



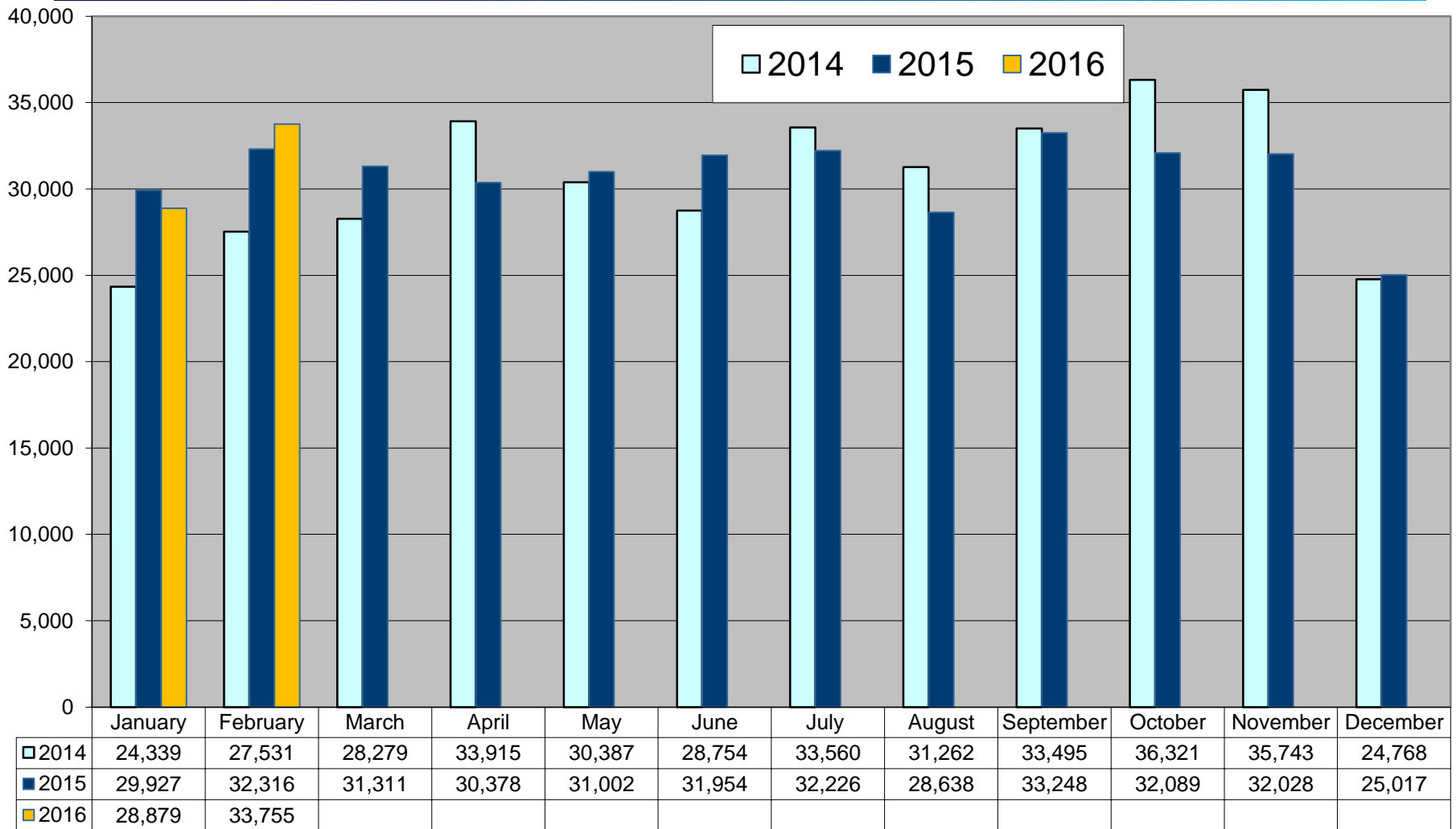
**NETWORKS**

# **MRSO Update**

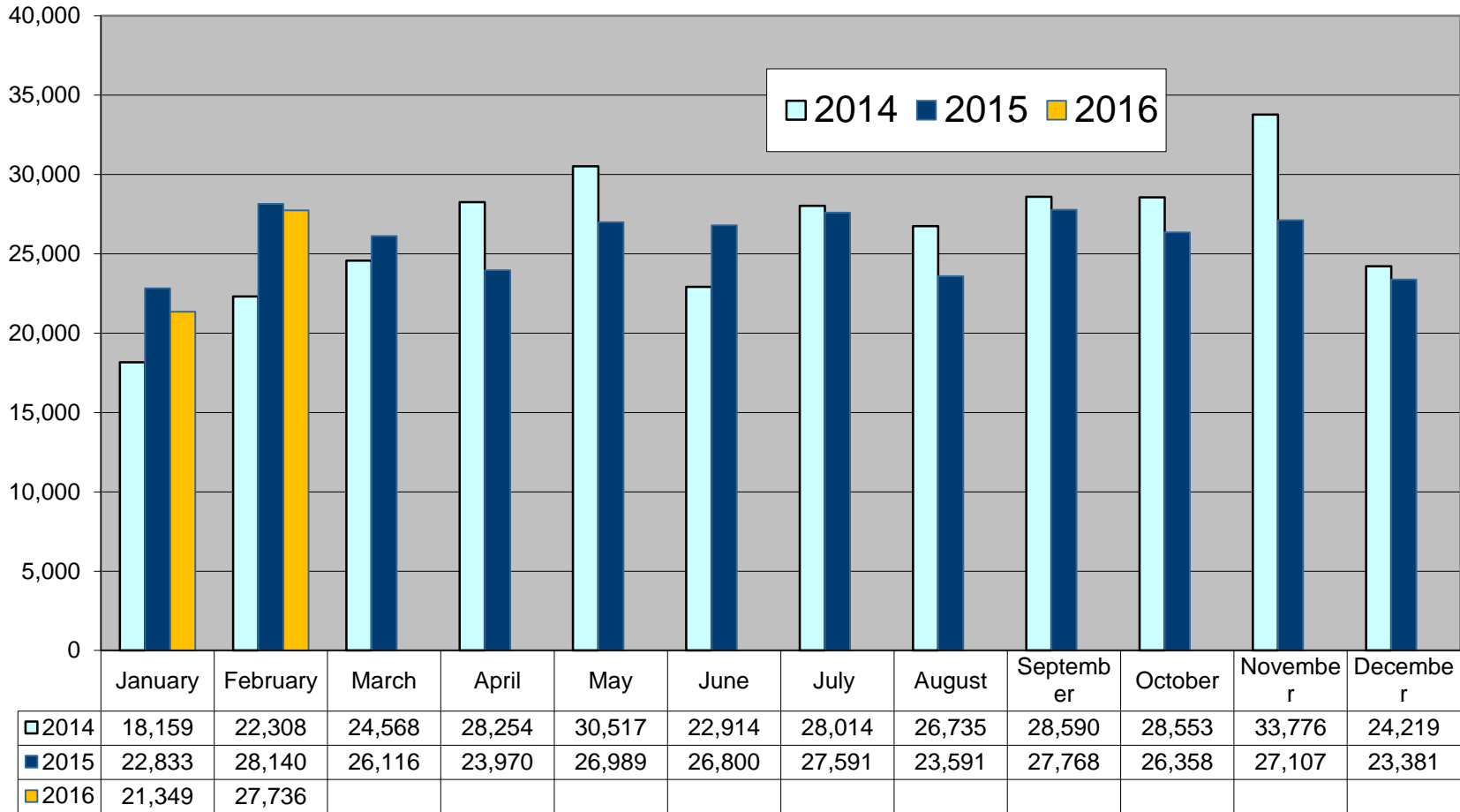
**Gerry Halligan**

**9<sup>th</sup> March 2016**

# Market Message 010



# Market Message 105L



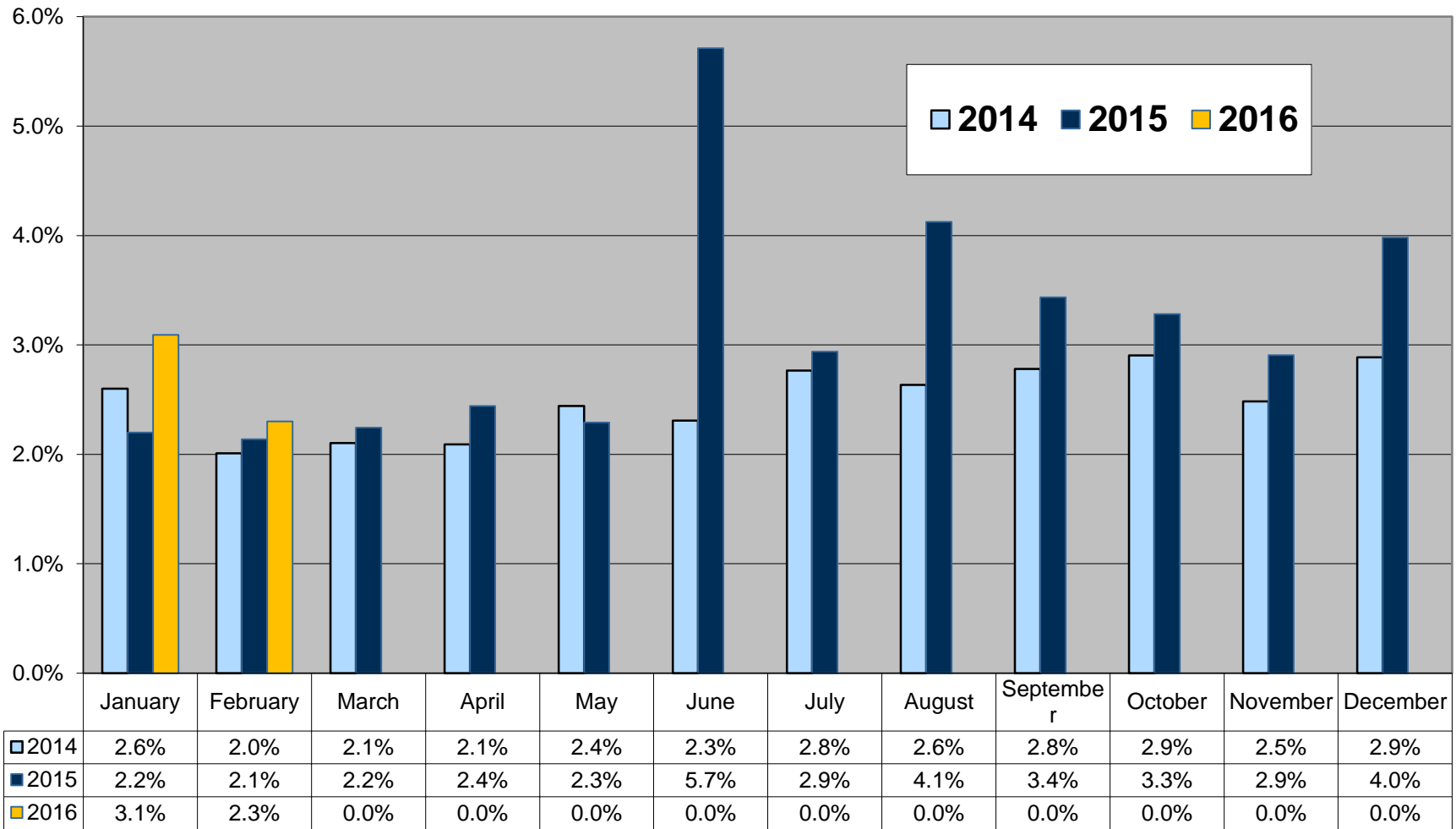
# COS in-progress 1<sup>st</sup> March 2016 – 9,800

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

Oct 2015	0
Nov 2015	0
Dec 2015	14

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Dec-15	6,259	4,214	10,473	25,017	25%	42%
Jan-16	6,091	5,032	11,123	28,879	21%	39%
Feb-16	7,077	5,626	12,703	33,755	21%	38%

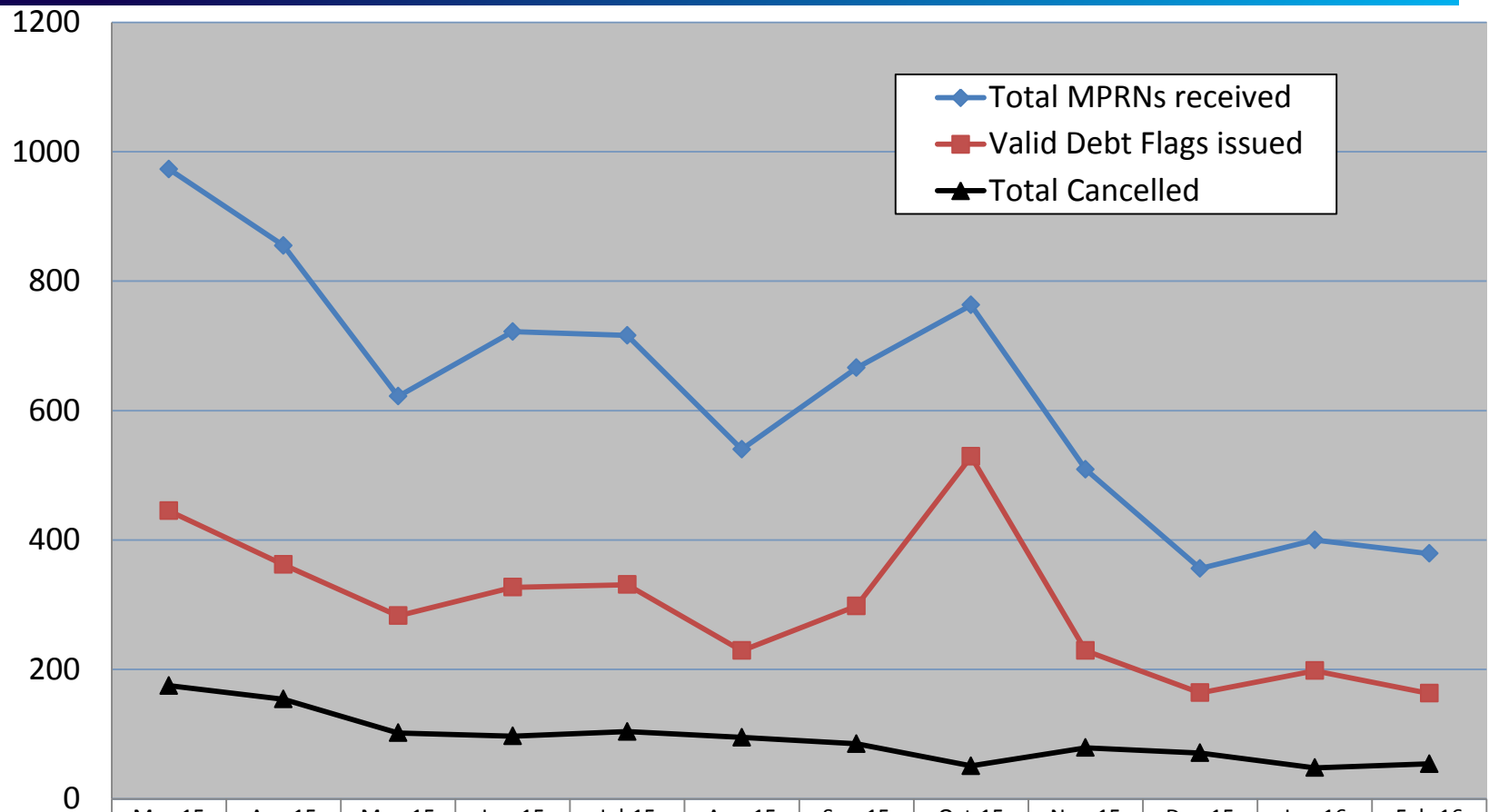
# Registration Rejections %



# Debt Flagging

	Dec-15	Jan-16	Feb-16
Total MPRNs received	356	400	379
Total CoLEs returned to outgoing supplier	178	181	193
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	14	21	23
Valid Debt Flags issued to gaining supplier	164	198	163
Total not cancelled	93	150	109
Total cancelled	71	48	54
Valid Debt Flags as % of total COS	0.7%	0.9%	0.6%

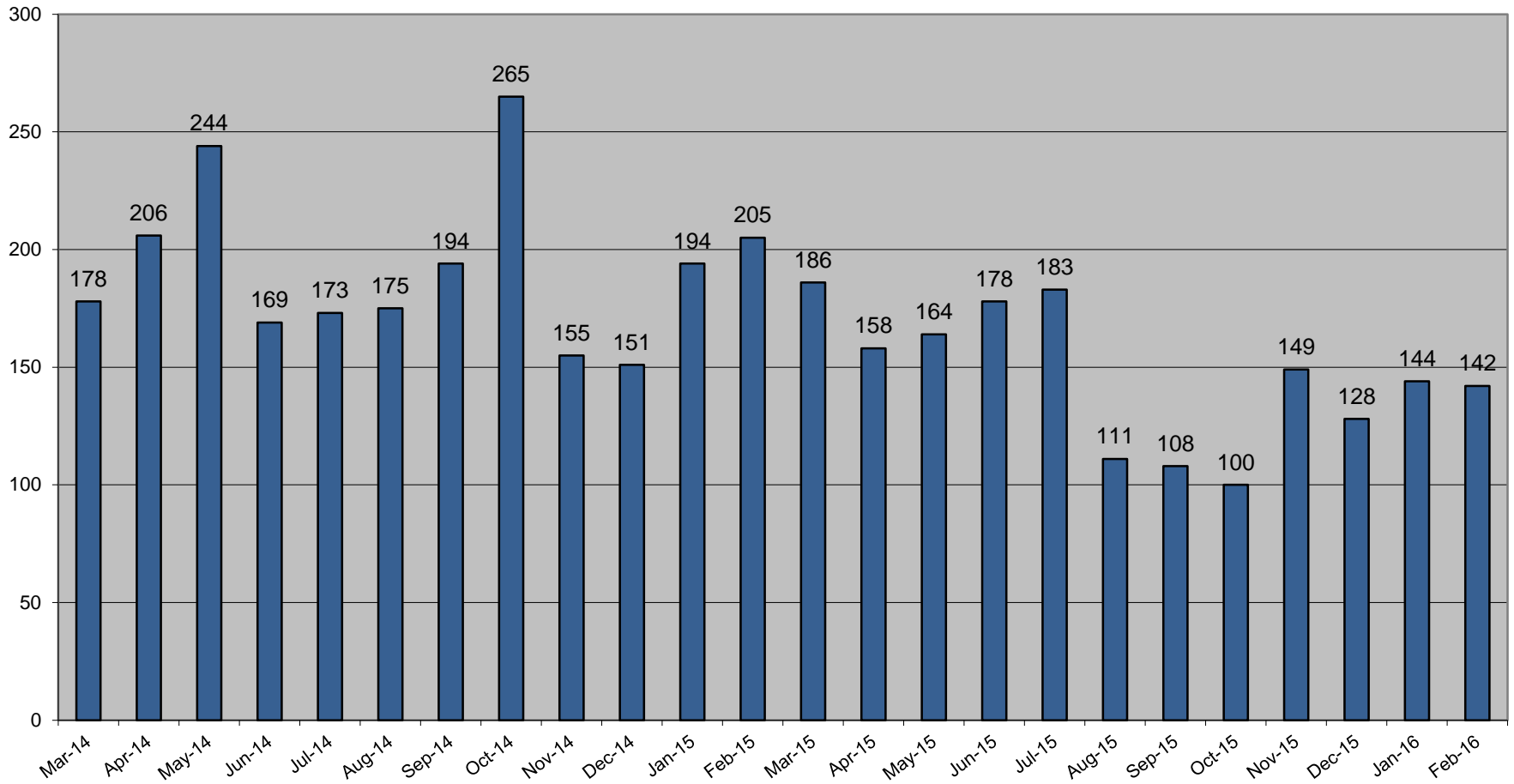
# Debt Flagging



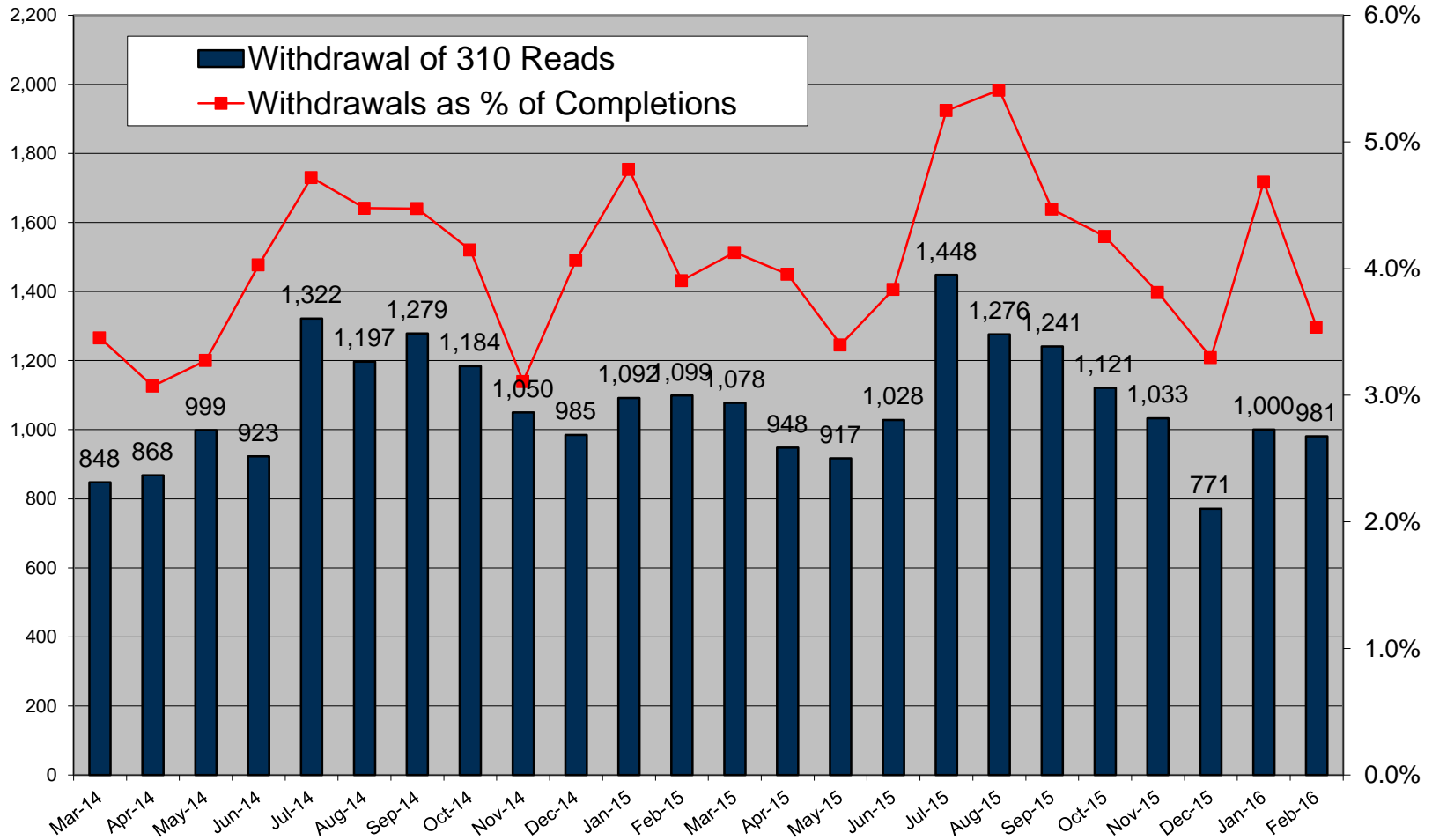
	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Total MPRNs received	973	855	622	722	716	540	666	763	509	356	400	379
Valid Debt Flags issued	445	362	283	327	331	229	298	529	229	164	198	163
Total Cancelled	175	154	102	97	104	95	85	51	79	71	48	54



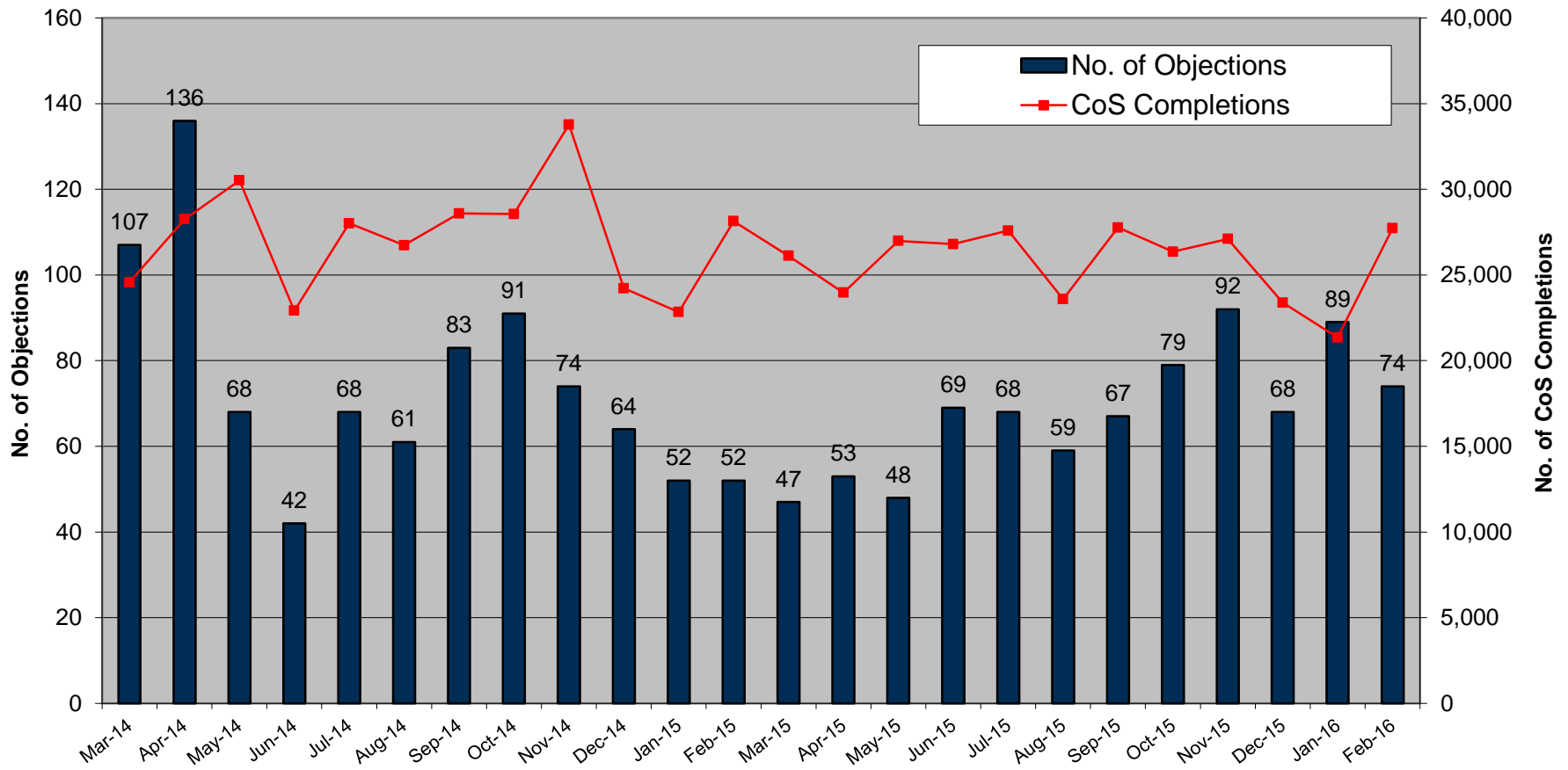
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# Objections – Erroneous Transfers



# Objections

	Dec-15	Jan-16	Feb-16
No. of Objections	68	89	74
Cancellations from Objections	40	57	35
Objection emails to MRSO	4	10	15
Reasons:			
Uncontactable by phone			
Written communication			
COS confirmed	4	10	14
Other			1
Escalation emails	8	2	2

# A1 & A2 address with Eircode

