



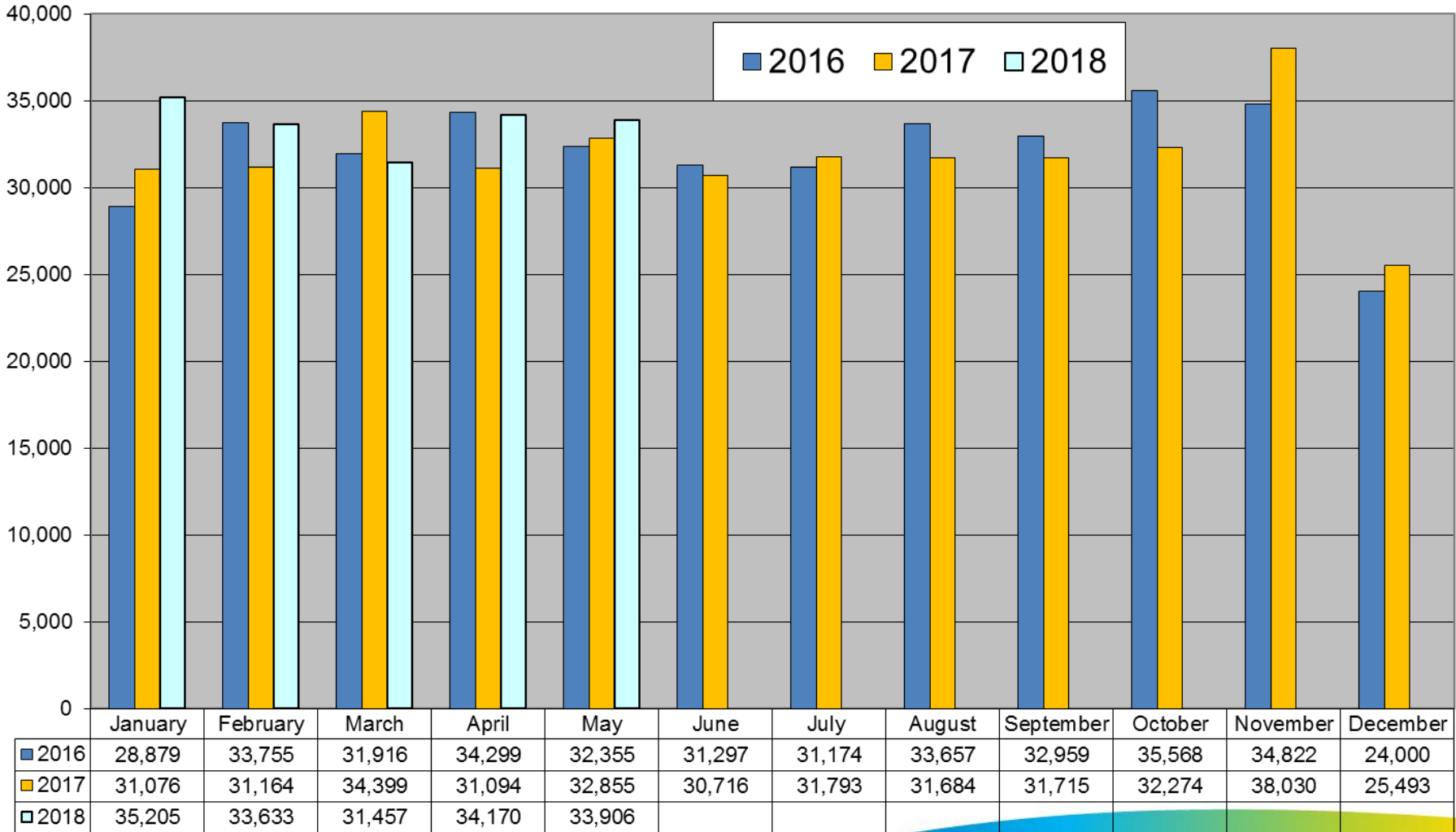
**NETWORKS**

# **MRSO Update**

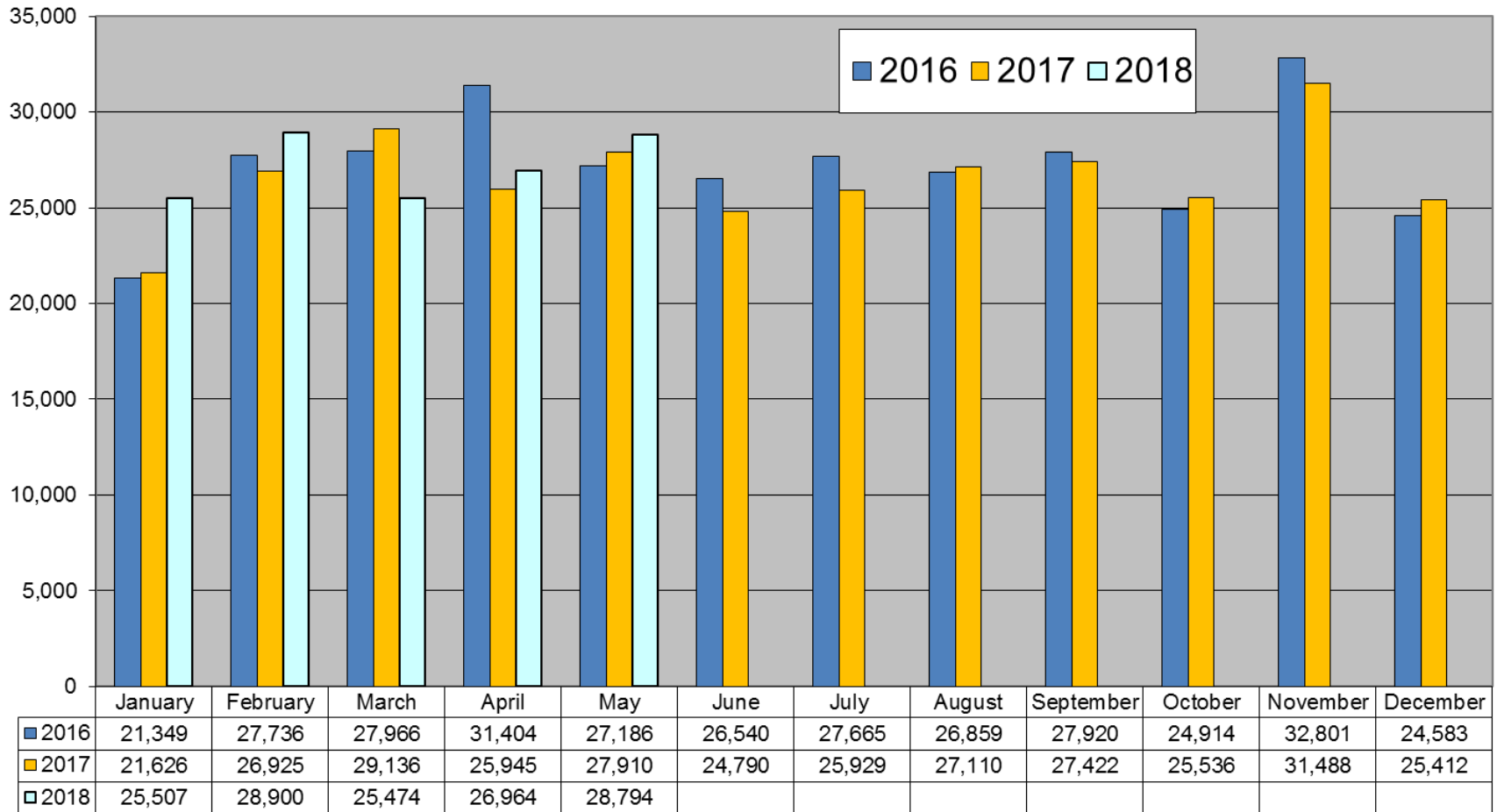
**Gerry Halligan**

**27th June 2018**

# Market Message 010



# Market Message 105L



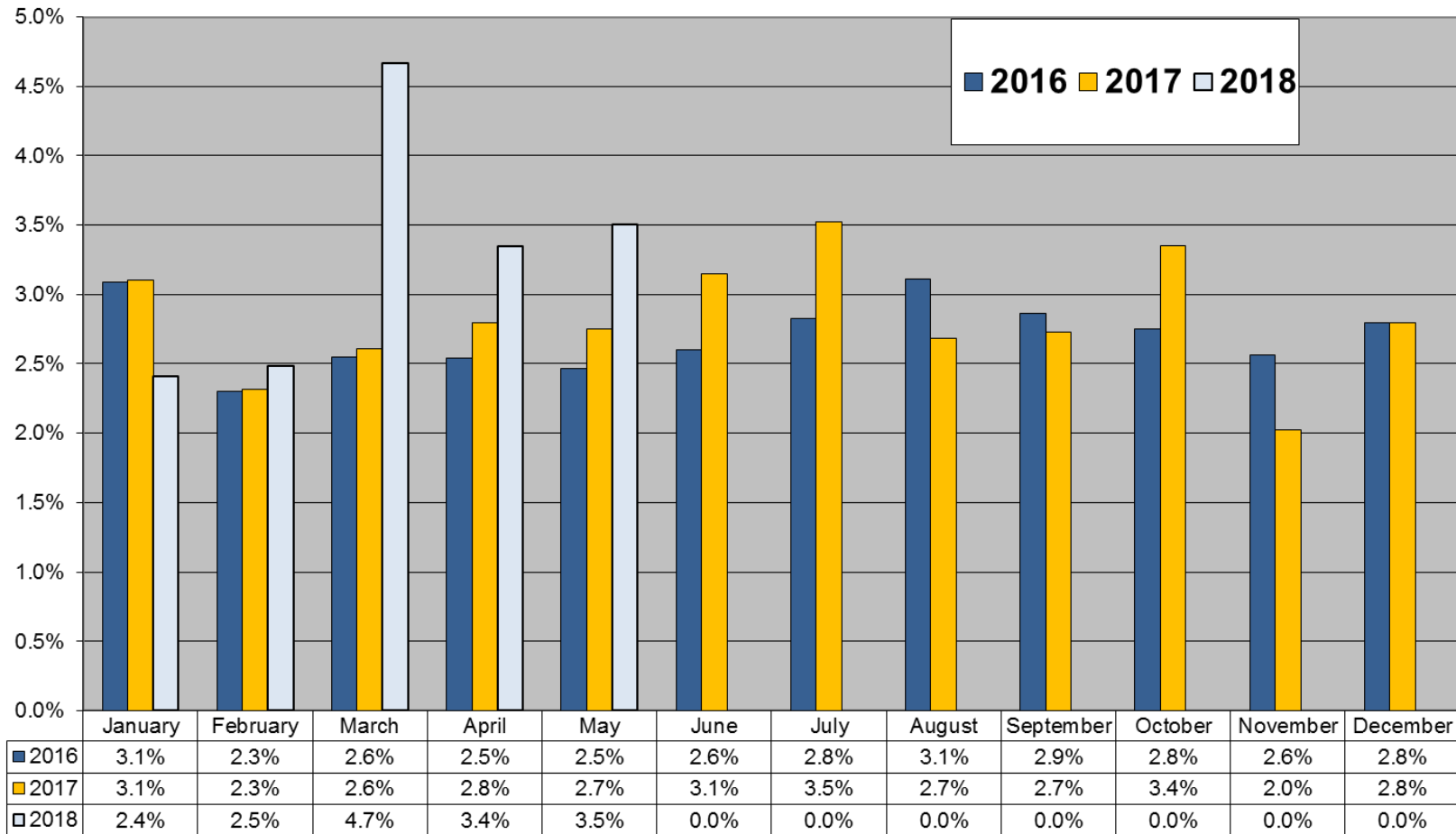
# COS in-progress 25<sup>th</sup> June 2018 – 7,314

- Reviewed monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- Contact customer or submit cancellation
- Thirty three (33) switches held due to an existing Open Service Order

Jan 2018	1
Feb 2018	1
Mar 2018	1
Apr 2018	18

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Mar-18	4,525	8,240	12,765	31,457	14%	41%
Apr-18	5,023	9,159	14,182	34,170	15%	42%
May-18	5,113	9,426	14,539	33,906	15%	43%

# Registration Rejections %

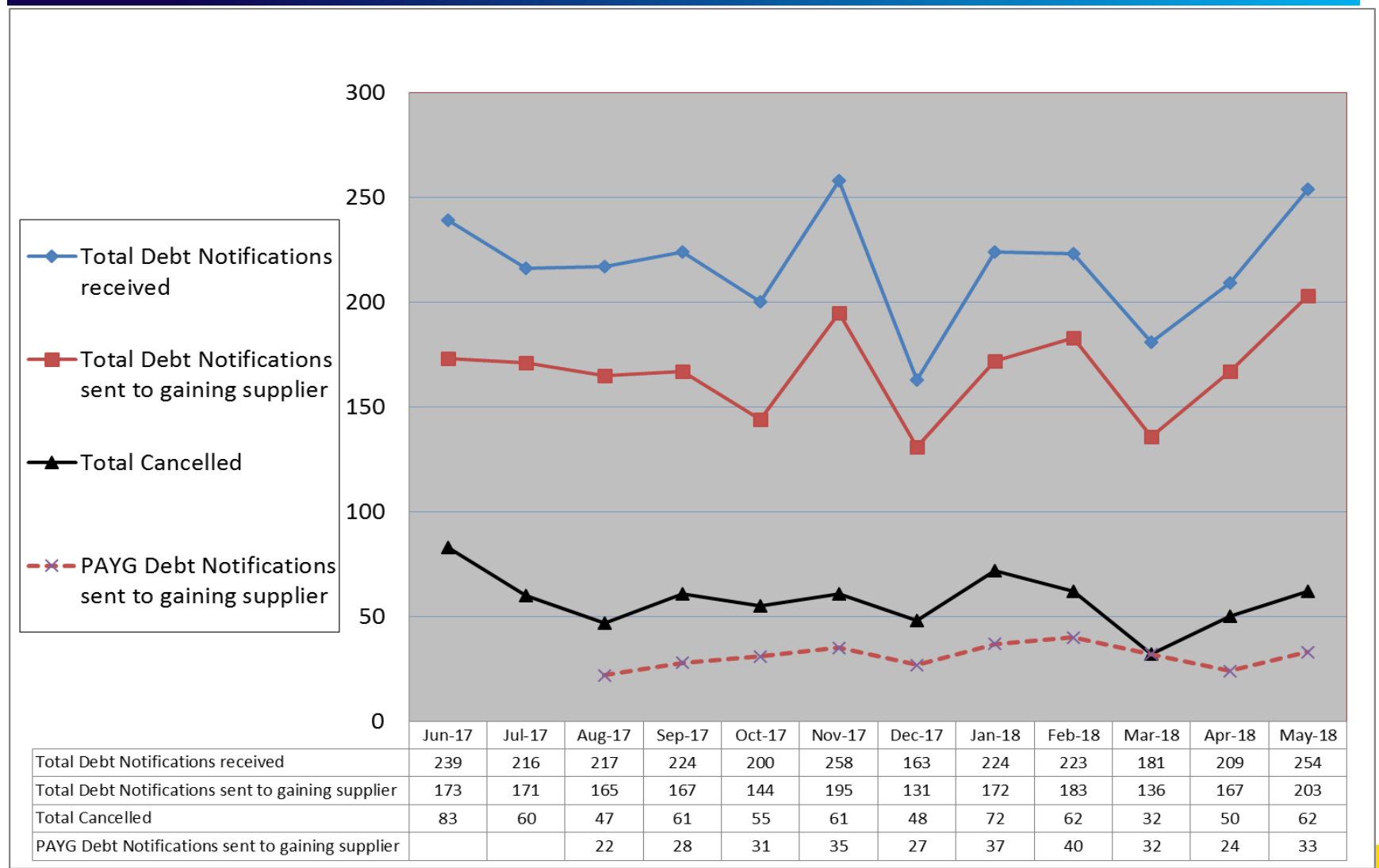


# Debt Flagging

	Mar-18	Apr-18	May-18
Total Debt Notifications received (012)	181 (35)	209 (25)	254 (39)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	45 (3)	42 (1)	51 (6)
Total Debt Notifications sent to gaining supplier (112)	136 (32)	167 (24)	203 (33)
Total not cancelled	104 (30)	117 (17)	141 (29)
Total cancelled	32 (2)	50 (7)	62 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.6%	0.5%

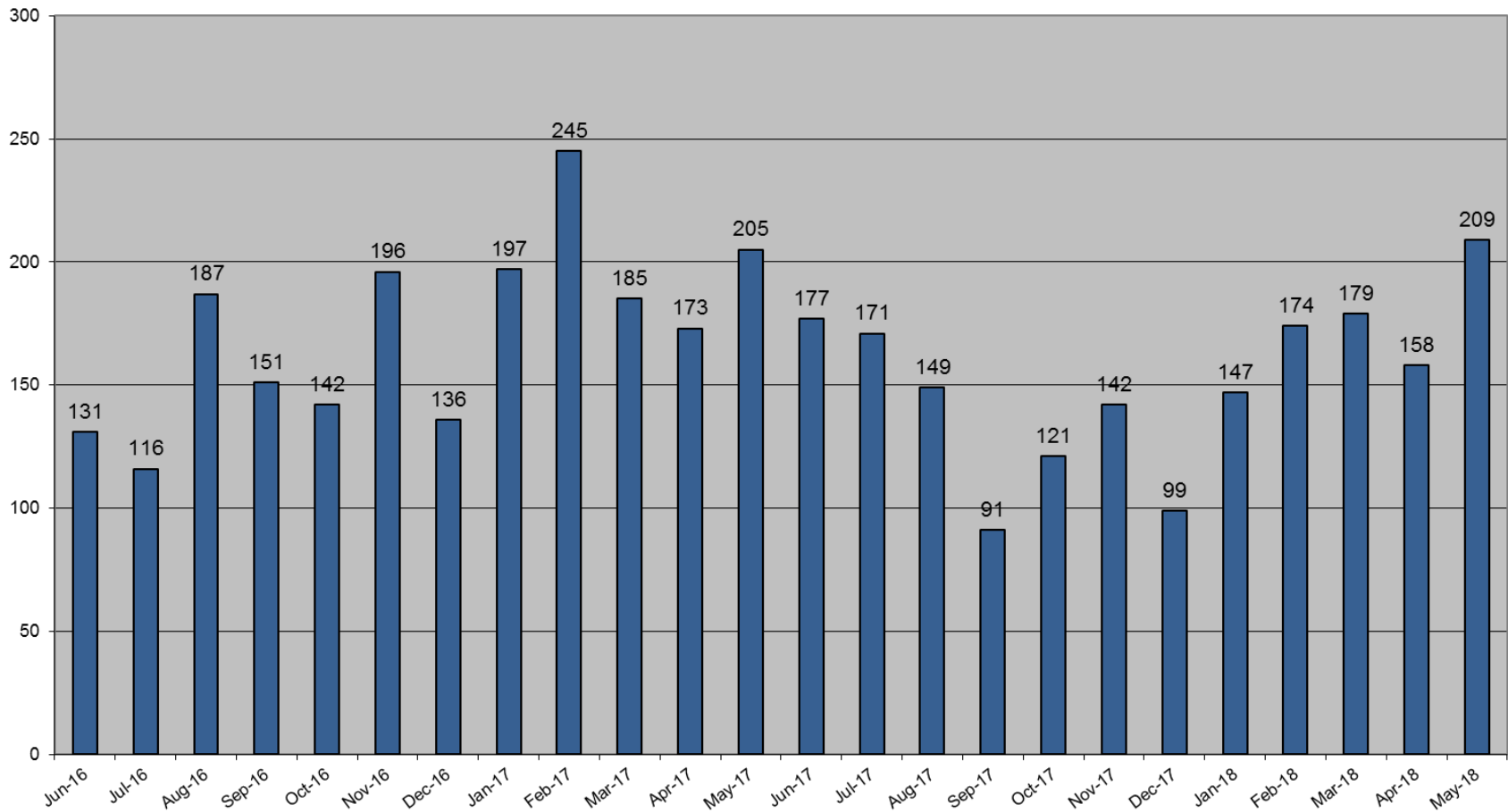
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging

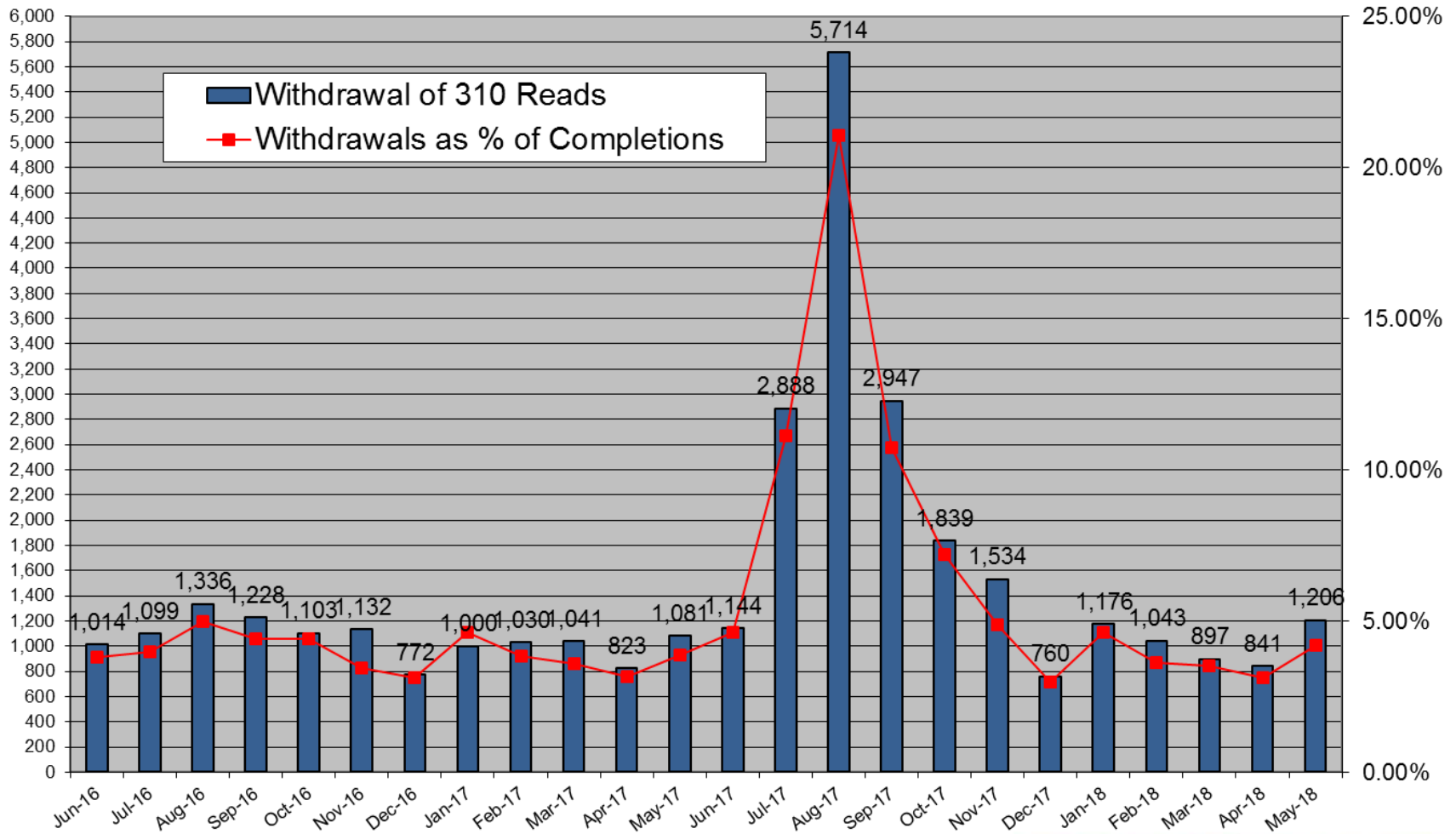




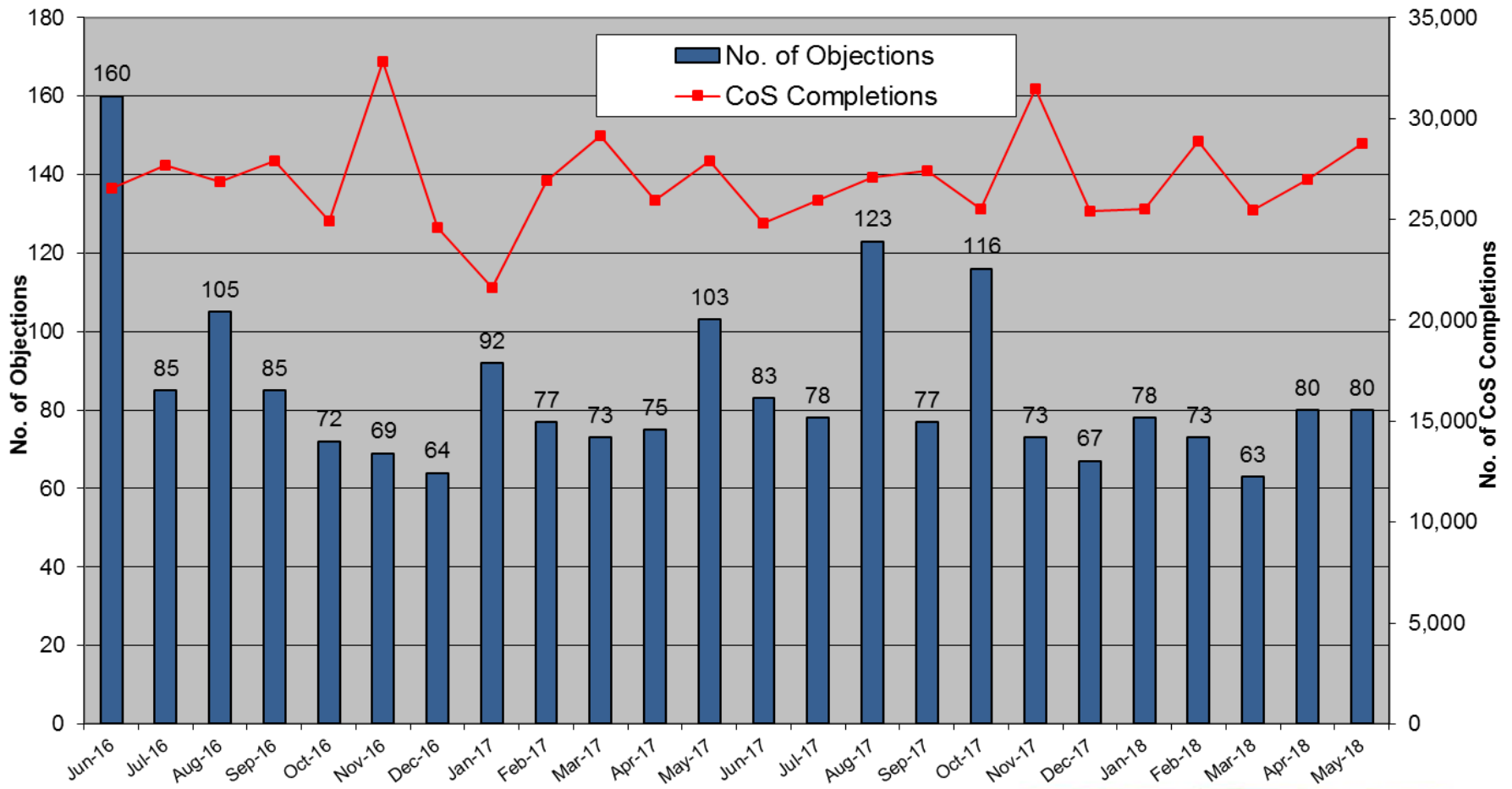
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfers



# Objections

	Mar-18	Apr-18	May-18
No. of Objections	63	80	80
Cancellations from Objections	53	57	53
Objection emails to MRSO	5	15	15
Reasons:			
Uncontactable by phone	2	2	
Written communication			2
COS confirmed	3	13	13
Other			
Escalation emails	9	2	4

