



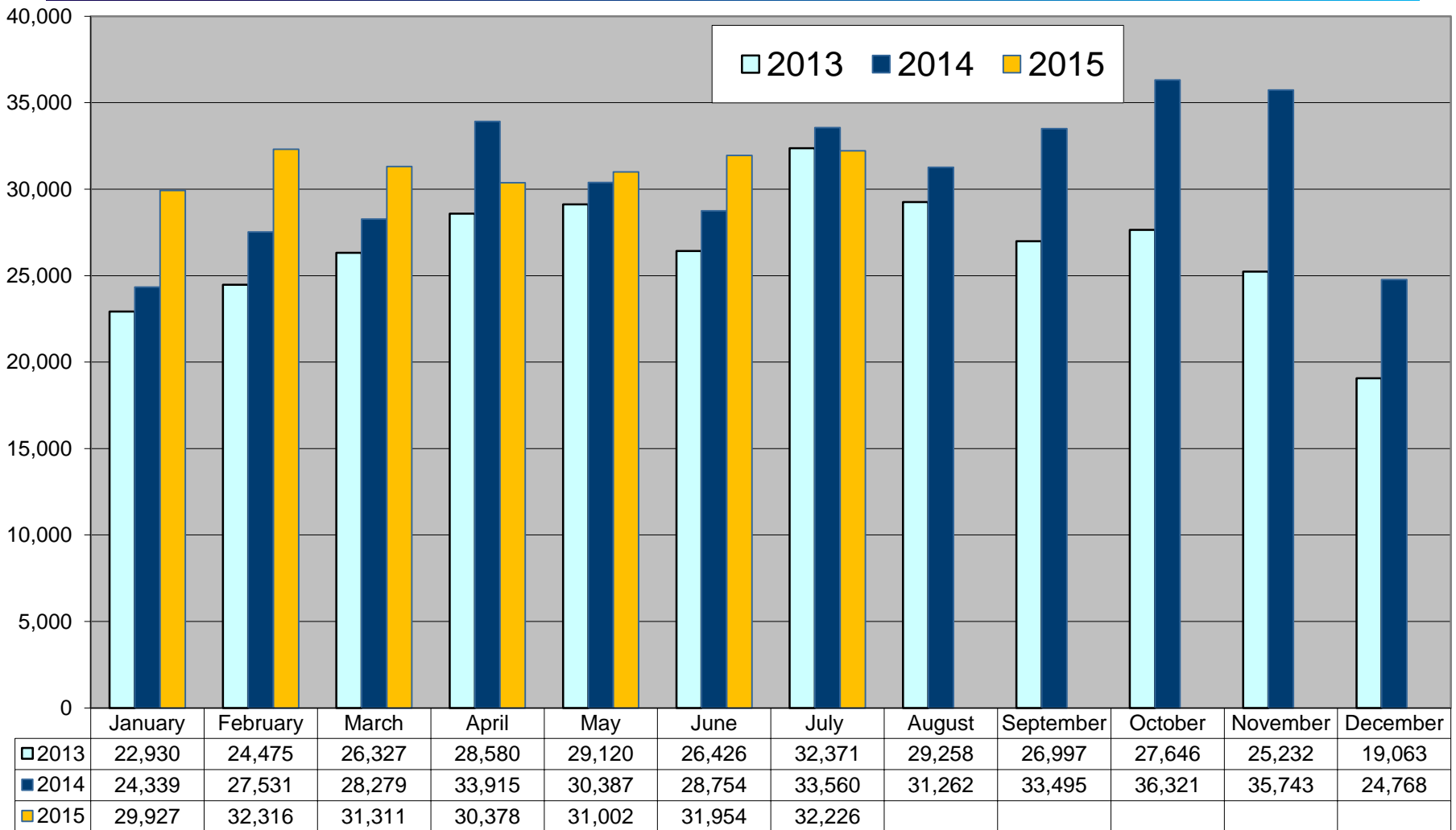
NETWORKS

MRSO Update

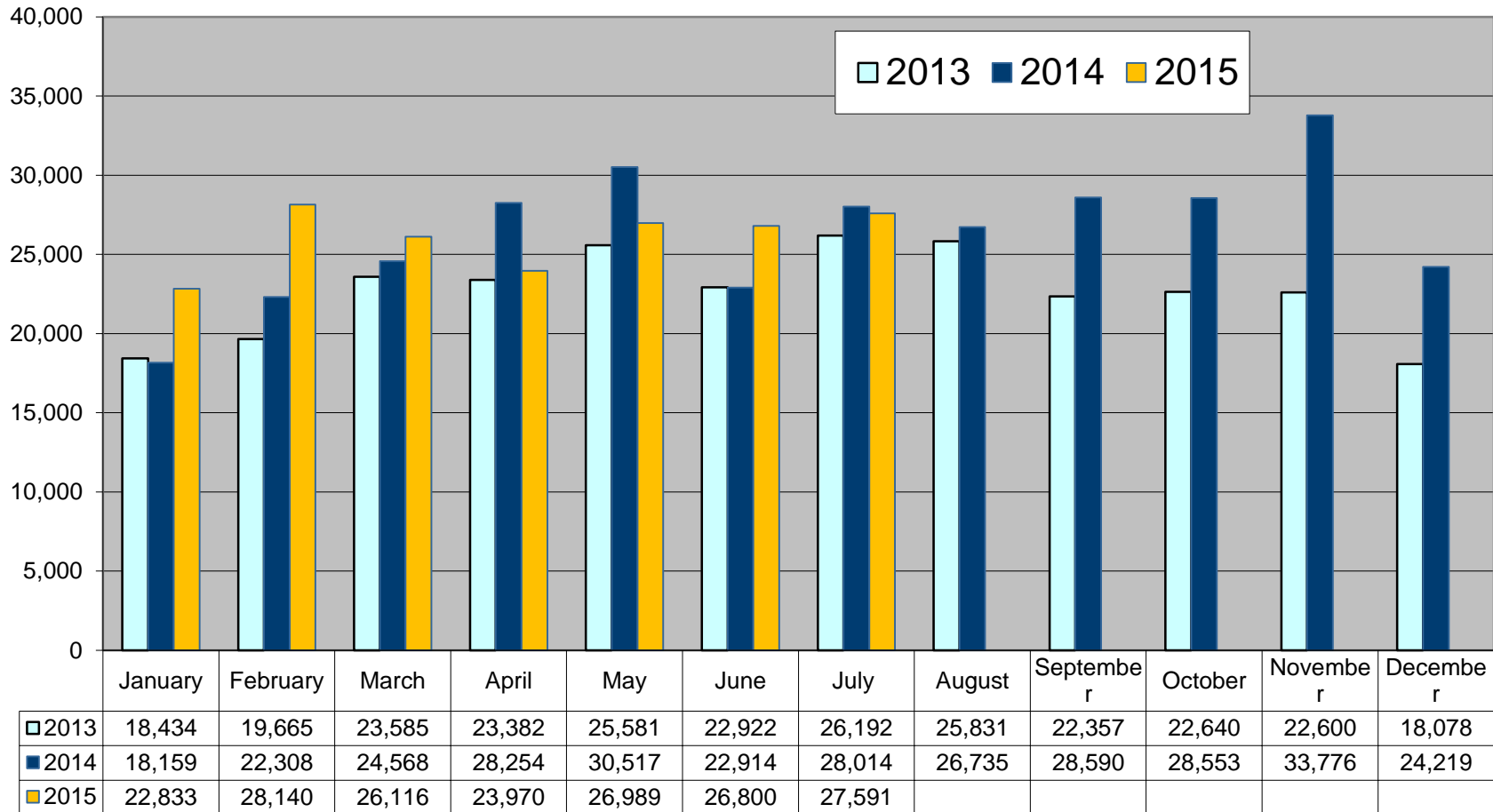
Gerry Halligan

02 September 2015

Market Message 010



Market Message 105L



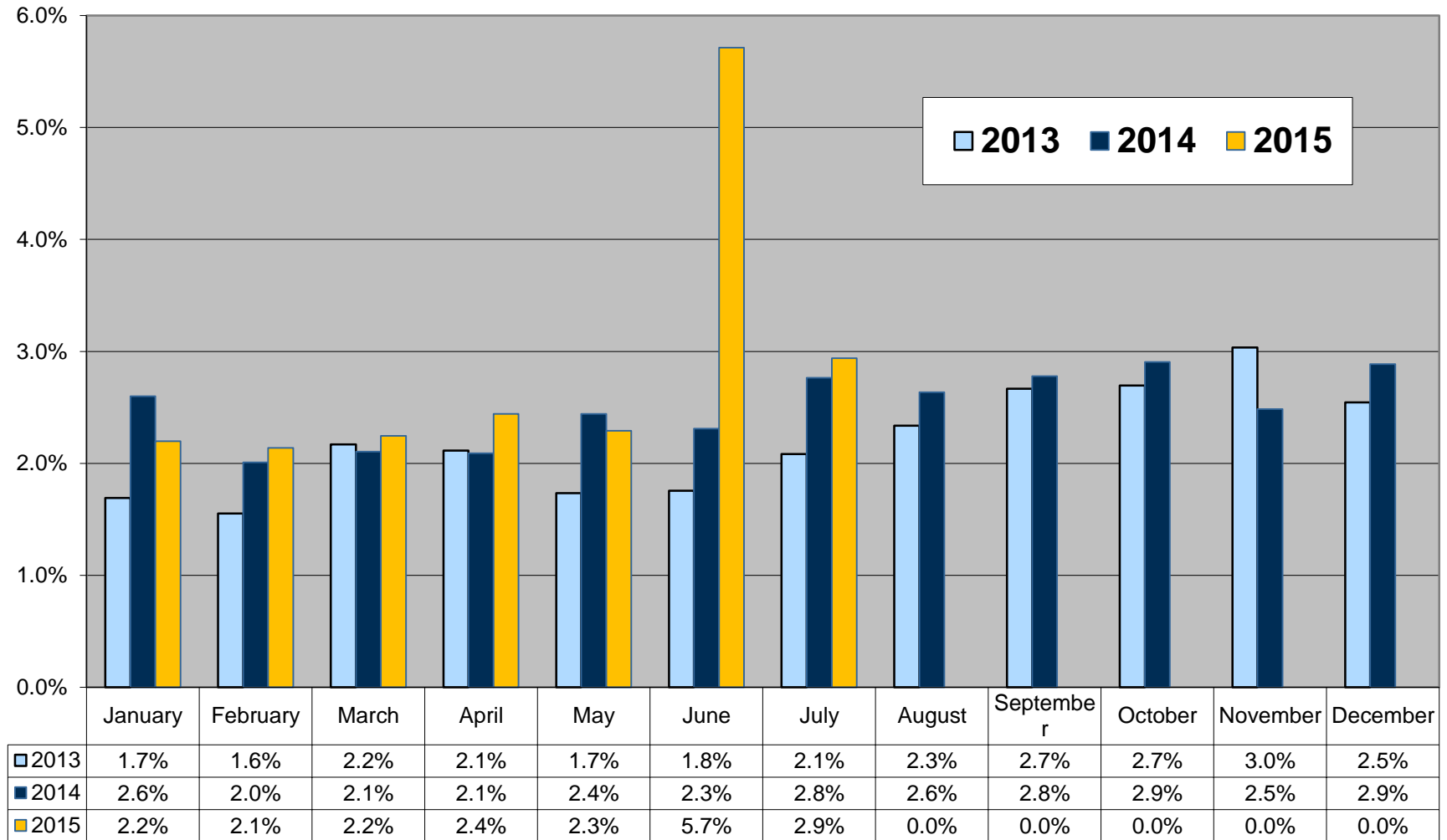
COS in-progress 28th August 2015 – 8,539

- 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
- 15 Switches held due to an existing Open Service Order

Apr 2015	3
May 2015	17
Jun 2015	25

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
May-15	6,294	5,777	12,071	31,002	20%	39%
Jun-15	5,215	6,502	11,717	31,954	16%	37%
Jul-15	5,368	6,748	12,116	32,226	17%	38%

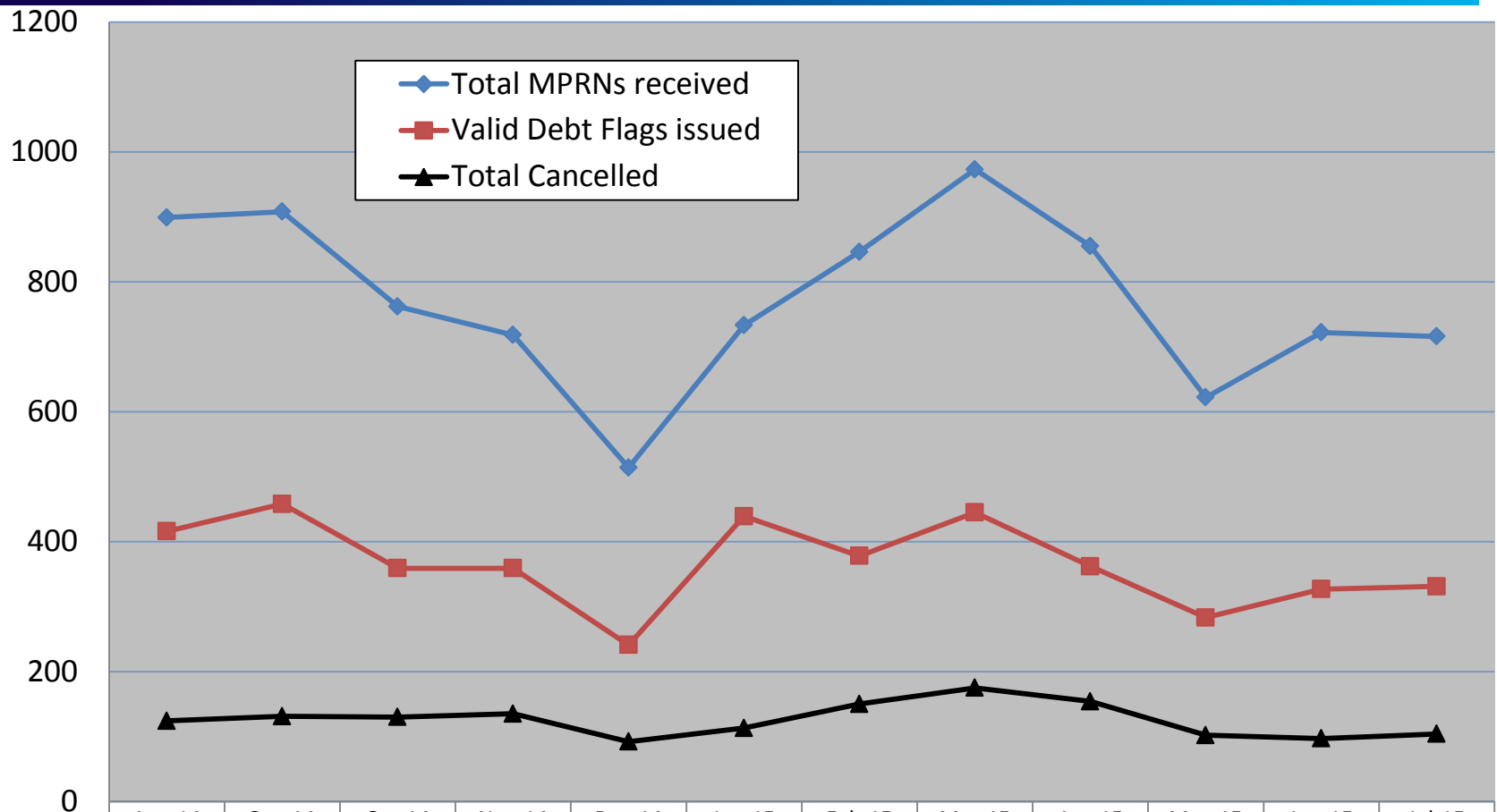
Registration Rejections %



Debt Flagging

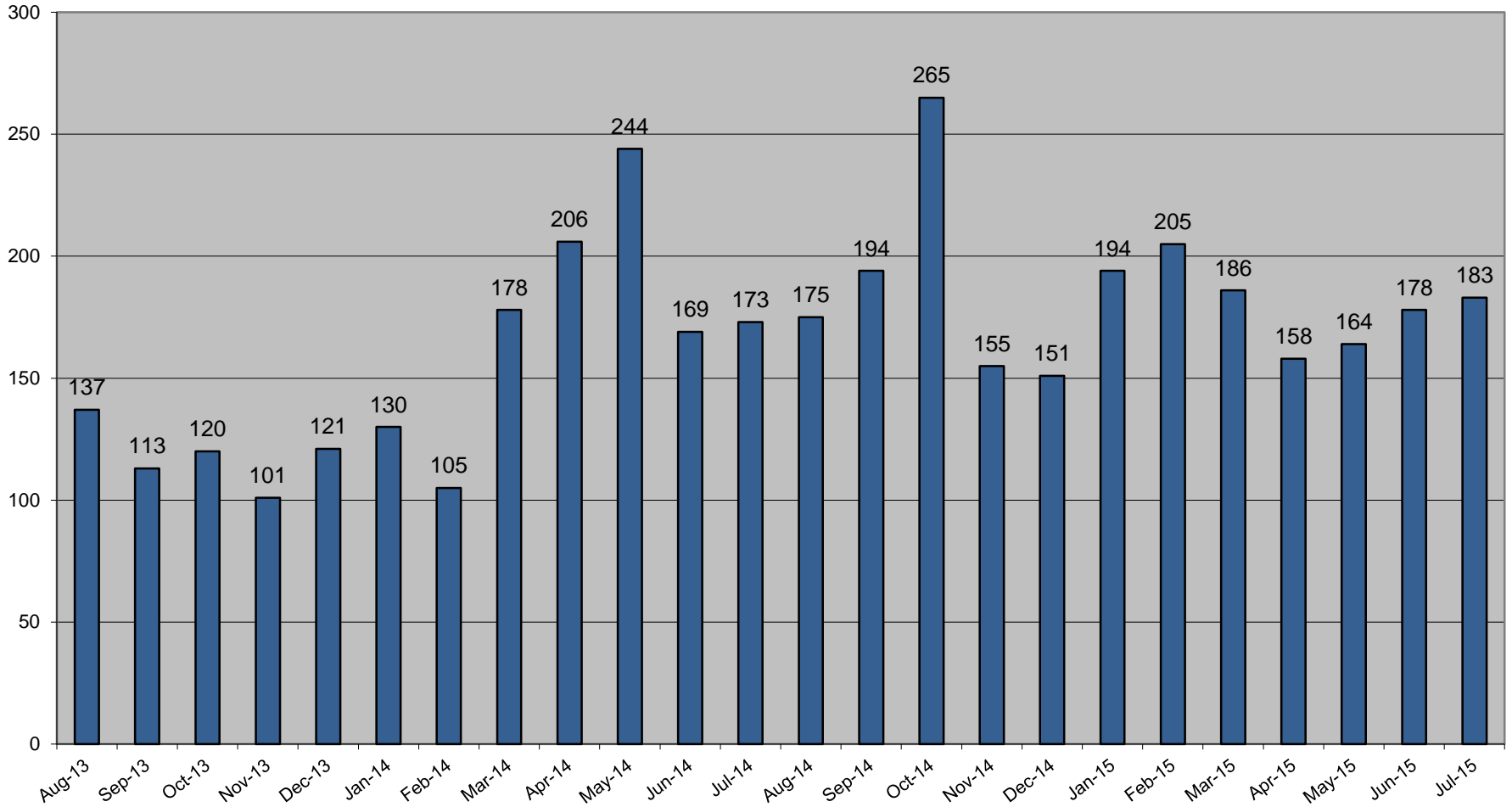
	May-15	Jun-15	Jul-15
Total MPRNs received	622	722	716
Total CoLEs returned to outgoing supplier	307	354	332
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	32	41	53
Valid Debt Flags issued to gaining supplier	283	327	331
Total not cancelled	181	230	227
Total cancelled	102	97	104
Valid Debt Flags as % of total COS	1.0%	1.2%	1.2%

Debt Flagging

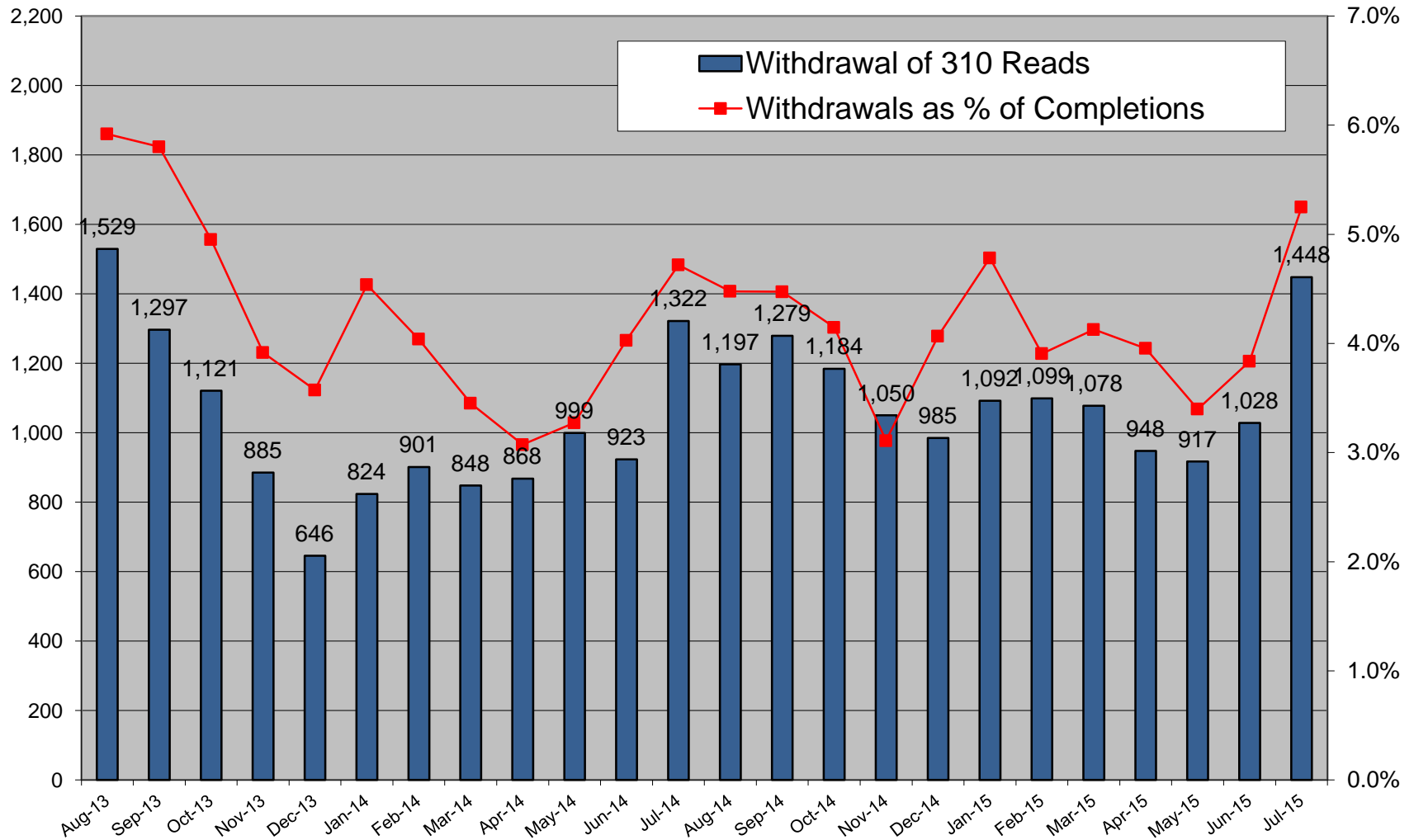


	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Total MPRNs received	899	908	762	718	514	733	846	973	855	622	722	716
Valid Debt Flags issued	416	458	359	359	241	439	378	445	362	283	327	331
Total Cancelled	124	131	130	135	92	113	150	175	154	102	97	104

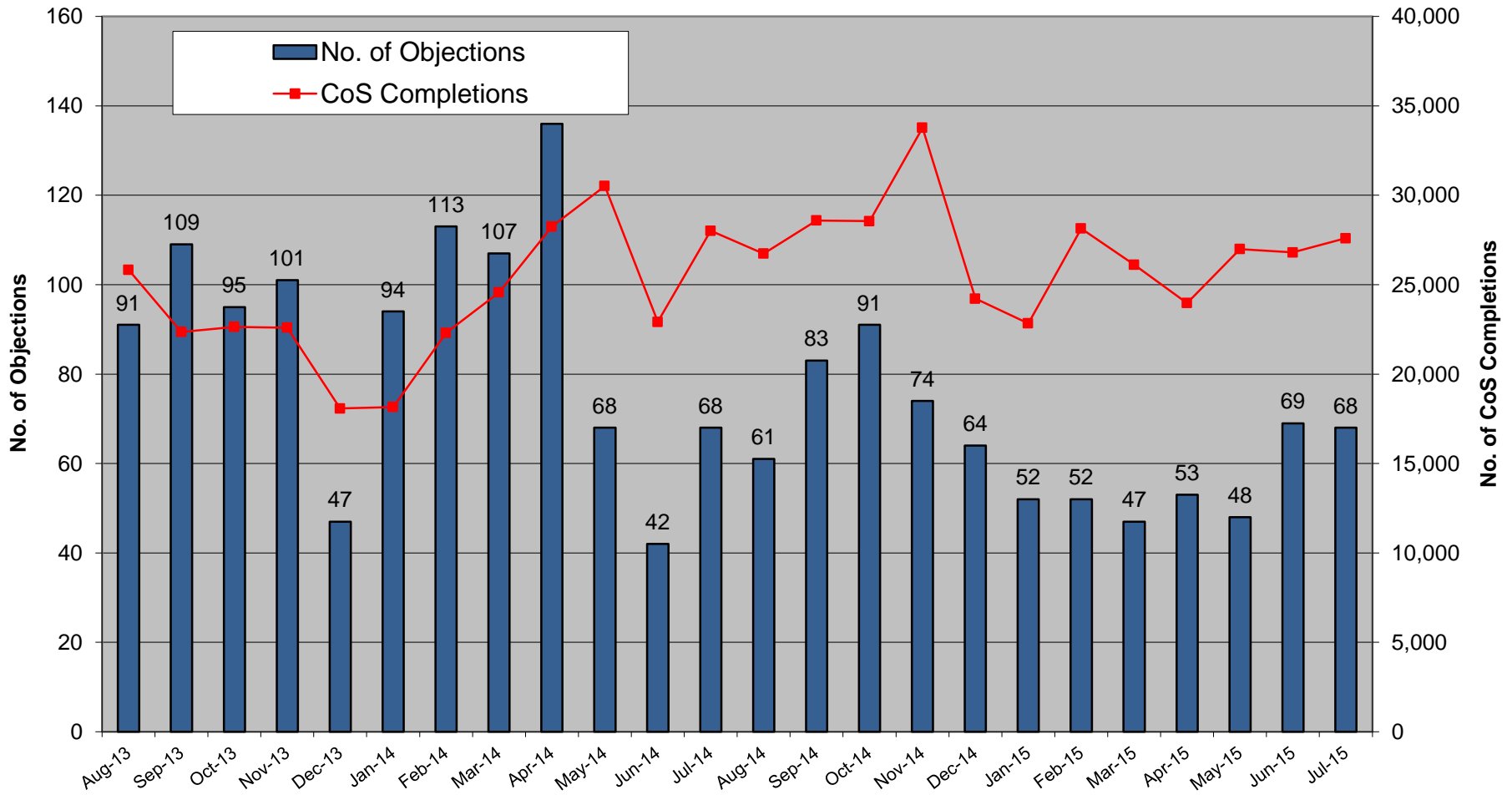
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	May-15	Jun-15	Jul-15
No. of Objections	48	69	68
Cancellations from Objections	31	40	50
Objection emails to MRSO	1	9	4
Reasons:			
Uncontactable by phone		4	1
Written communication			
COS confirmed	1	5	3
Other			
Escalation emails	3	1	1