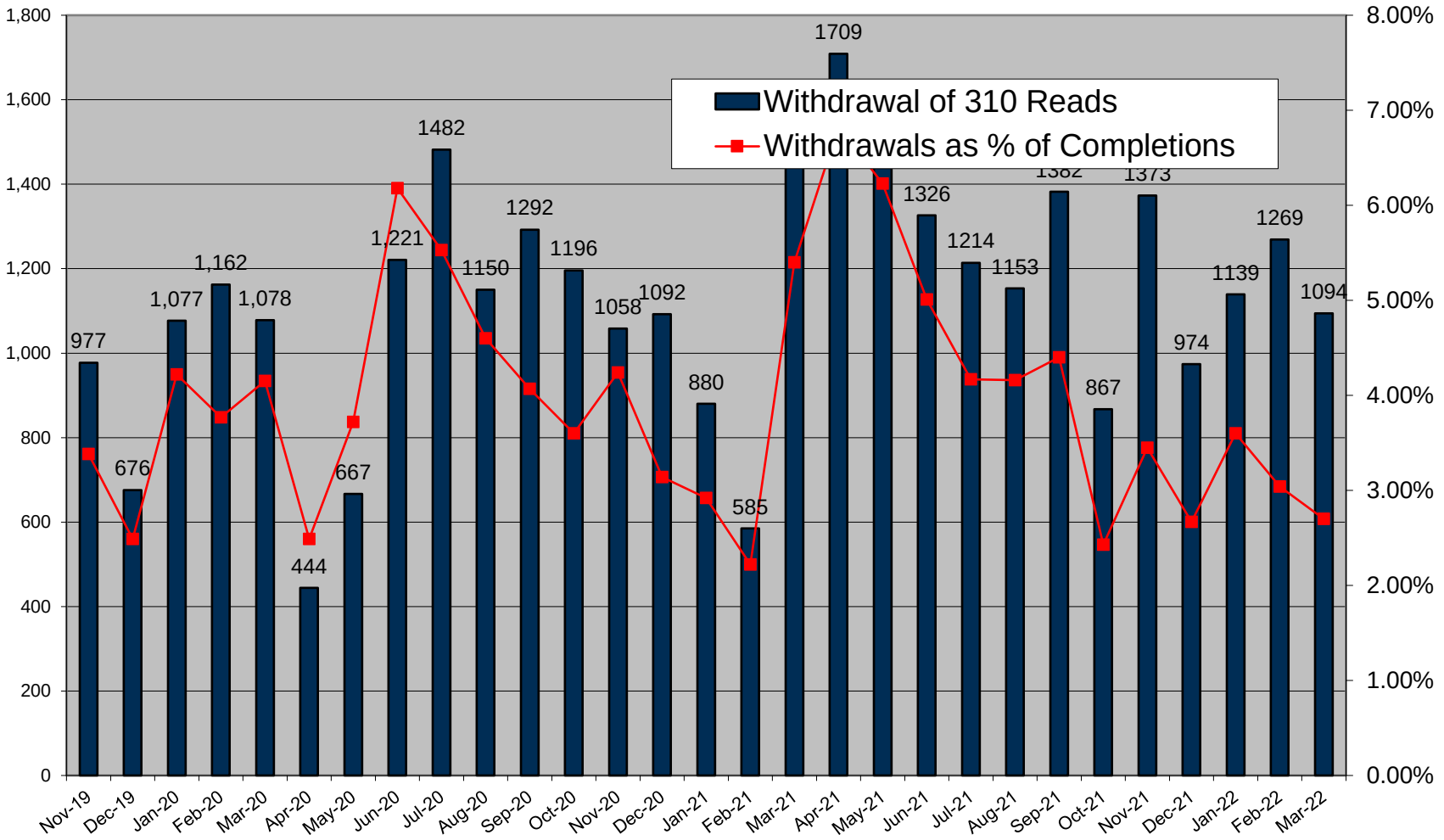
	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Total Debt Notifications received	185	107	148	181	134	139	203	257	250	201	404	436	431	209	262	258	281
Total Debt Notifications sent to gaining supplier	139	75	102	117	86	96	133	172	181	105	181	259	253	137	171	153	155
Total Cancelled	53	31	45	42	30	25	35	60	67	9	16	23	36	13	23	49	49
PAYG Debt Notifications sent to gaining supplier	16	14	19	24	11	8	18	23	29	37	91	125	112	62	69	14	18

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
2018	147	174	179	158	209	155	238	158	158	193	192	124
2019	229	166	152	157	109	136	178	112	207	202	151	84
2020	144	144	215	148	162	185	166	123	238	177	223	160
2021	173	190	225	225	223	208	189	112	127	145	110	124
2022	138	120	114									

Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Jan - 22	Feb - 21	Mar - 22
No. of Objections	62	66	66
Cancellations from Objections	13	11	15
Objection emails to MRSO	4	7	6
Reasons:			
Uncontactable by phone		1	4
Written communication			
COS confirmed	4	6	2
Other			
Escalation emails	7	5	14

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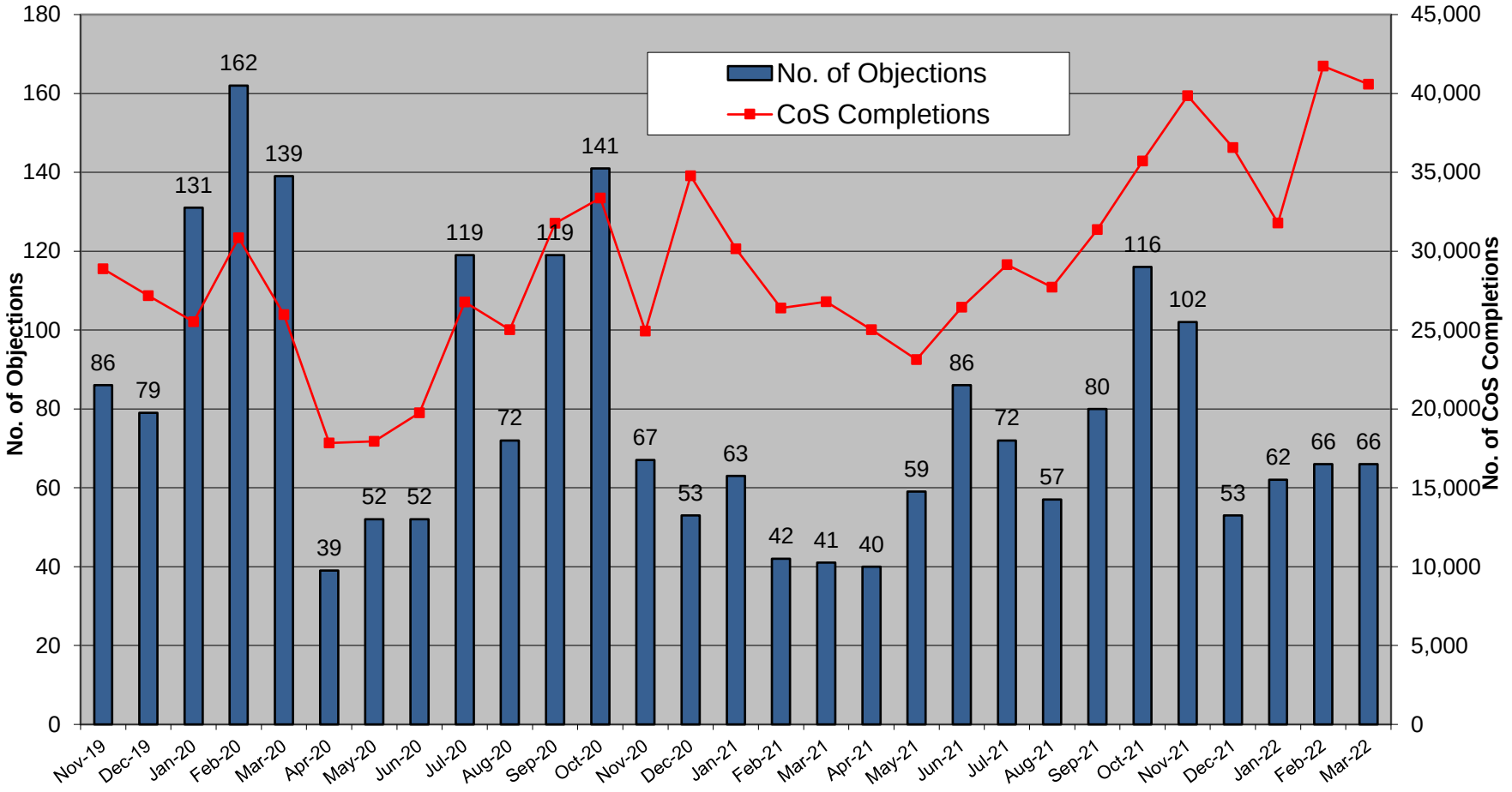

List of new Smart MCC Switches as of 24th April

MCC 12 – New Smart HH

Total to date – 60,749

MCC 16 – New Smart Day / Night / Peak

Total to date – 7,719