



NETWORKS

MRSO Update

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Market Message 010



Market Message 105L

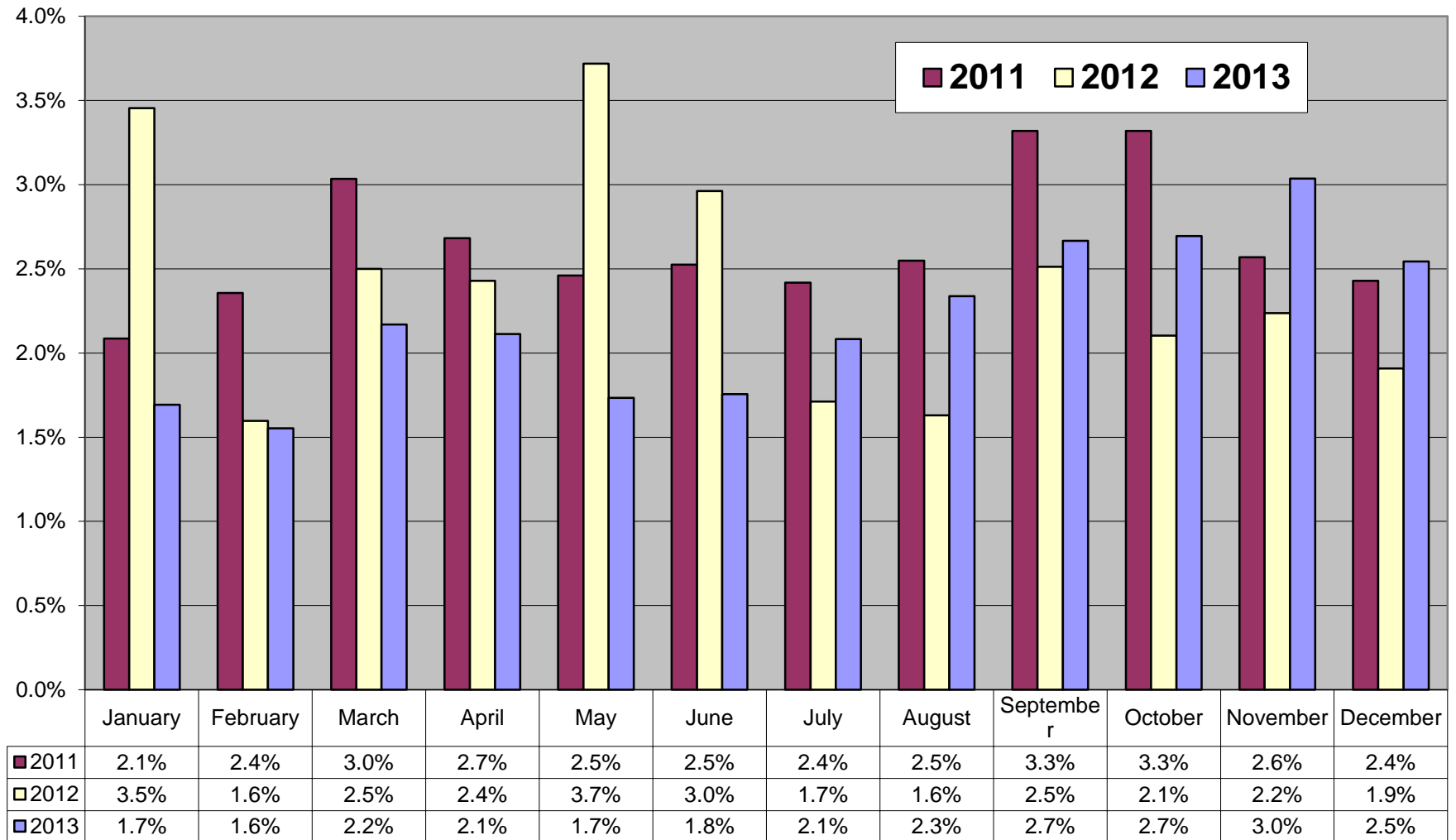


- Reviewed Monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for Energisation or Token Meter Removal, will not time-out
- Contact Customer or submit cancellation
- 2 Switches held due to an existing Open Service Order

| | |
|----------|---|
| Sep 2013 | 5 |
| Aug 2013 | - |
| Jul 2013 | - |

| Month | Explicit CoLE | Inferred CoLE | Total CoLE | Total 010 | % Explicit CoLE | % Total CoLE |
|--------|---------------|---------------|------------|-----------|-----------------|--------------|
| Oct-13 | 4,962 | 6,159 | 11,121 | 27,646 | 18% | 40% |
| Nov-13 | 5,119 | 5,263 | 10,382 | 25,232 | 20% | 41% |
| Dec-13 | 3,797 | 4,236 | 8,033 | 19,063 | 20% | 42% |

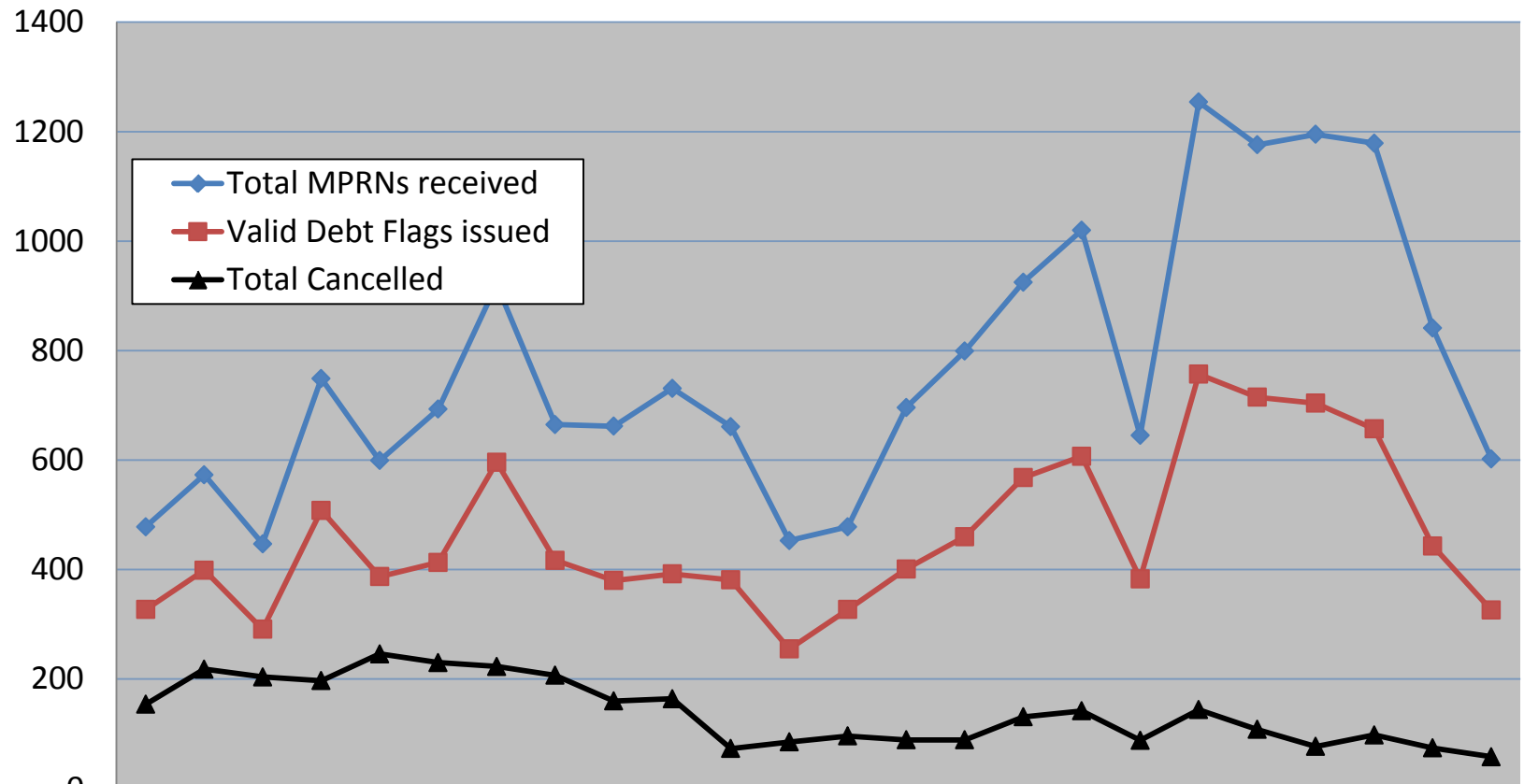
Registration Rejections %



Debt Flagging

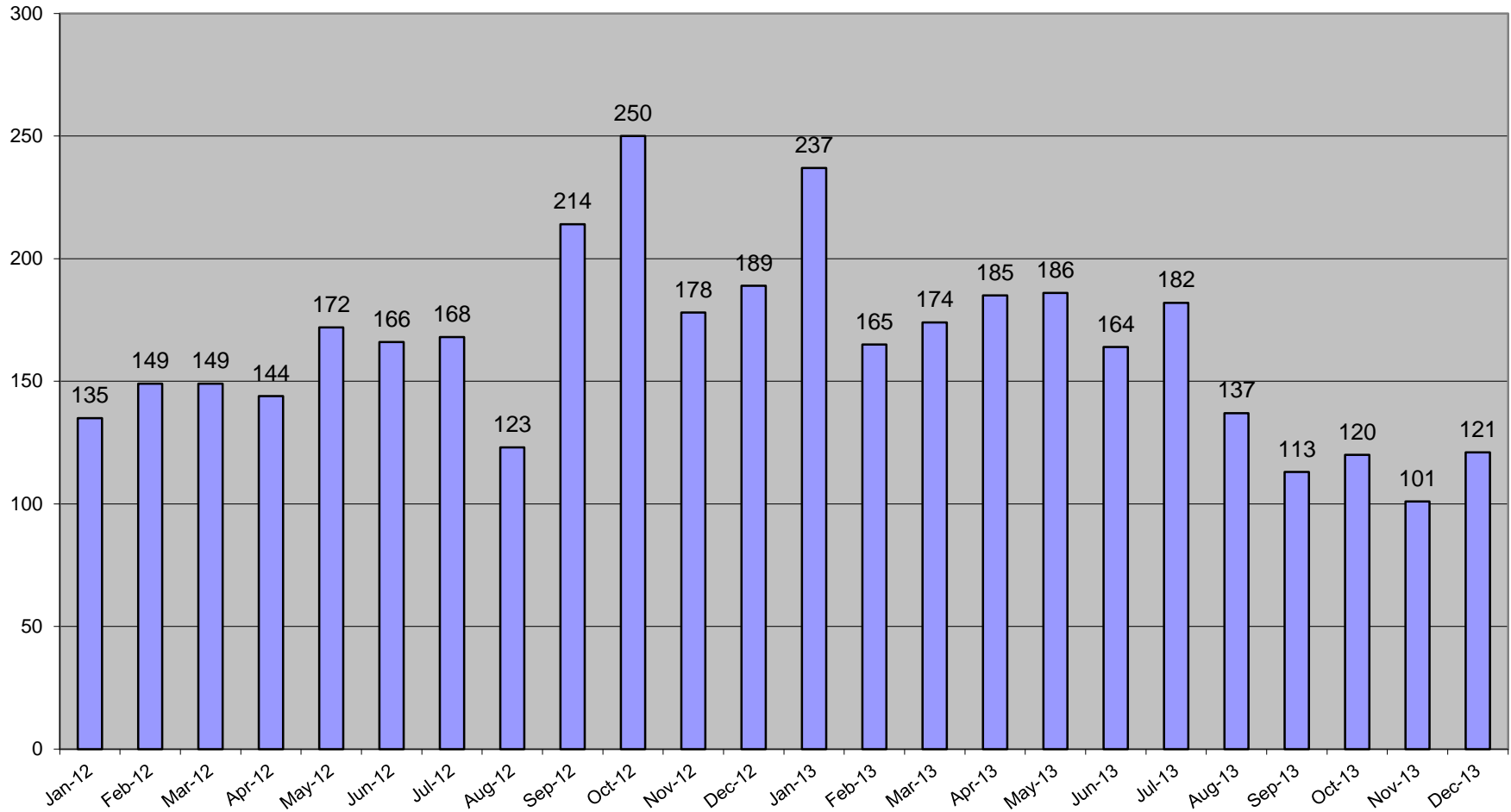
| | Oct-13 | Nov-13 | Dec-13 |
|--|--------|--------|--------|
| Total MPRNs received | 1179 | 841 | 602 |
| Total inferred CoLEs returned to outgoing supplier | 429 | 353 | 247 |
| Returned for other reason to outgoing supplier (invalid MPRN, switch completed, explicit CoLE) | 93 | 45 | 29 |
| Valid Debt Flags issued to gaining supplier | 657 | 443 | 326 |
| Total cancelled | 98 | 74 | 58 |
| Valid Debt Flags as % of total COS | 2.9% | 2.0% | 1.8% |

Debt Flagging

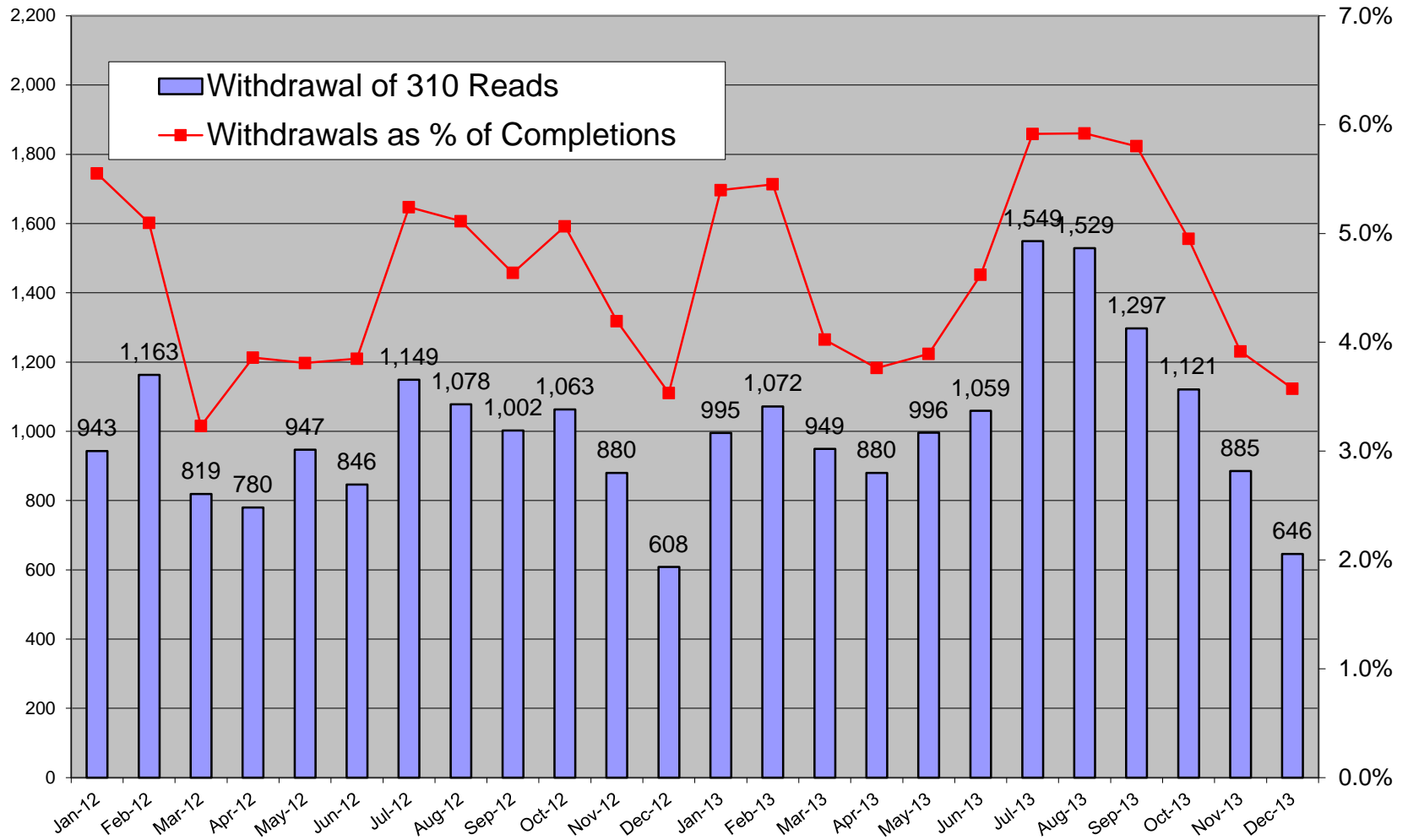


| | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total MPRNs received | 478 | 573 | 447 | 749 | 599 | 693 | 921 | 665 | 662 | 731 | 661 | 453 | 478 | 696 | 799 | 925 | 1020 | 645 | 1254 | 1176 | 1195 | 1179 | 841 | 602 |
| Valid Debt Flags issued | 327 | 399 | 291 | 508 | 387 | 413 | 596 | 417 | 380 | 392 | 381 | 255 | 327 | 401 | 460 | 568 | 607 | 383 | 757 | 715 | 704 | 657 | 443 | 326 |
| Total Cancelled | 154 | 218 | 204 | 197 | 246 | 230 | 223 | 207 | 160 | 164 | 73 | 85 | 96 | 89 | 89 | 131 | 142 | 88 | 144 | 108 | 77 | 98 | 74 | 58 |

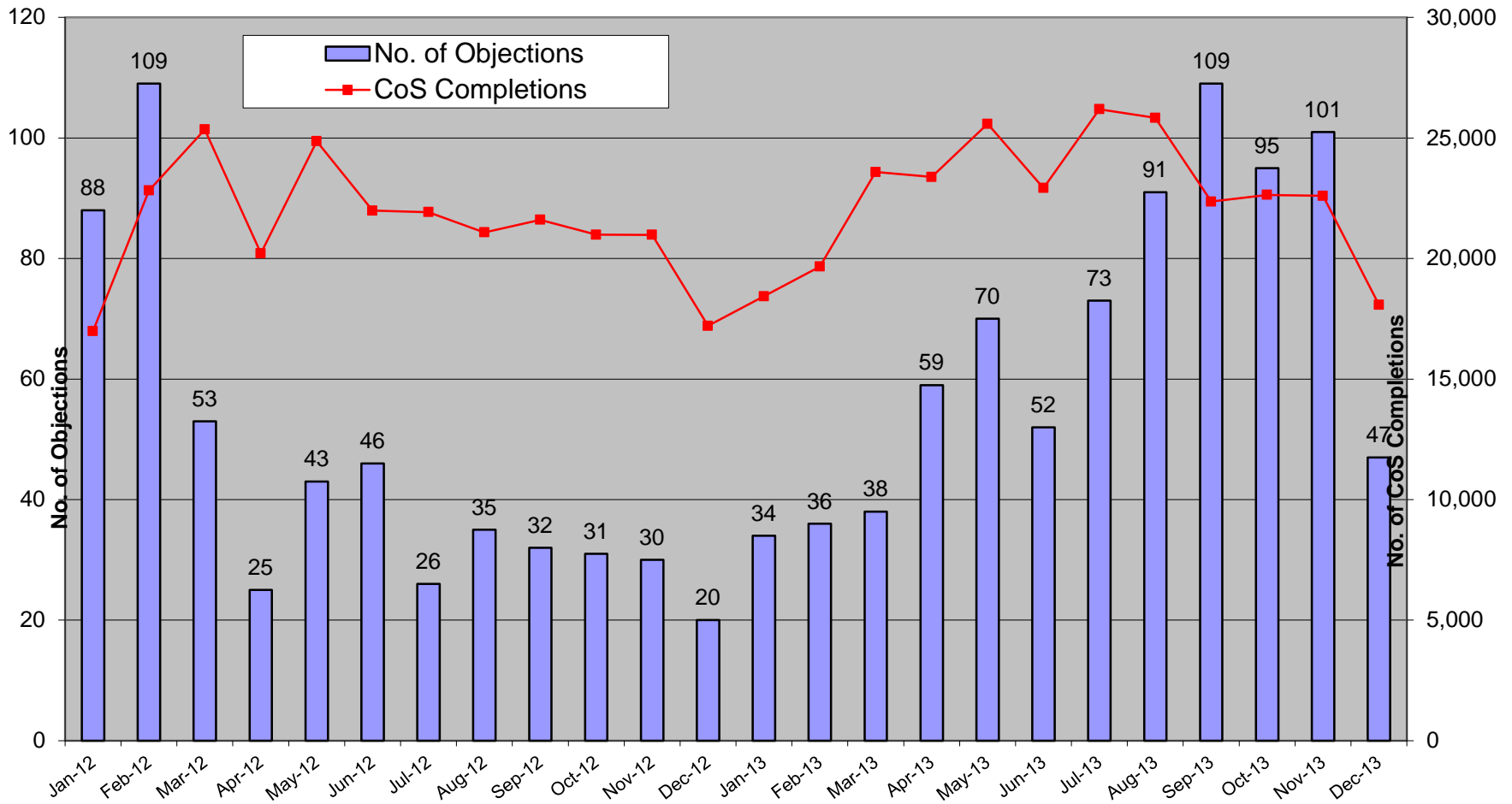
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

| | Oct-13 | Nov-13 | Dec-13 |
|-------------------------------|--------|--------|--------|
| No. of Objections | 95 | 101 | 47 |
| Cancellations from Objections | 69 | 52 | 33 |
| Objection Emails to MRSO | 5 | 14 | 12 |
| Reasons: | | | |
| Uncontactable by phone | | | 4 |
| Written communication | 1 | 2 | 2 |
| COS Confirmed | 4 | 12 | 6 |
| Other | | | |
| Escalation Emails | 7 | 3 | 4 |