



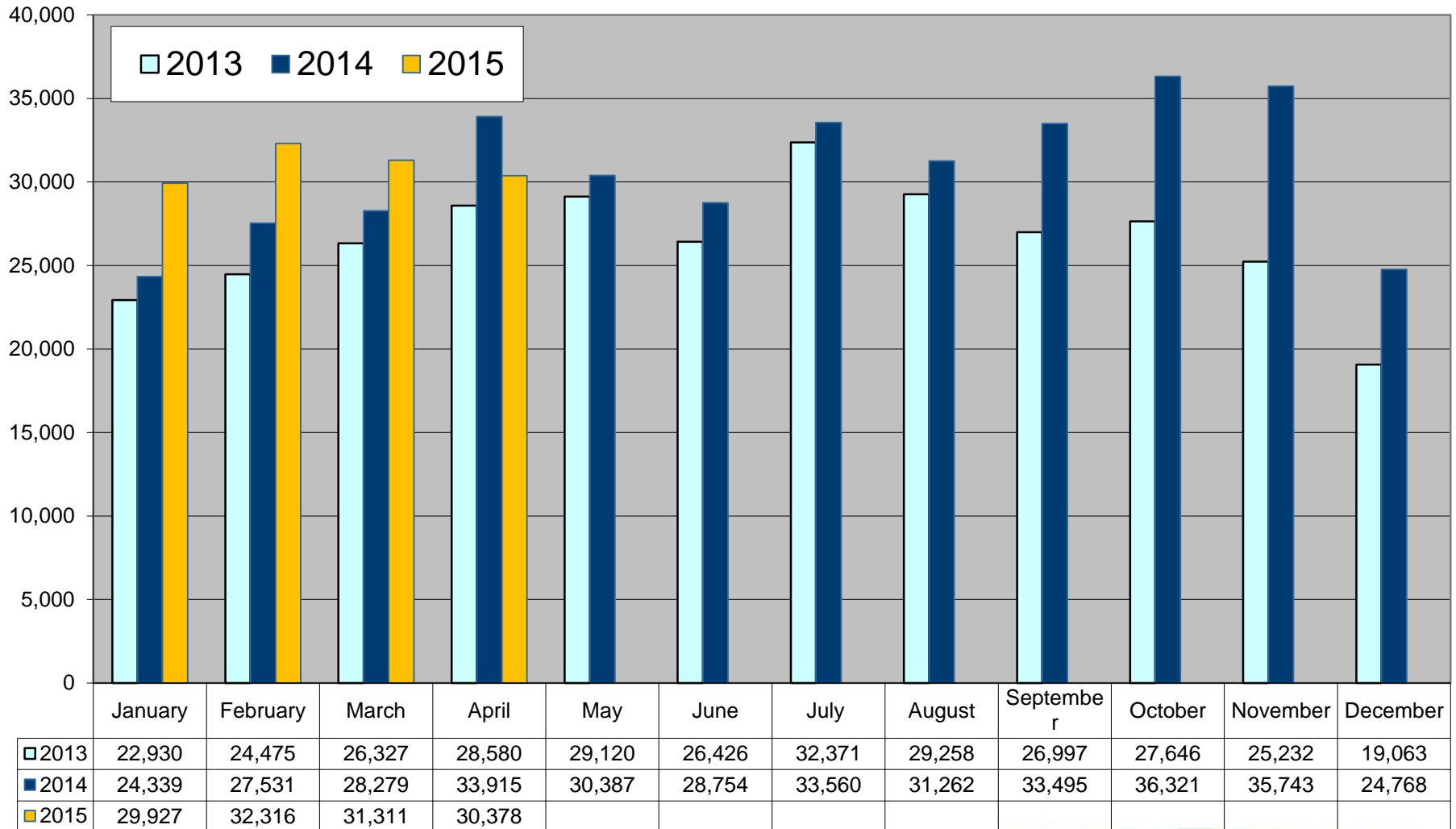
NETWORKS

MRSO Update

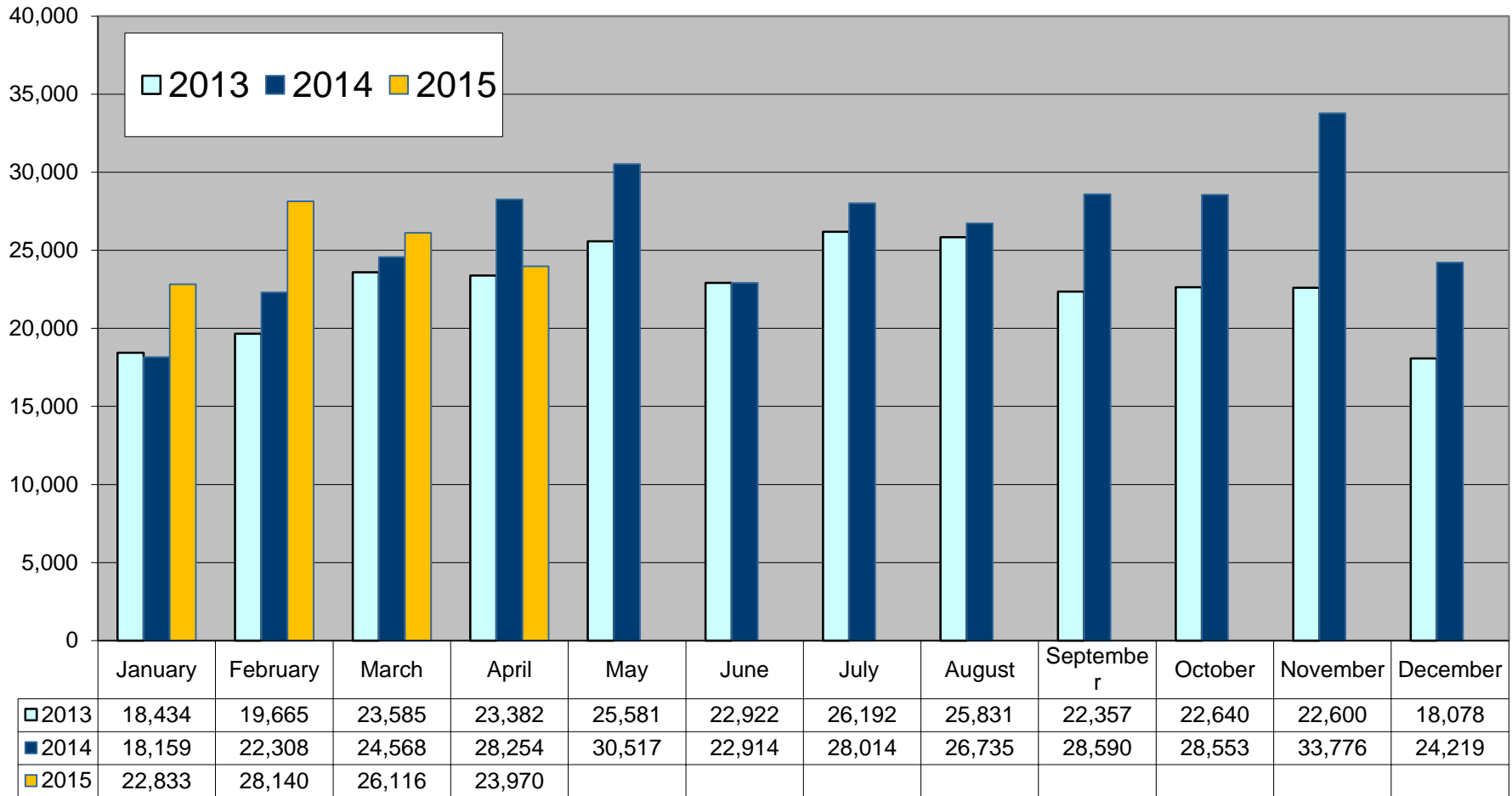
Gerry Halligan

13 May 2015

Market Message 010



Market Message 105L



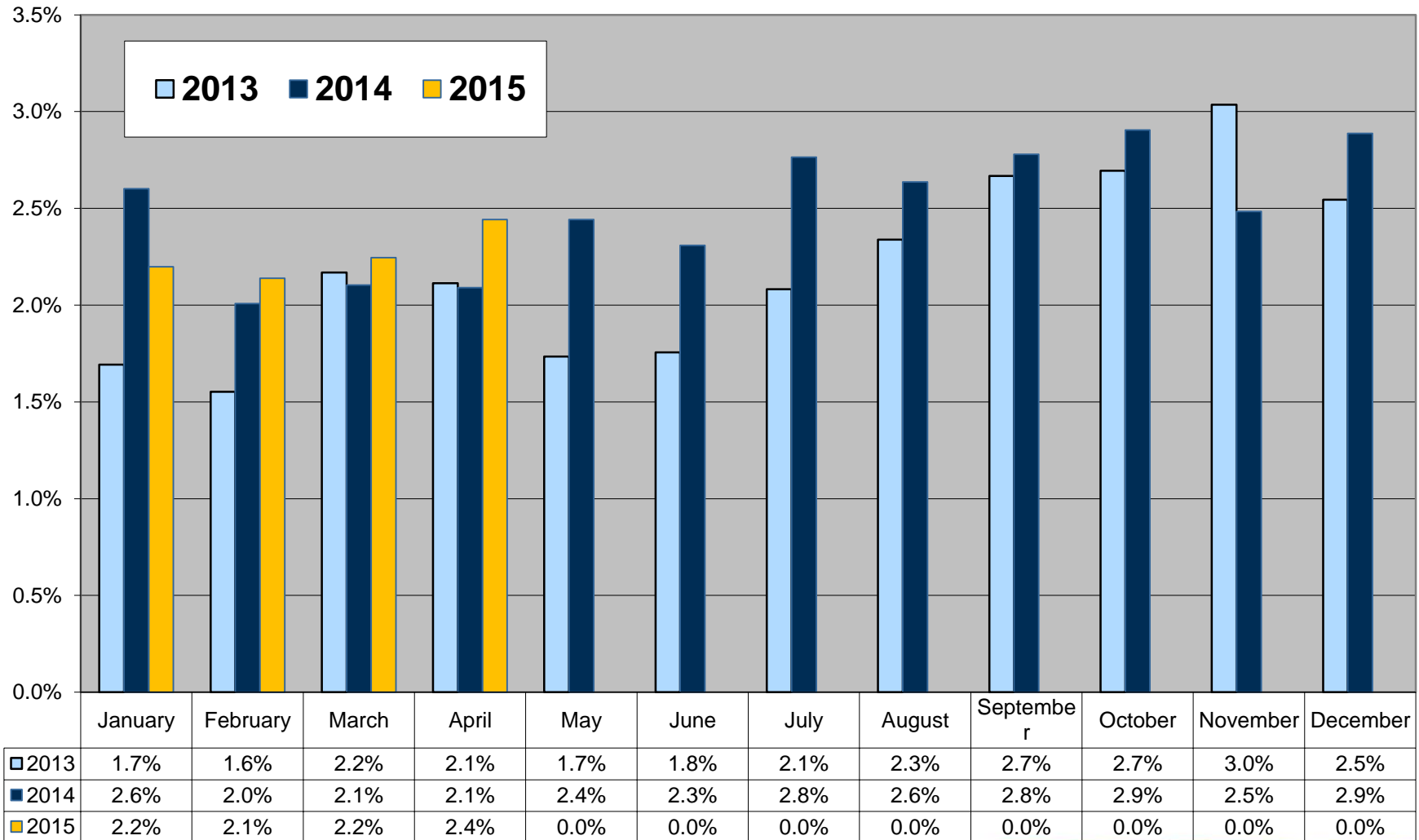
COS in-progress 7th May 2015 – 9,505

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

Nov 2014	1
Dec 2014	0
Jan 2015	2
Feb 2015	14

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Feb-15	5,803	6,449	12,252	32,316	18%	38%
Mar-15	5,987	6,162	12,149	31,311	19%	39%
Apr-15	4,683	5,952	10,635	30,378	15%	35%

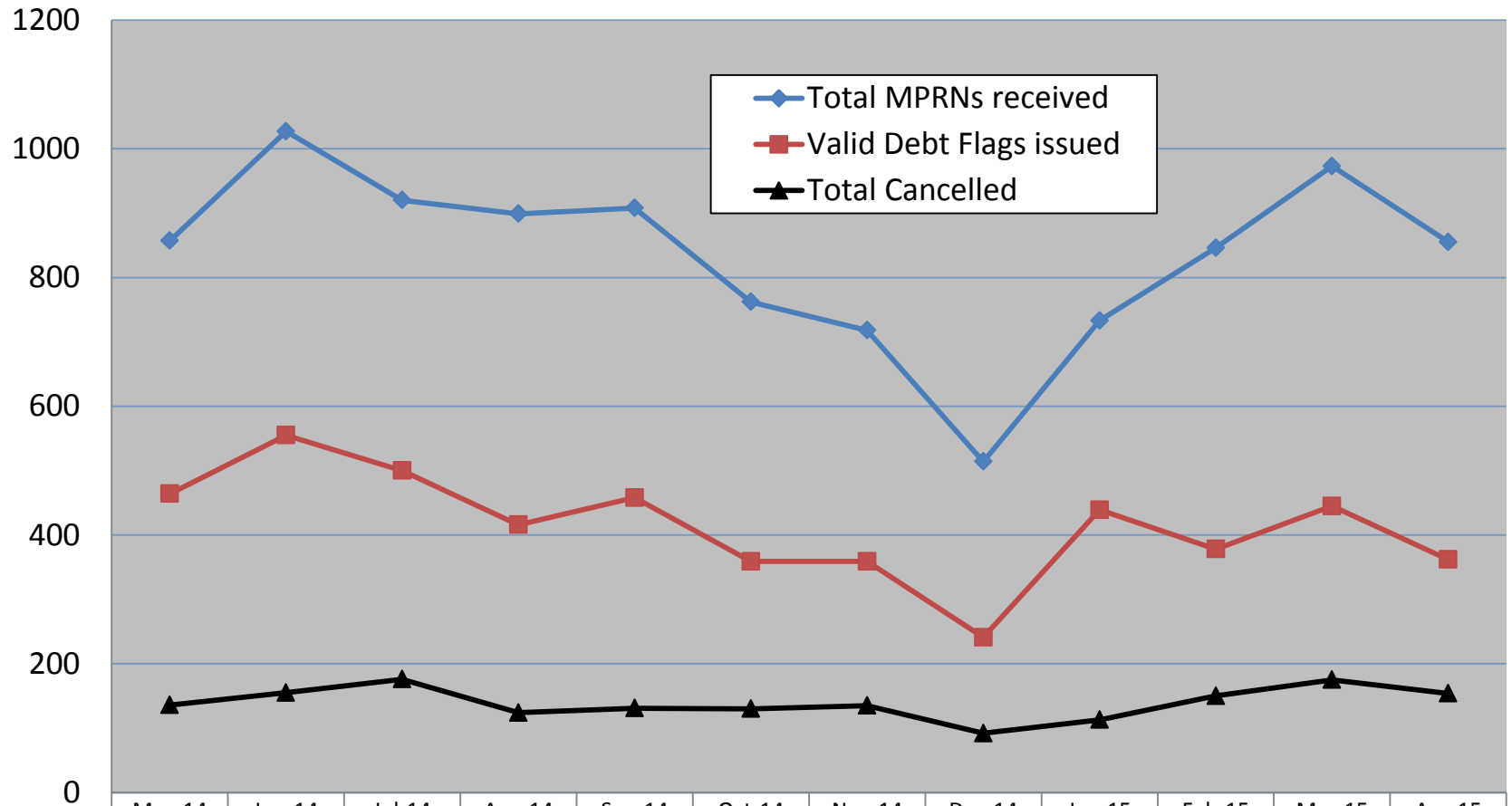
Registration Rejections %



Debt Flagging

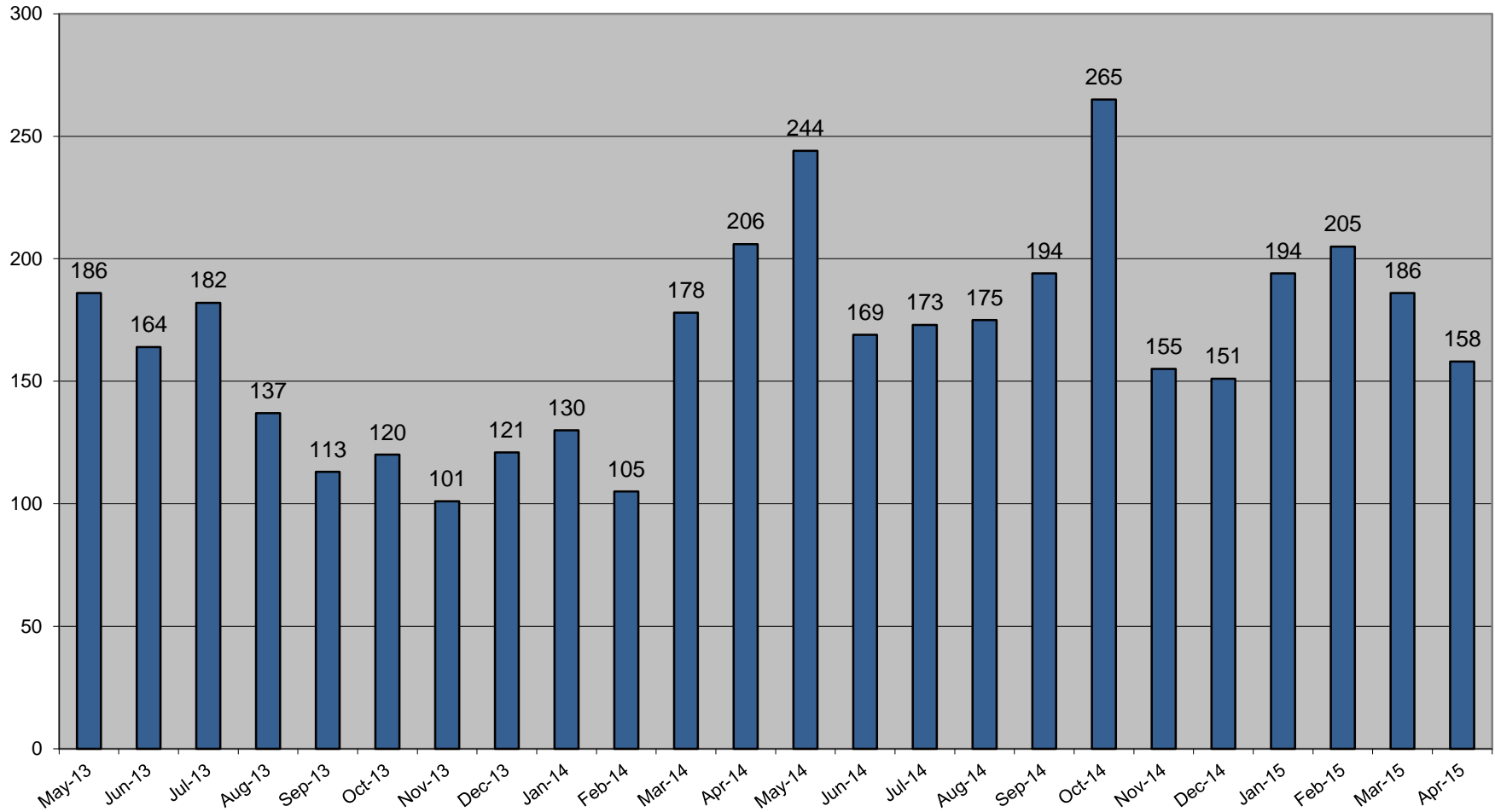
	Feb-15	Mar-15	Apr-15
Total MPRNs received	846	973	855
Total CoLEs returned to outgoing supplier	405	461	406
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	63	67	87
Valid Debt Flags issued to gaining supplier	378	445	362
Total cancelled	150	175	154
Valid Debt Flags as % of total COS	1.3%	1.7%	1.5%

Debt Flagging

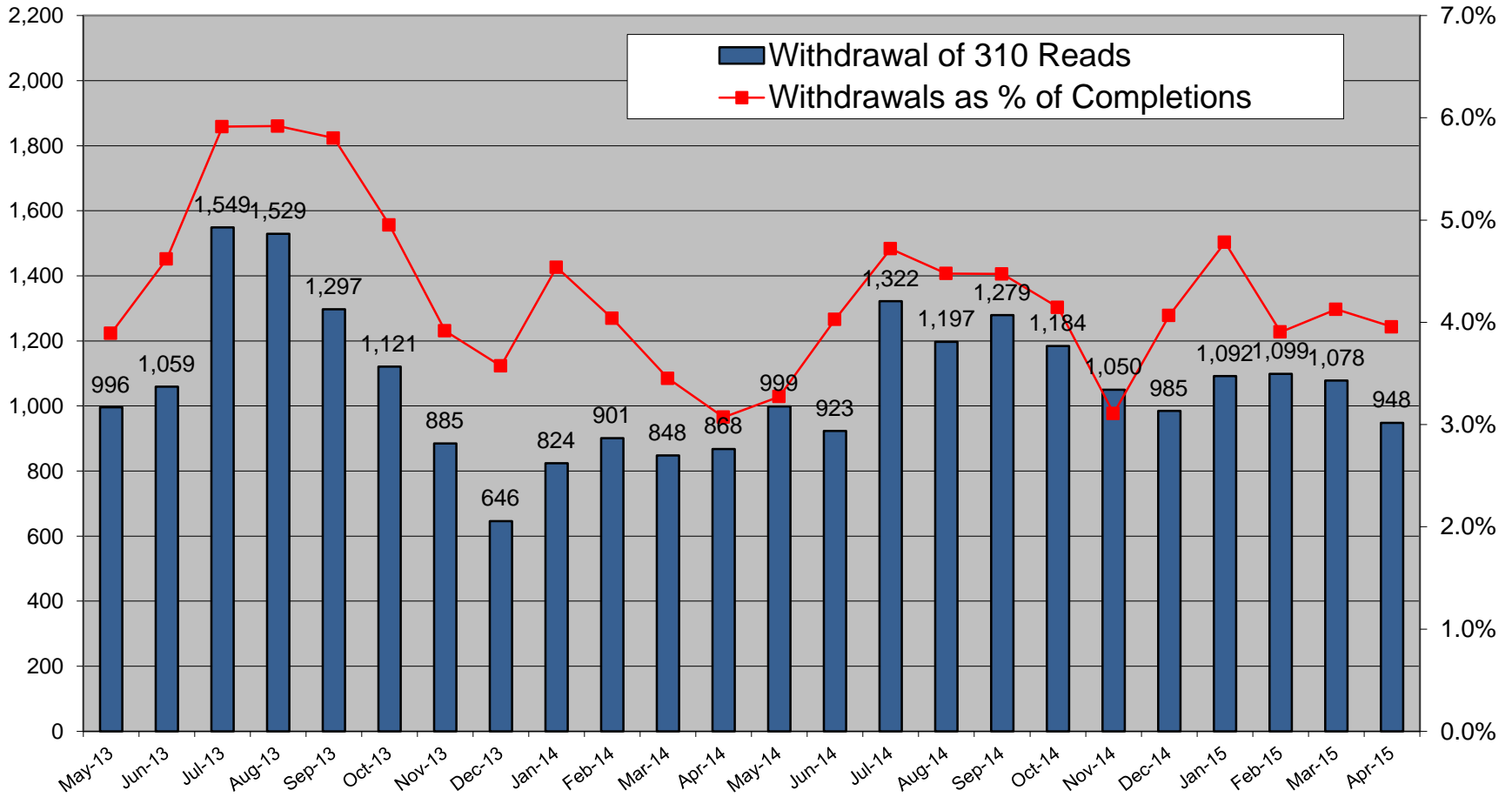


	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Total MPRNs received	857	1027	920	899	908	762	718	514	733	846	973	855
Valid Debt Flags issued	464	555	500	416	458	359	359	241	439	378	445	362
Total Cancelled	136	155	176	124	131	130	135	92	113	150	175	154

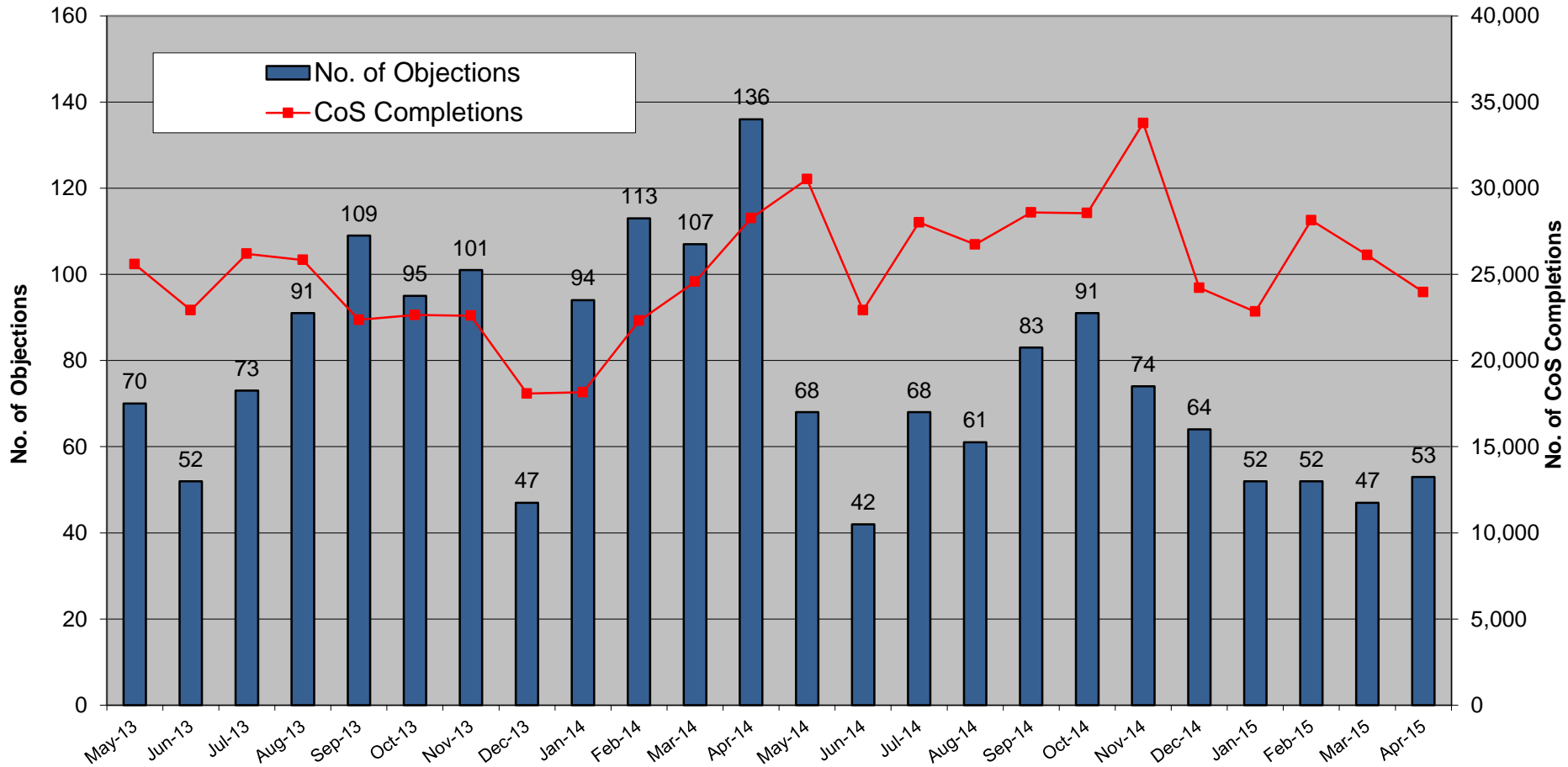
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Feb-15	Mar-15	Apr-15
No. of Objections	52	47	53
Cancellations from Objections	23	34	41
Objection emails to MRSO	10	11	5
Reasons:			
Uncontactable by phone	1		
Written communication			
COS confirmed	8	11	4
Other	1		1
Escalation emails	6	5	2