



NETWORKS

MRSO Update

Gerry Halligan

13th November 2018

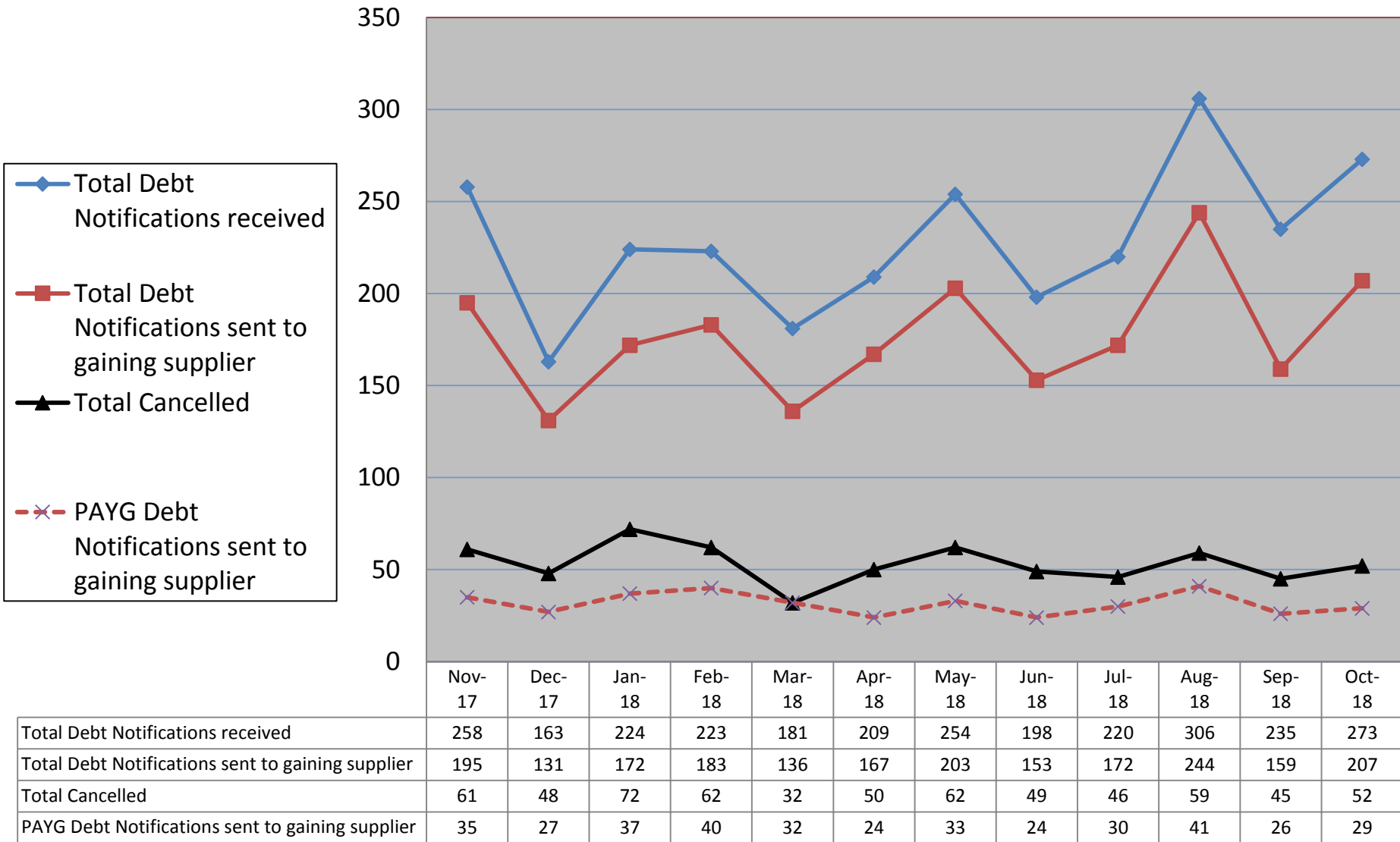


Debt Flagging

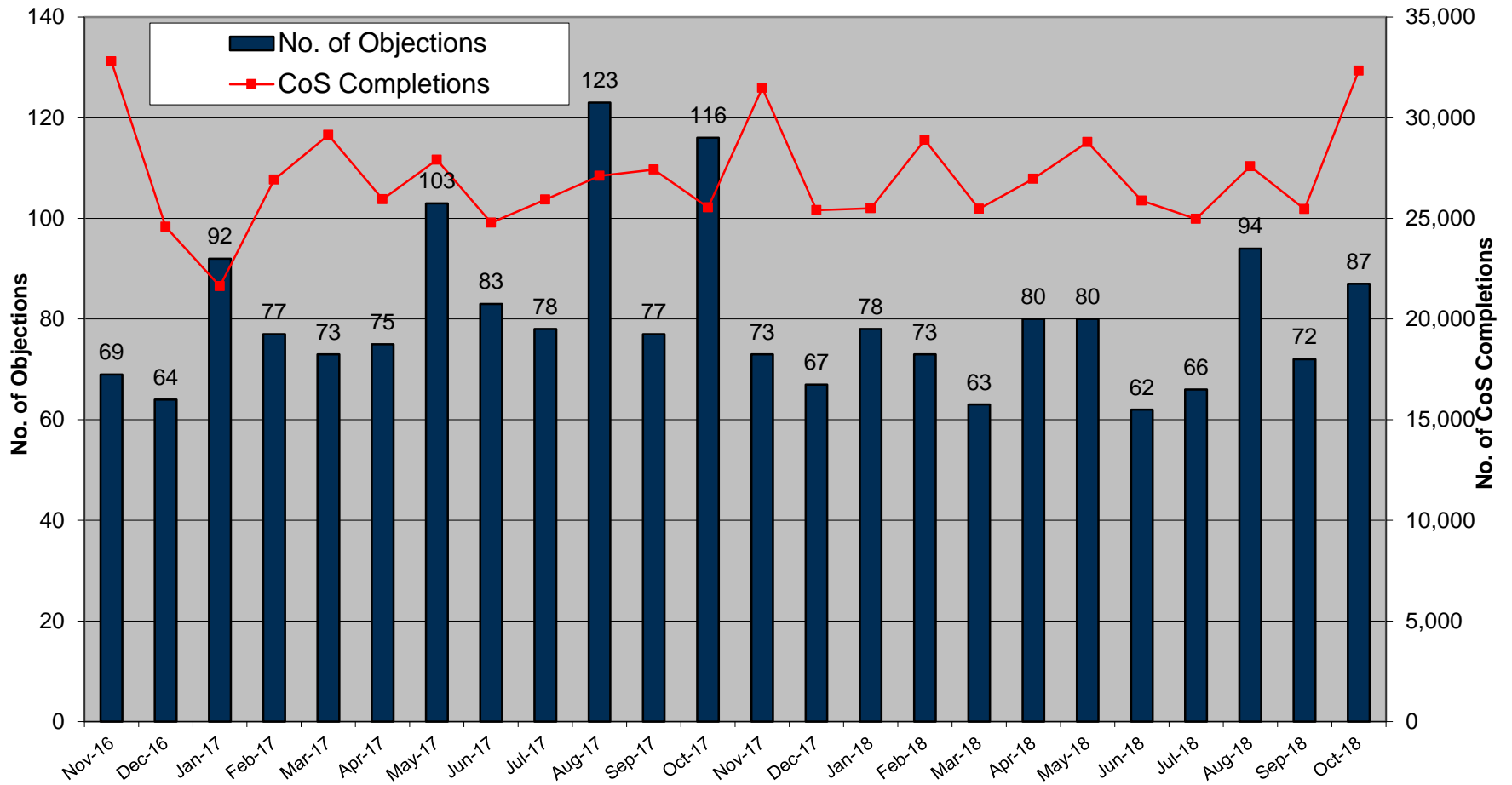
	Aug-18	Sep-18	Oct-18
Total Debt Notifications received (012)	306 (46)	235 (29)	273 (30)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	62 (5)	76 (3)	66 (1)
Total Debt Notifications sent to gaining supplier (112)	244 (41)	159 (26)	207 (29)
Total not cancelled	185 (28)	114 (22)	155 (25)
Total cancelled	59 (13)	45 (4)	52 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.9%	0.6%	0.6%

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

Debt Flagging



Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Aug-18	Sep-18	Oct-18
No. of Objections	94	72	87
Cancellations from Objections	61	51	68
Objection emails to MRSO	12	14	12
Reasons:			
Uncontactable by phone	3	1	5
Written communication	-	-	1
COS confirmed	8	10	6
Other	1	3	-
Escalation emails	5	5	4