



NETWORKS

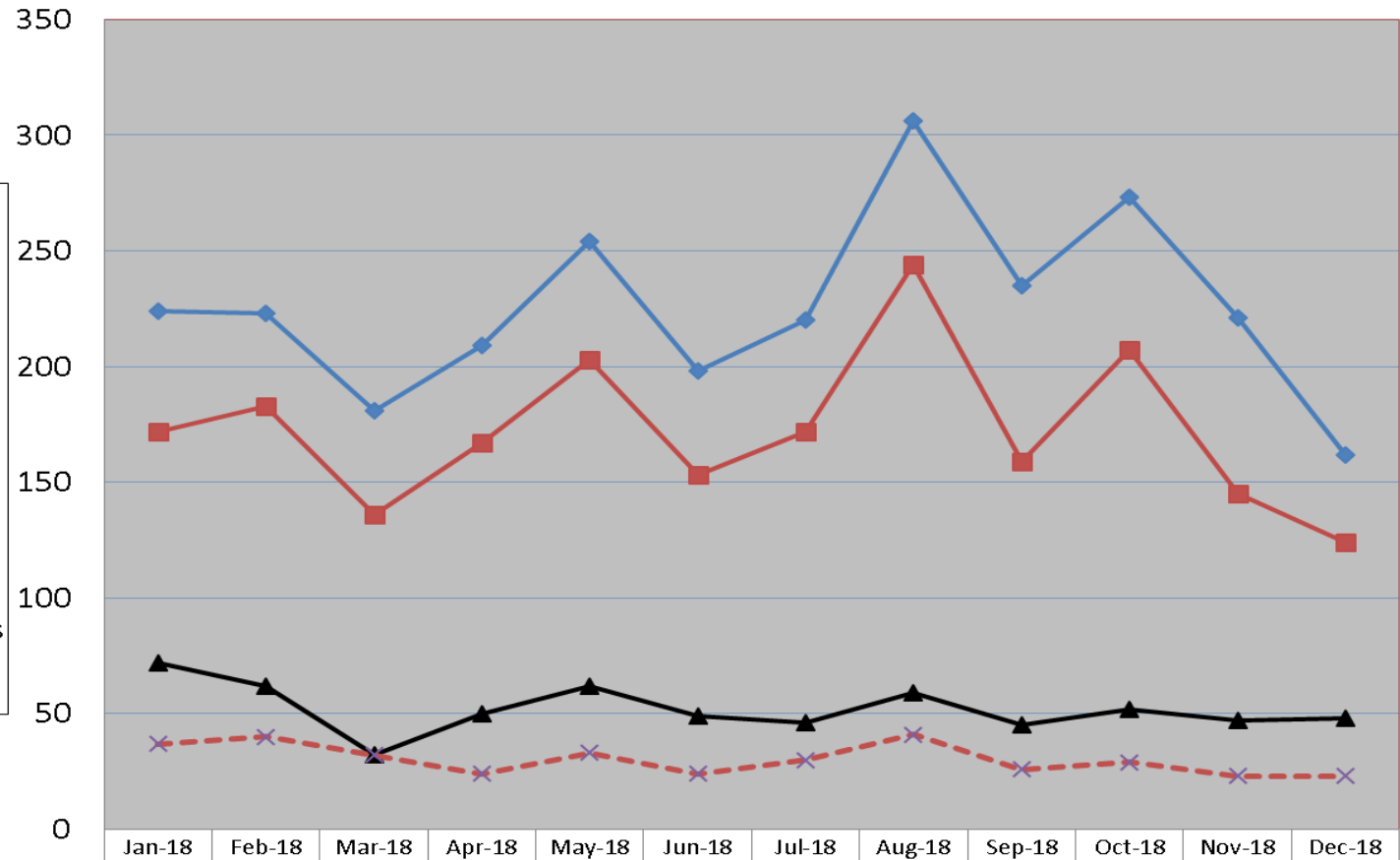
MRSO Update

Gerry Halligan

16th January 2019



Debt Flagging



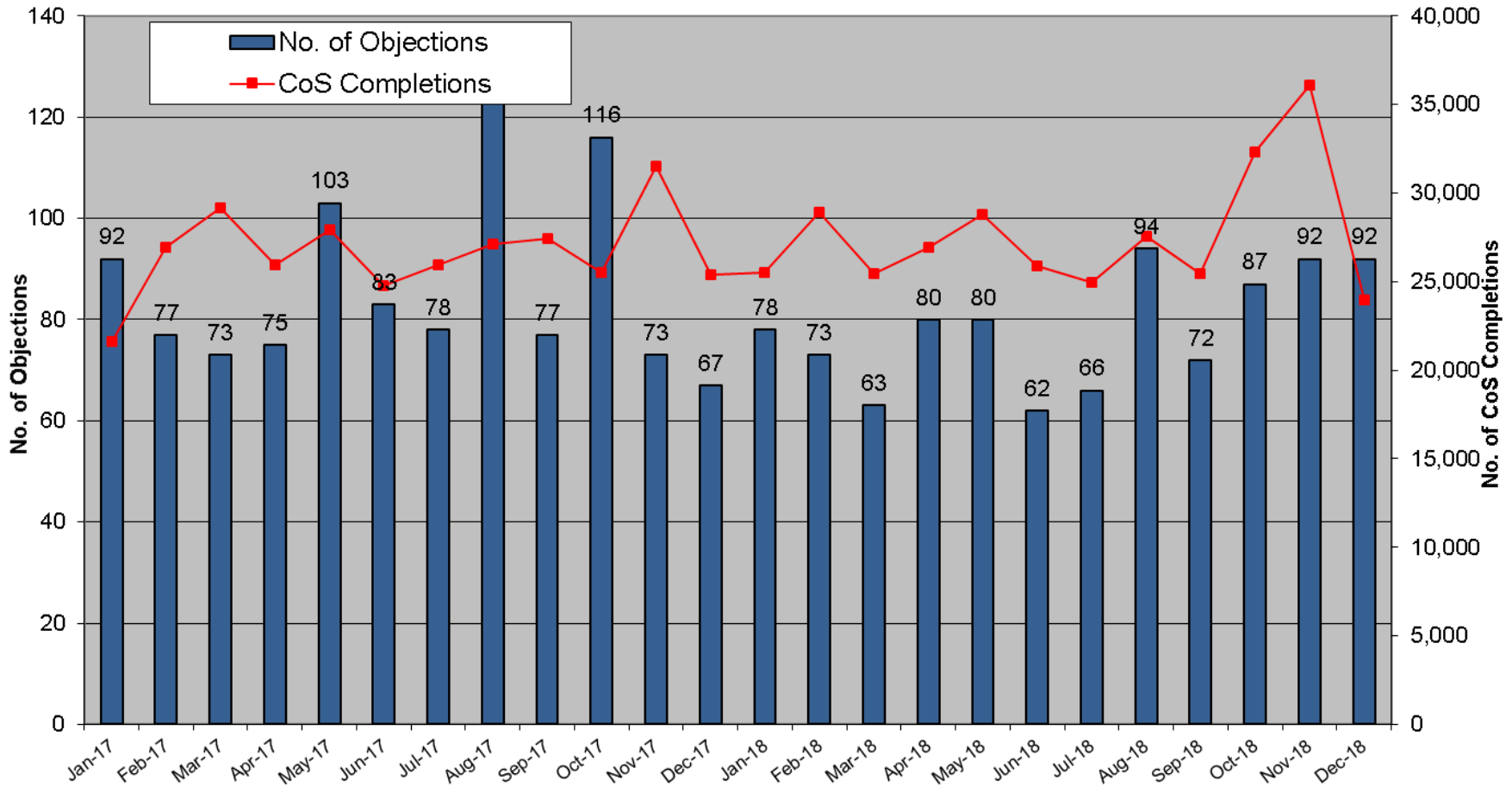
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Total Debt Notifications received	224	223	181	209	254	198	220	306	235	273	221	162
Total Debt Notifications sent to gaining supplier	172	183	136	167	203	153	172	244	159	207	145	124
Total Cancelled	72	62	32	50	62	49	46	59	45	52	47	48
PAYG Debt Notifications sent to gaining supplier	37	40	32	24	33	24	30	41	26	29	23	23

Debt Flagging

	Oct-18	Nov-18	Dec-18
Total Debt Notifications received (012)	273 (30)	221 (29)	162 (27)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	66 (1)	76 (6)	38 (4)
Total Debt Notifications sent to gaining supplier (112)	207 (29)	145 (23)	124 (23)
Total not cancelled	155 (25)	98 (20)	76 (20)
Total cancelled	52 (4)	47 (3)	48 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.6%	0.4%	0.5%

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

Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Oct-18	Nov-18	Dec-18
No. of Objections	87	92	92
Cancellations from Objections	68	66	57
Objection emails to MRSO	12	2	10
Reasons:			
Uncontactable by phone	5		1
Written communication	1	1	
COS confirmed	6	1	9
Other			
Escalation emails	4	4	7