



NETWORKS

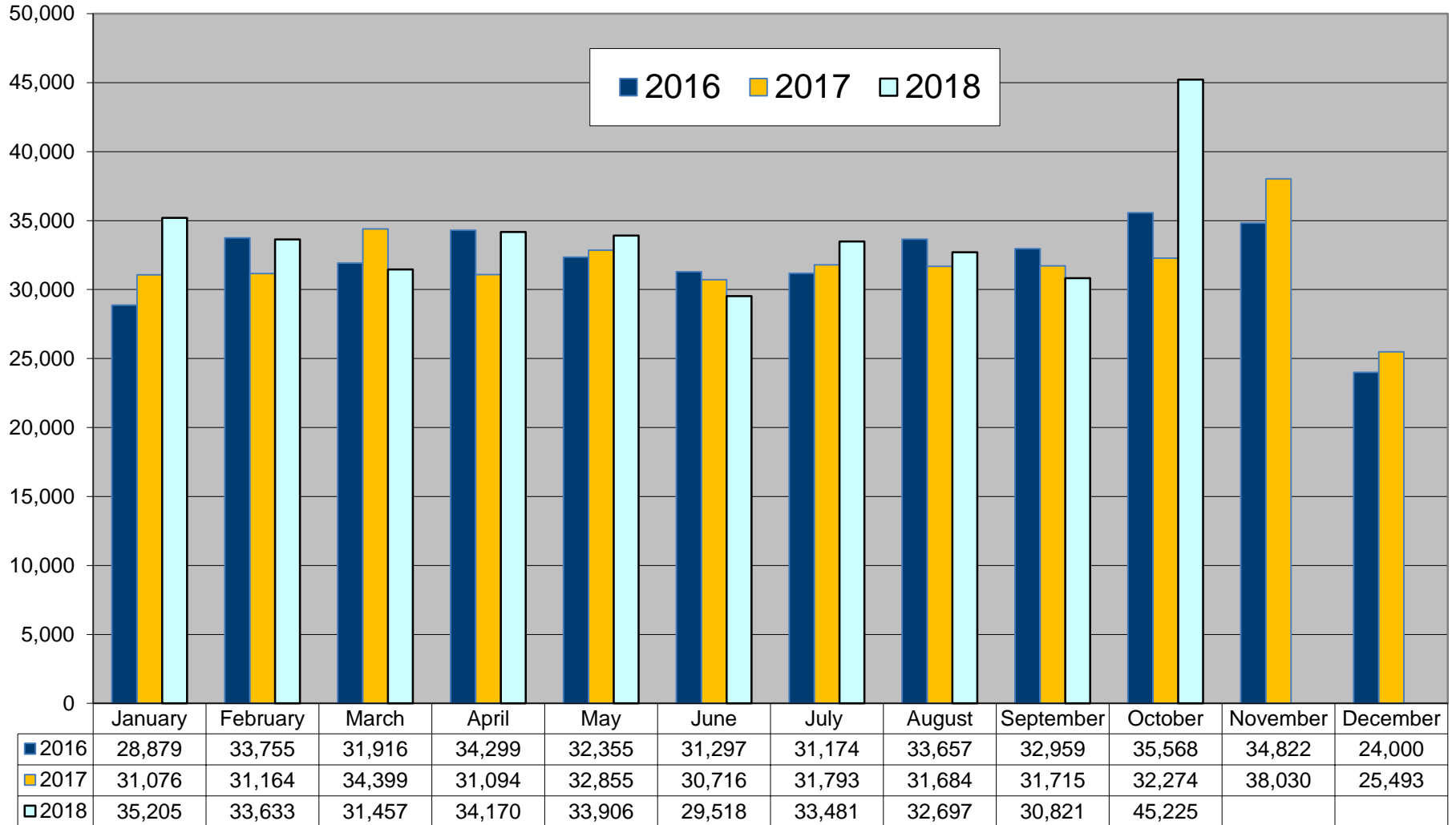
# MRSO Update

Gerry Halligan

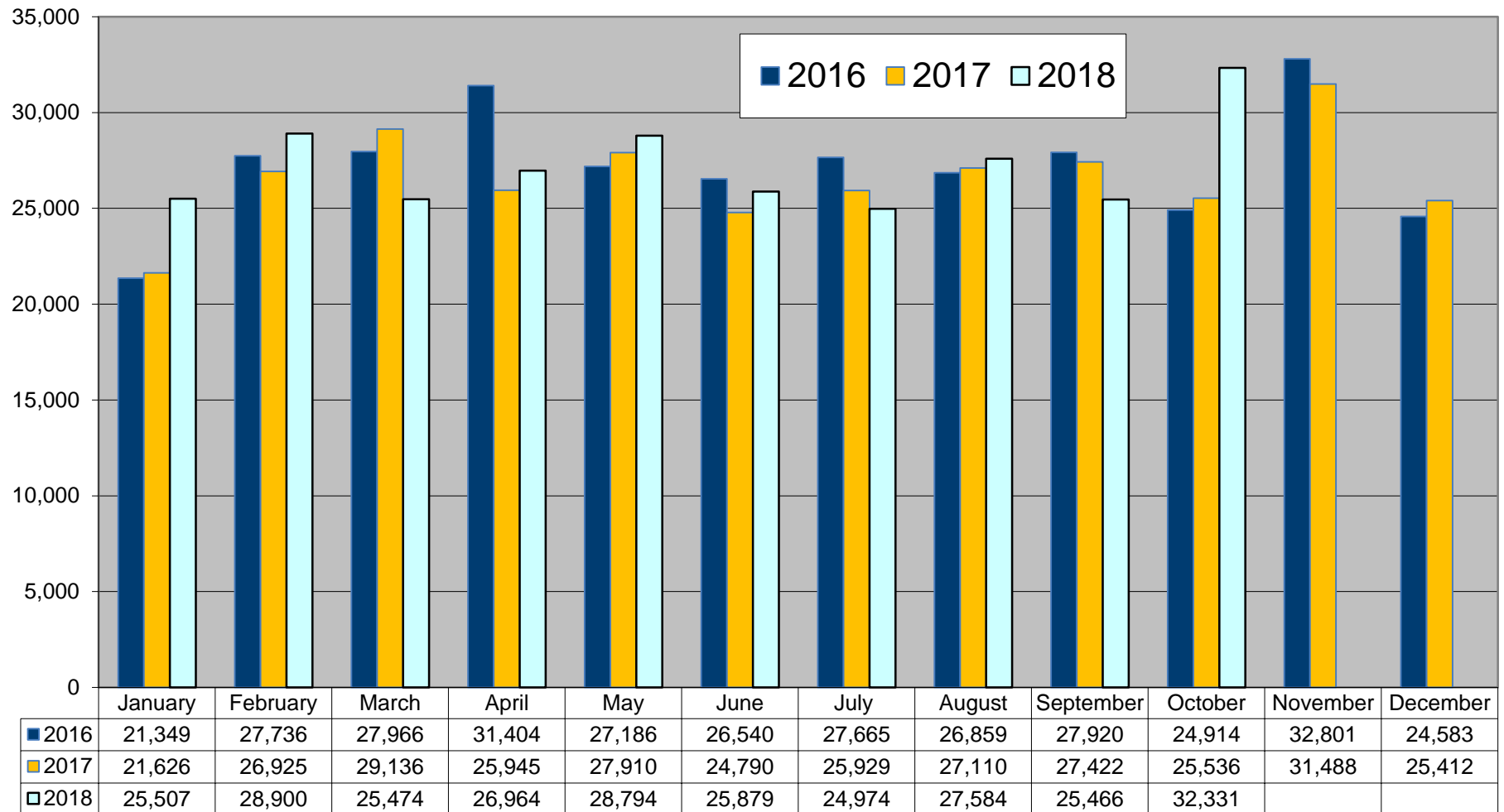
13<sup>th</sup> November 2018



# Market Message 010



# Market Message 105L



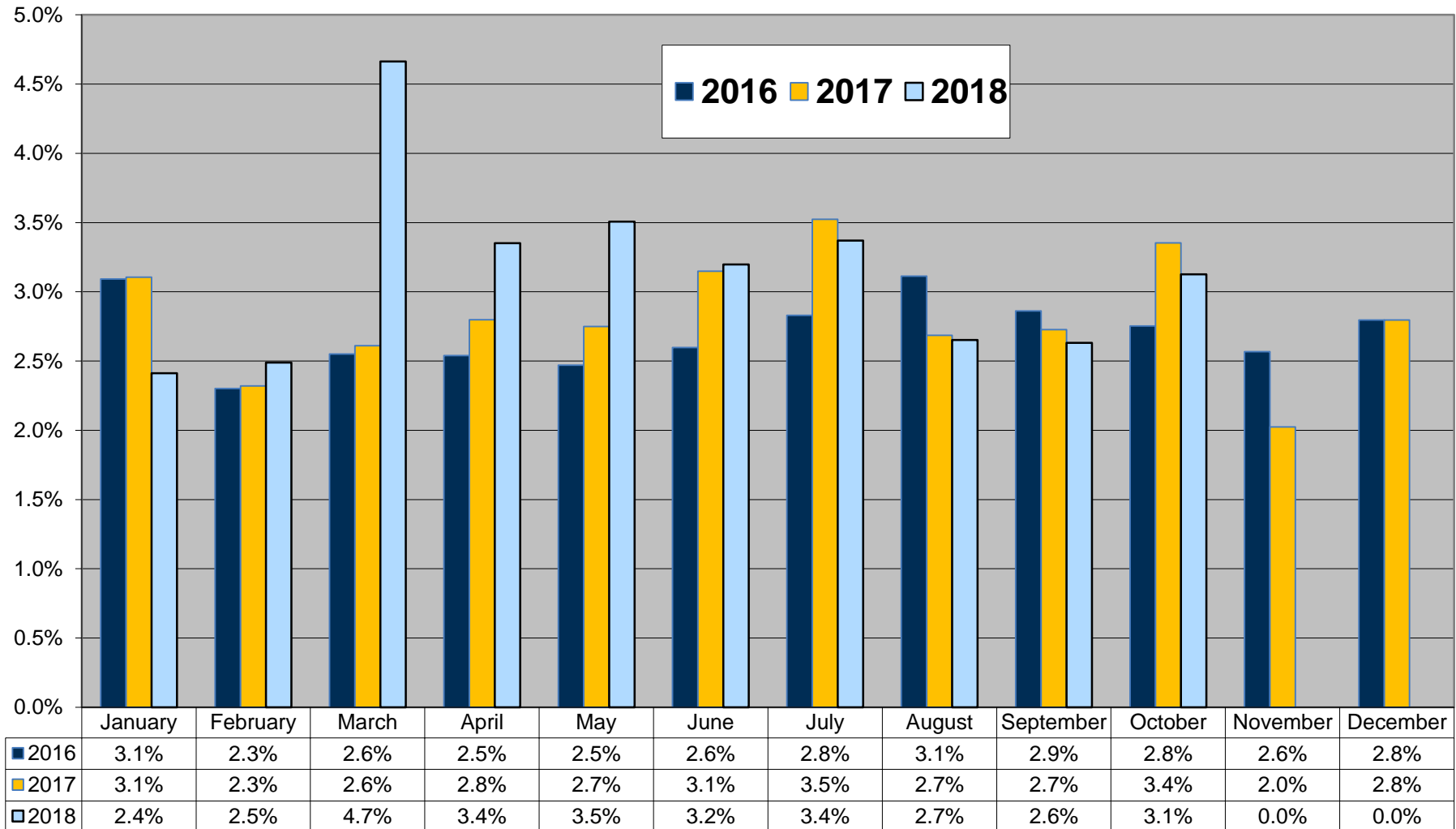
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- Forty one (41) switches held due to an existing Open Service Order

Apr 2018	3
May 2018	2
Jun 2018	2
Jul 2018	6
Aug 2018	19

# COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Aug-18	5,585	8,974	14,559	32,697	17%	45%
Sep-18	5,780	7,979	13,759	30,821	19%	45%
Oct-18	6,403	10,494	16,897	45,225	14%	37%

# Registration Rejections %

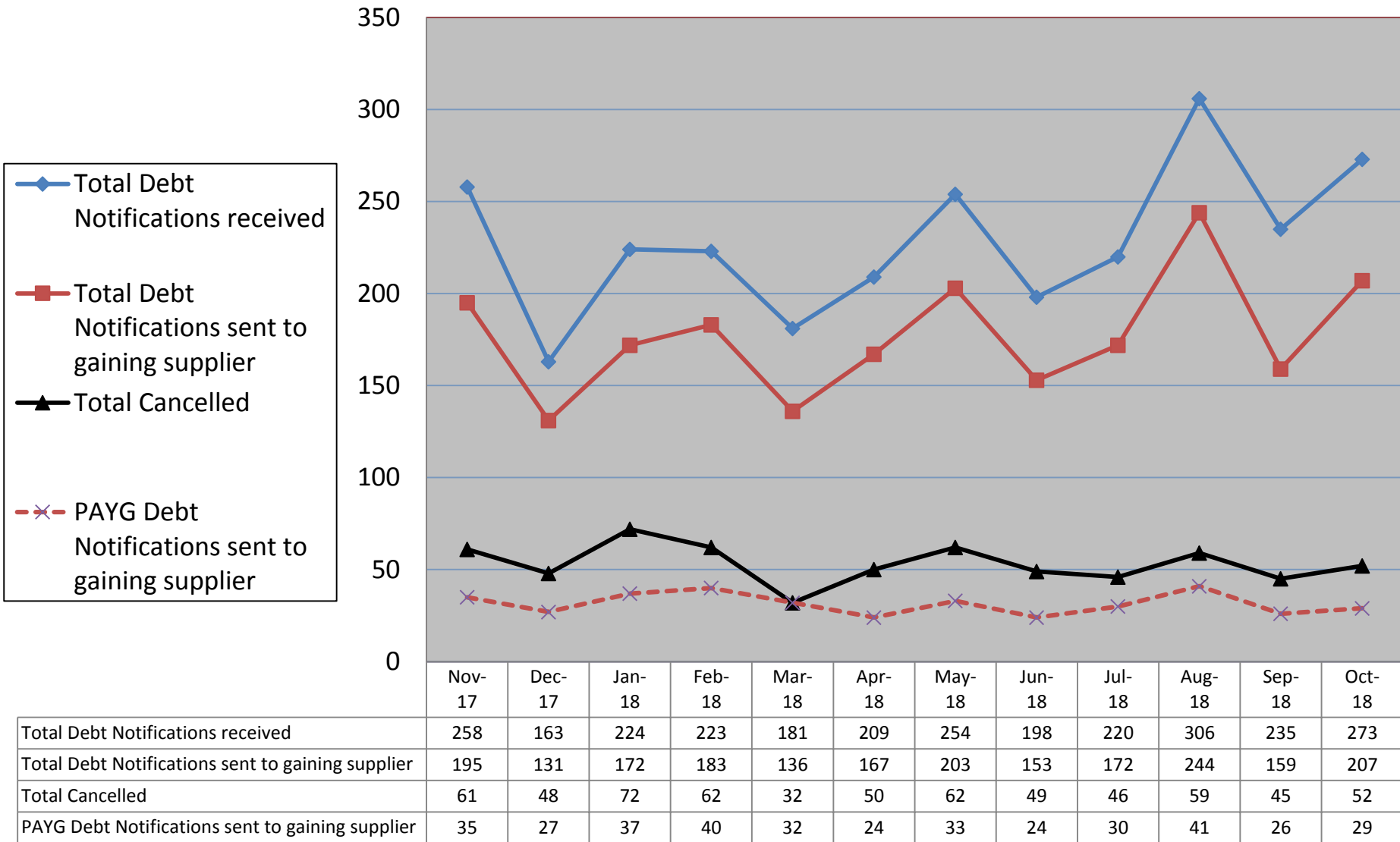


# Debt Flagging

	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%

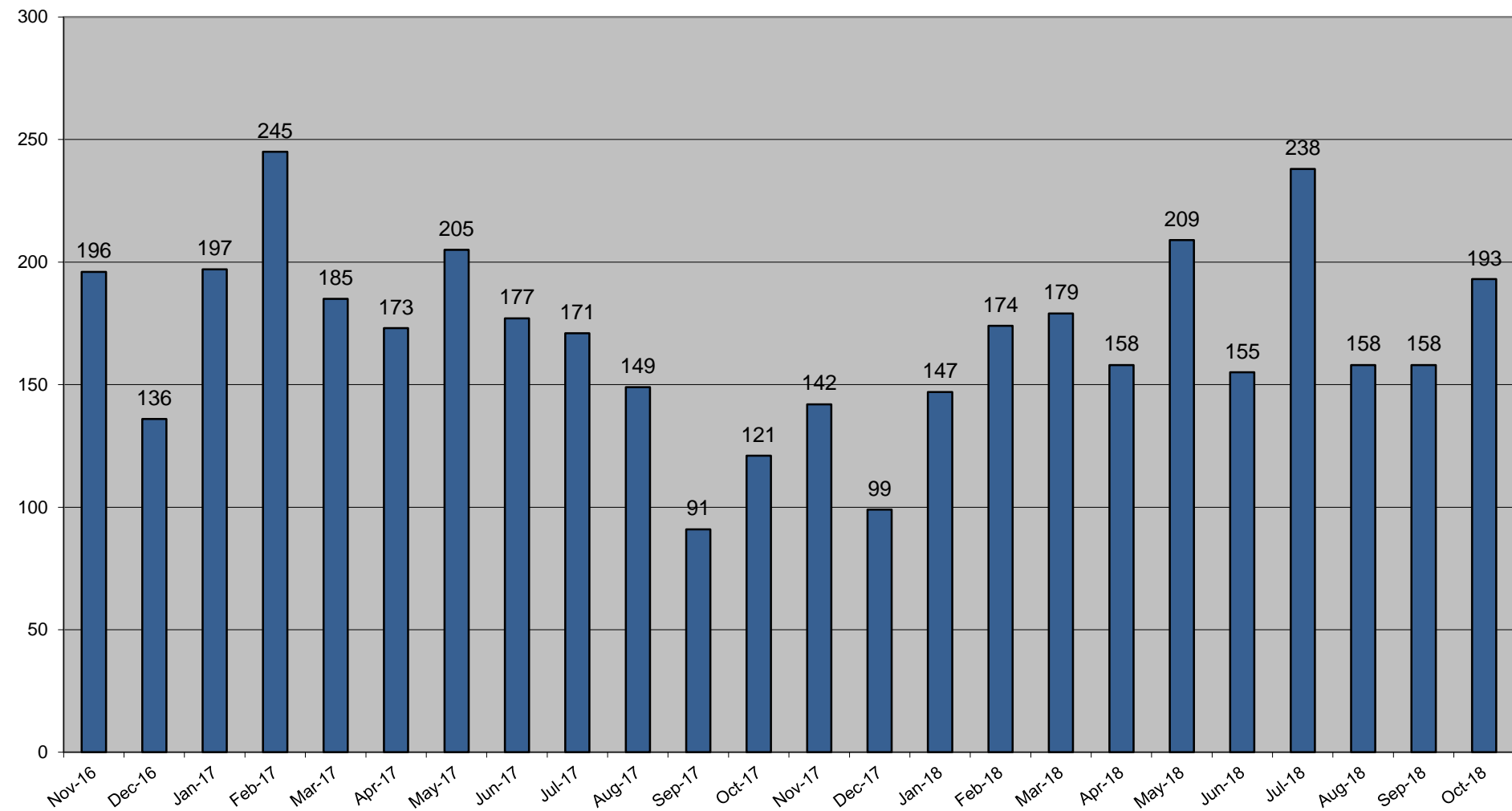
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging

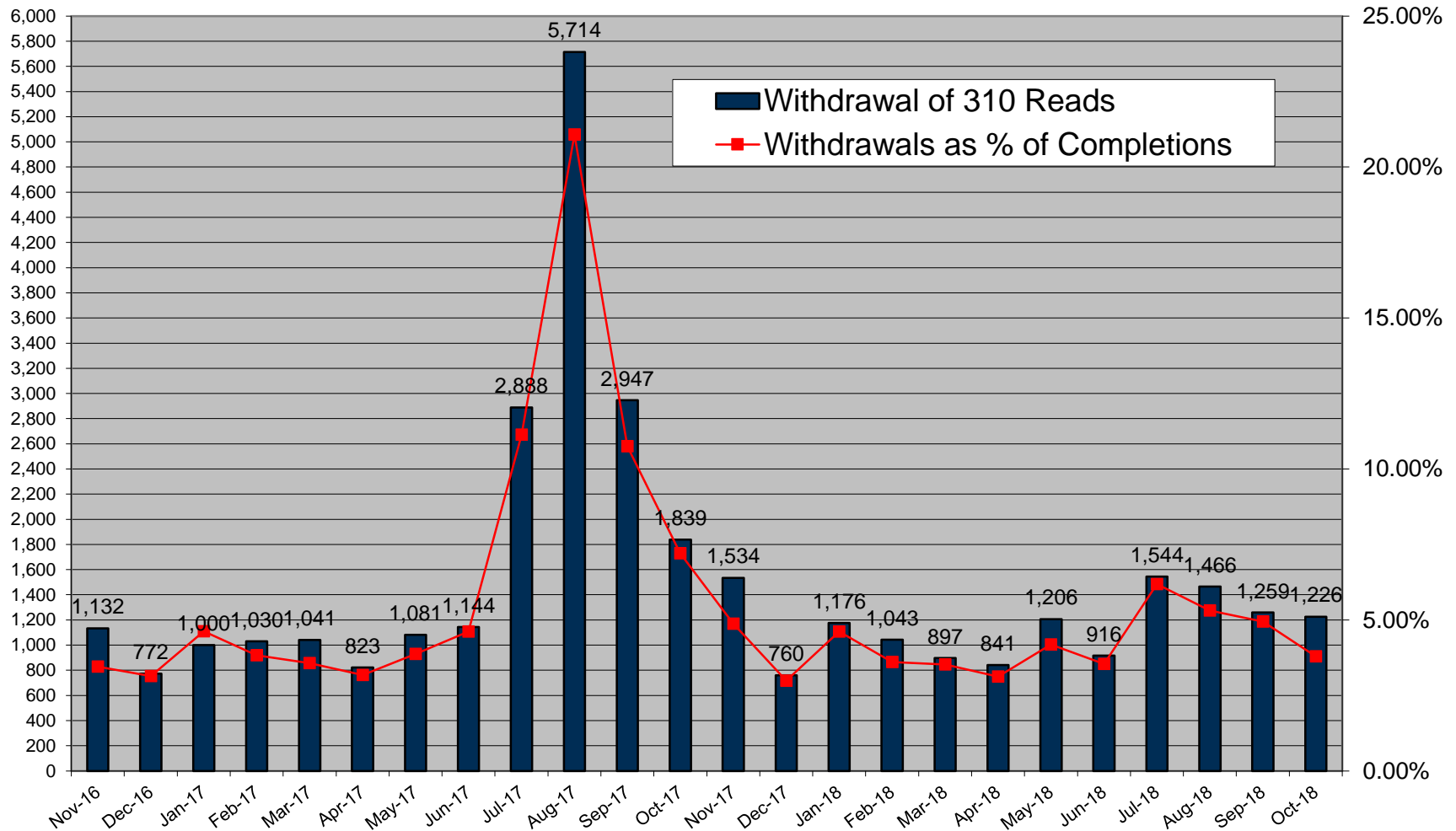




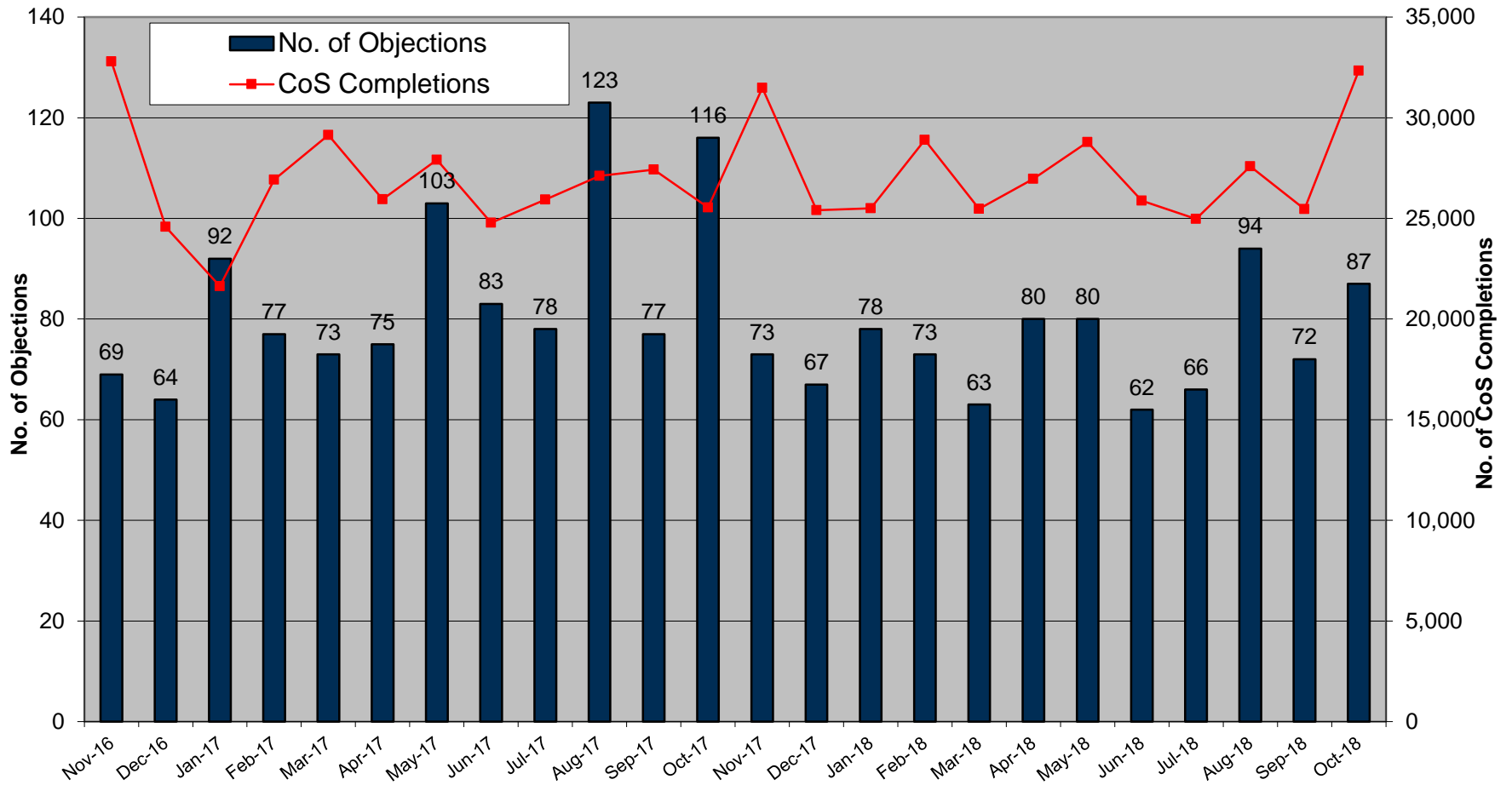
# Disputed Reads



# Total Withdrawal of 310 reads for all Suppliers



# 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

# Eircode used in A1 & A2 address

