



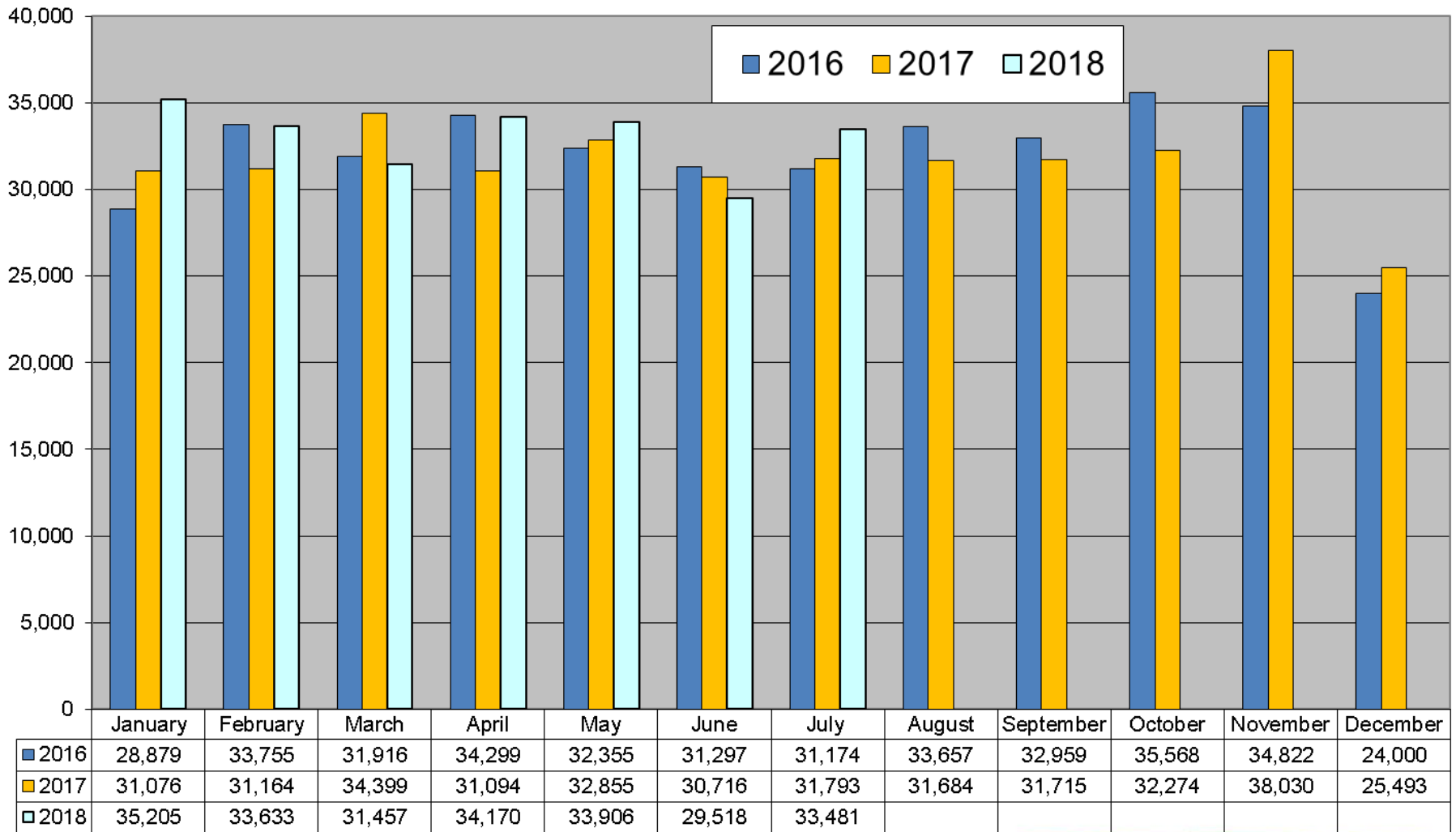
**NETWORKS**

# **MRSO Update**

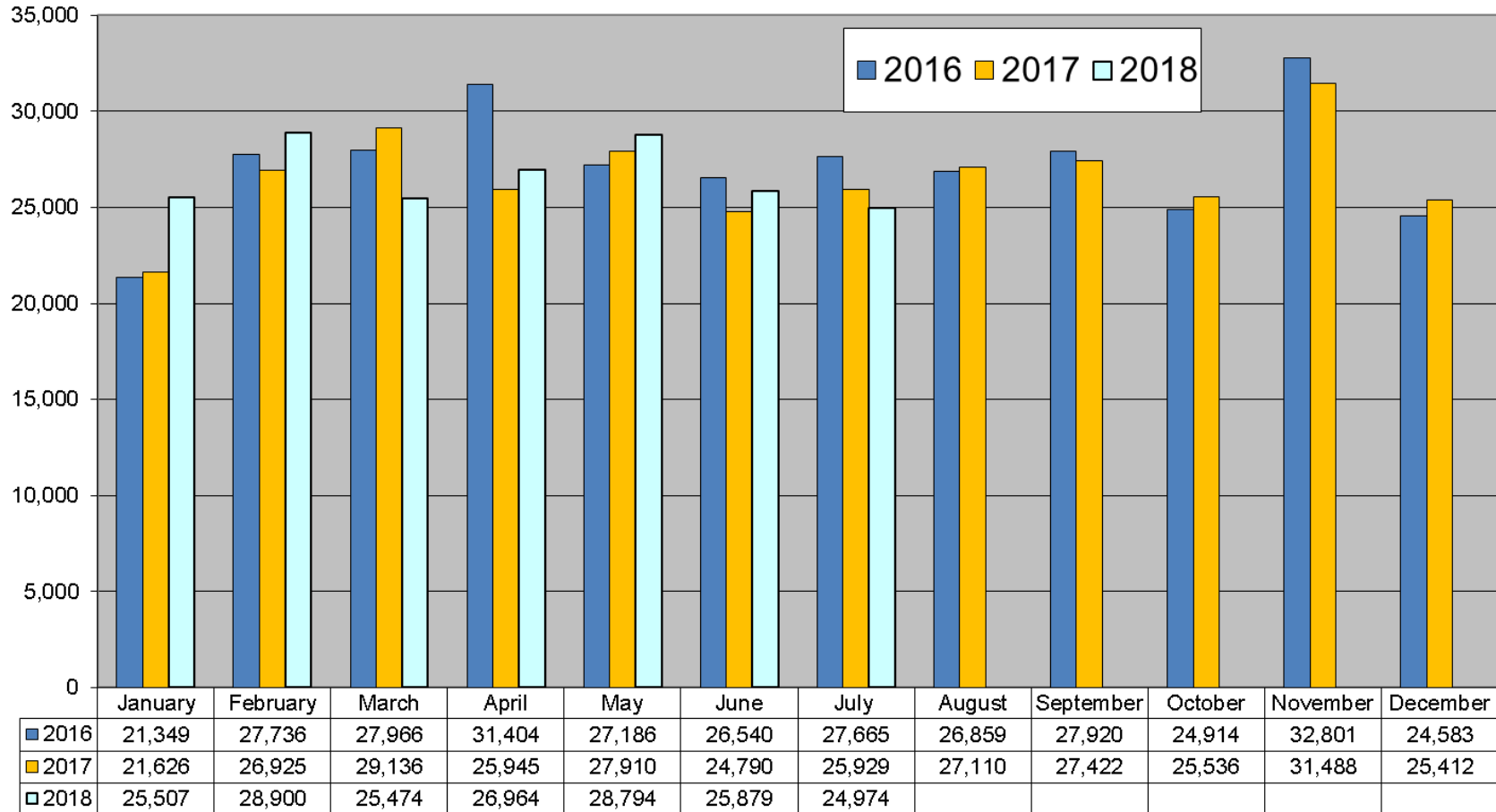
**Gerry Halligan**

**29<sup>th</sup> August 2018**

# Market Message 010



# Market Message 105L



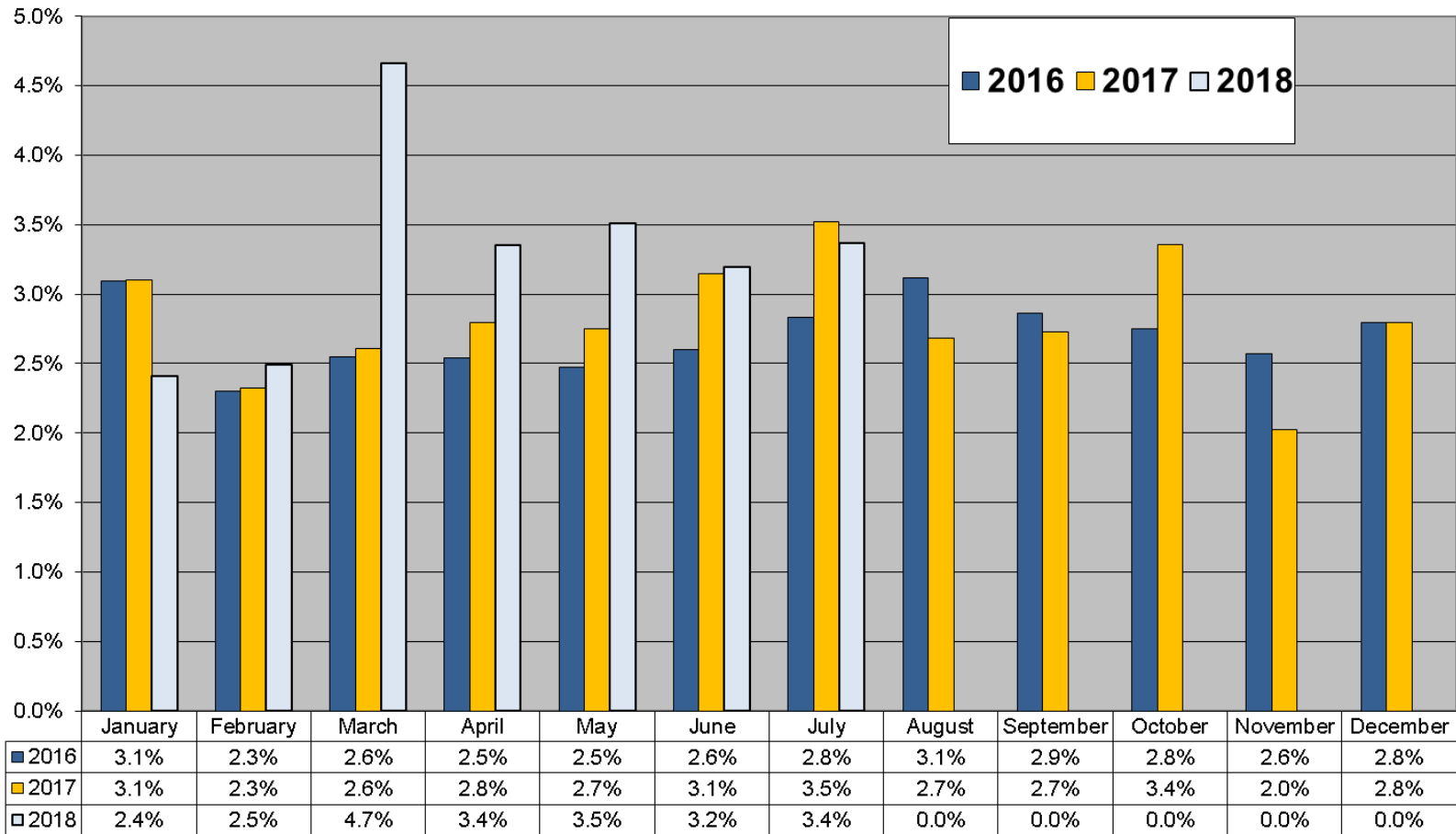
# COS in-progress 27<sup>th</sup> August 2018 – 6,847

- 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 four (34) switches held due to an existing Open Service Order

Jan 2018	1
Feb 2018	0
Mar 2018	0
Apr 2018	7

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
May-18	5,113	9,426	14,539	33,906	15%	43%
Jun-18	4,818	8,482	13,300	29,518	16%	45%
Jul-18	5,567	9,605	15,172	33,481	17%	45%

# Registration Rejections %

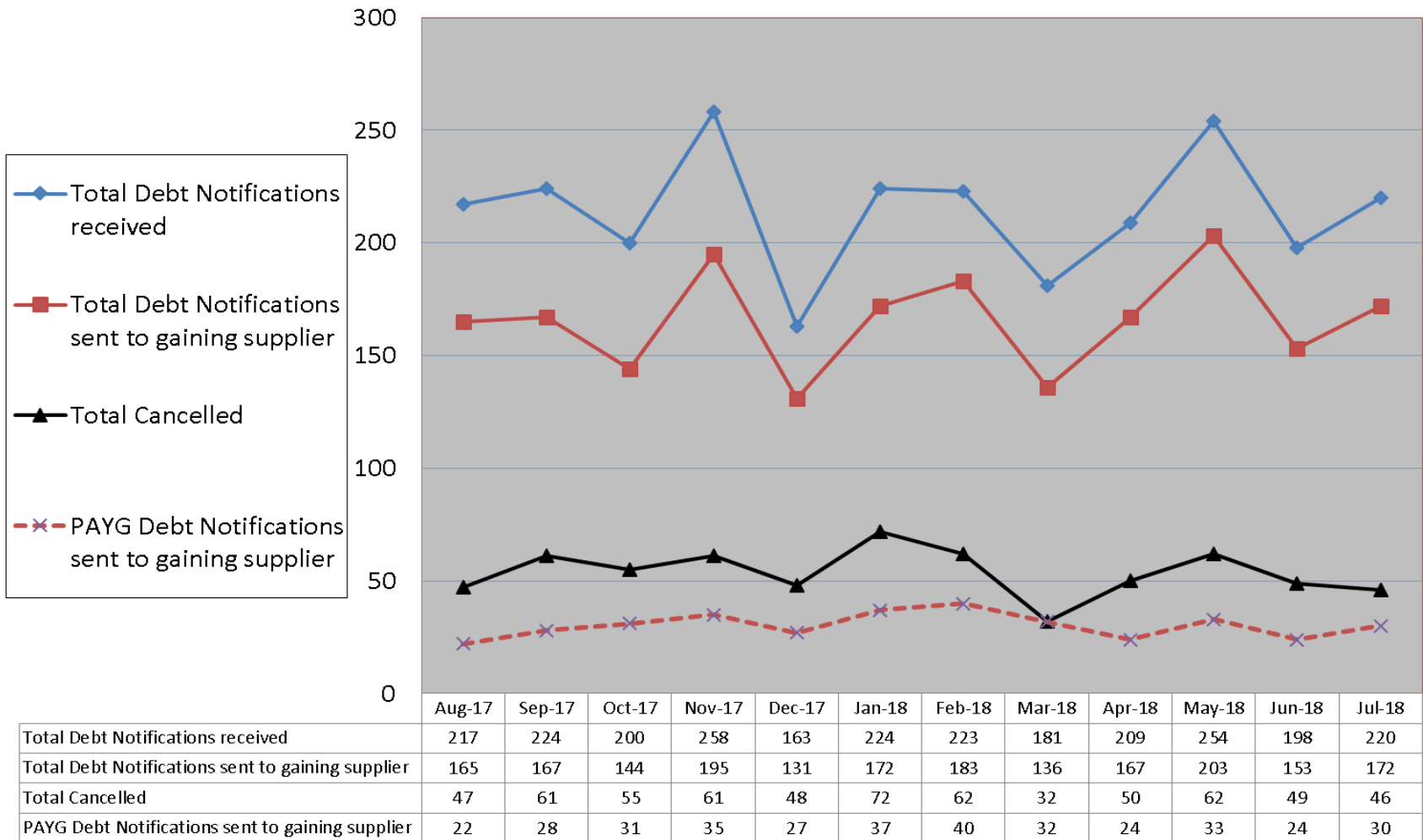


# Debt Flagging

	May-18	Jun-18	Jul-18
Total Debt Notifications received (012)	254 (39)	198 (25)	220 (31)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	51 (6)	45 (1)	48 (1)
Total Debt Notifications sent to gaining supplier (112)	203 (33)	153 (24)	172 (30)
Total not cancelled	141 (29)	104 (18)	126 (27)
Total cancelled	62 (4)	49 (6)	46 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.6%	0.7%

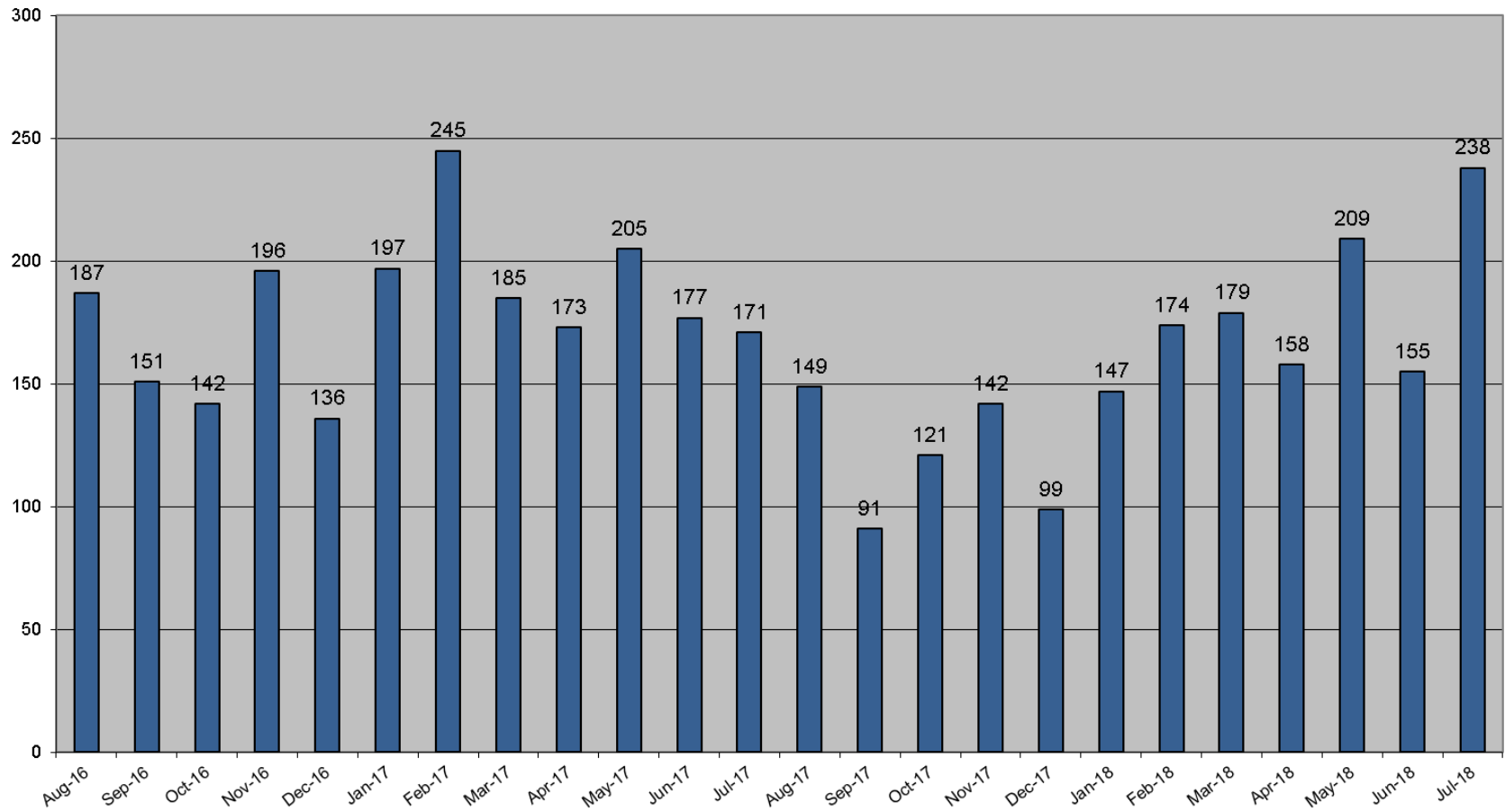
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging

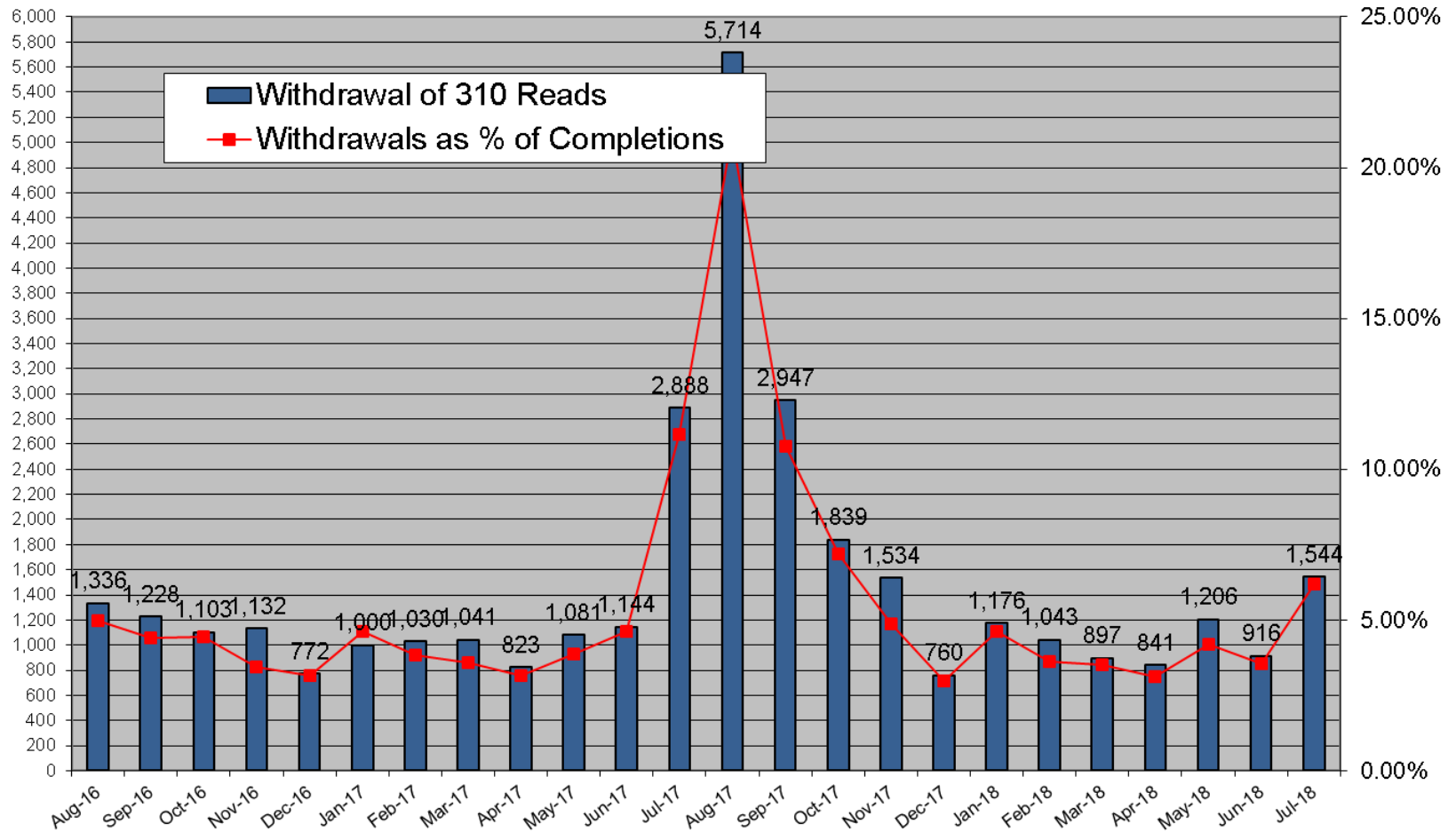




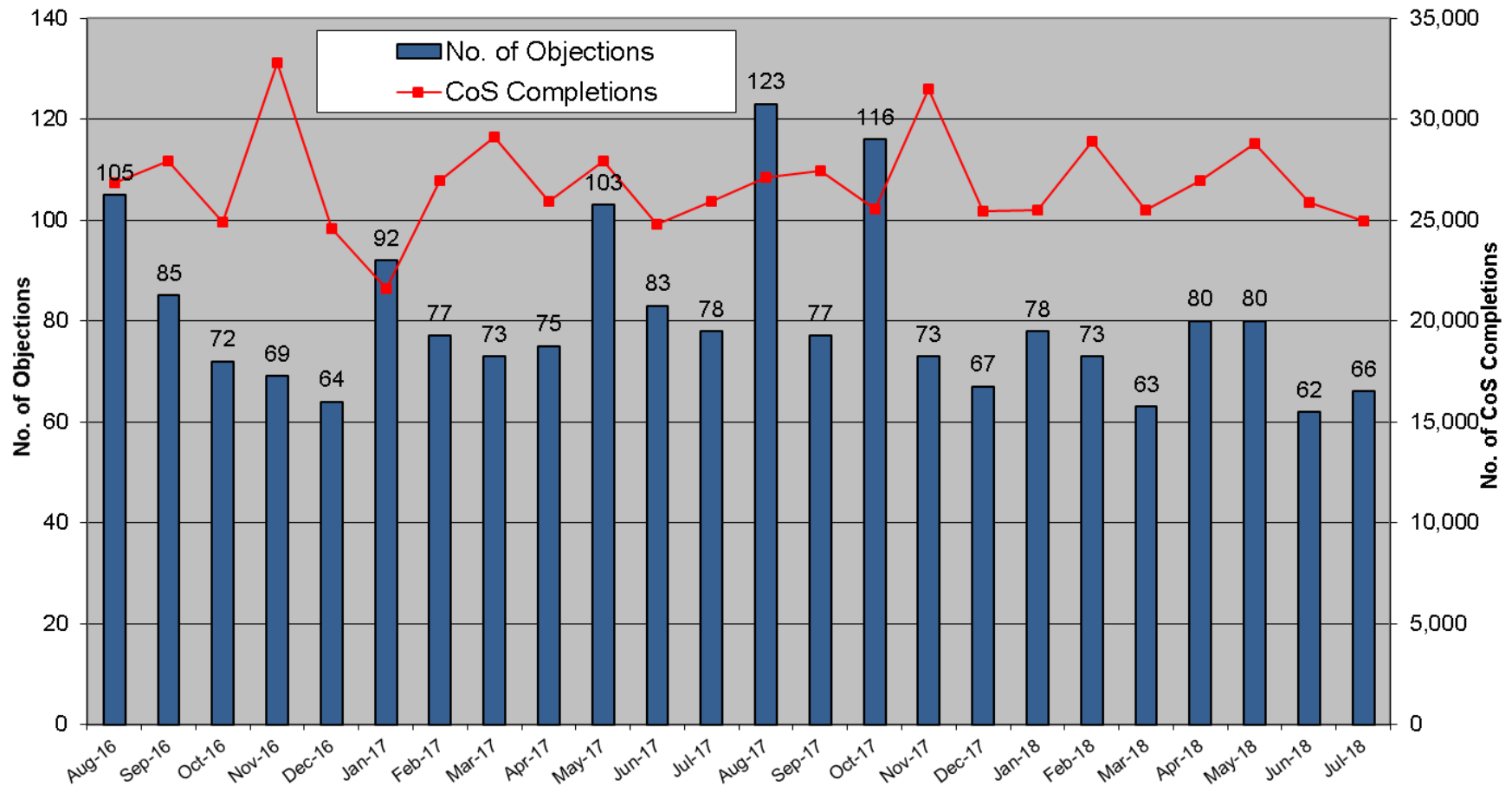
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfers



# Objections

	May-18	Jun-18	Jul-18
No. of Objections	80	62	66
Cancellations from Objections	53	55	49
Objection emails to MRSO	15	5	6
Reasons:			
Uncontactable by phone			1
Written communication	2		
COS confirmed	13	5	5
Other			
Escalation emails	4	9	2

# A1 & A2 address with Eircode

