



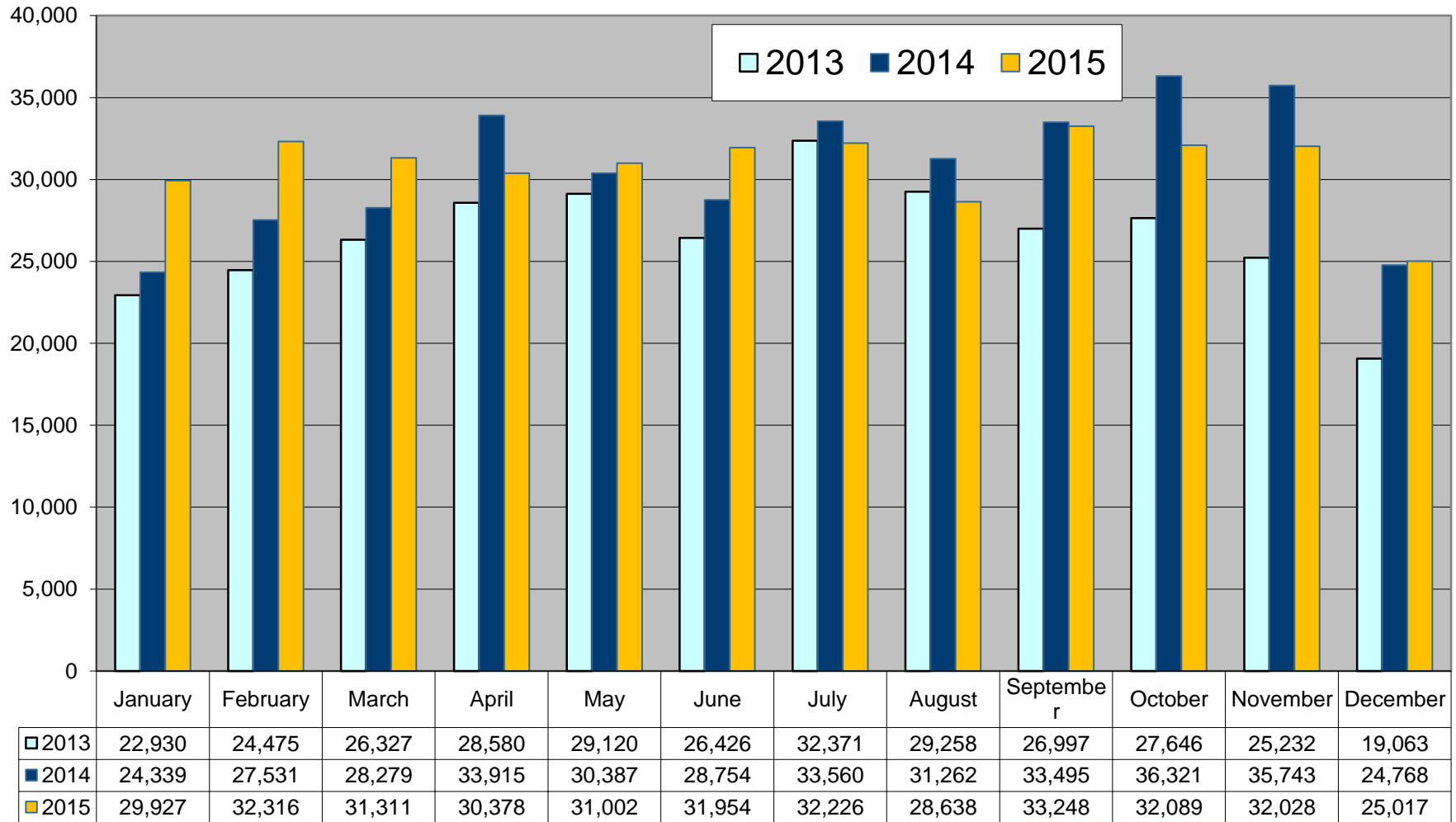
NETWORKS

MRSO Update

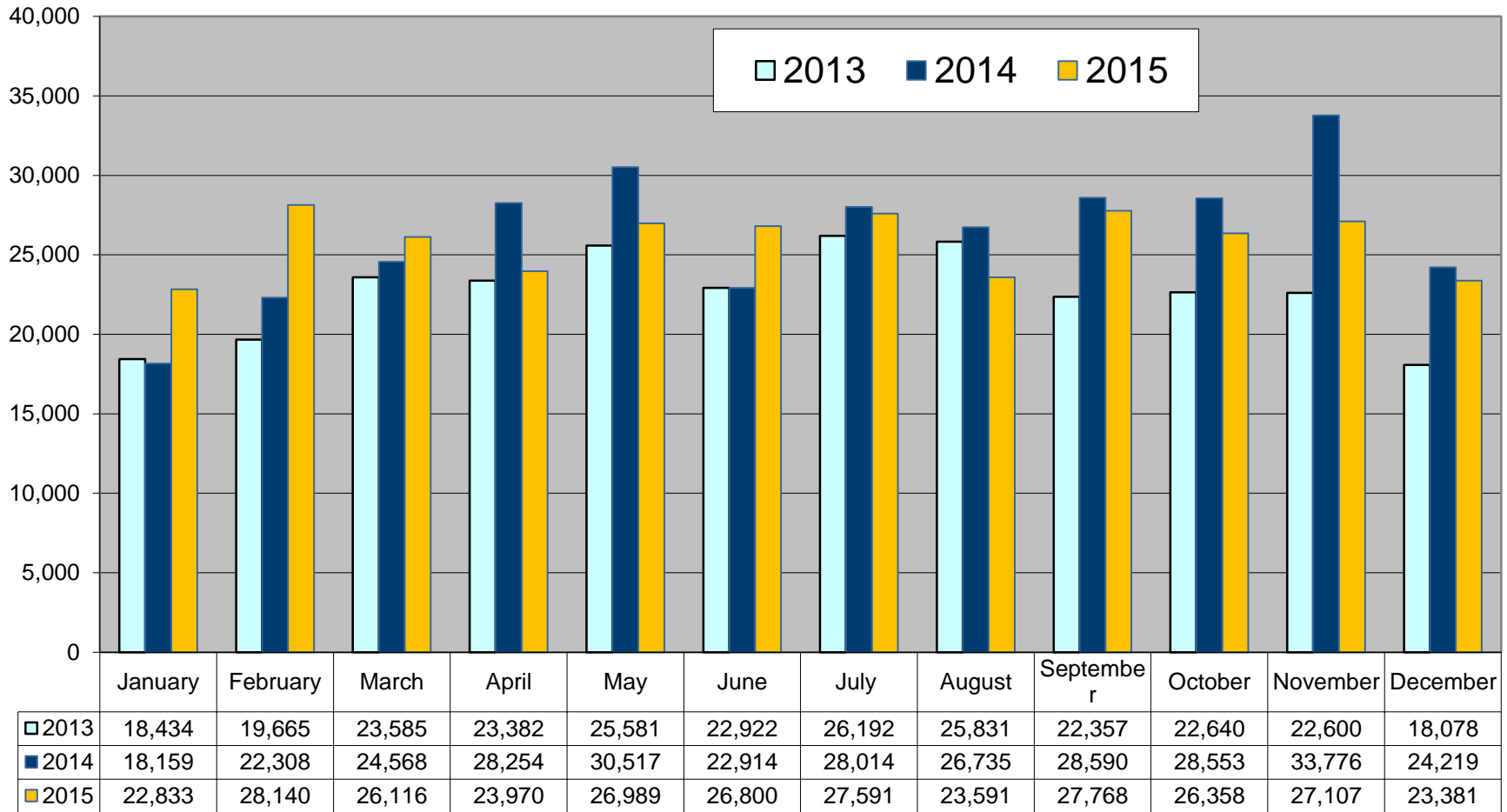
Gerry Halligan

13th January 2016

Market Message 010



Market Message 105L



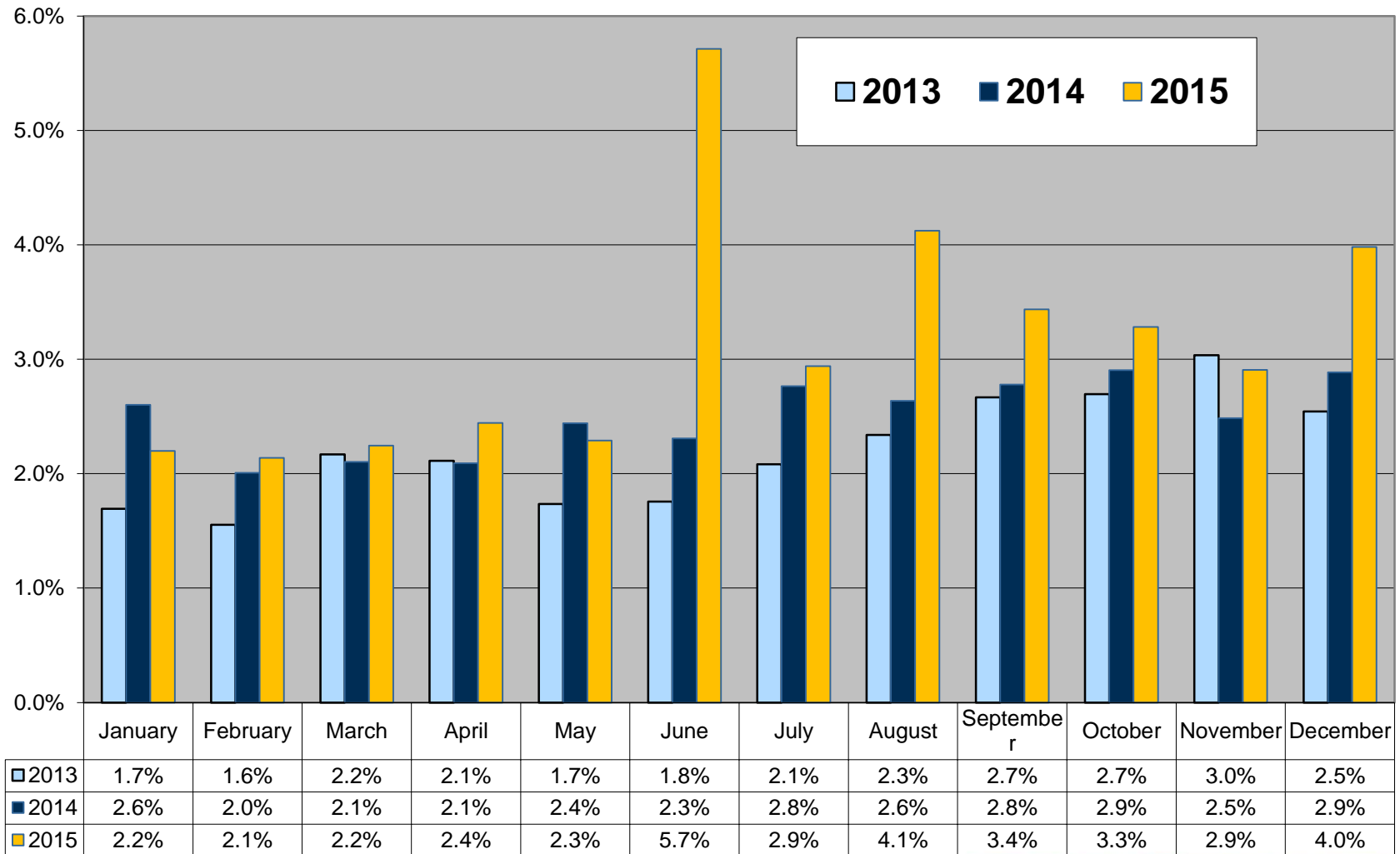
- Reviewed Monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for Energisation or Token Meter Removal will not time-out
- Contact Customer or submit cancellation
- 2 Switches held due to an existing Open Service Order

| | |
|----------|---|
| Jul 2015 | 1 |
| Aug 2015 | 3 |
| Sep 2015 | 1 |
| Oct 2015 | 1 |

COS and CoLE

| Month | Explicit CoLE | Inferred CoLE | Total CoLE | Total 010 | % Explicit CoLE | % Total CoLE |
|--------|---------------|---------------|------------|-----------|-----------------|--------------|
| Oct-15 | 7,275 | 5,540 | 12,815 | 32,089 | 23% | 40% |
| Nov-15 | 7,881 | 5,894 | 13,775 | 32,028 | 25% | 43% |
| Dec-15 | 6,259 | 4,214 | 10,473 | 25,017 | 25% | 42% |

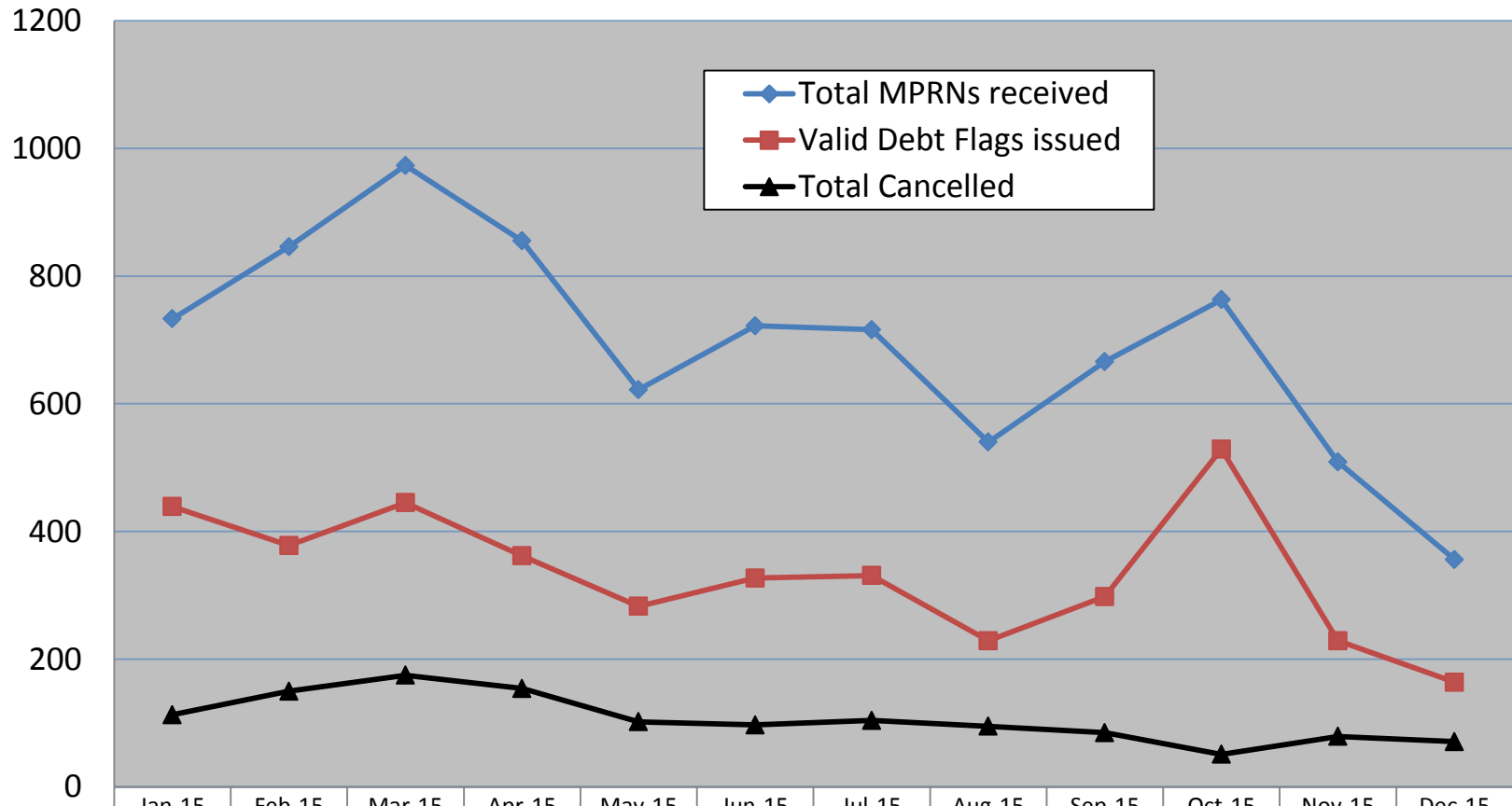
Registration Rejections %



Debt Flagging

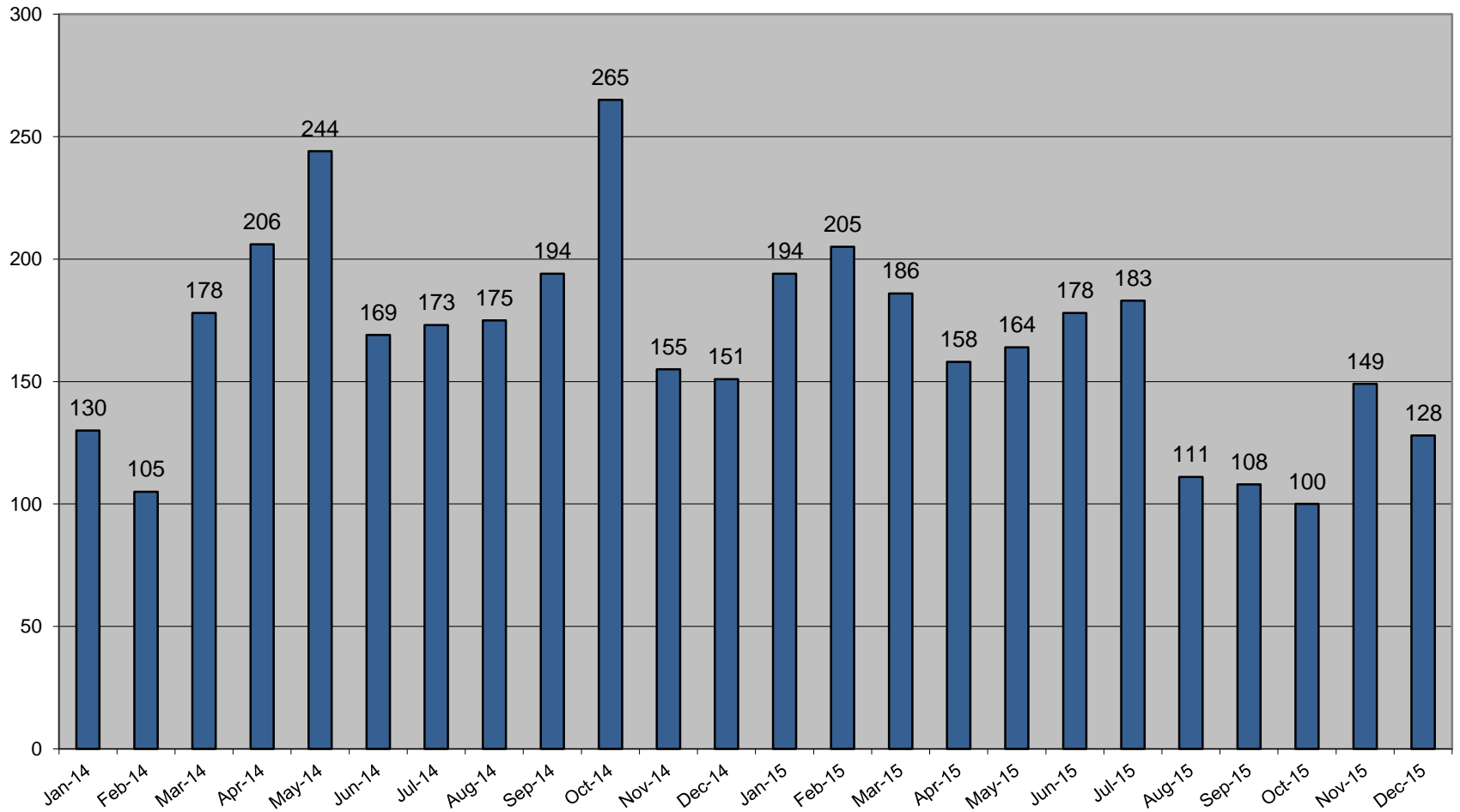
| | Oct-15 | Nov-15 | Dec-15 |
|---|--------|--------|--------|
| Total MPRNs received | 763 | 509 | 356 |
| Total CoLEs returned to outgoing supplier | 206 | 265 | 178 |
| Returned for other reason to outgoing supplier (invalid MPRN, switch completed) | 28 | 15 | 14 |
| Valid Debt Flags issued to gaining supplier | 529 | 229 | 164 |
| Total not cancelled | 478 | 150 | 93 |
| Total cancelled | 51 | 79 | 71 |
| Valid Debt Flags as % of total COS | 2.0% | 0.8% | 0.7% |

Debt Flagging

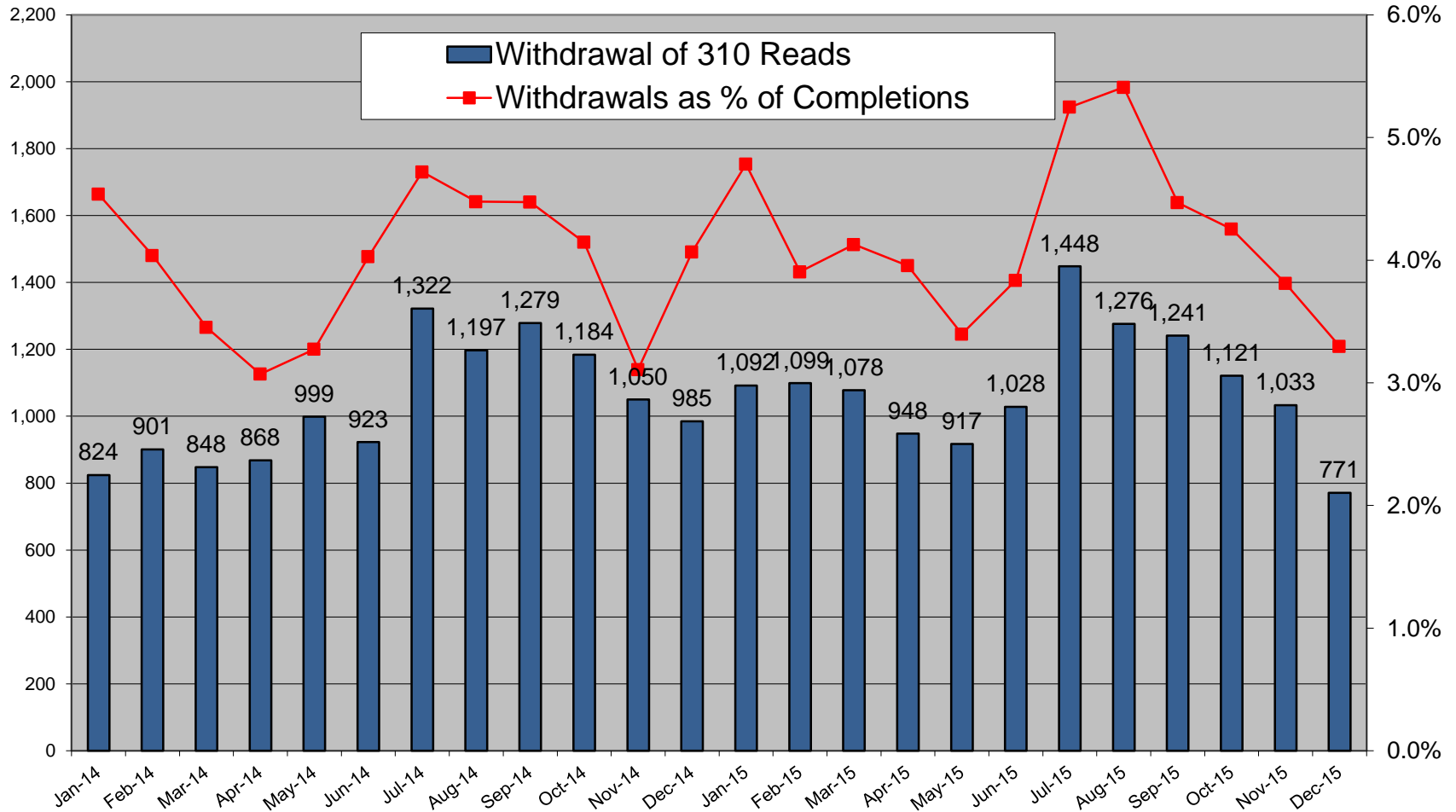


| | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total MPRNs received | 733 | 846 | 973 | 855 | 622 | 722 | 716 | 540 | 666 | 763 | 509 | 356 |
| Valid Debt Flags issued | 439 | 378 | 445 | 362 | 283 | 327 | 331 | 229 | 298 | 529 | 229 | 164 |
| Total Cancelled | 113 | 150 | 175 | 154 | 102 | 97 | 104 | 95 | 85 | 51 | 79 | 71 |

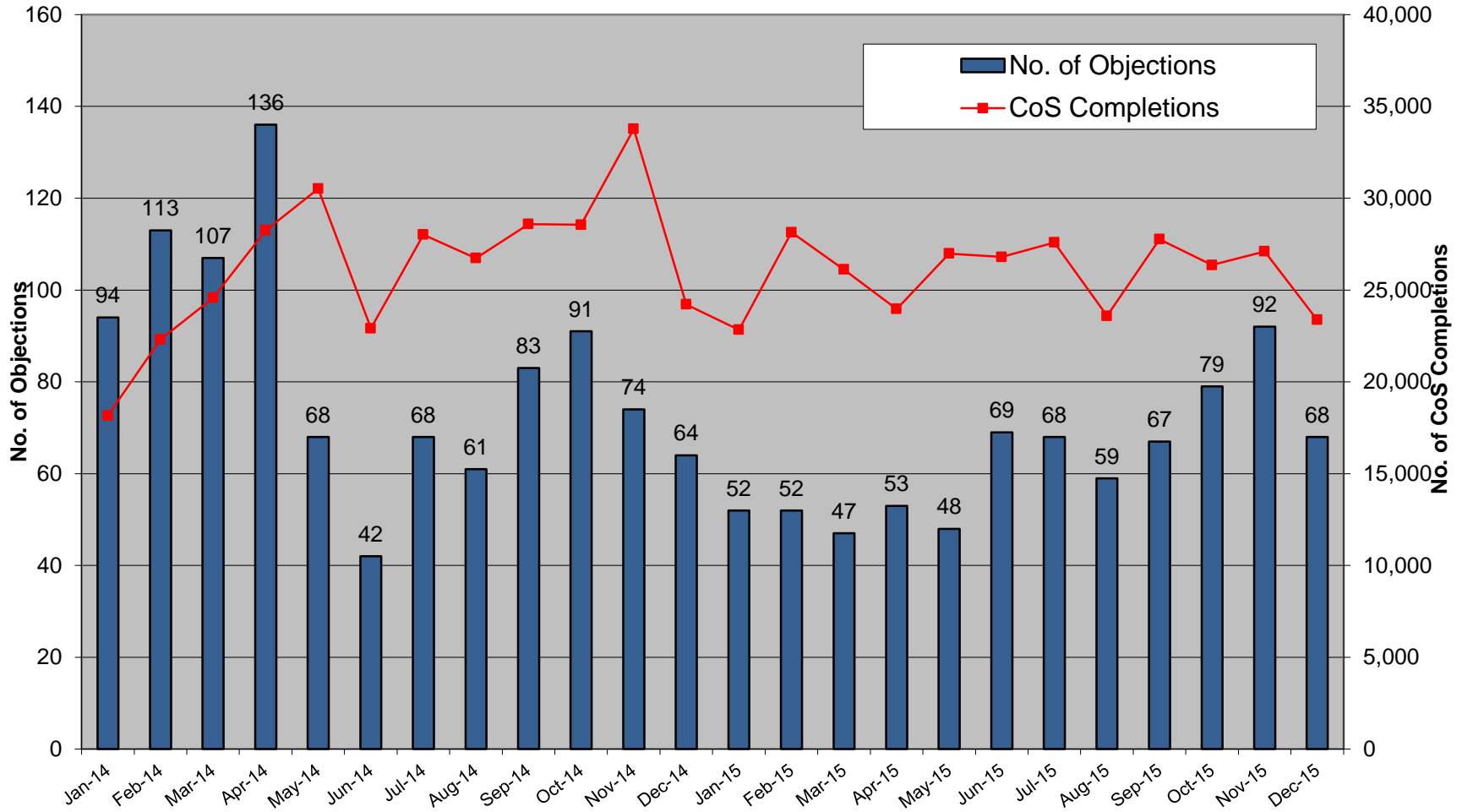
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

| | Oct-15 | Nov-15 | Dec-15 |
|-------------------------------|--------|--------|--------|
| No. of Objections | 79 | 92 | 68 |
| Cancellations from Objections | 52 | 56 | 40 |
| Objection emails to MRSO | 14 | 8 | 4 |
| Reasons: | | | |
| Uncontactable by phone | | 1 | |
| Written communication | | | |
| COS confirmed | 14 | 7 | 4 |
| Other | | | |
| Escalation emails | 4 | 3 | 8 |