



**NETWORKS**

# **MRSO Update**

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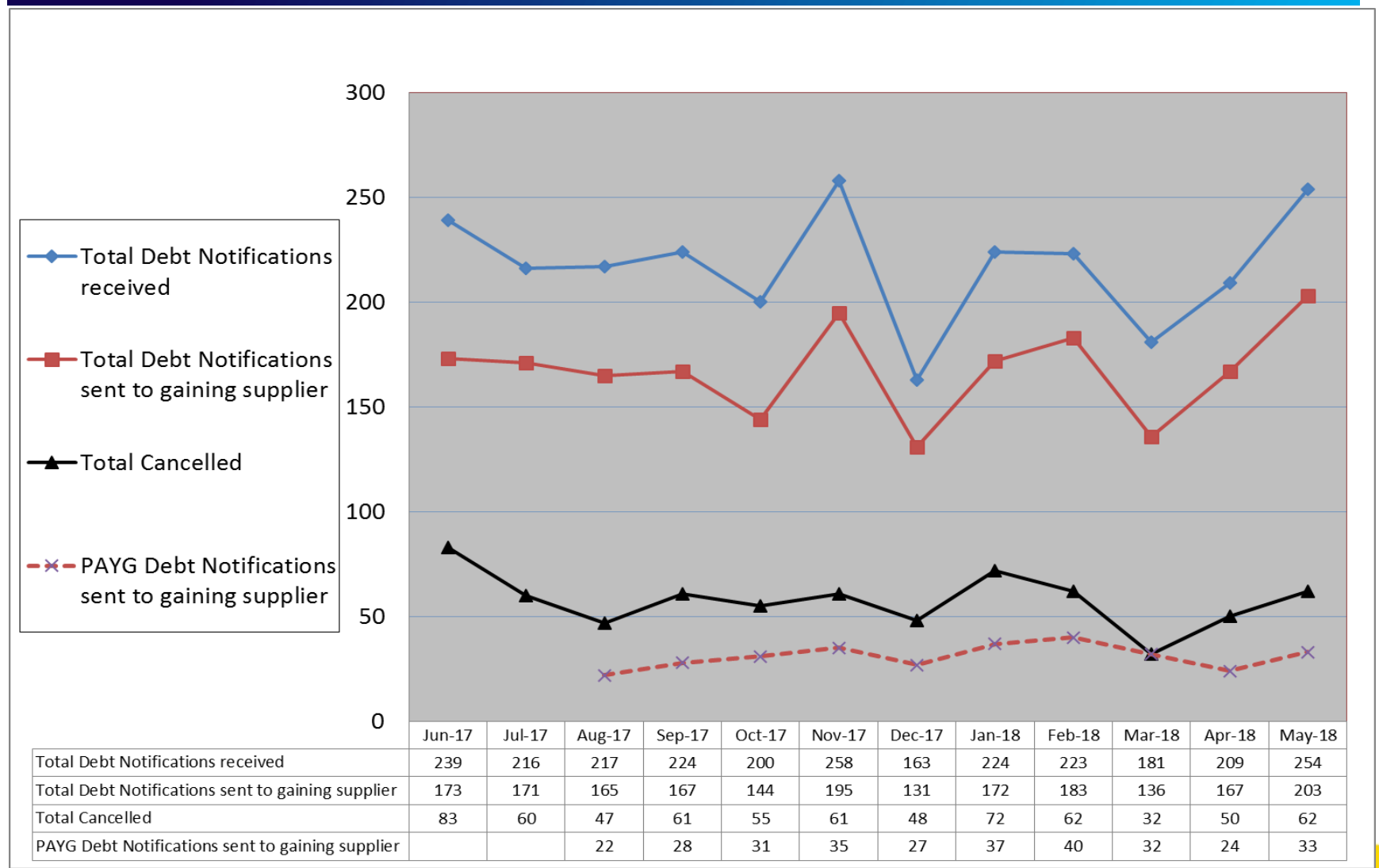
**27th June 2018**

# Debt Flagging

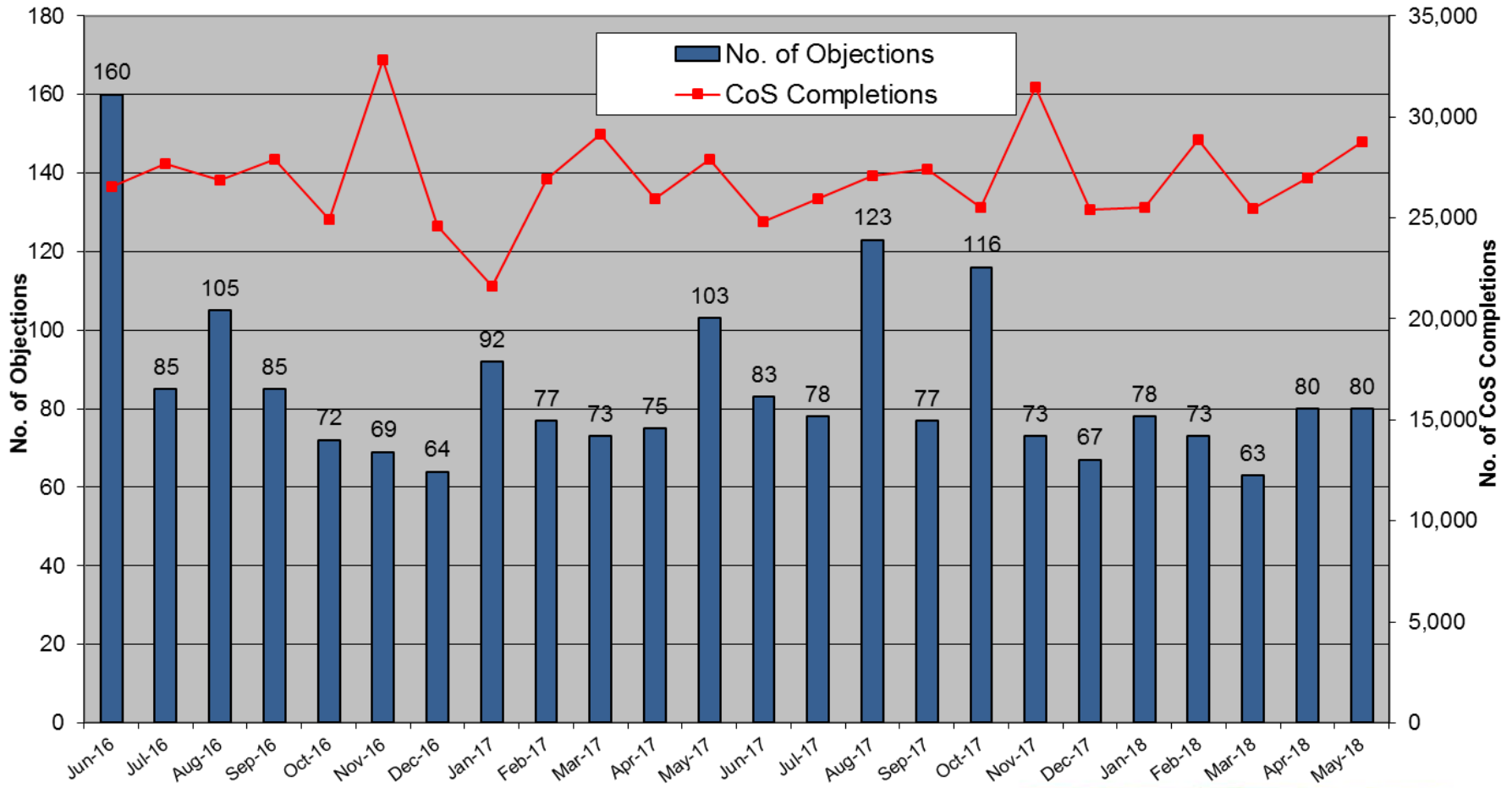
	Mar-18	Apr-18	May-18
Total Debt Notifications received (012)	181 (35)	209 (25)	254 (39)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	45 (3)	42 (1)	51 (6)
Total Debt Notifications sent to gaining supplier (112)	136 (32)	167 (24)	203 (33)
Total not cancelled	104 (30)	117 (17)	141 (29)
Total cancelled	32 (2)	50 (7)	62 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.6%	0.5%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging



# Objections – Erroneous Transfers



# Objections

	Mar-18	Apr-18	May-18
No. of Objections	63	80	80
Cancellations from Objections	53	57	53
Objection emails to MRSO	5	15	15
Reasons:			
Uncontactable by phone	2	2	
Written communication			2
COS confirmed	3	13	13
Other			
Escalation emails	9	2	4