



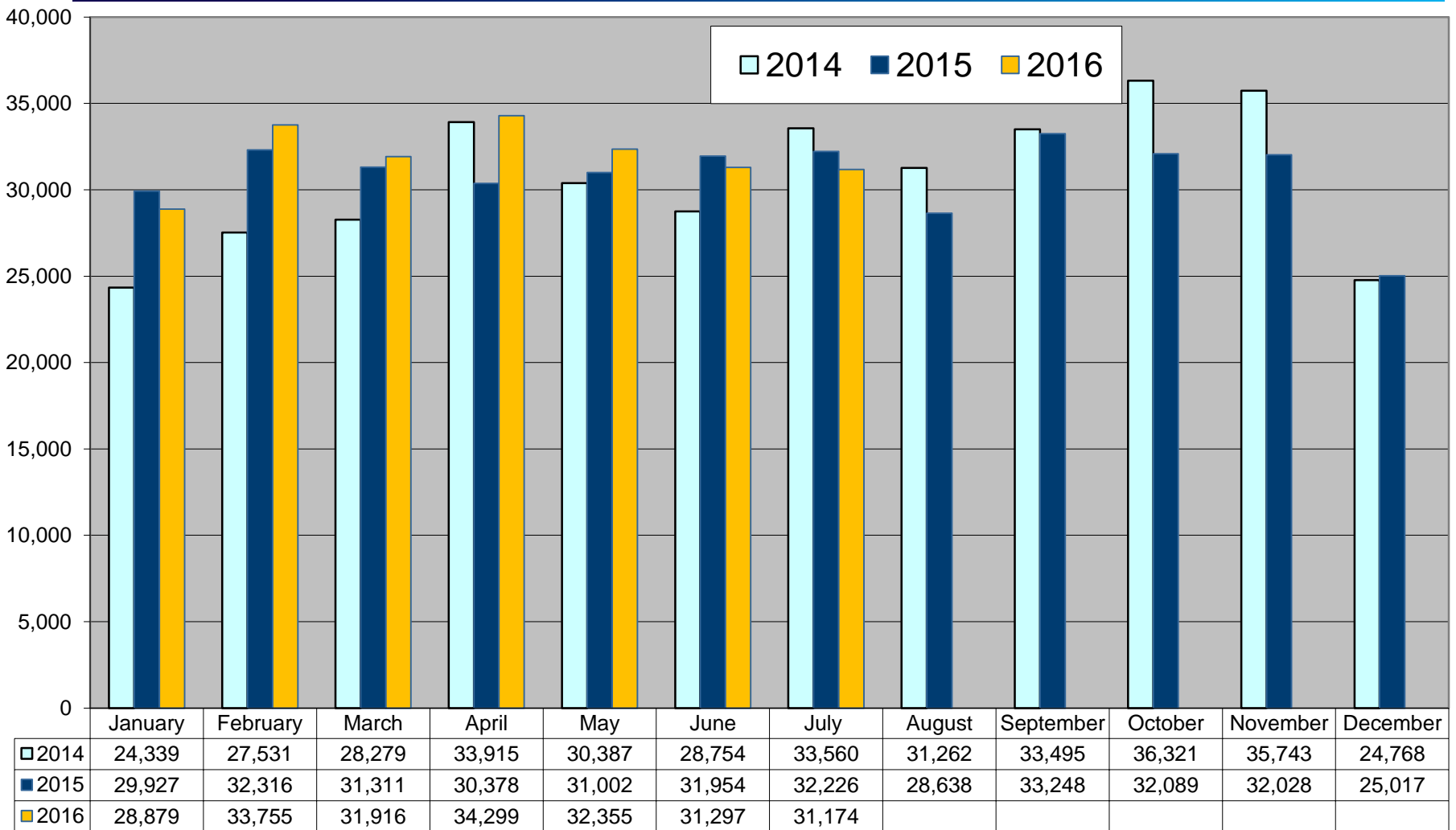
NETWORKS

MRSO Update

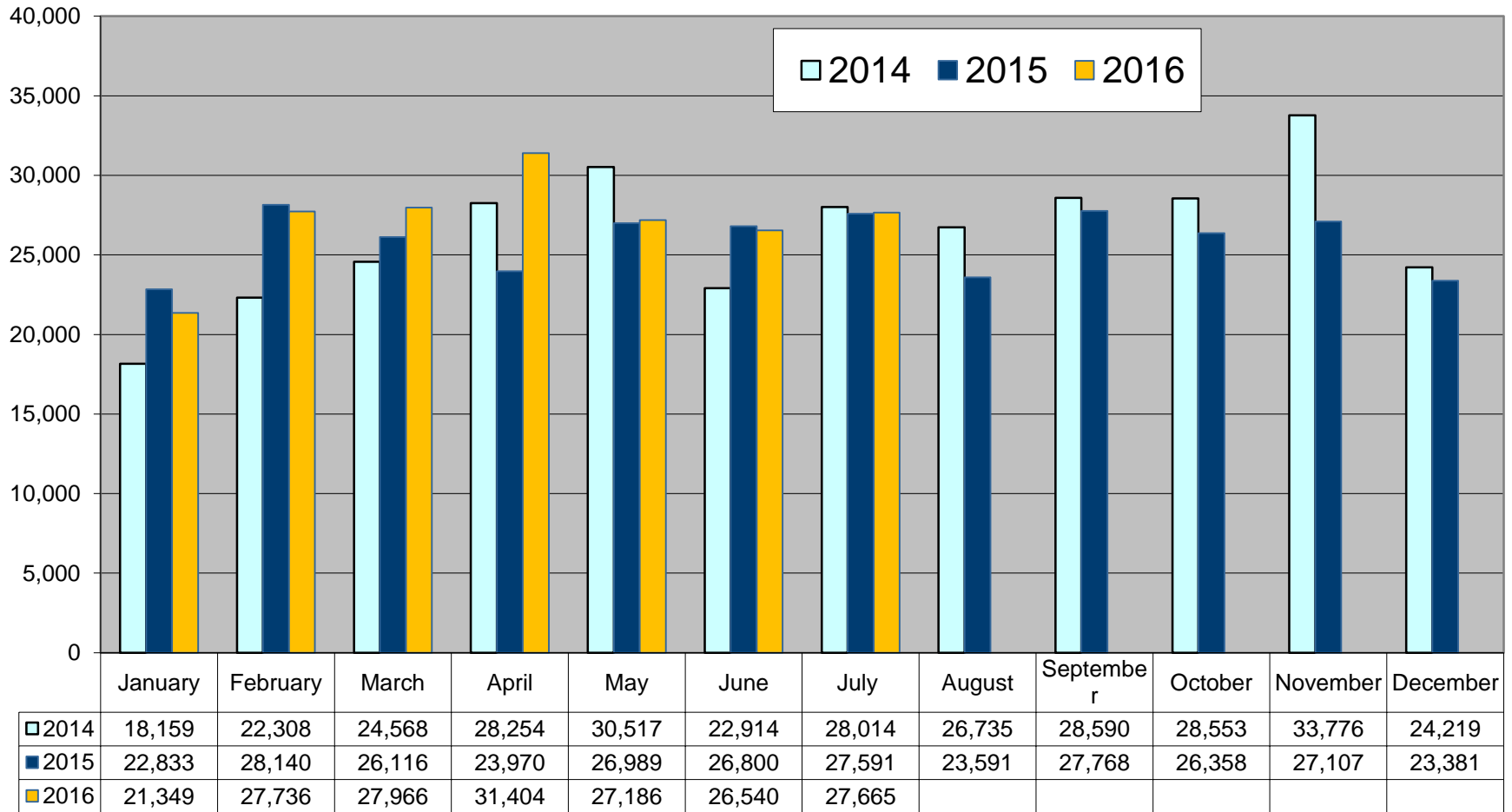
Gerry Halligan

31st August 2016

Market Message 010



Market Message 105L



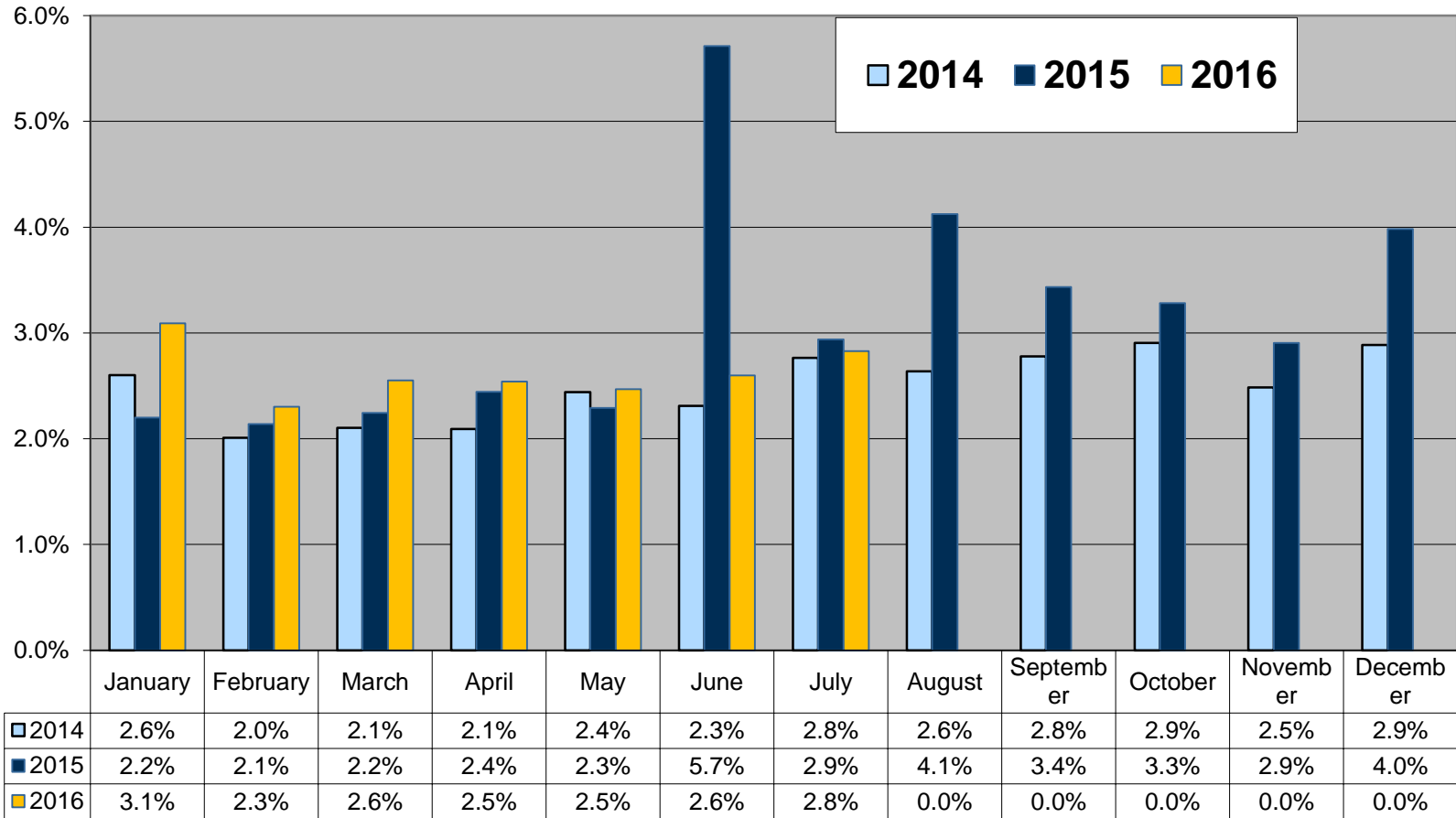
COS in-progress 26th August 2016 – 8,045

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

Mar 2016	2
Apr 2016	2
May 2016	0
Jun 2016	7

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
May-16	6,264	6,855	13,119	32,355	19%	41%
Jun-16	5,845	6,594	12,439	31,297	19%	40%
Jul-16	6,111	6,526	12,637	31,174	20%	41%

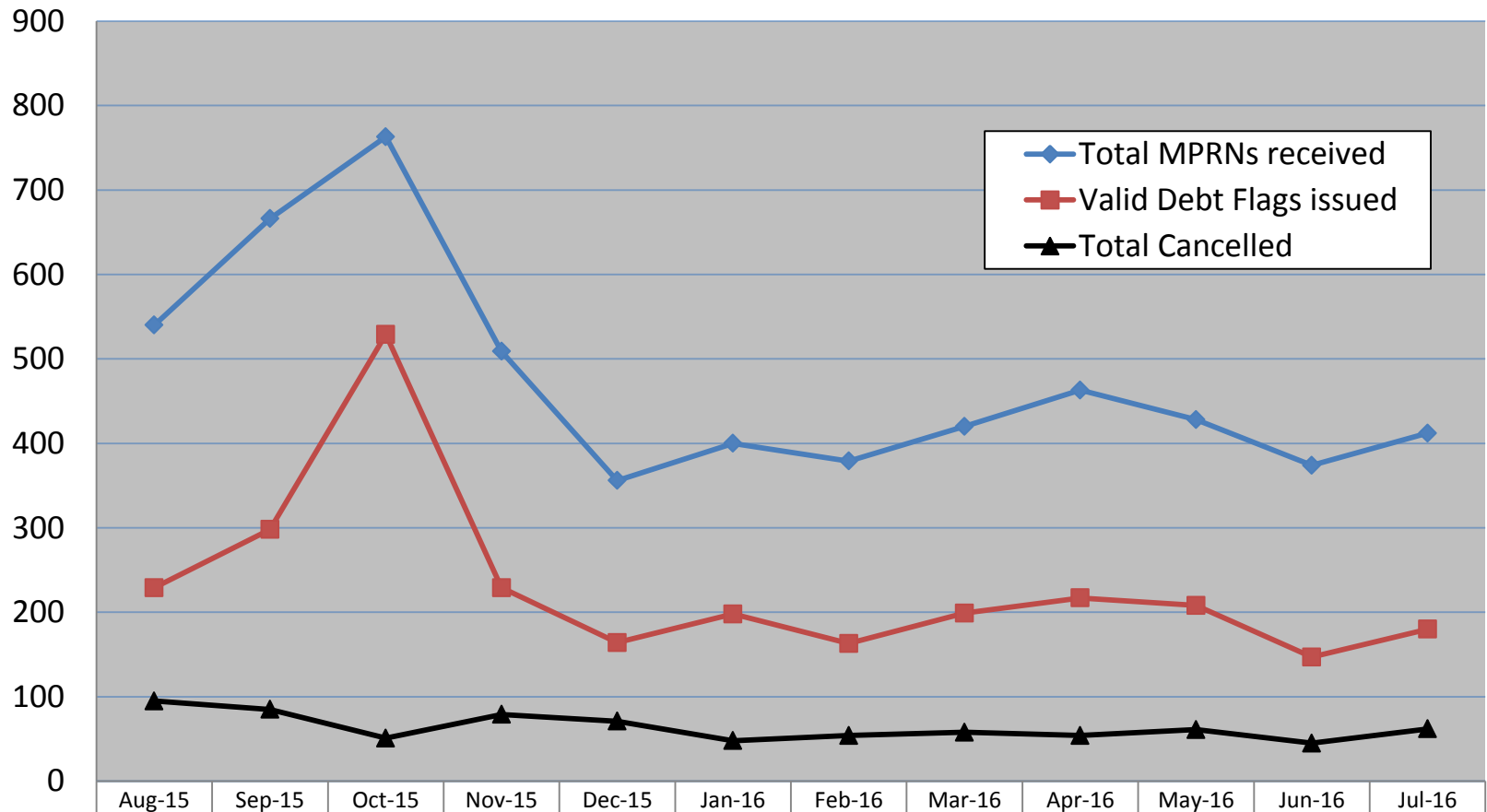
Registration Rejections %



Debt Flagging

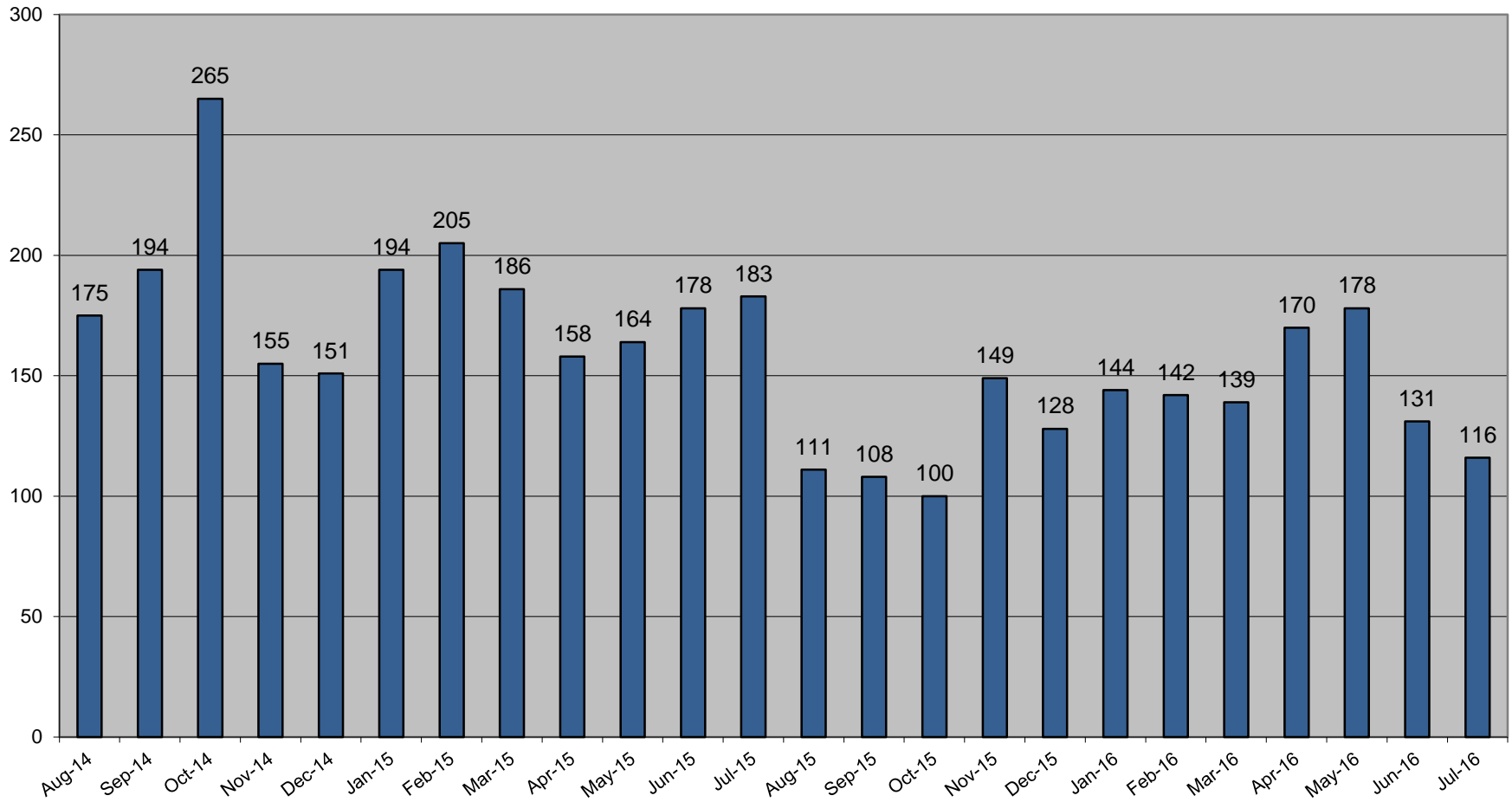
	May-16	Jun-16	Jul-16
Total MPRNs received	428	374	412
Total CoLEs returned to outgoing supplier	207	202	215
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	13	25	17
Valid Debt Flags issued to gaining supplier	208	147	180
Total not cancelled	147	102	118
Total cancelled	61	45	62
Valid Debt Flags as % of total COS	0.8%	0.6%	0.7%

Debt Flagging

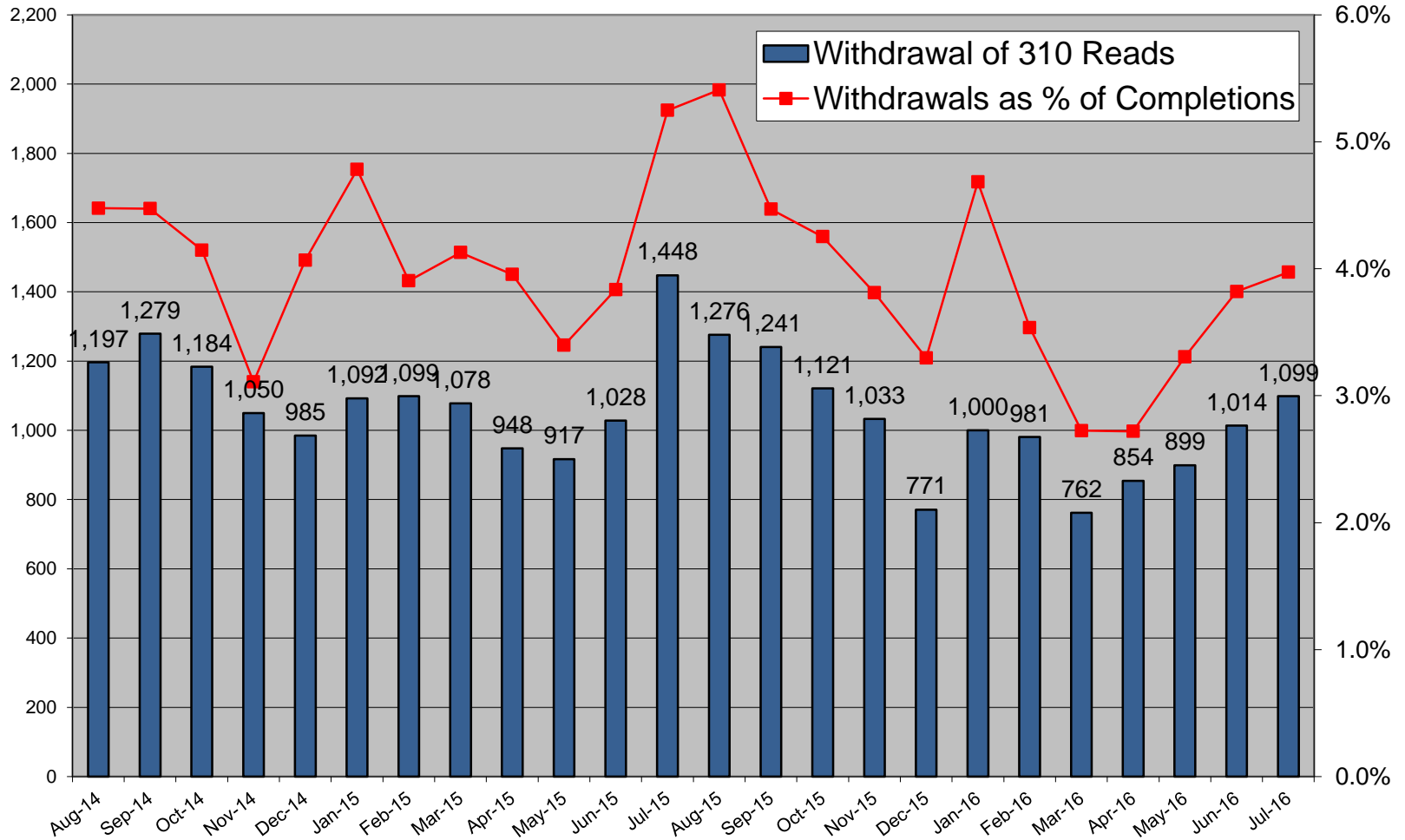


	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total MPRNs received	540	666	763	509	356	400	379	420	463	428	374	412
Valid Debt Flags issued	229	298	529	229	164	198	163	199	217	208	147	180
Total Cancelled	95	85	51	79	71	48	54	58	54	61	45	62

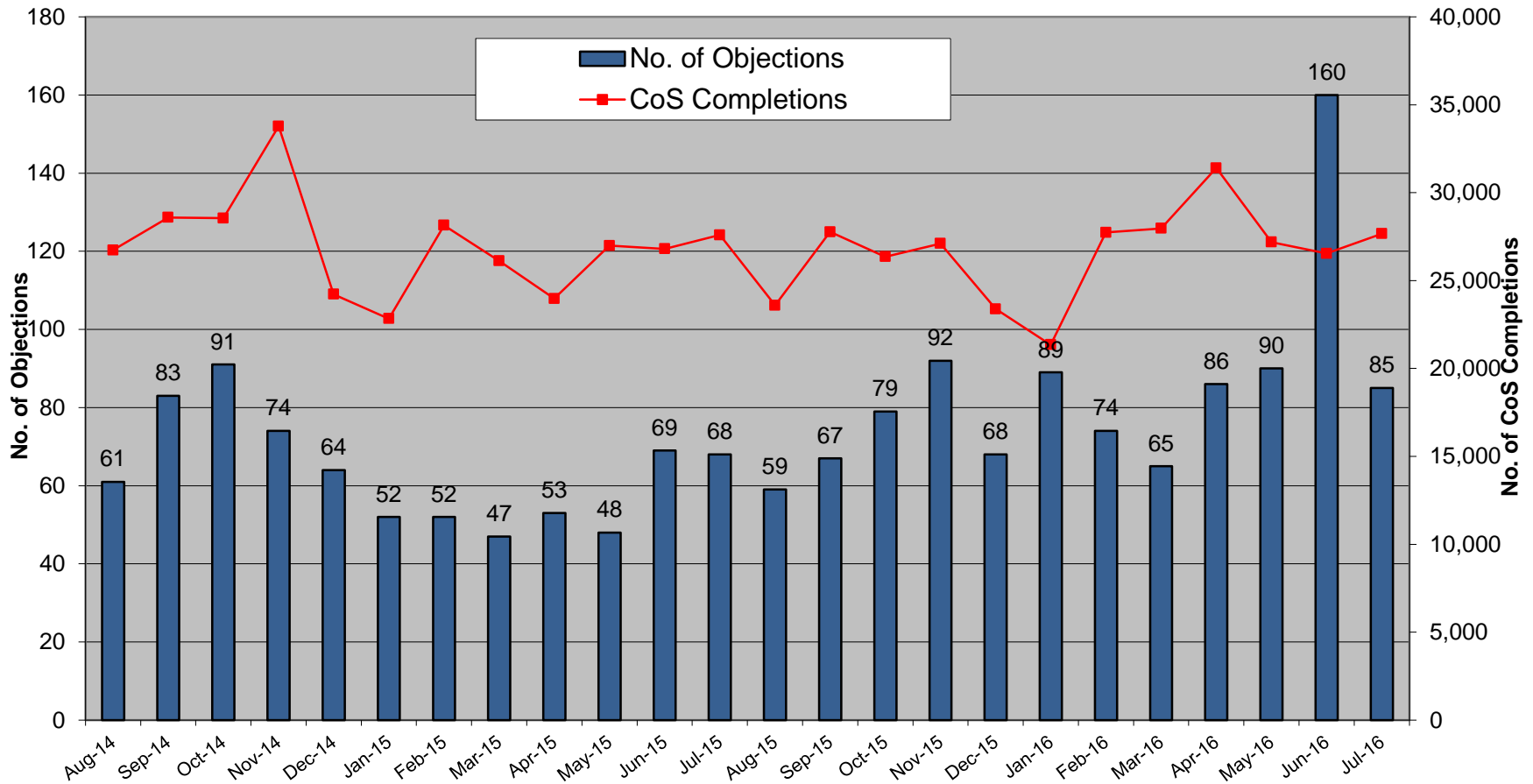
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	May-16	Jun-16	Jul-16
No. of Objections	90	160	85
Cancellations from Objections	64	116	62
Objection emails to MRSO	7	4	11
Reasons:			
Uncontactable by phone			1
Written communication			
COS confirmed	7	4	10
Other			
Escalation emails	7	4	3

A1 & A2 address with Eircode

