



NETWORKS

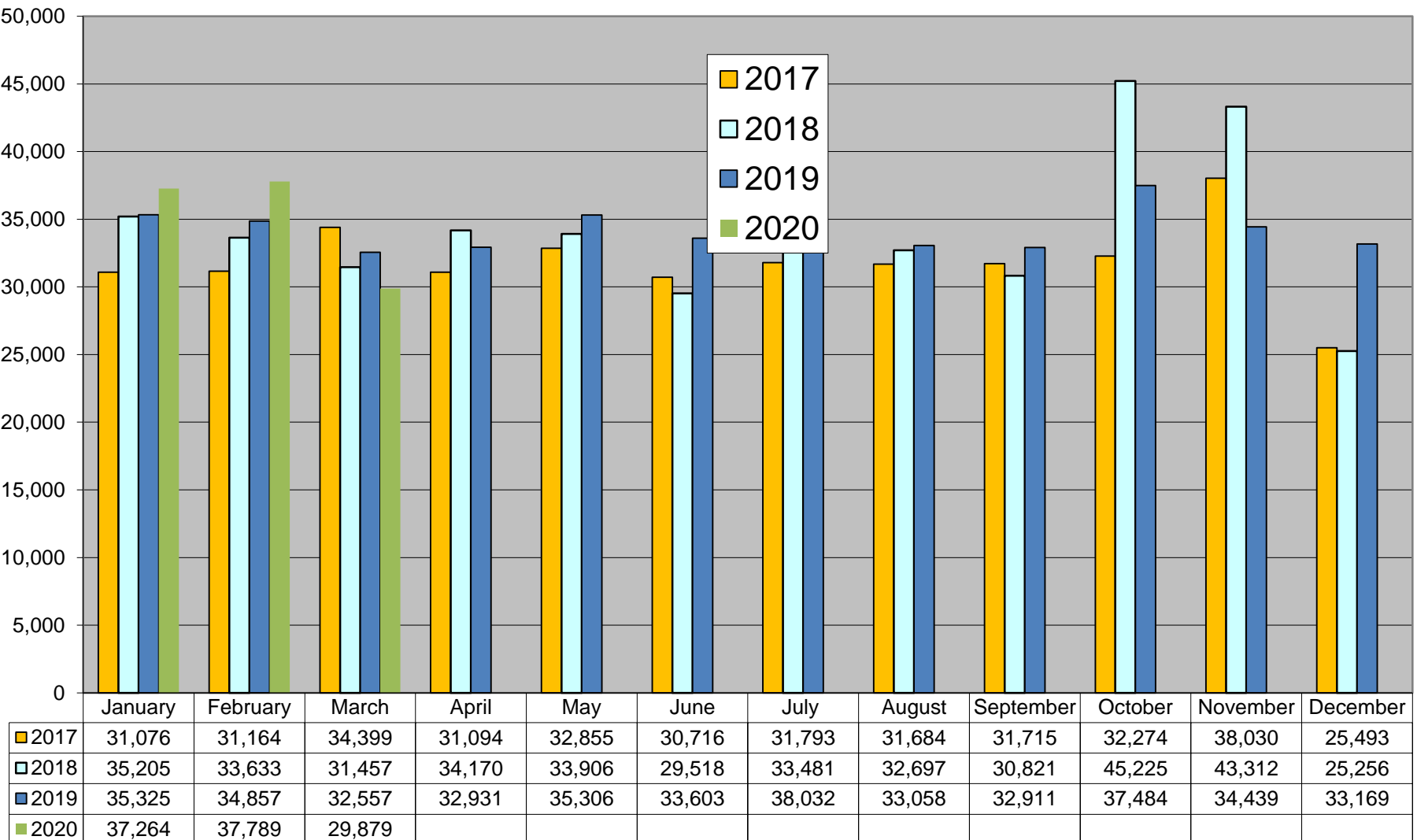
MRSO Update

James Long

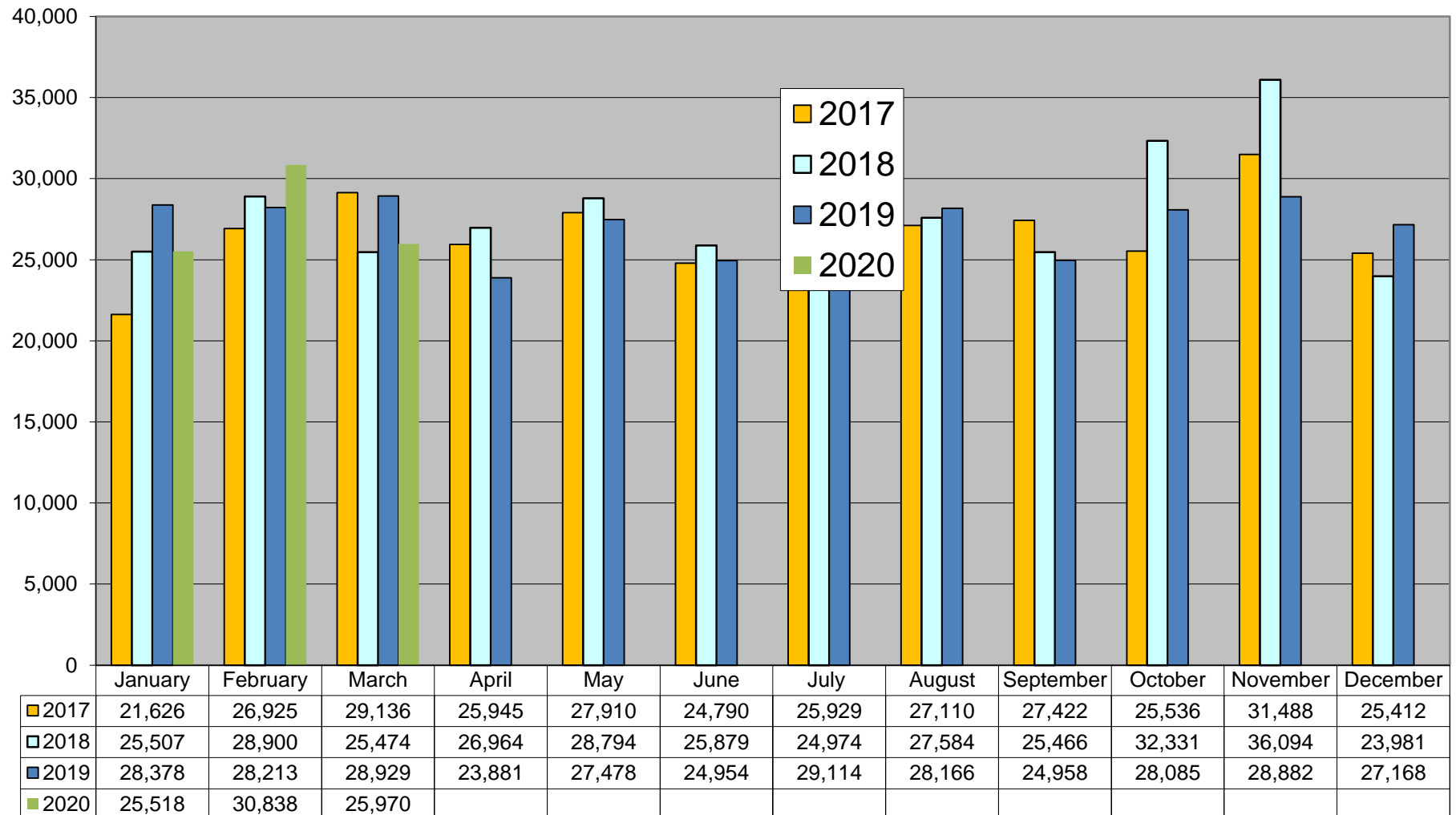
29th April 2020



Market Message 010



Market Message 105L



COS in-progress 24th April 2020– 5,015

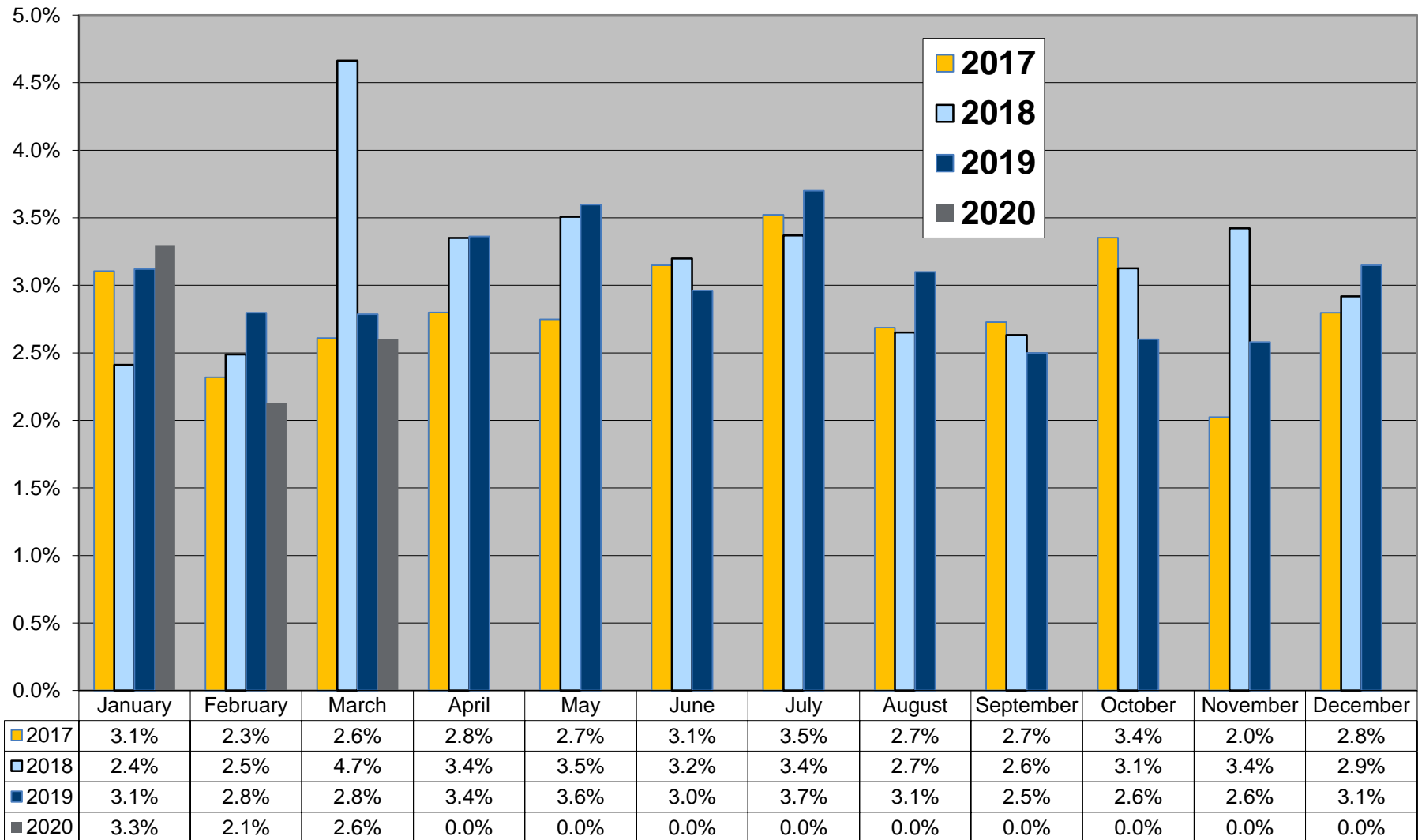
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **Twenty Five switches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

Aug 2018	4
Sept 2018	2
Oct 2018	1
Nov 2018	2
Dec 2018	1
Jan 2019	1
Feb 2019	1
Apr 2019	1
May 2019	1
June 2019	1

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jan-20	11,993	6,938	18,333	37,264	32%	49%
Feb -20	11,973	6,353	18,326	37,789	32%	48%
Mar - 20	9,500	5,227	14,727	29,879	32%	49%

Registration Rejections %

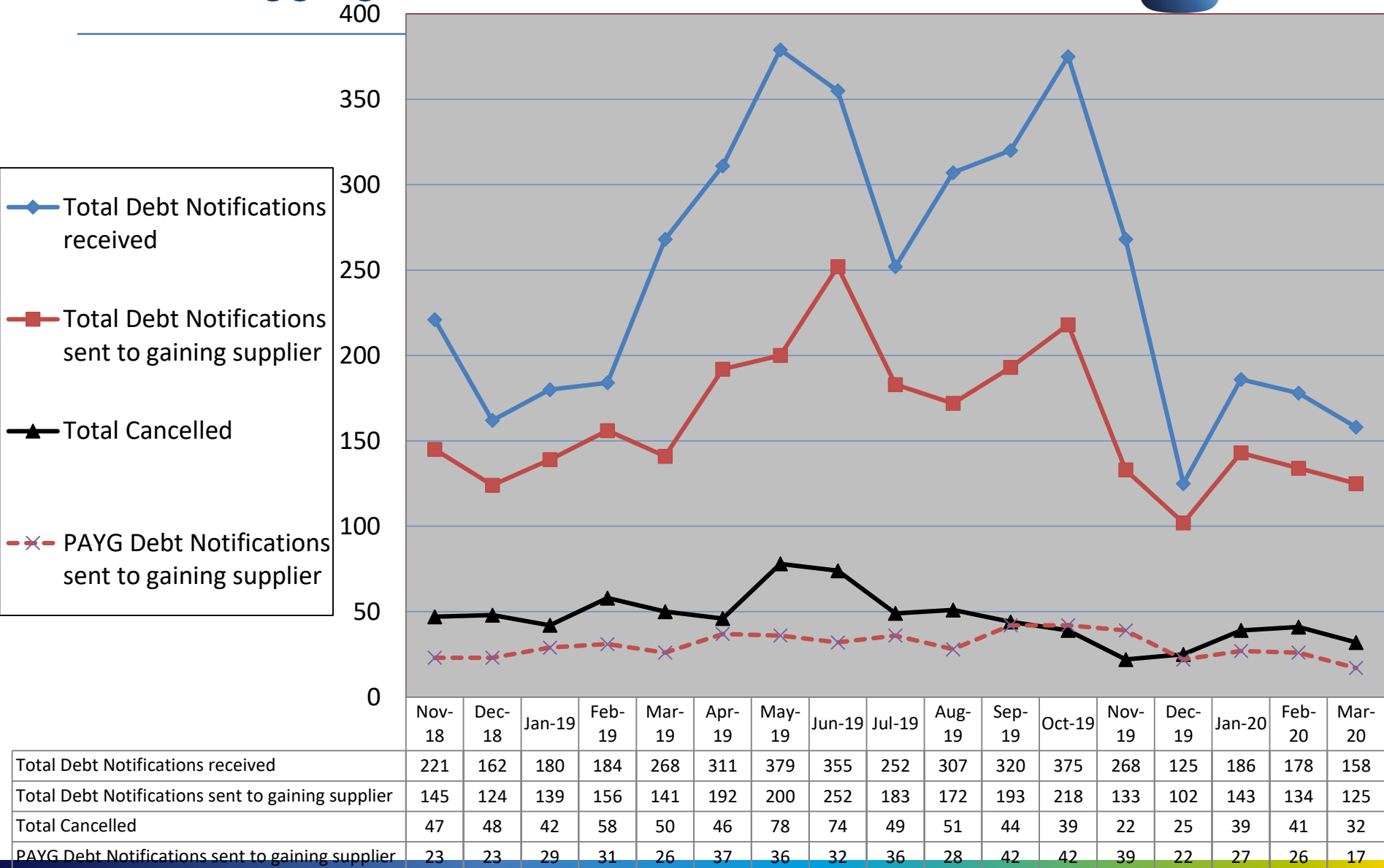


Debt Flagging

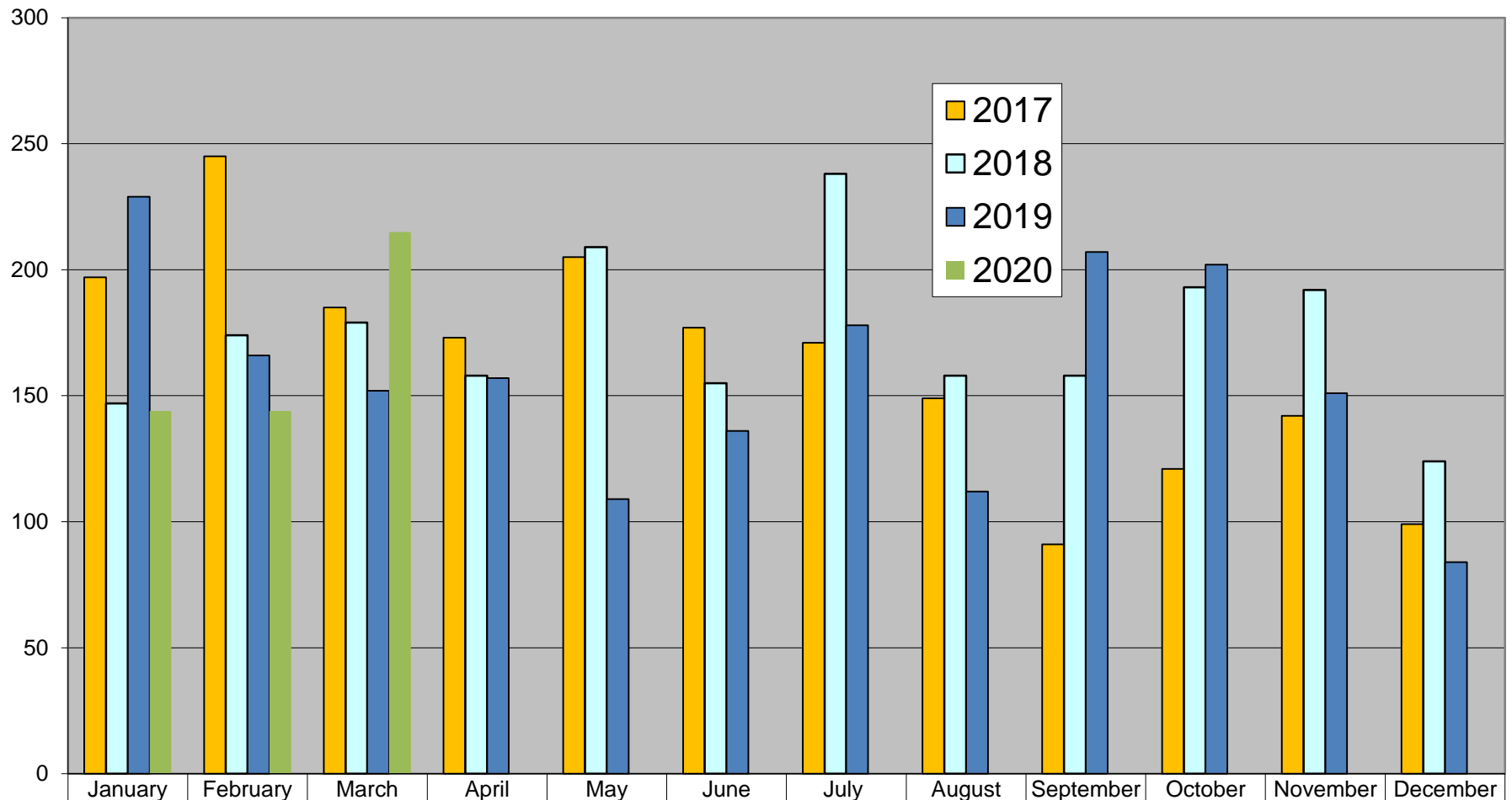
	Jan-20	Feb-20	Mar-20
Total Debt Notifications received (012)	186 (32)	178 (31)	158 (20)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	43 (5)	44 (5)	33 (3)
Total Debt Notifications sent to gaining supplier (112)	143 (27)	134 (26)	125 (17)
Total not cancelled	104 (22)	93 (23)	93 (14)
Total cancelled	39 (5)	41 (3)	32 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.4%	0.4%	0.4%

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

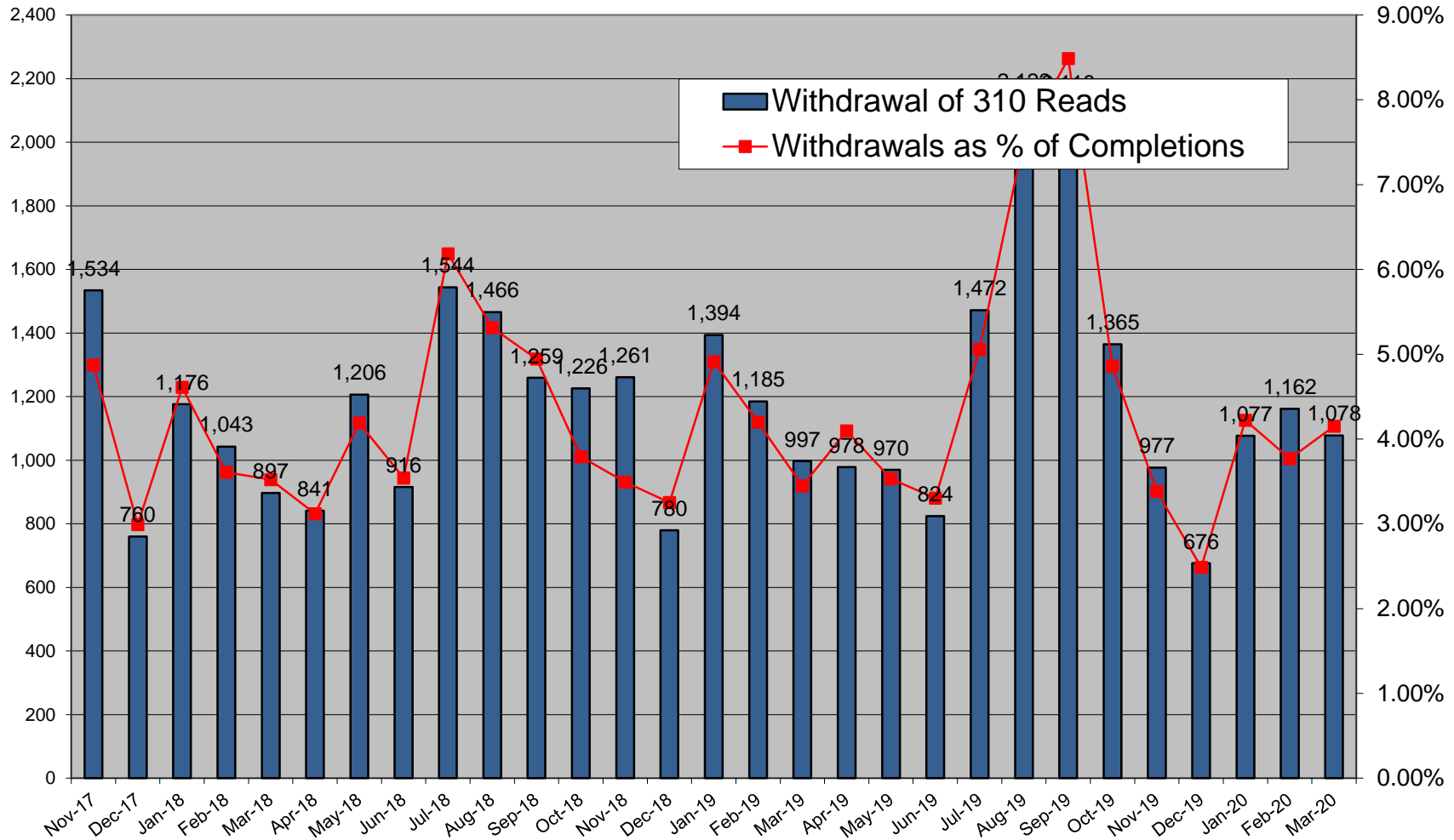
Debt Flagging



Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Jan-20	Feb-20	Mar-20
No. of Objections	131	162	139
Cancellations from Objections	39	41	32
Objection emails to MRSO	9	11	7
Reasons:			
Uncontactable by phone	4	1	1
Written communication			
COS confirmed	5	10	6
Other			
Escalation emails	9	4	11

Objections – Erroneous Transfer

