



NETWORKS

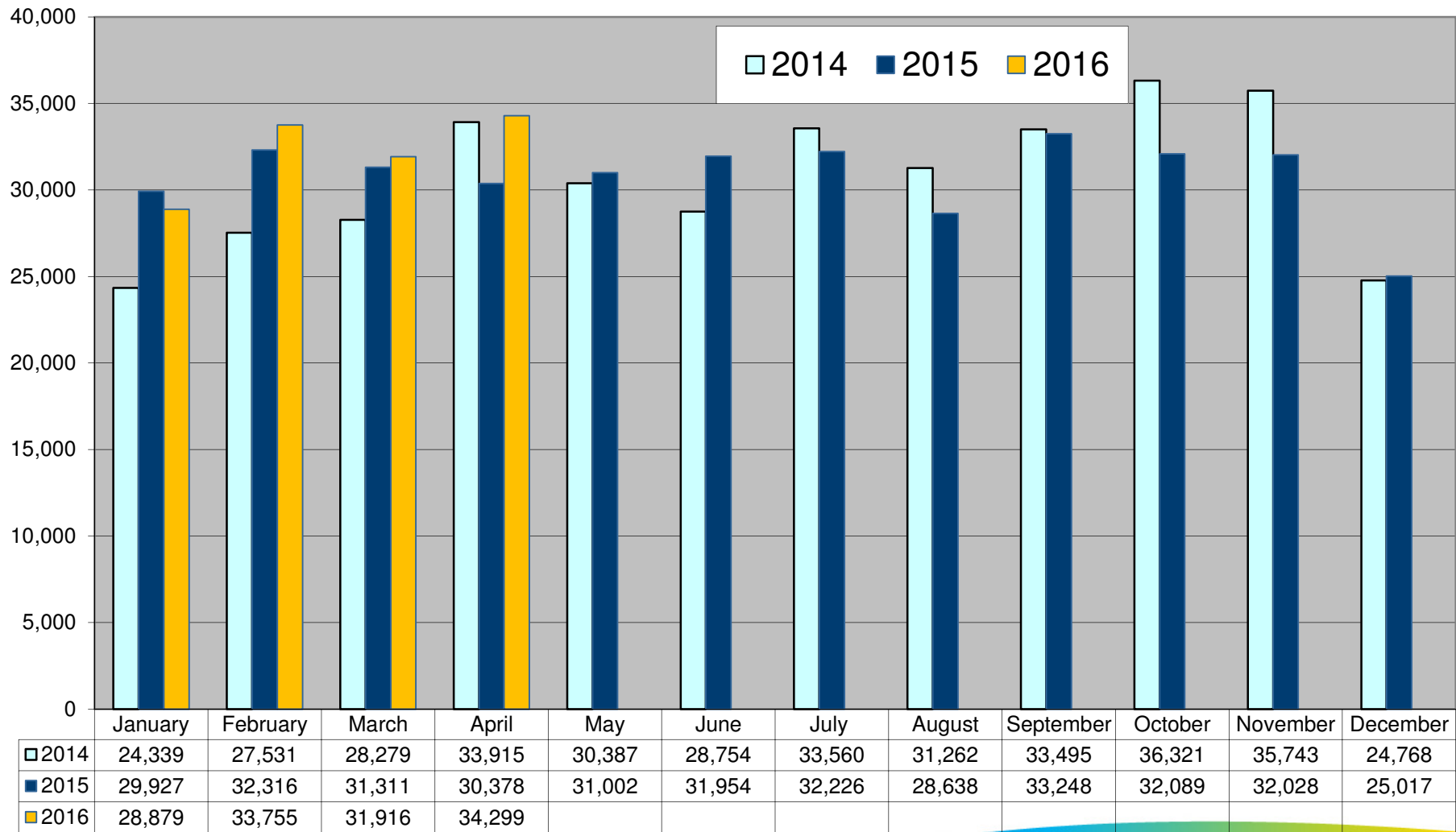
MRSO Update

Gerry Halligan

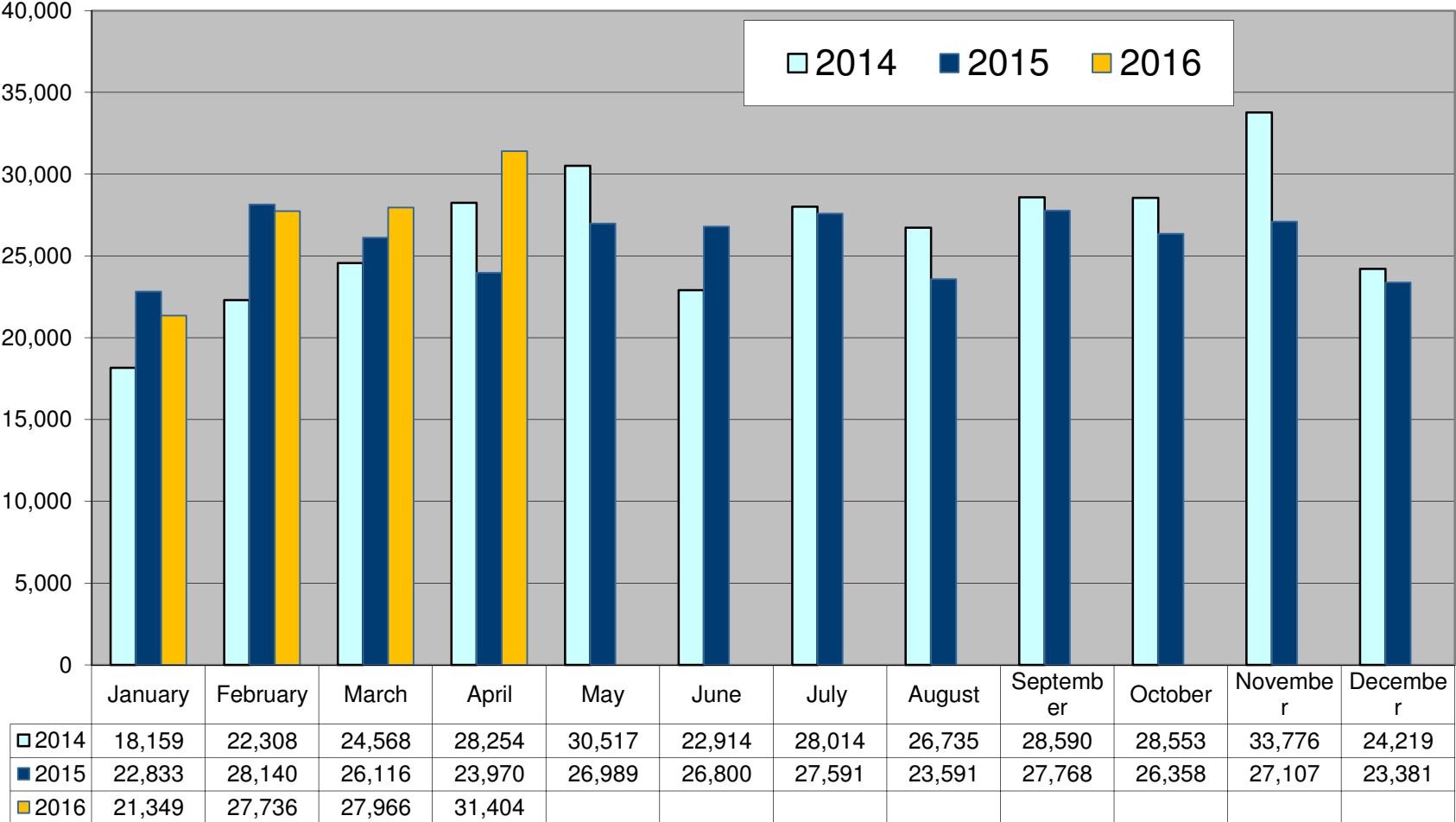
4th May 2016



Market Message 010



Market Message 105L



COS in-progress 3rd May 2016 – 9,041



- **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**
- **XXX Switches held due to an existing Open Service Order**

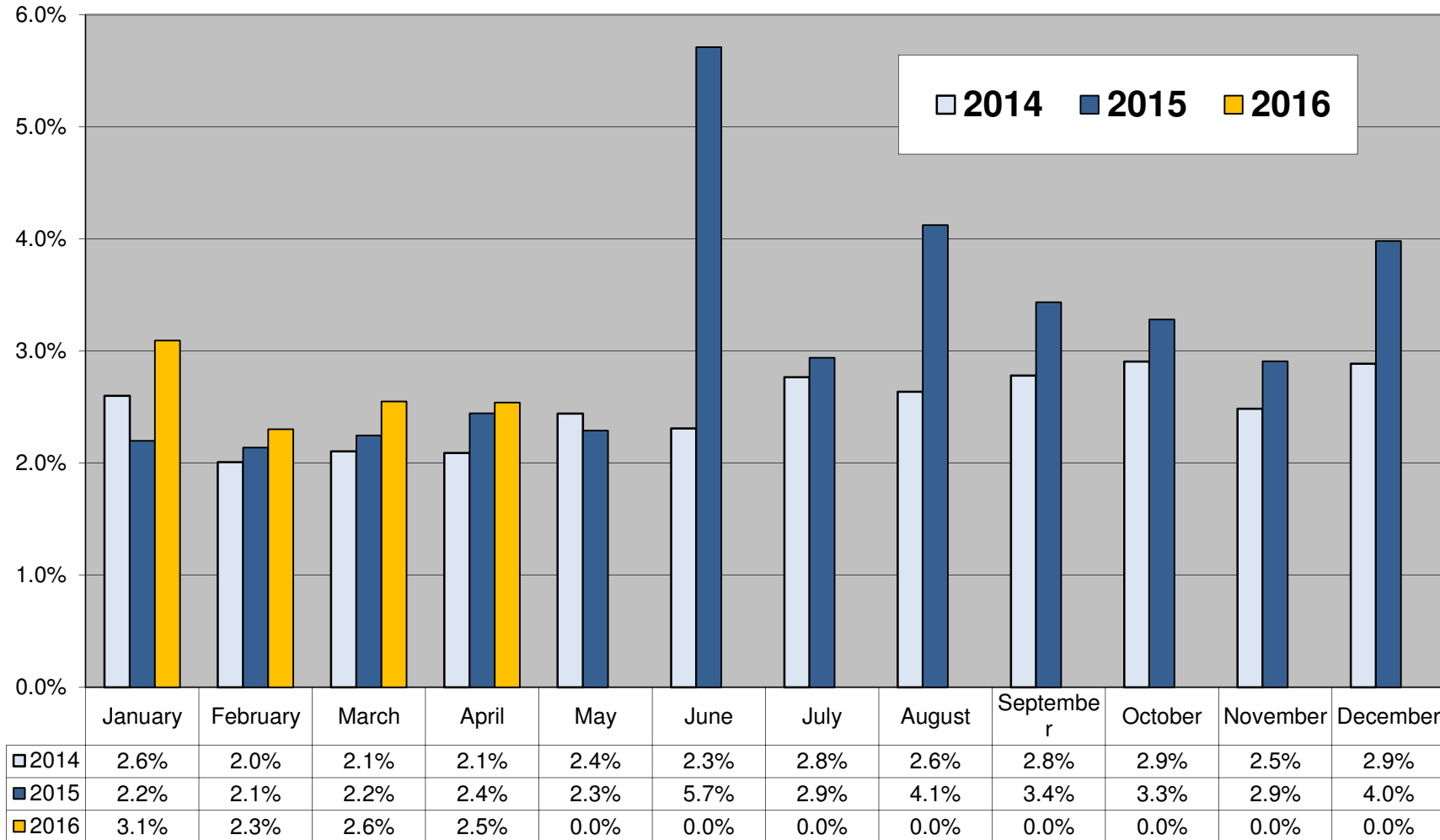
Jan 2016	1
Feb 2016	0
Mar 2016	30

COS and CoLE



Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Feb-16	7,077	5,626	12,703	33,755	21%	38%
Mar-16	6,888	5,545	12,433	31,916	22%	39%
Apr-16	7,193	6,276	13,469	34,299	21%	39%

Registration Rejections %

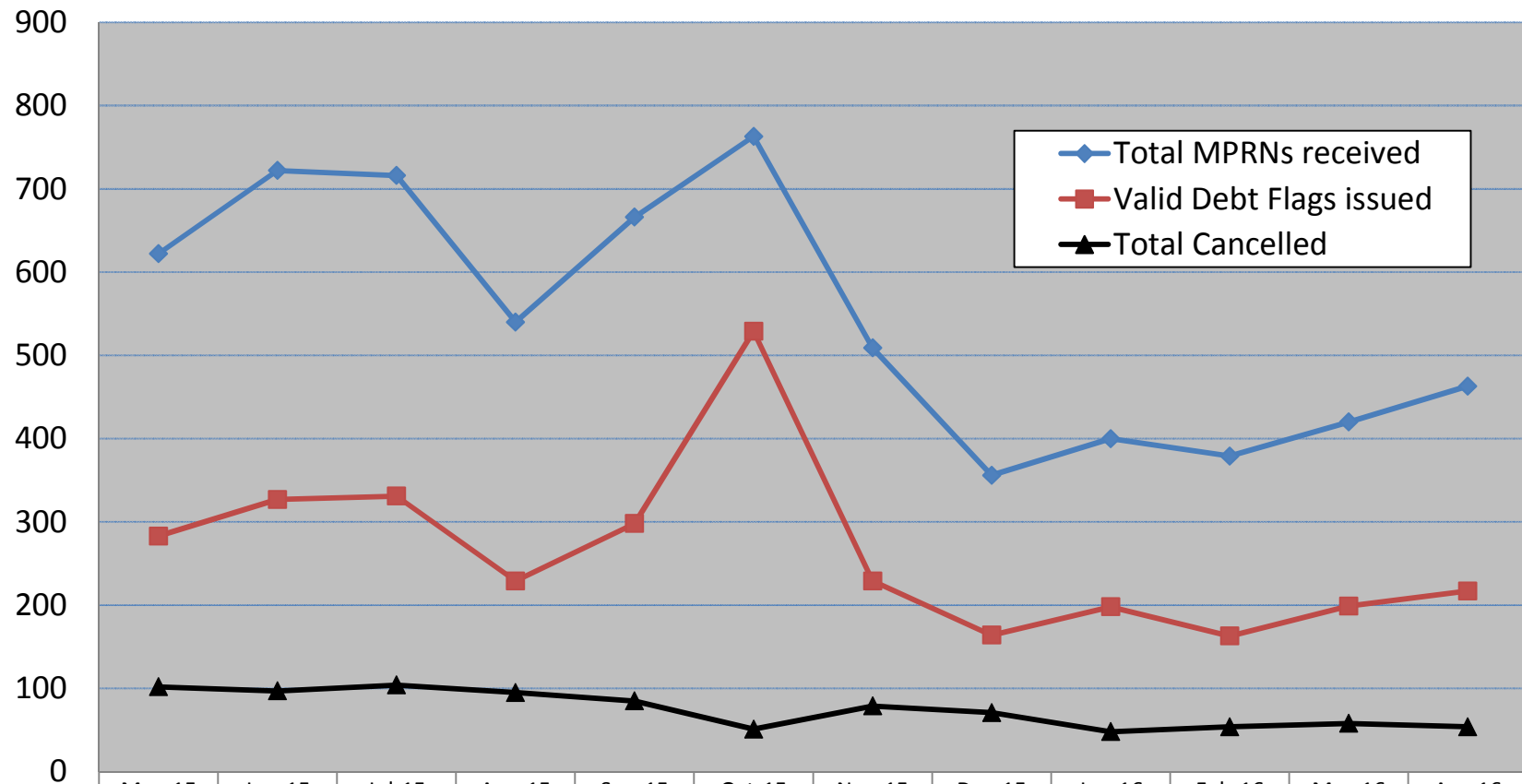


Debt Flagging



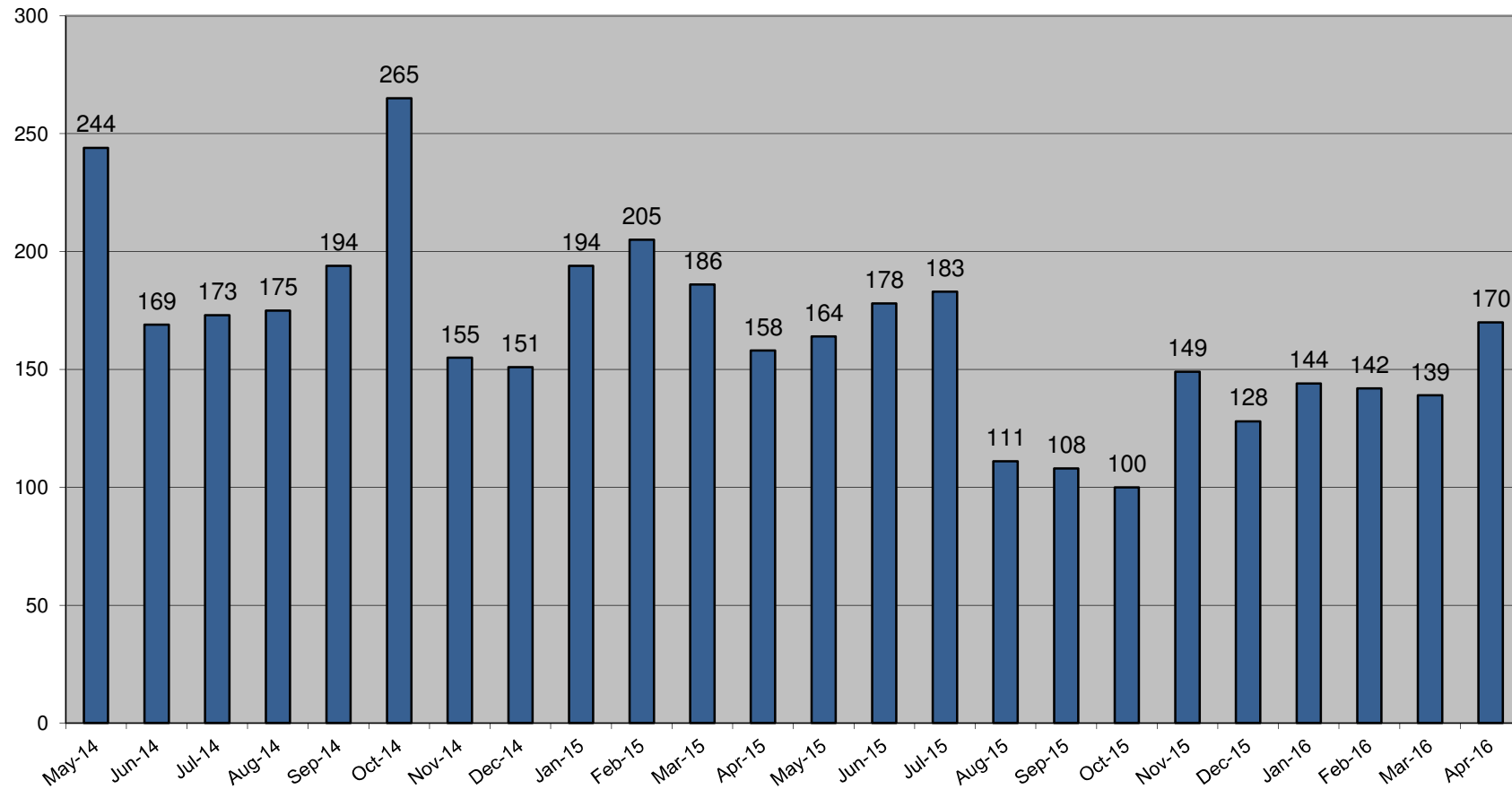
	Feb-16	Mar-16	Apr-16
Total MPRNs received	379	420	463
Total CoLEs returned to outgoing supplier	193	193	230
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	23	28	15
Valid Debt Flags issued to gaining supplier	163	199	217
Total not cancelled	109	141	163
Total cancelled	54	58	54
Valid Debt Flags as % of total COS	0.6%	0.7%	0.7%

Debt Flagging

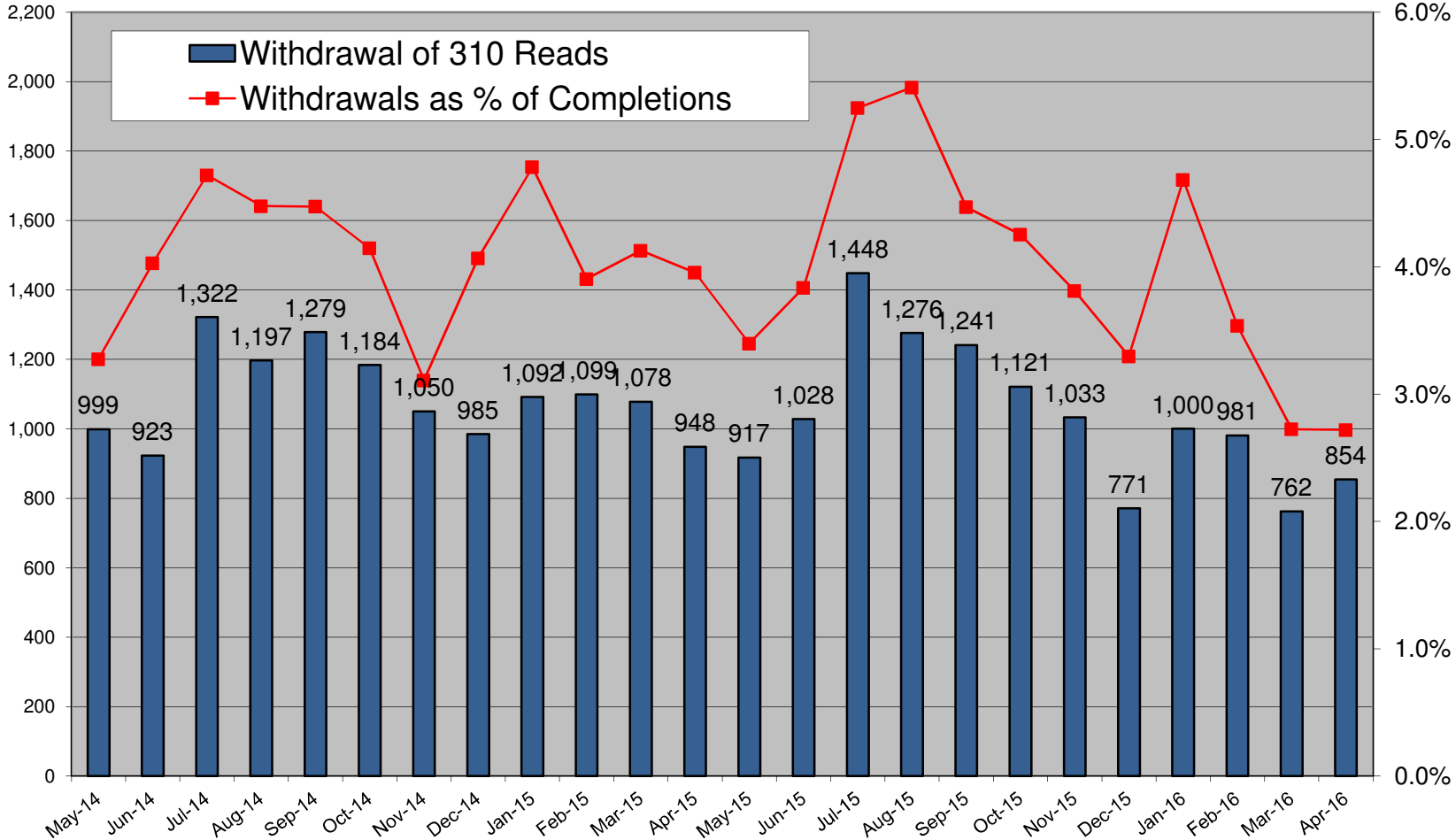


	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Total MPRNs received	622	722	716	540	666	763	509	356	400	379	420	463
Valid Debt Flags issued	283	327	331	229	298	529	229	164	198	163	199	217
Total Cancelled	102	97	104	95	85	51	79	71	48	54	58	54

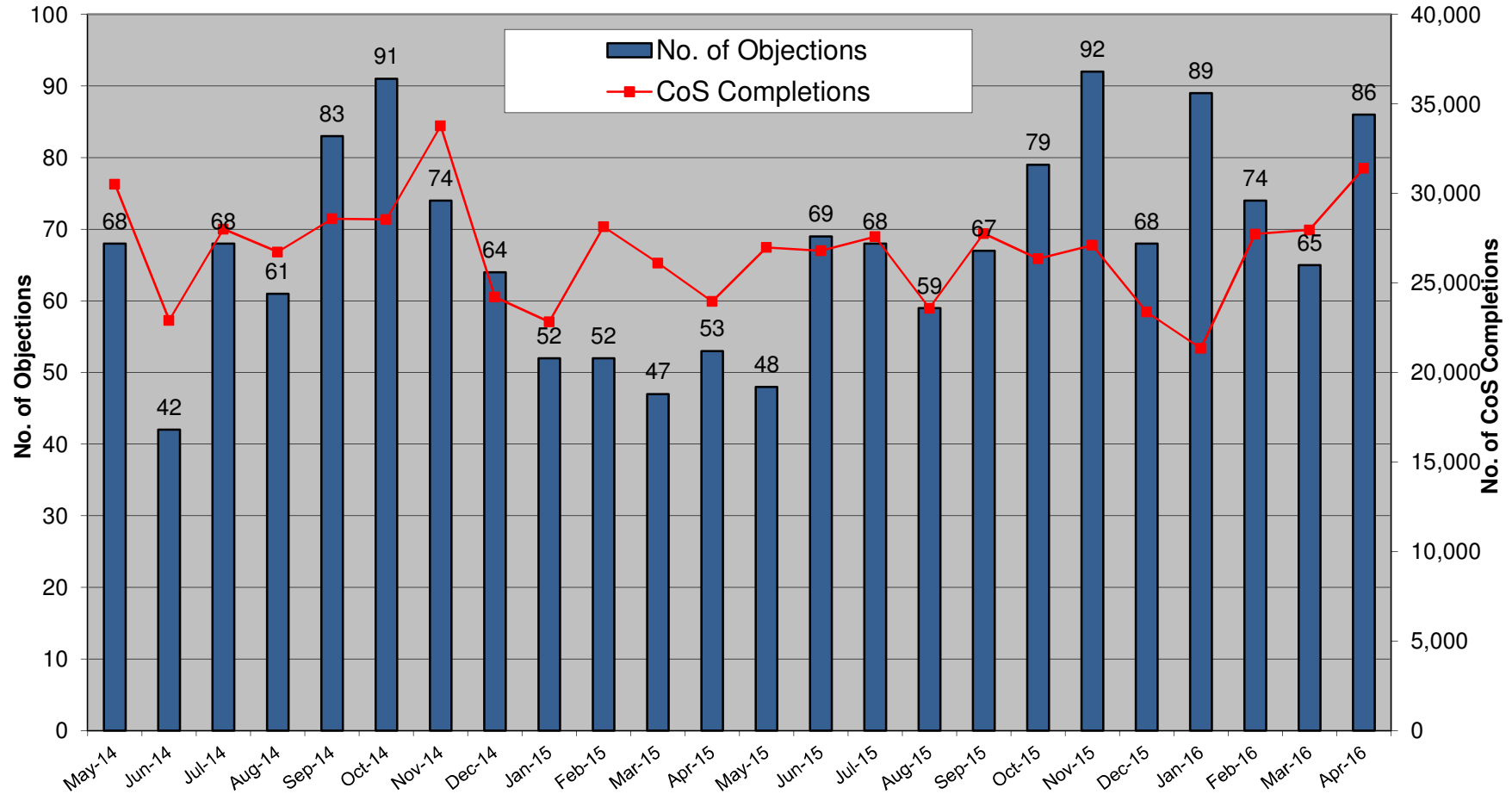
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers

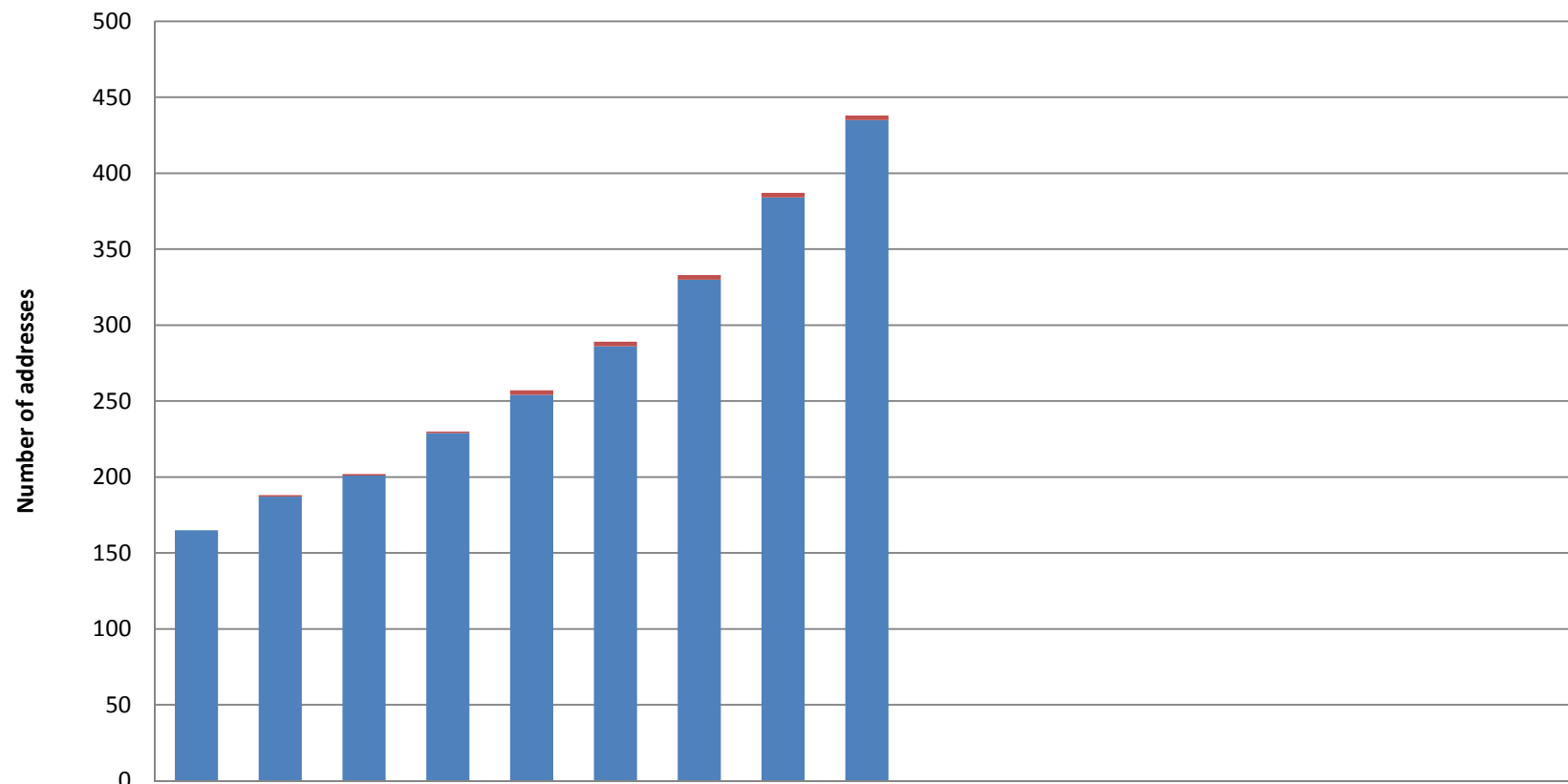


Objections



	Feb-16	Mar-16	Apr-16
No. of Objections	74	65	86
Cancellations from Objections	35	50	61
Objection emails to MRSO	15	8	7
Reasons:			
Uncontactable by phone		2	
Written communication			
COS confirmed	14	4	7
Other	1	2	
Escalation emails	2	7	7

A1 & A2 address with Eircode



	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
■ A1 address	0	1	1	1	3	3	3	3	3								
■ A2 address	165	187	201	229	254	286	330	384	435								