



NETWORKS

MRSO Update

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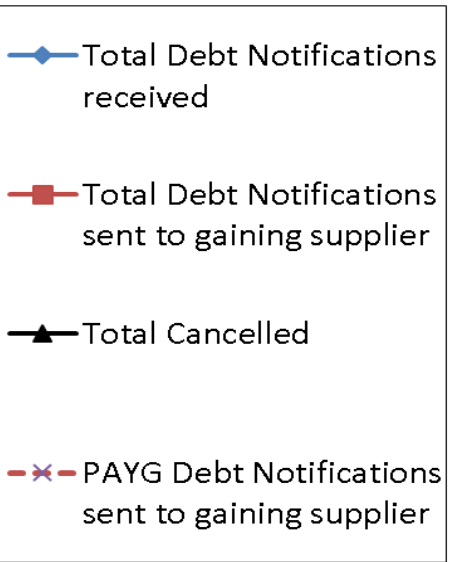
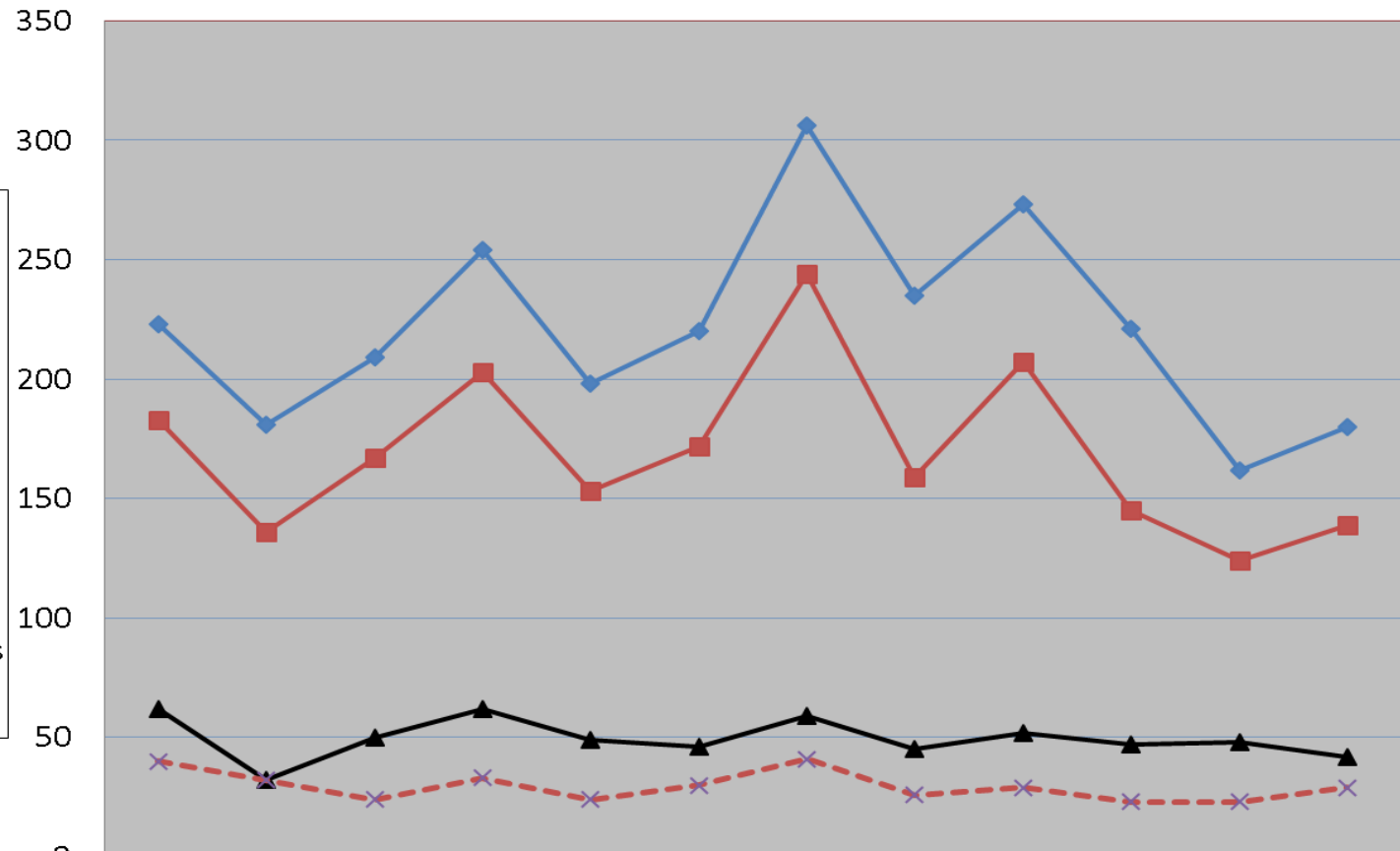


Debt Flagging

	Nov-18	Dec-18	Jan-19
Total Debt Notifications received (012)	221 (29)	162 (27)	180 (30)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	76 (6)	38 (4)	41 (1)
Total Debt Notifications sent to gaining supplier (112)	145 (23)	124 (23)	139 (29)
Total not cancelled	98 (20)	76 (20)	97 (21)
Total cancelled	47 (3)	48 (3)	42 (8)
Total Debt Notifications sent to gaining supplier as % of total COS	0.4%	0.5%	0.5%

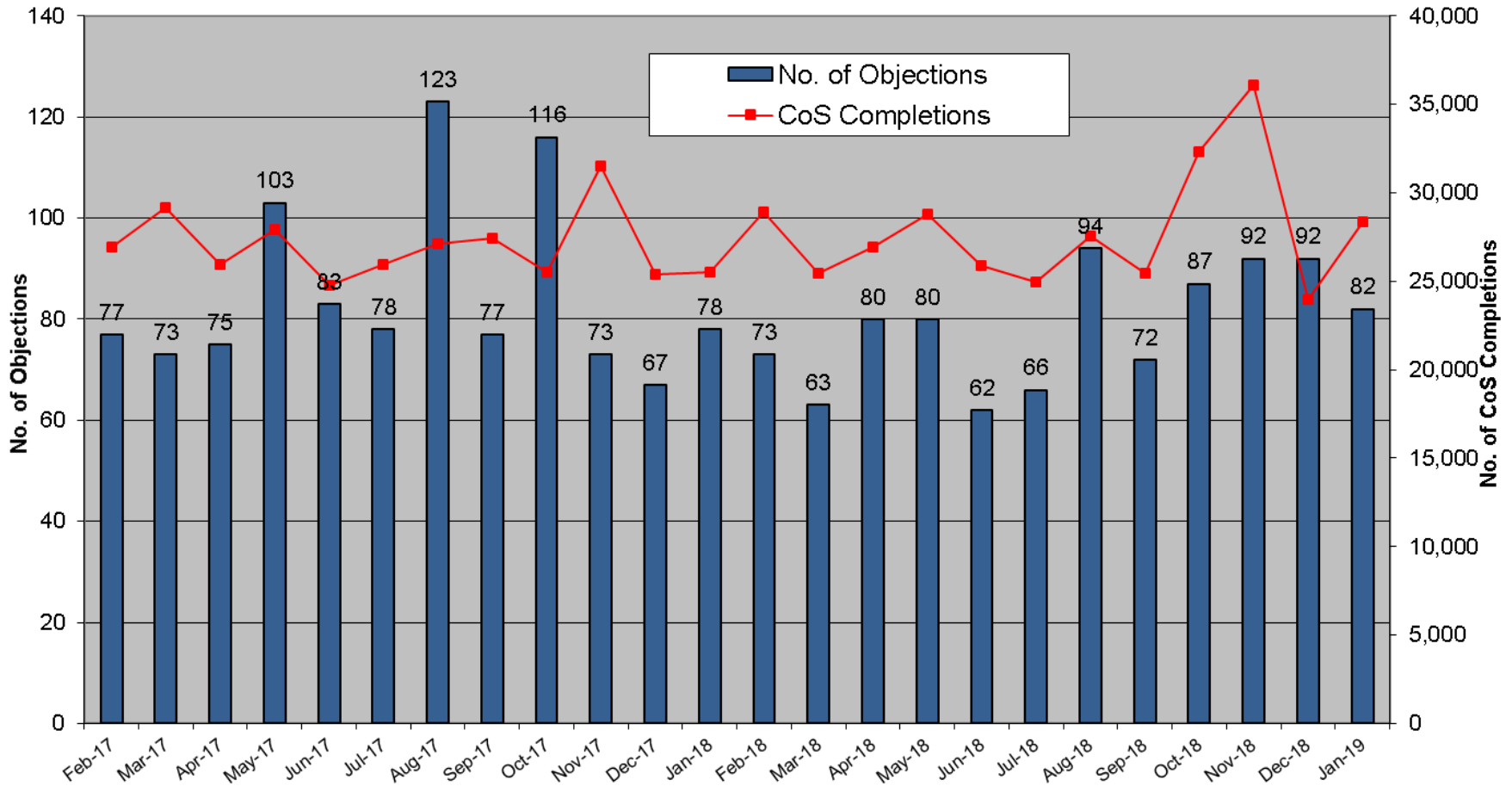
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
Total Debt Notifications received	223	181	209	254	198	220	306	235	273	221	162	180
Total Debt Notifications sent to gaining supplier	183	136	167	203	153	172	244	159	207	145	124	139
Total Cancelled	62	32	50	62	49	46	59	45	52	47	48	42
PAYG Debt Notifications sent to gaining supplier	40	32	24	33	24	30	41	26	29	23	23	29

Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Nov-18	Dec-18	Jan-19
No. of Objections	92	92	82
Cancellations from Objections	66	57	78
Objection emails to MRSO	2	10	9
Reasons:			
Uncontactable by phone		1	1
Written communication	1		
COS confirmed	1	9	8
Other			
Escalation emails	4	7	0