



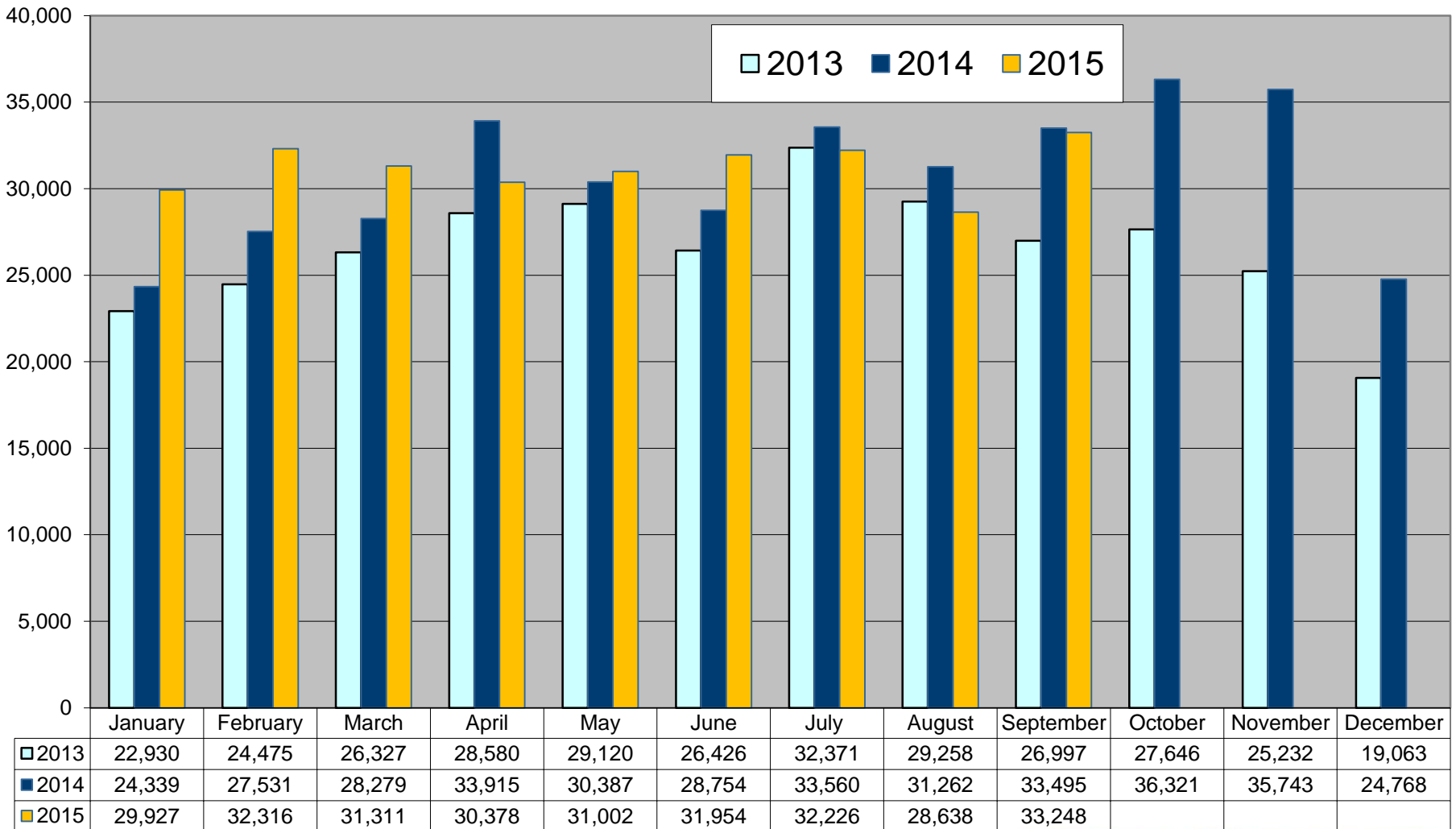
NETWORKS

MRSO Update

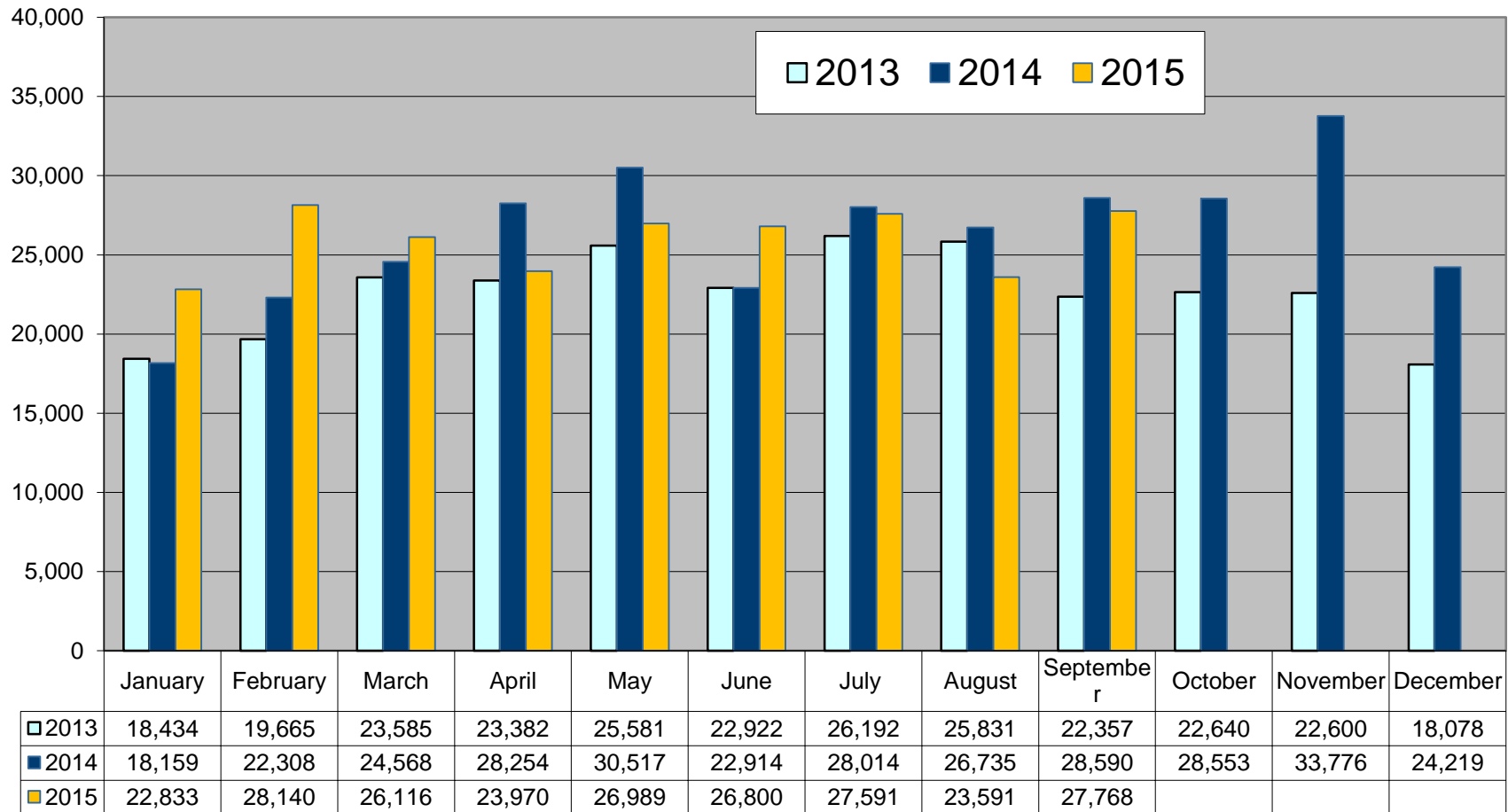
Joe Browne

04 November 2015

Market Message 010



Market Message 105L



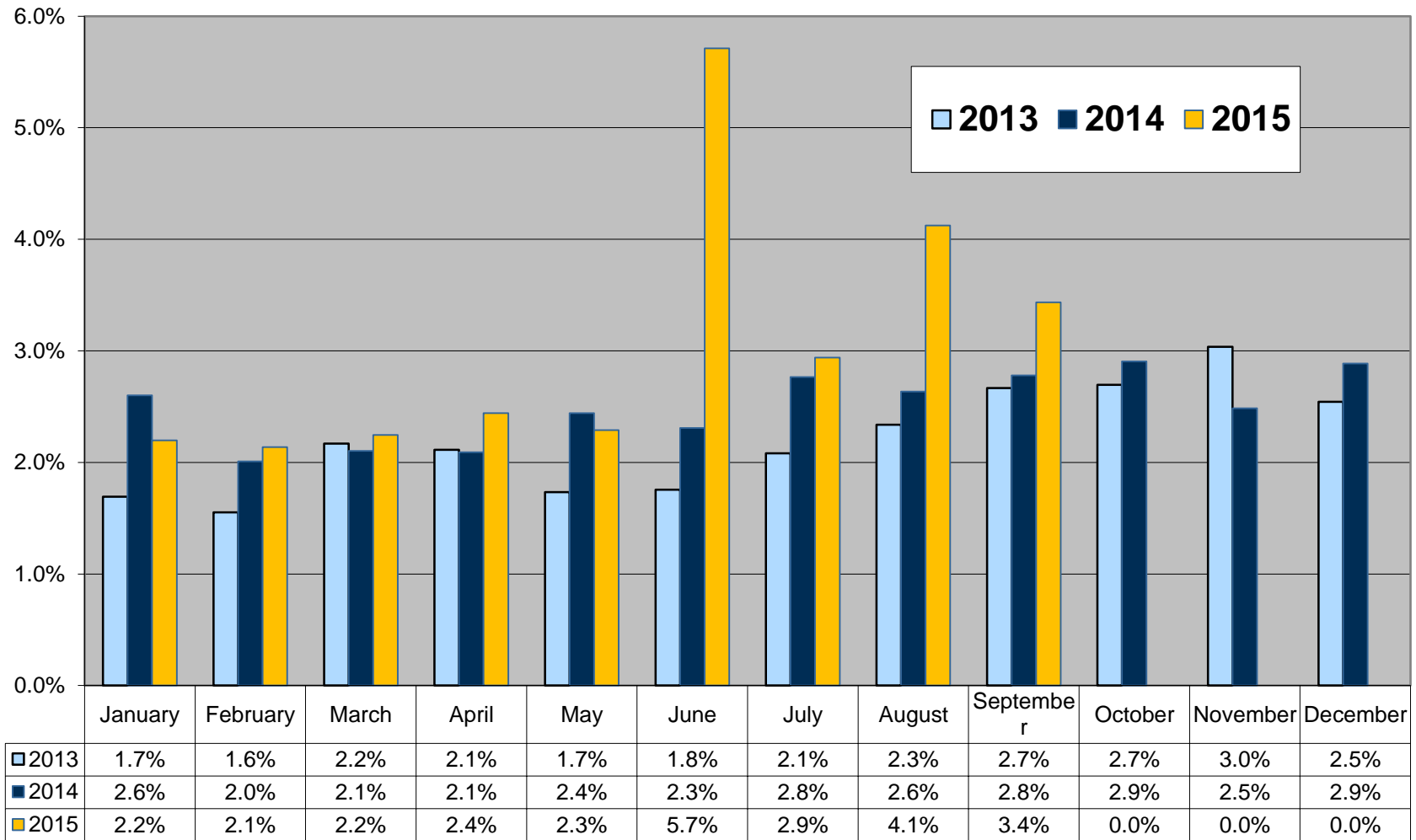
- Reviewed Monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for Energisation or Token Meter Removal will not time-out
- Contact Customer or submit cancellation
- 16 Switches held due to an existing Open Service Order

Apr 2015	1
May 2015	5
Jun 2015	9
Jul 2015	11

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Jul-15	5,368	6,748	12,116	32,226	17%	38%
Aug-15	5,361	5,899	11,260	28,638	19%	39%
Sep-15	7,074	6,570	13,644	33,248	21%	41%

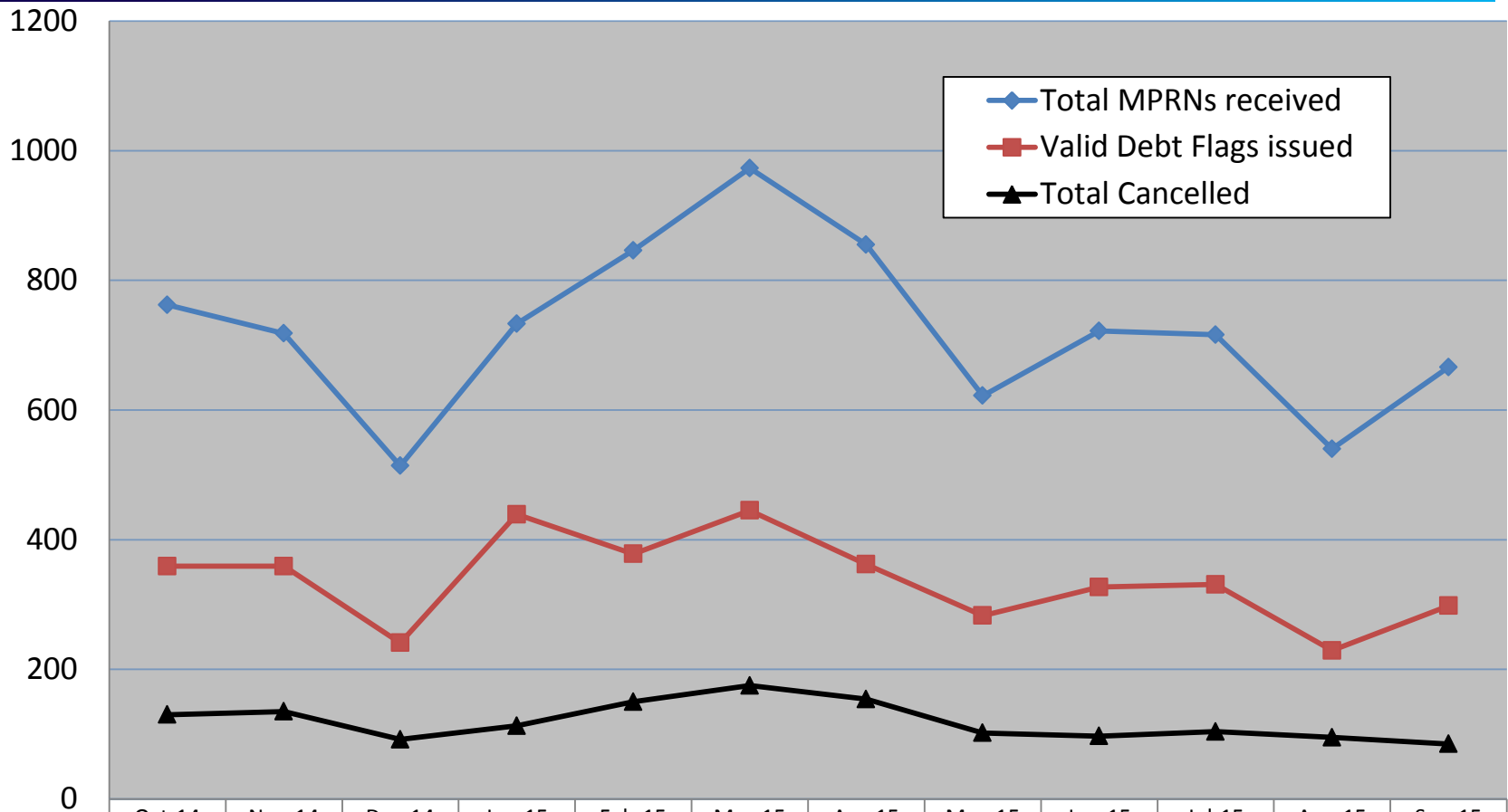
Registration Rejections %



Debt Flagging

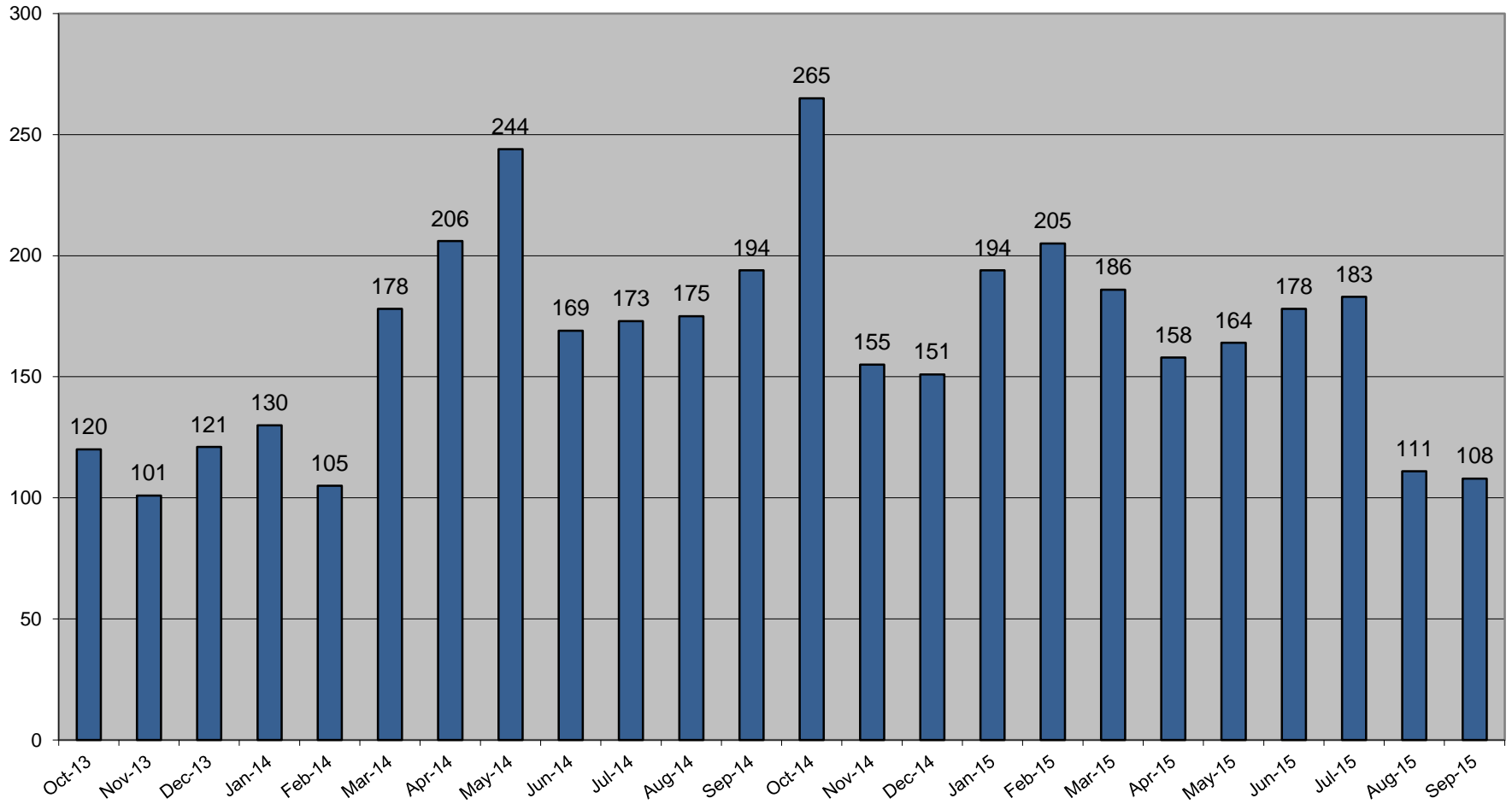
	Jul-15	Aug-15	Sep-15
Total MPRNs received	716	540	666
Total CoLEs returned to outgoing supplier	332	282	333
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	53	29	35
Valid Debt Flags issued to gaining supplier	331	229	298
Total not cancelled	227	134	213
Total cancelled	104	95	85
Valid Debt Flags as % of total COS	1.2%	1.0%	1.1%

Debt Flagging

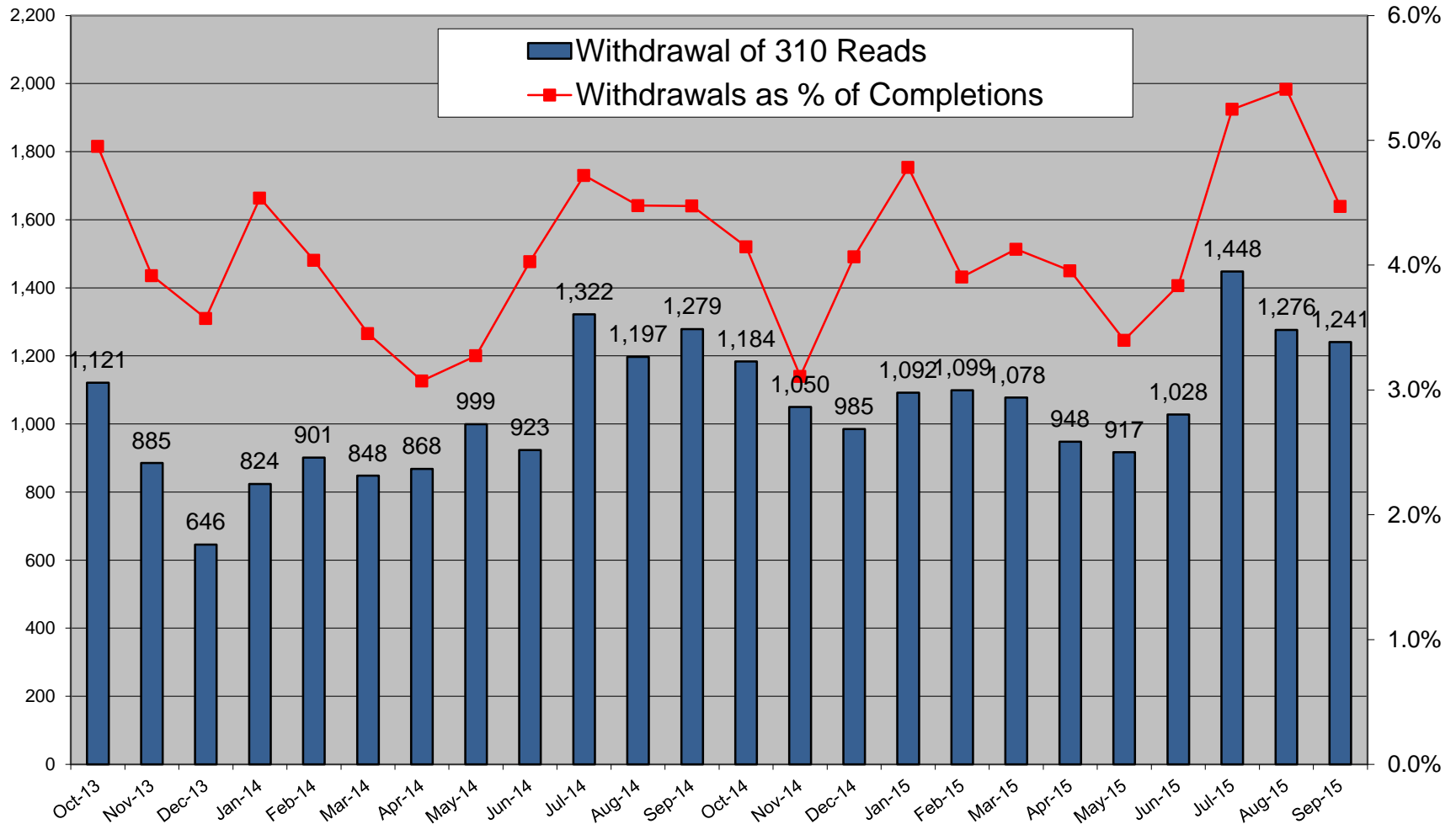


	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Total MPRNs received	762	718	514	733	846	973	855	622	722	716	540	666
Valid Debt Flags issued	359	359	241	439	378	445	362	283	327	331	229	298
Total Cancelled	130	135	92	113	150	175	154	102	97	104	95	85

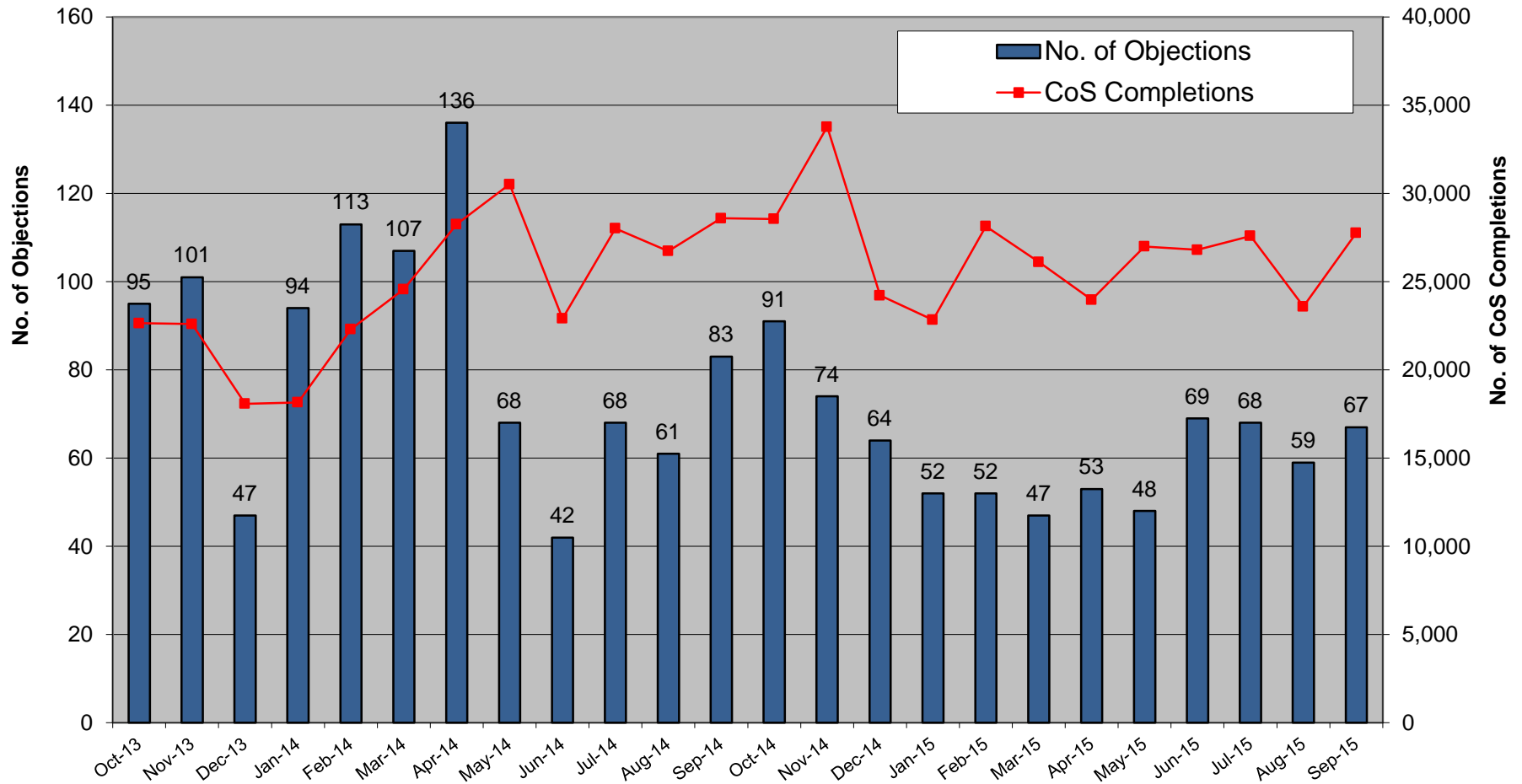
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Jul-15	Aug-15	Sep-15
No. of Objections	68	59	67
Cancellations from Objections	50	35	49
Objection emails to MRSO	4	5	2
Reasons:			
Uncontactable by phone	1		1
Written communication			
COS confirmed	3	5	1
Other			
Escalation emails	1	1	5