



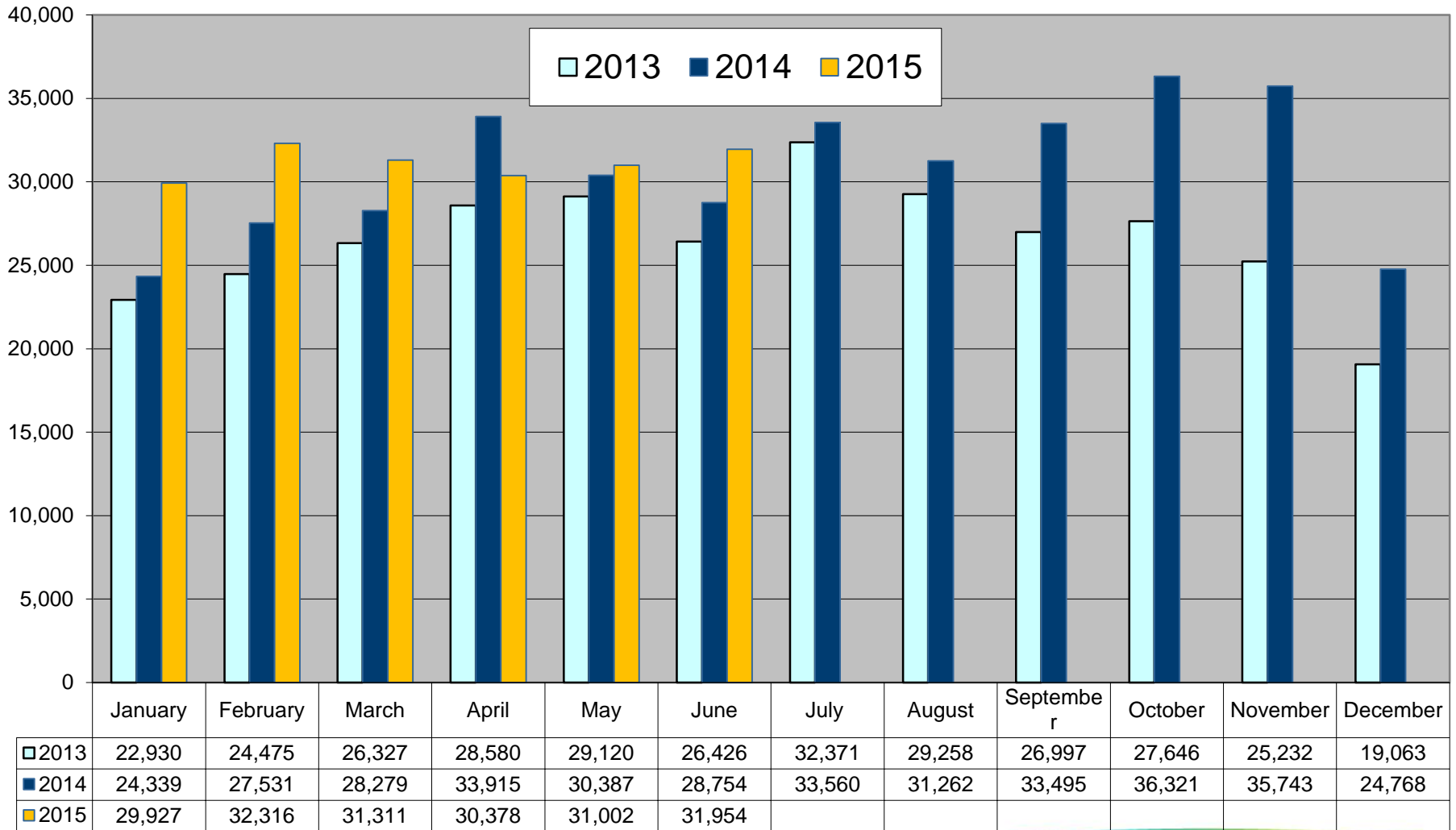
**NETWORKS**

# **MRSO Update**

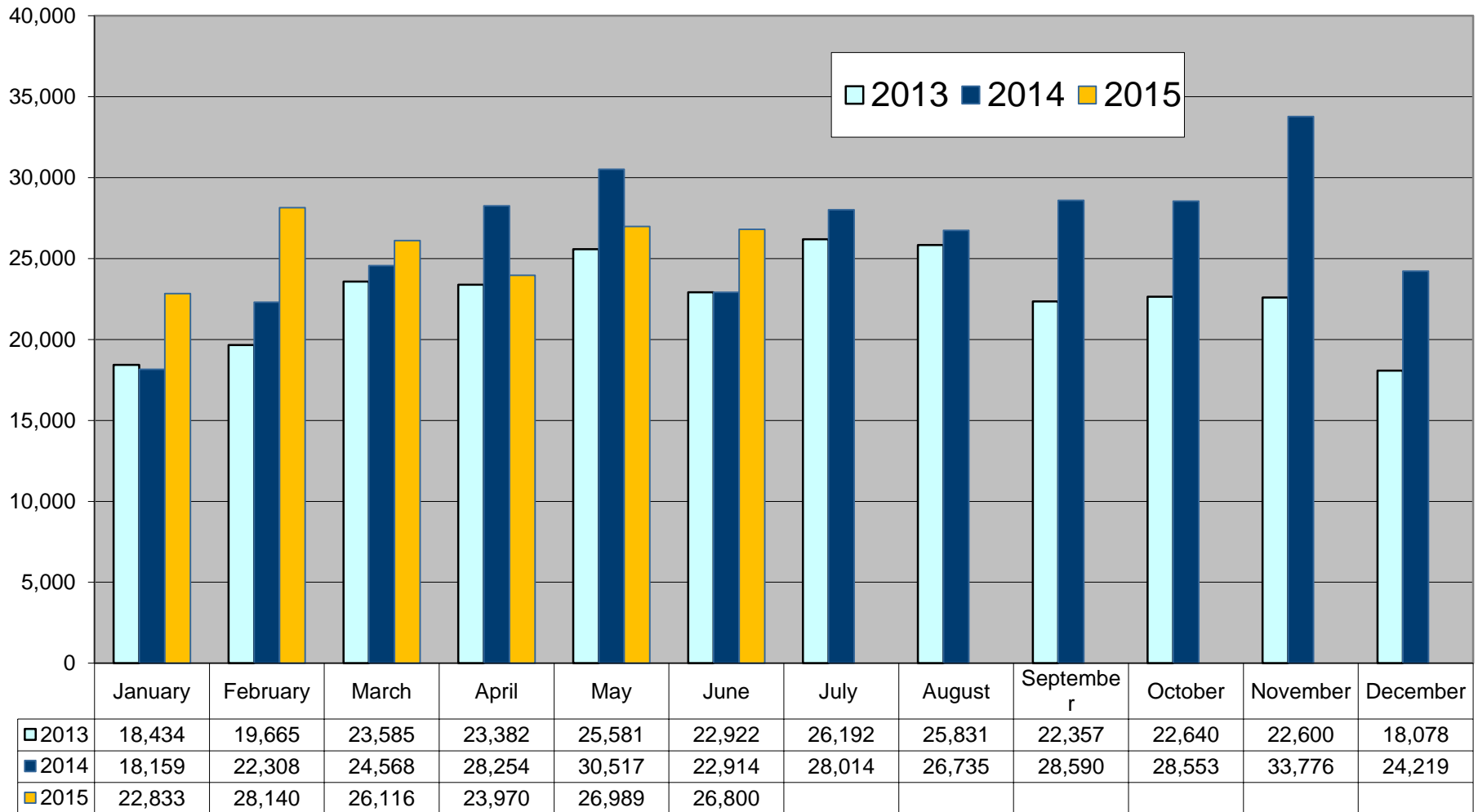
**Gerry Halligan**

**08 July 2015**

# Market Message 010



# Market Message 105L



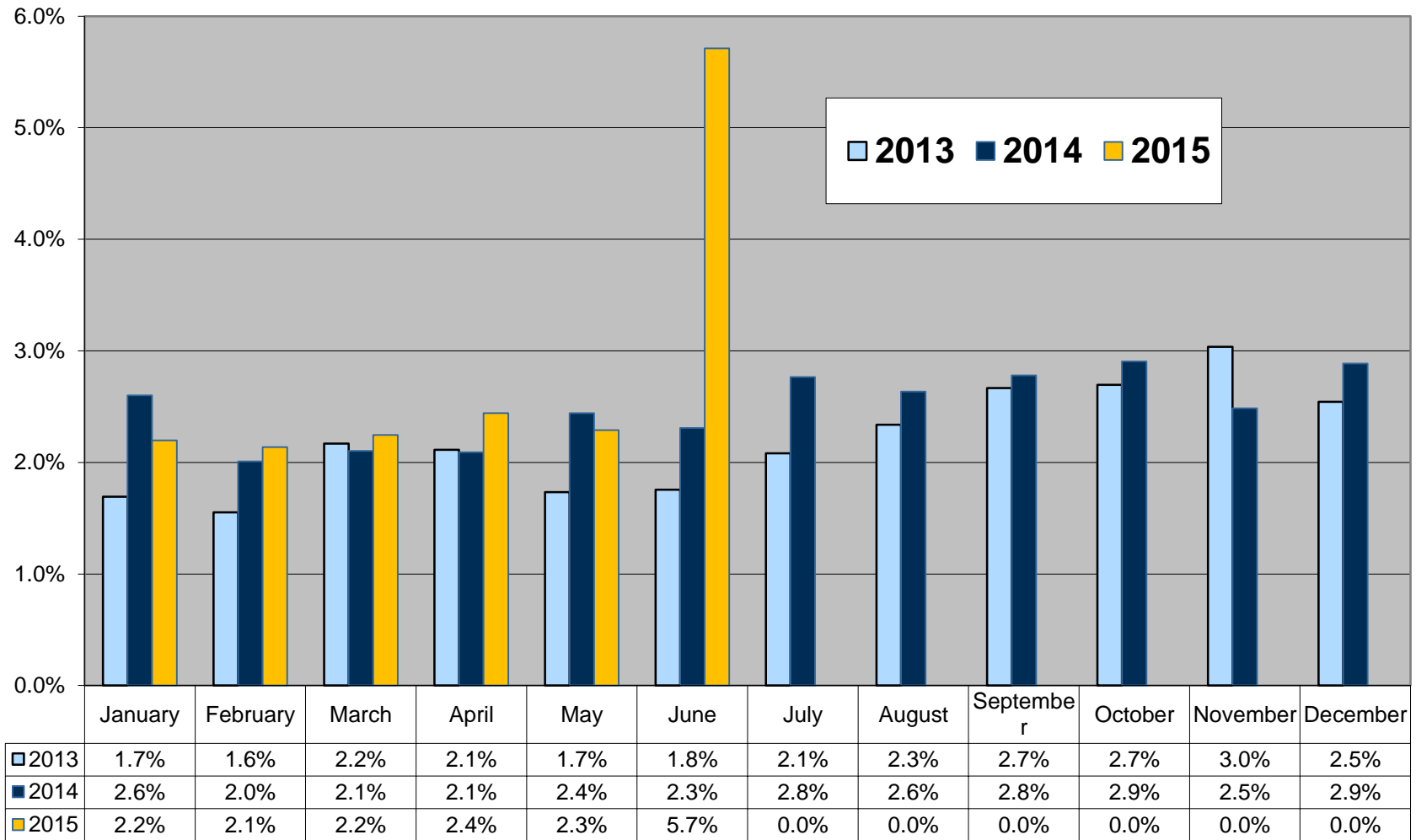
# COS in-progress 6<sup>th</sup> July 2015 – 8,160

- **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**

<b>Mar 2015</b>	<b>2</b>
<b>Apr 2015</b>	<b>8</b>

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Apr-15	4,683	5,952	10,635	30,378	15%	35%
May-15	6,294	5,777	12,071	31,002	20%	39%
Jun-15	5,215	6,502	11,717	31,954	16%	37%

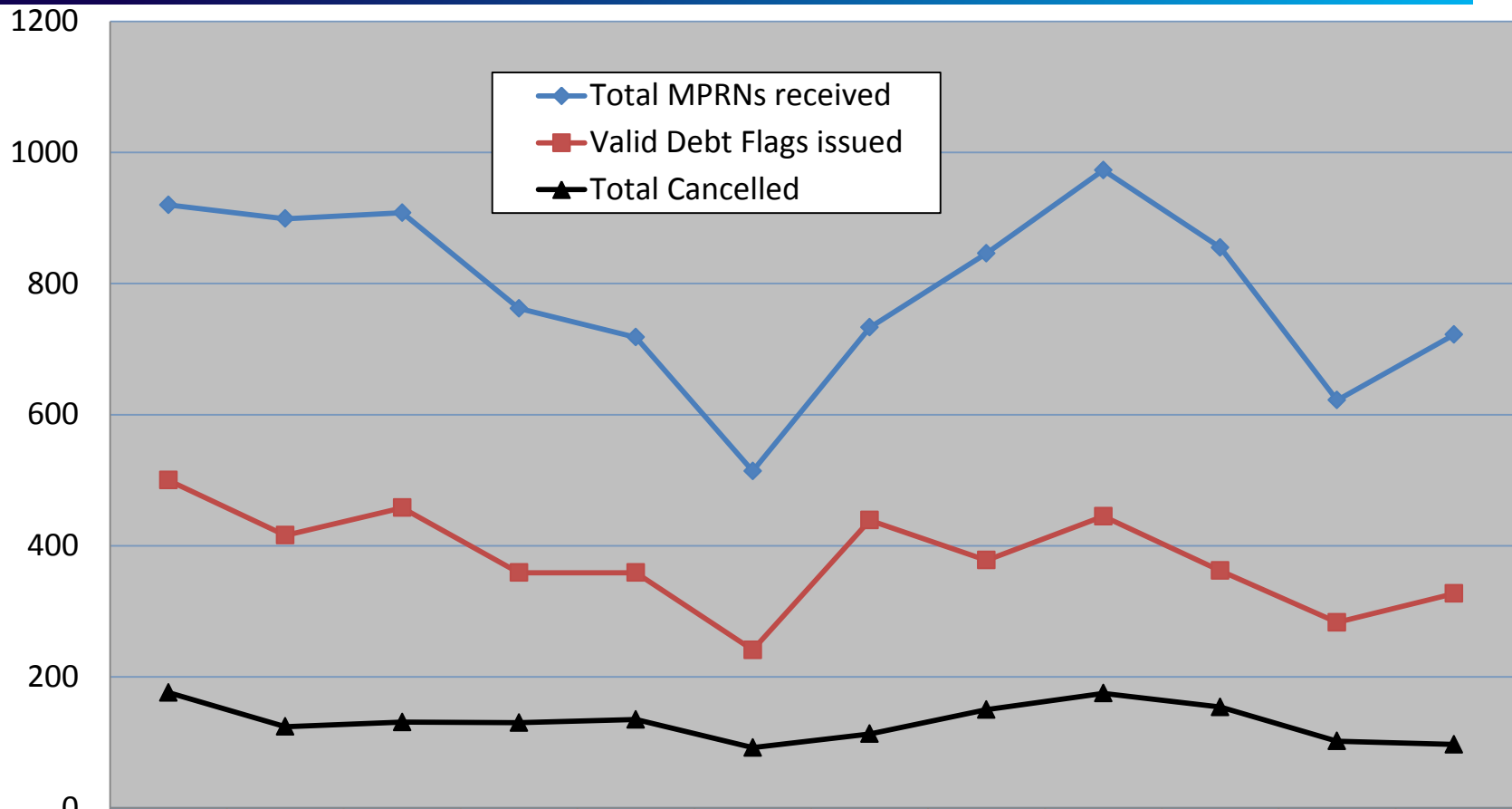
# Registration Rejections %



# Debt Flagging

	Apr-15	May-15	Jun-15
Total MPRNs received	855	622	722
Total CoLEs returned to outgoing supplier	406	307	354
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	87	32	41
Valid Debt Flags issued to gaining supplier	362	283	327
Total not cancelled	208	181	230
Total cancelled	154	102	97
Valid Debt Flags as % of total COS	1.5%	1.0%	1.2%

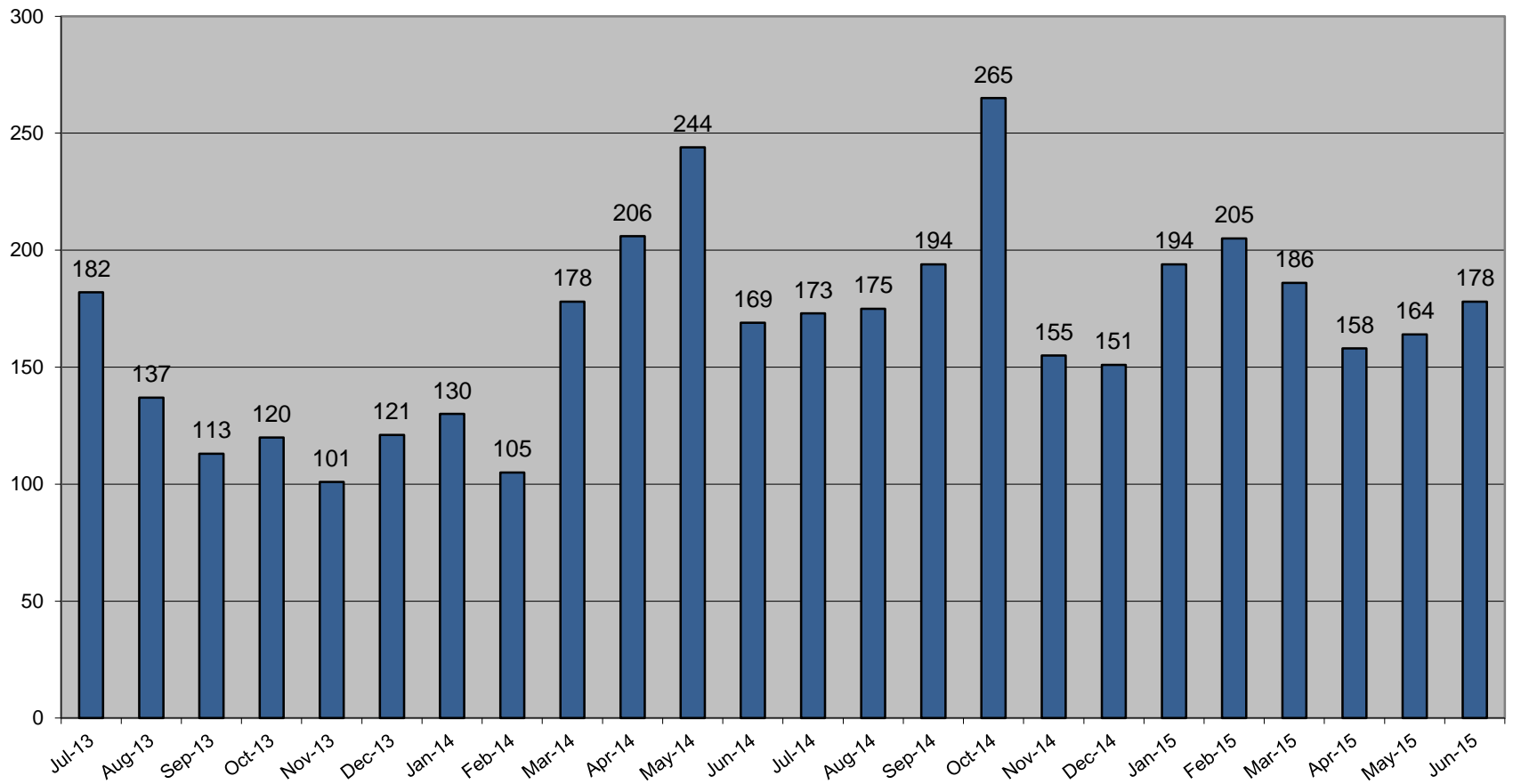
# Debt Flagging



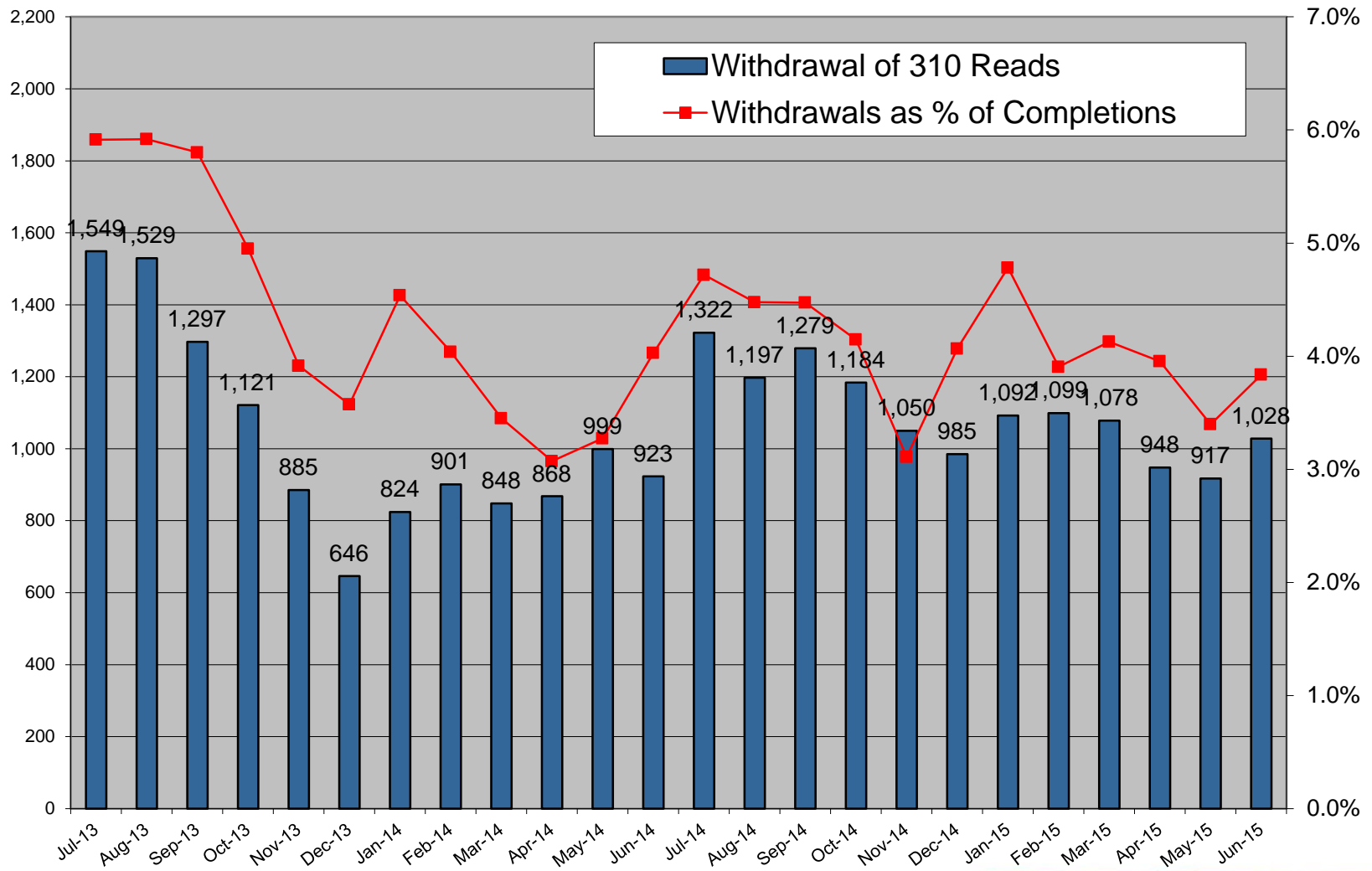
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Total MPRNs received	920	899	908	762	718	514	733	846	973	855	622	722
Valid Debt Flags issued	500	416	458	359	359	241	439	378	445	362	283	327
Total Cancelled	176	124	131	130	135	92	113	150	175	154	102	97



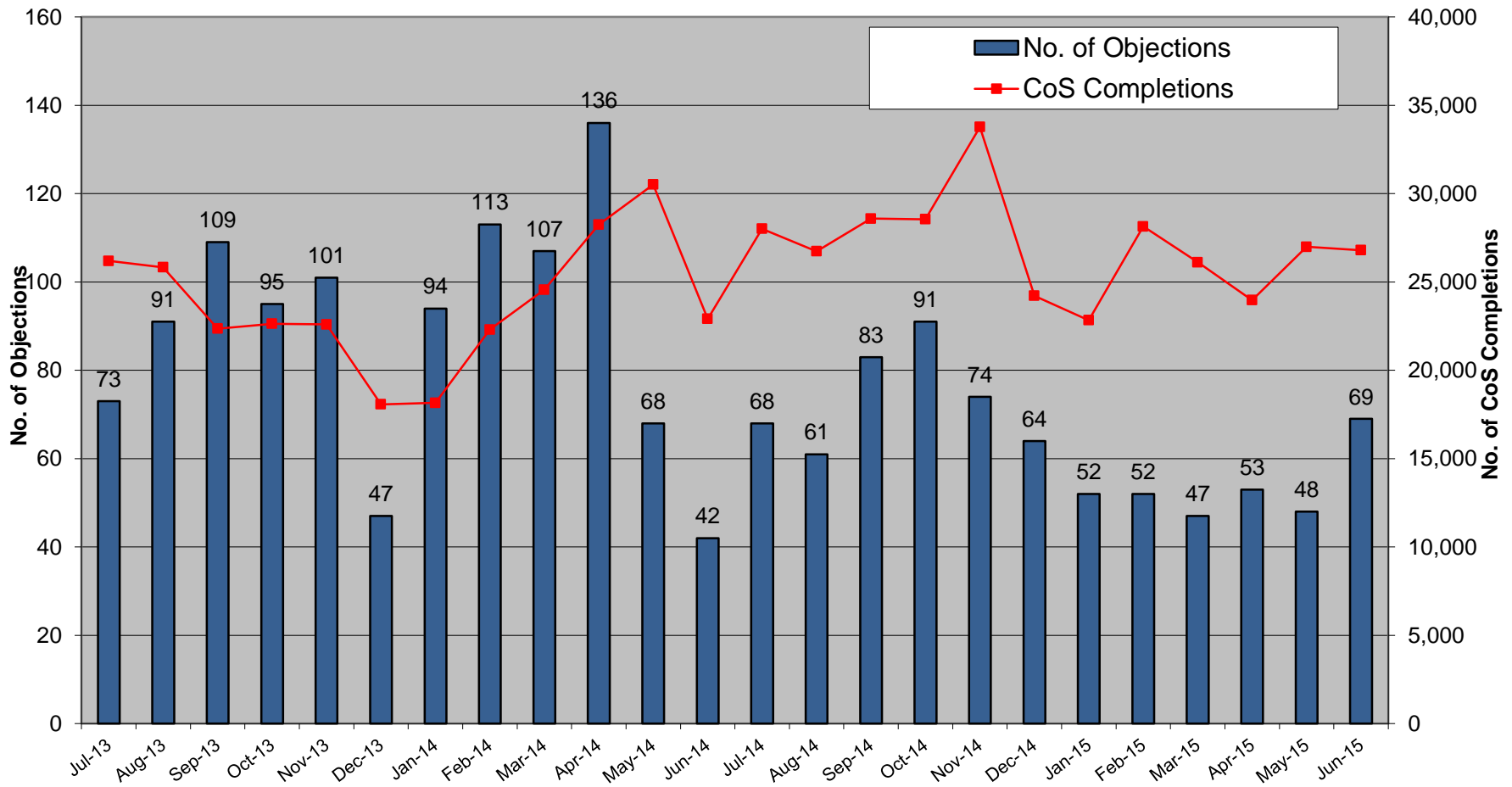
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfers



# Objections

	Apr-15	May-15	Jun-15
No. of Objections	53	48	69
Cancellations from Objections	41	31	40
Objection emails to MRSO	5	1	9
Reasons:			
Uncontactable by phone			4
Written communication			
COS confirmed	4	1	5
Other	1		
Escalation emails	2	3	1