



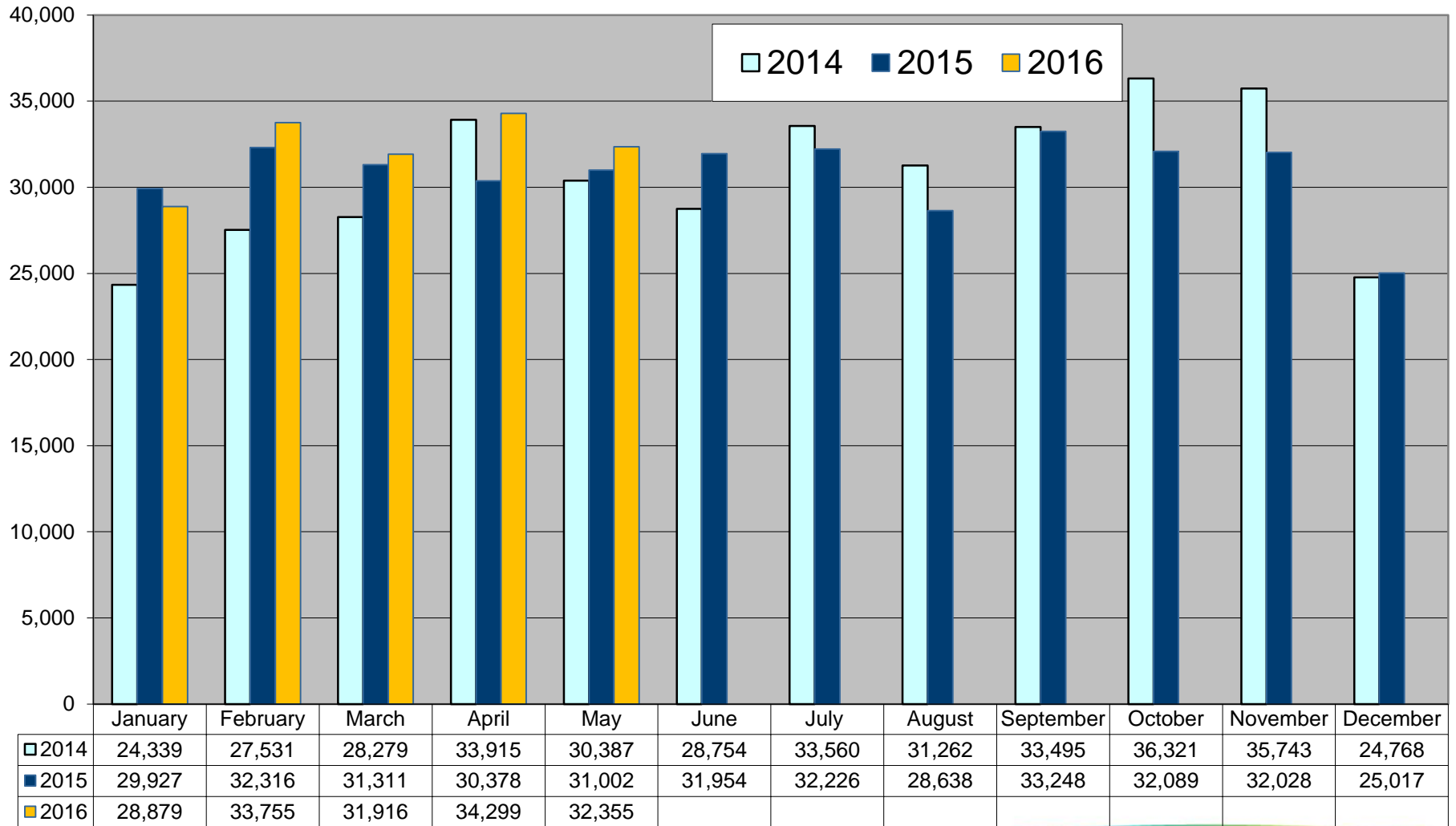
NETWORKS

MRSO Update

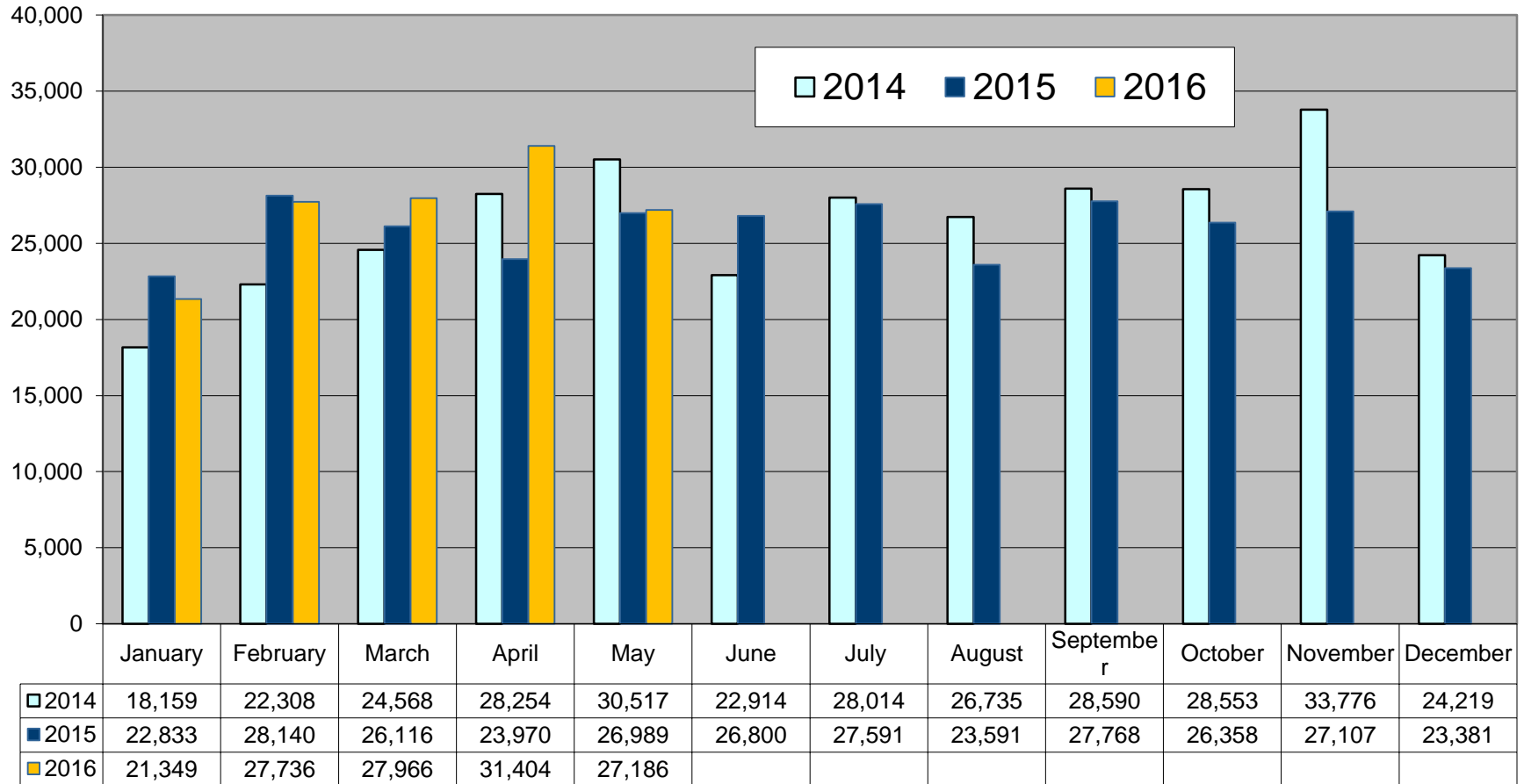
Gerry Halligan

29th June 2016

Market Message 010



Market Message 105L



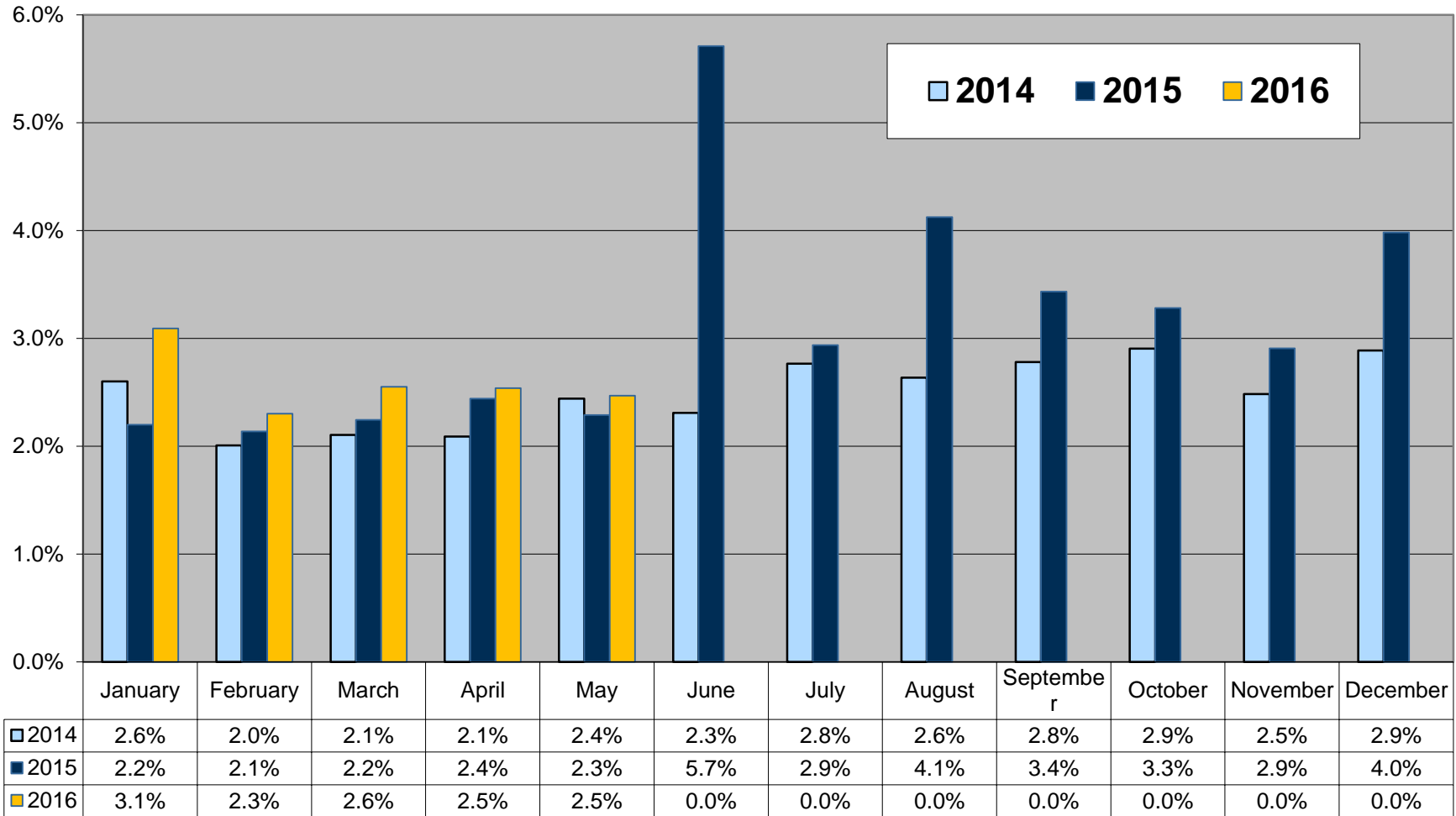
COS in-progress 27th June 2016 – 8,326

- 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
- 6 switches held due to an existing Open Service Order

Feb 2016	0
Mar 2016	2
Apr 2016	6

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Mar-16	6,888	5,545	12,433	31,916	22%	39%
Apr-16	7,193	6,276	13,469	34,299	21%	39%
May-16	6,264	6,855	13,119	32,355	19%	41%

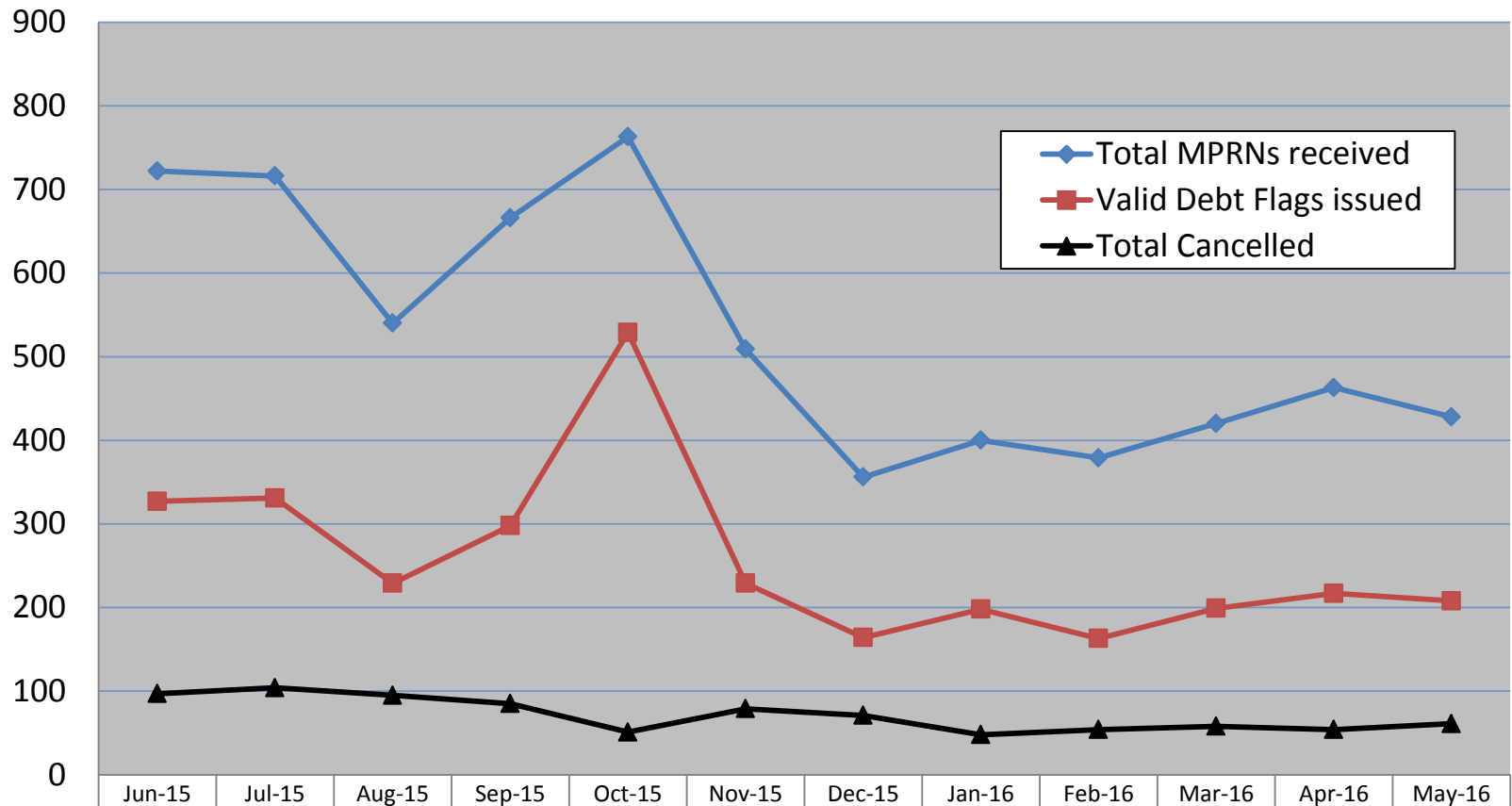
Registration Rejections %



Debt Flagging

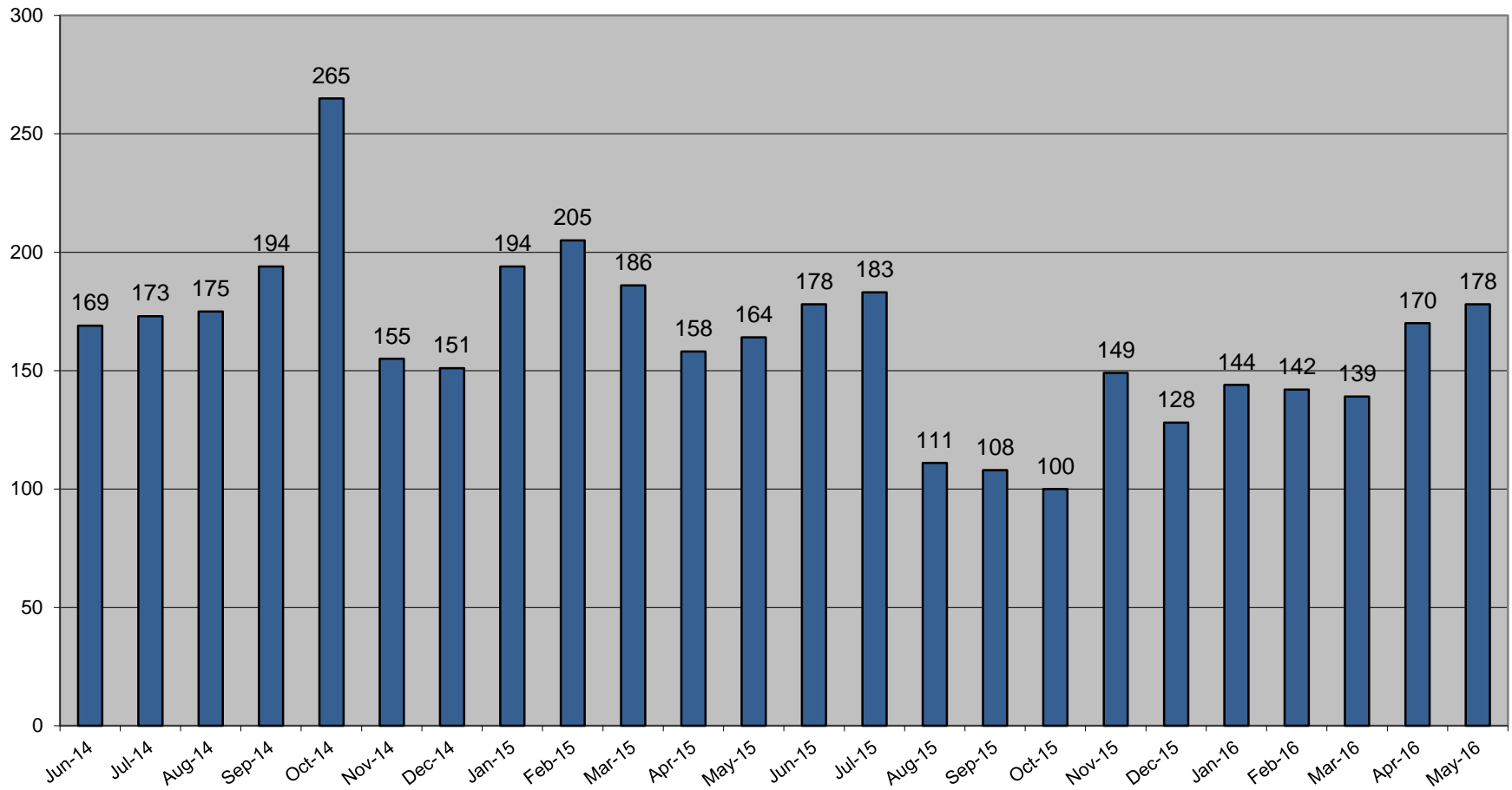
	Mar-16	Apr-16	May-16
Total MPRNs received	420	463	428
Total CoLEs returned to outgoing supplier	193	230	207
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	28	15	13
Valid Debt Flags issued to gaining supplier	199	217	208
Total not cancelled	141	163	147
Total cancelled	58	54	61
Valid Debt Flags as % of total COS	0.7%	0.7%	0.8%

Debt Flagging

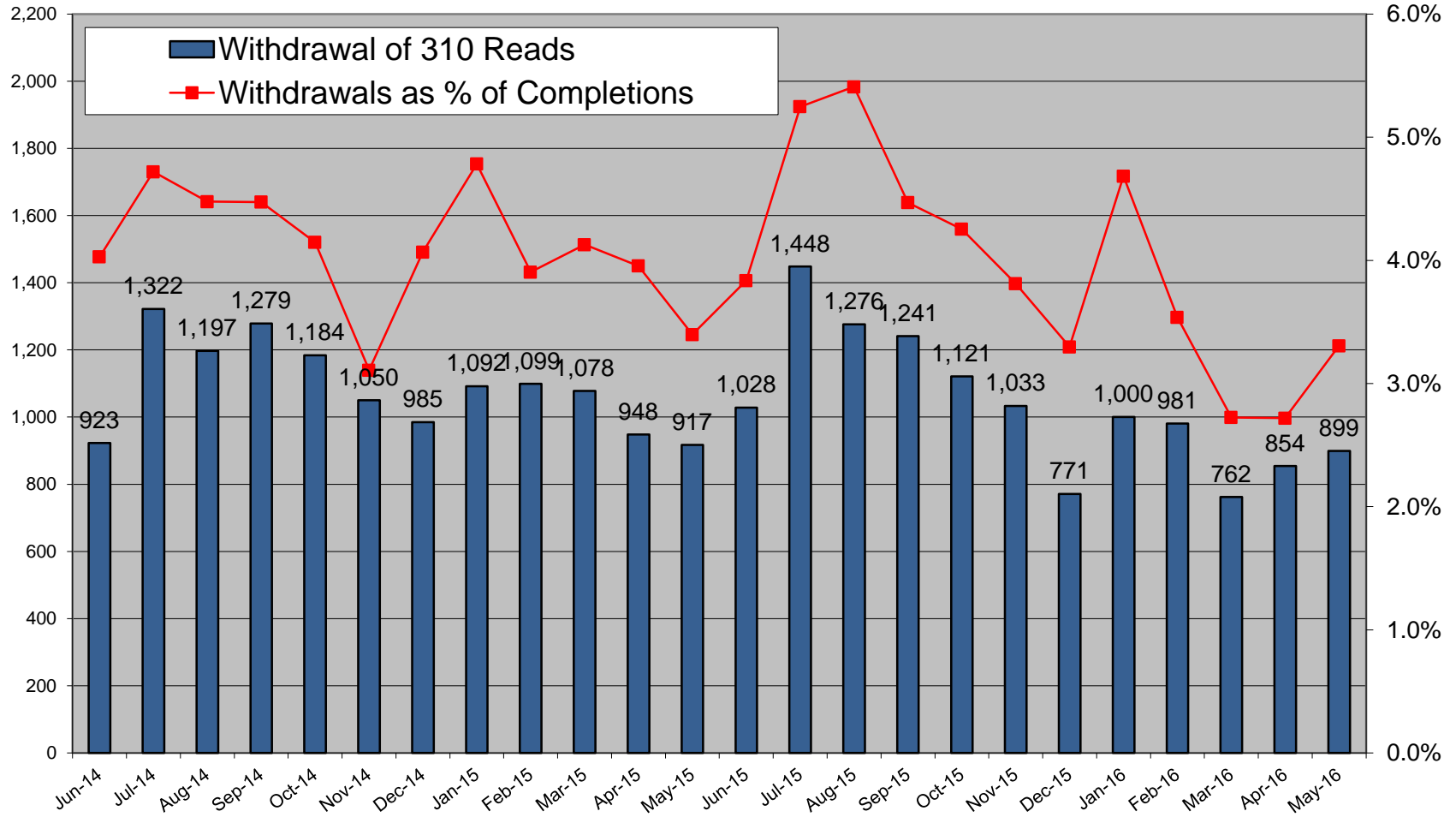


	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Total MPRNs received	722	716	540	666	763	509	356	400	379	420	463	428
Valid Debt Flags issued	327	331	229	298	529	229	164	198	163	199	217	208
Total Cancelled	97	104	95	85	51	79	71	48	54	58	54	61

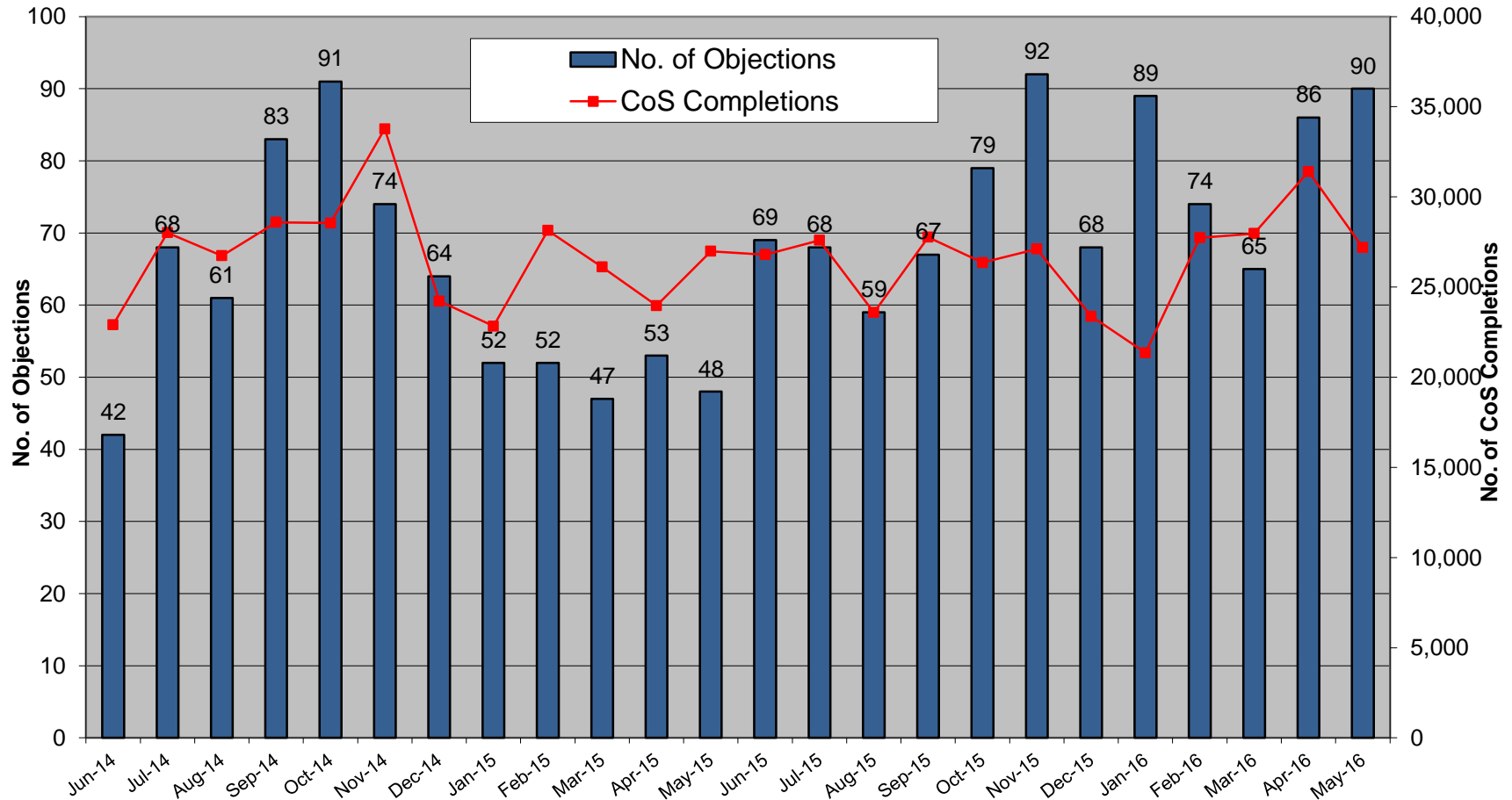
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Mar-16	Apr-16	May-16
No. of Objections	65	86	90
Cancellations from Objections	50	61	64
Objection emails to MRSO	8	7	7
Reasons:			
Uncontactable by phone	2		
Written communication			
COS confirmed	4	7	7
Other	2		
Escalation emails	7	7	7

A1 & A2 address with Eircode

