



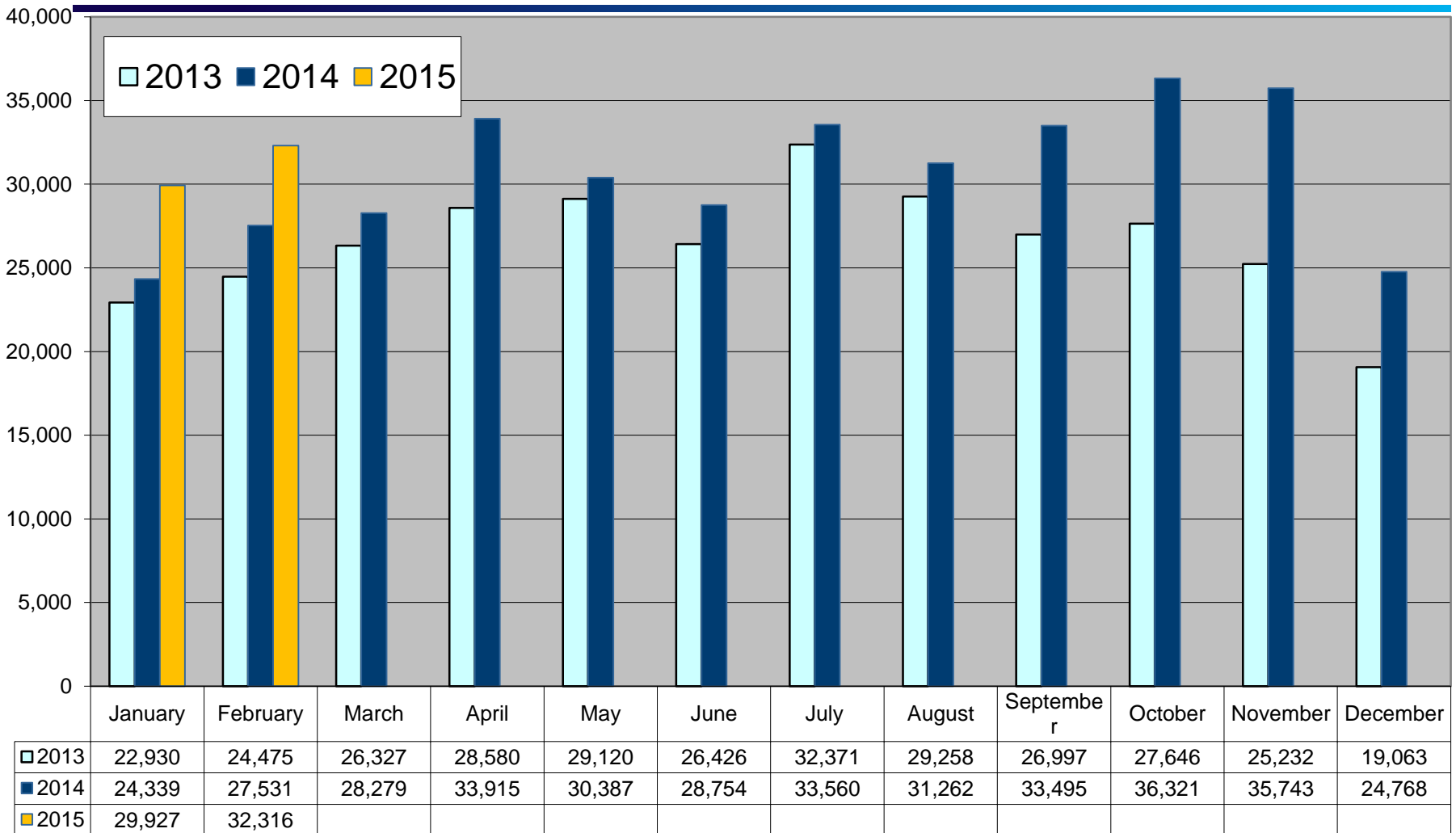
**NETWORKS**

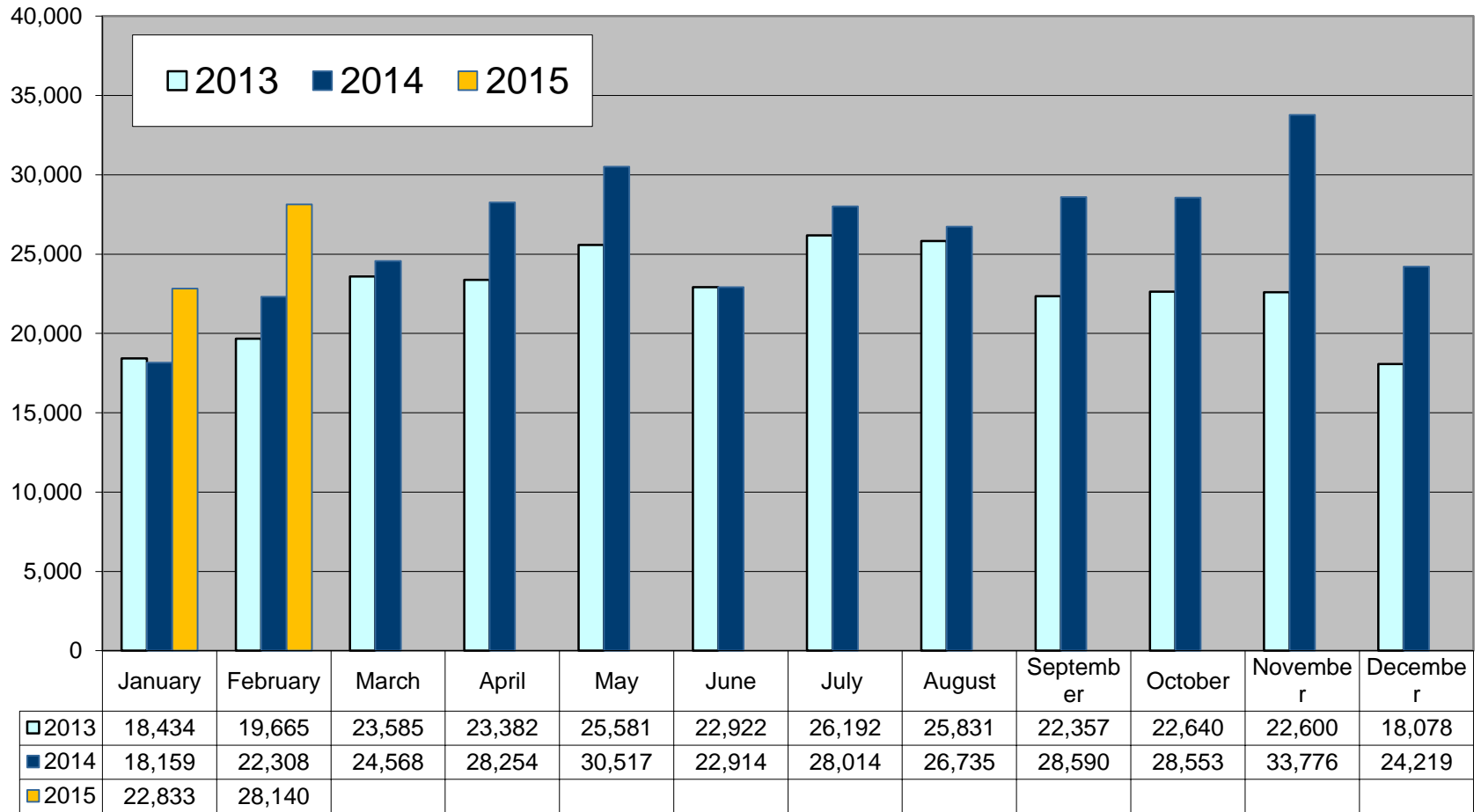
# **MRSO Update**

**Gerry Halligan**

**04 March 2015**

# Market Message 010





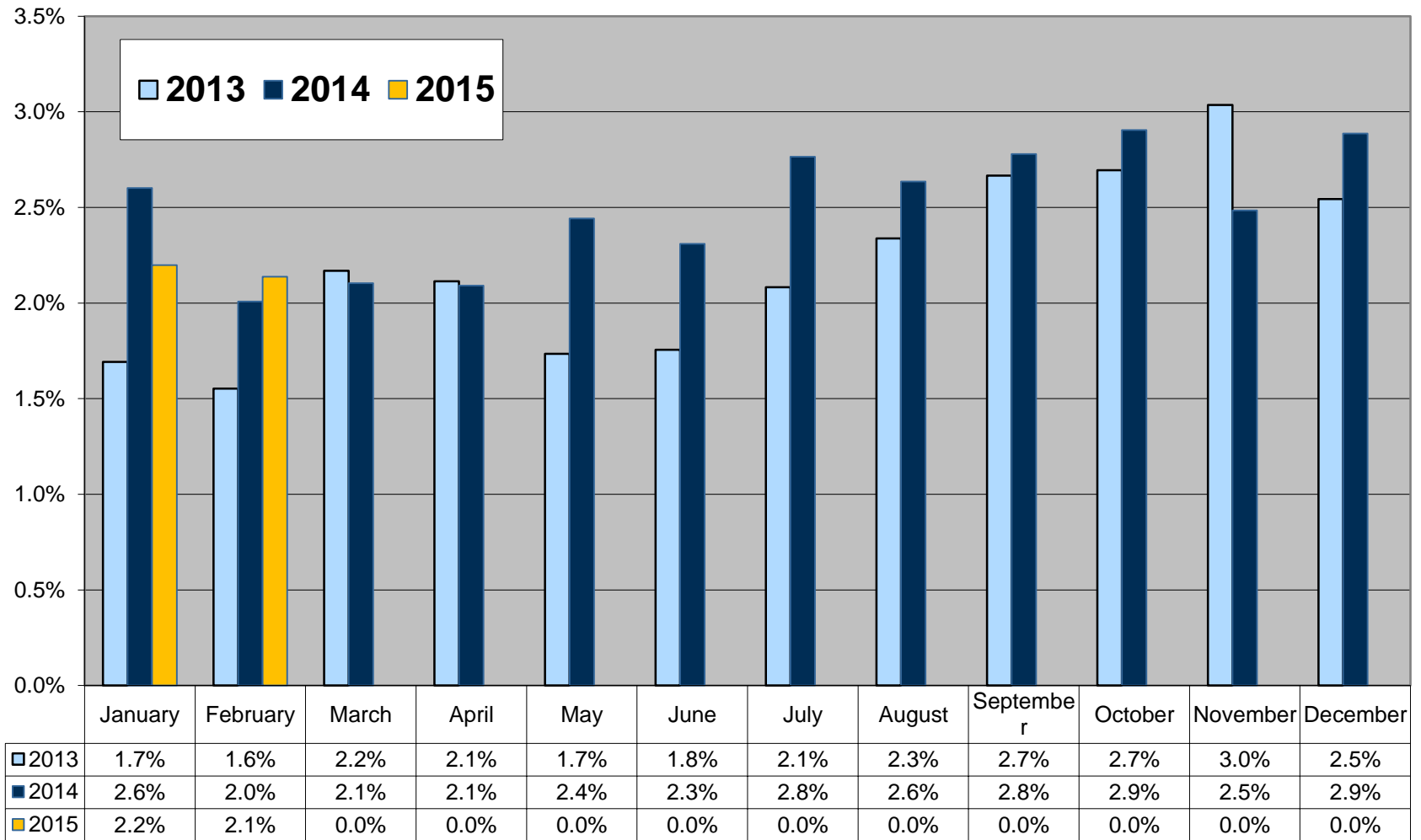
# COS in-progress 2nd March 2015 – 8,752

- **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**
- **22 Switches held due to an existing Open Service Order**

<b>Oct 2014</b>	<b>1</b>
<b>Nov 2014</b>	<b>5</b>
<b>Dec 2014</b>	<b>9</b>
<b>Jan 2015</b>	<b>17</b>

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Dec-14	4,930	5,309	10,239	24,768	20%	41%
Jan-15	5,444	6,067	11,511	29,927	18%	38%
Feb-15	5,803	6,449	12,252	32,316	18%	38%

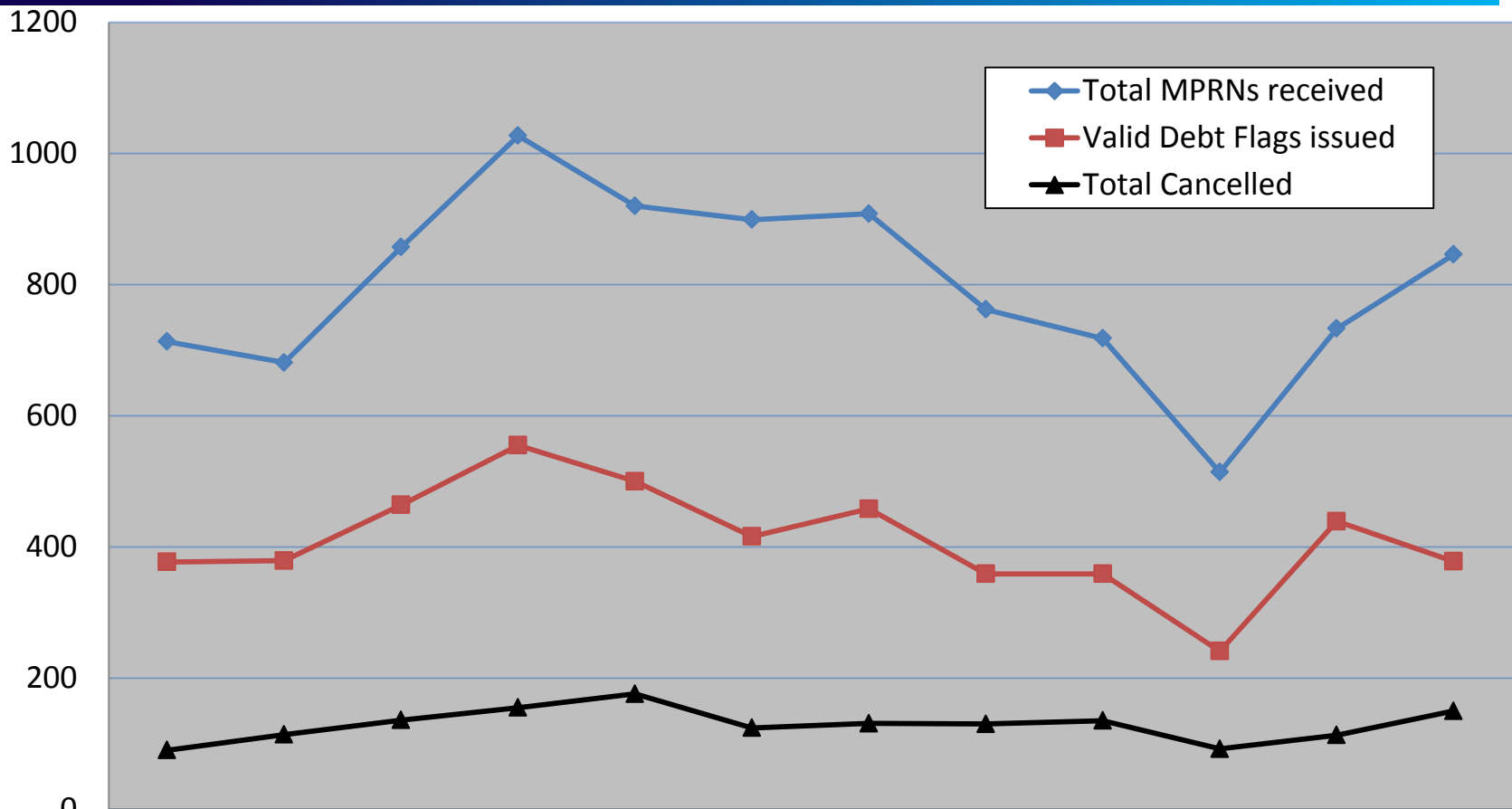
# Registration Rejections %



# Debt Flagging

	Dec-14	Jan-15	Feb-15
Total MPRNs received	514	733	846
Total inferred CoLEs returned to outgoing supplier	250	263	405
Returned for other reason to outgoing supplier (invalid MPRN, switch completed, explicit CoLE)	23	31	63
Valid Debt Flags issued to gaining supplier	241	439	378
Total cancelled	92	113	150
Valid Debt Flags as % of total COS	1.0%	1.9%	1.3%

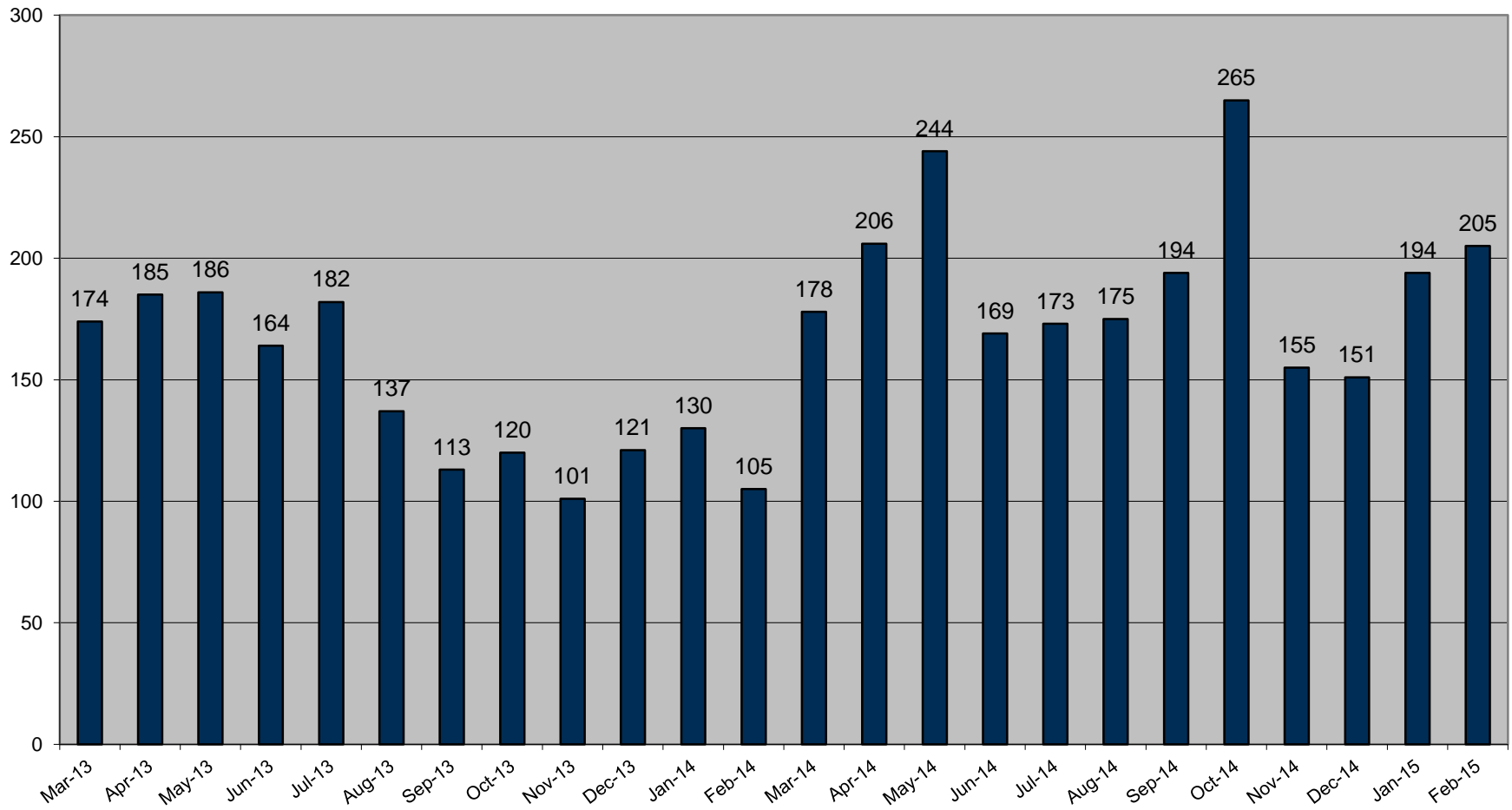
# Debt Flagging



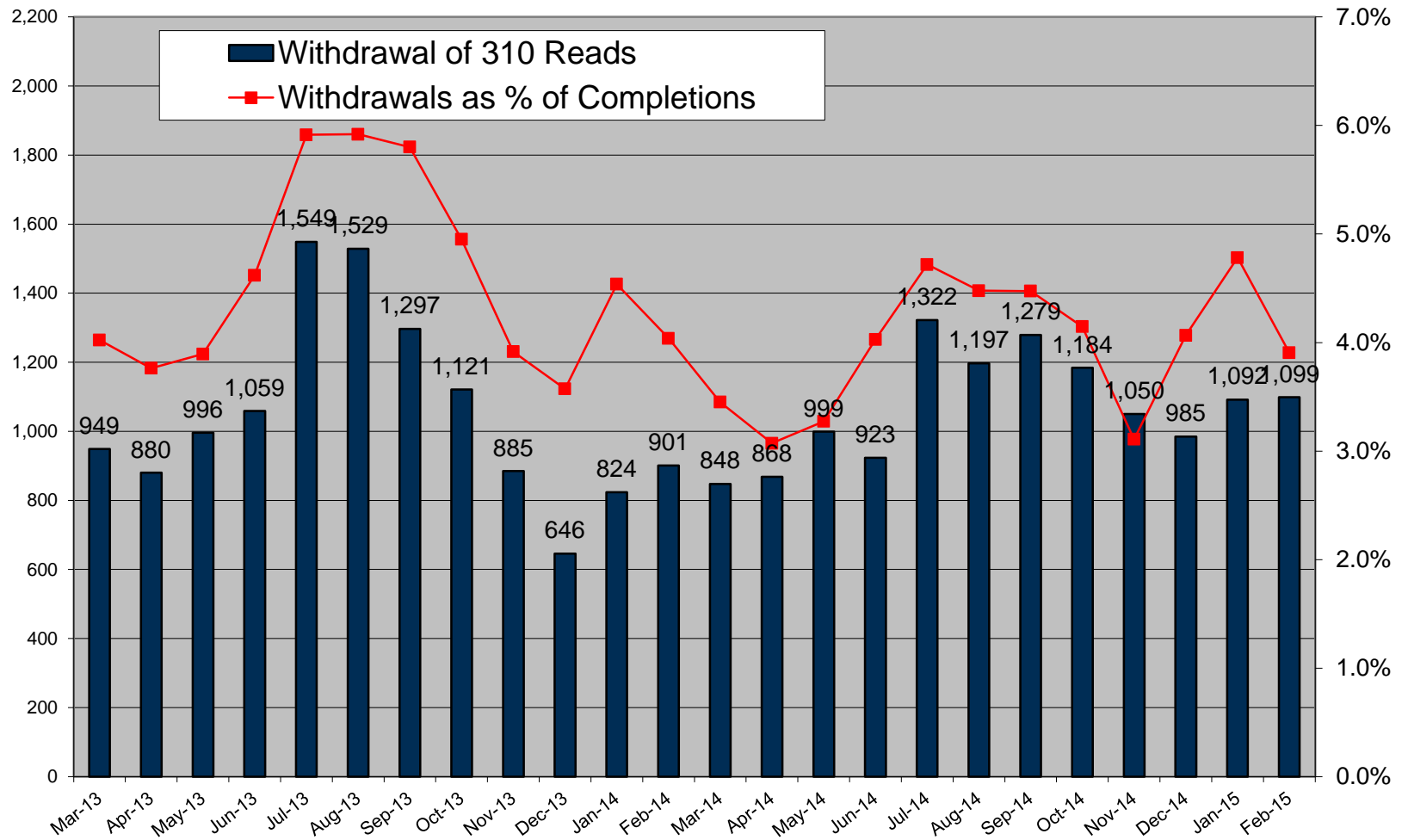
	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Total MPRNs received	713	681	857	1027	920	899	908	762	718	514	733	846
Valid Debt Flags issued	377	379	464	555	500	416	458	359	359	241	439	378
Total Cancelled	90	114	136	155	176	124	131	130	135	92	113	150



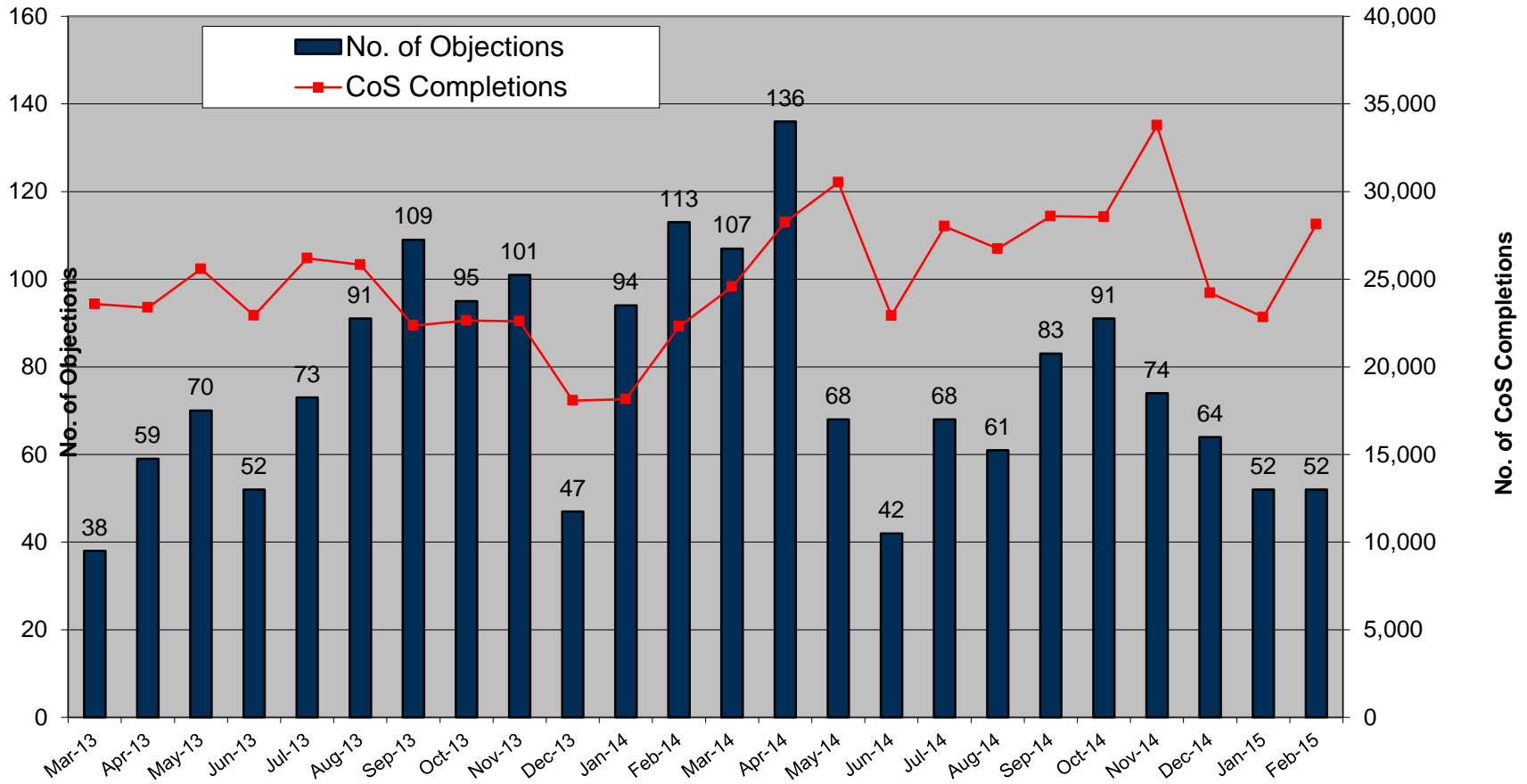
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfers



# Objections

	Dec-14	Jan-15	Feb-15
No. of Objections	64	52	52
Cancellations from Objections	28	32	23
Objection emails to MRSO	4	9	10
Reasons:			
Uncontactable by phone	1		1
Written communication			
COS confirmed	2	7	8
Other	1	2	1
Escalation emails	4	3	6