



NETWORKS

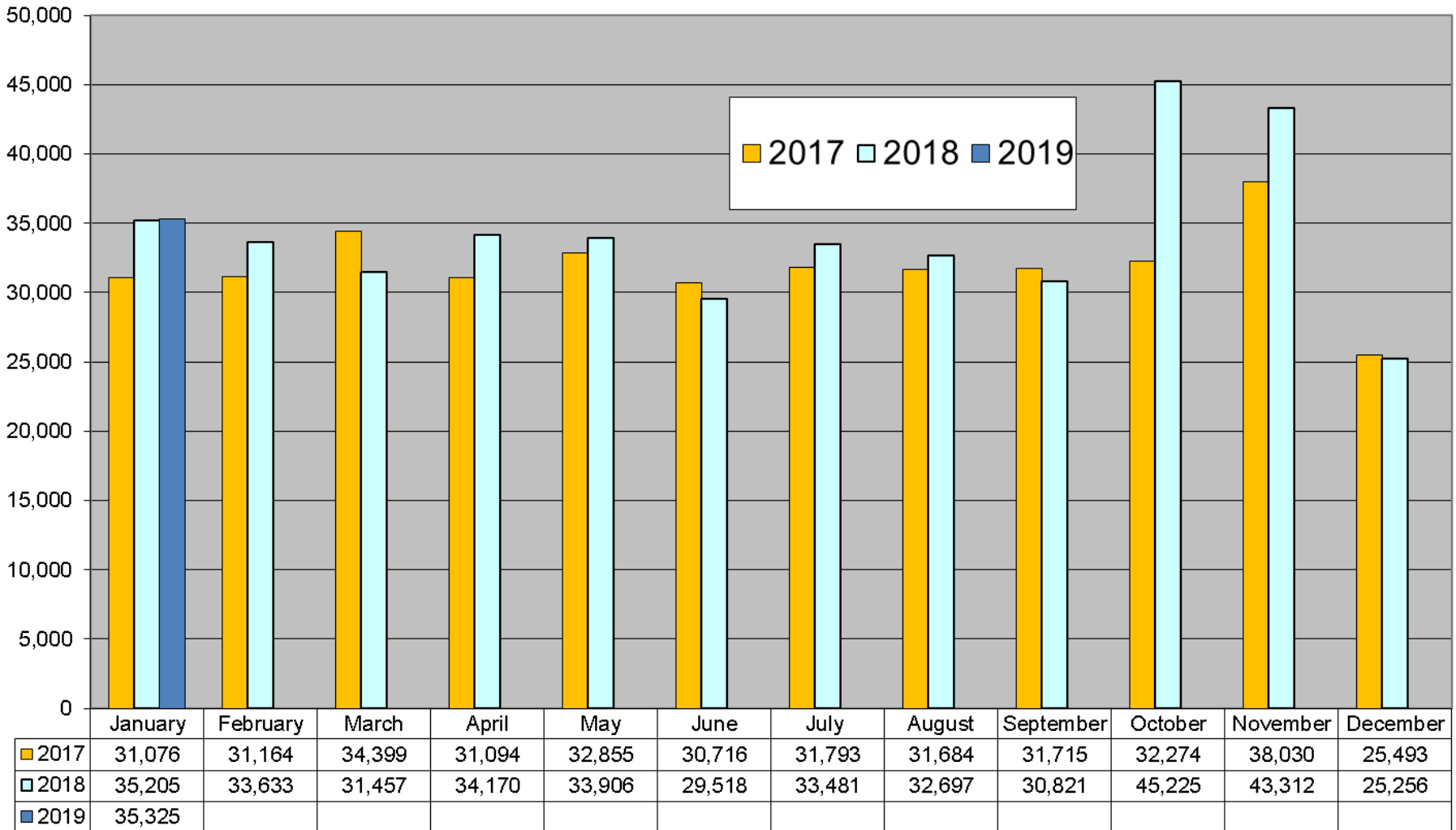
MRSO Update

Gerry Halligan

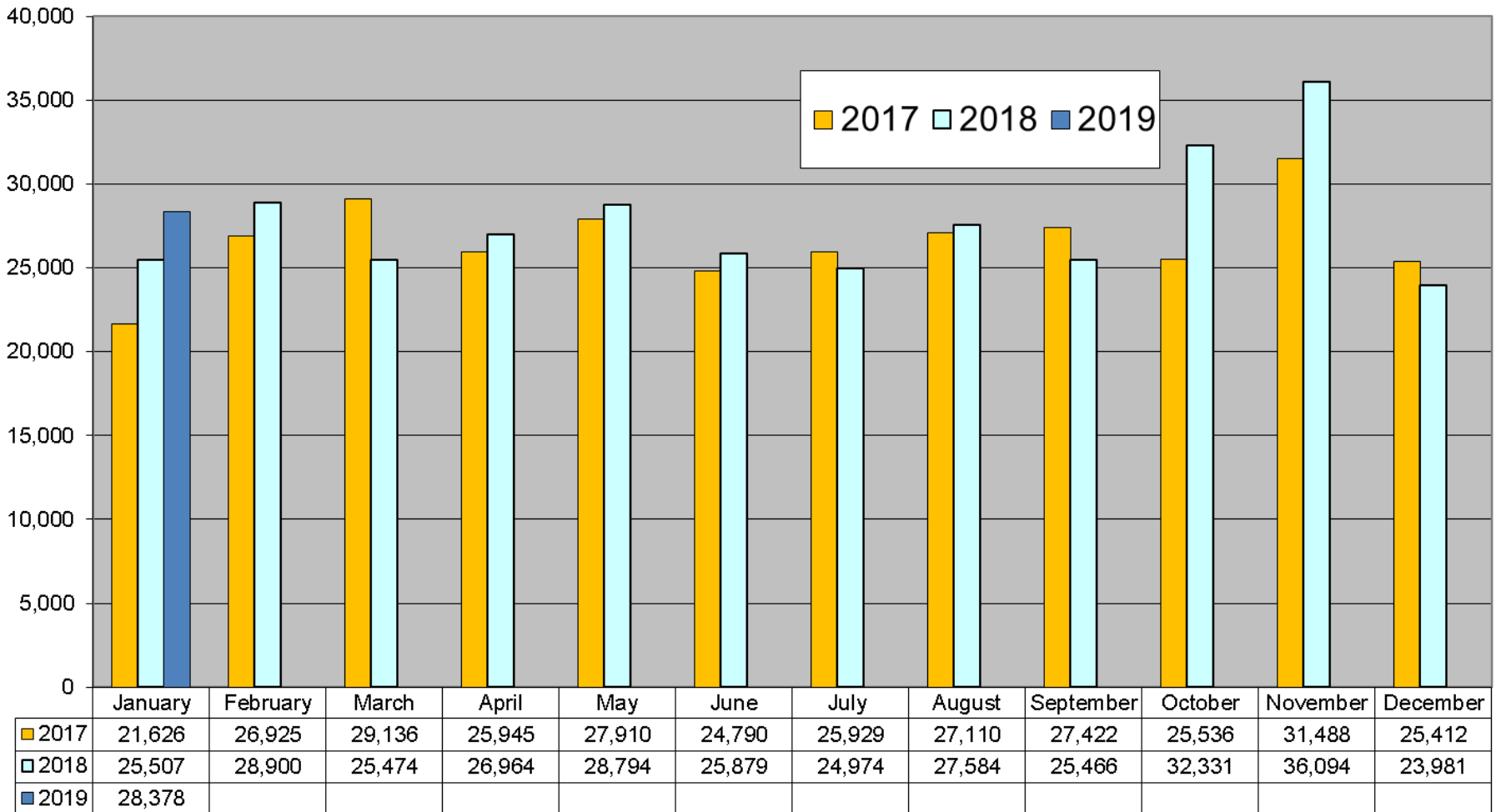
6th March 2019



Market Message 010



Market Message 105L



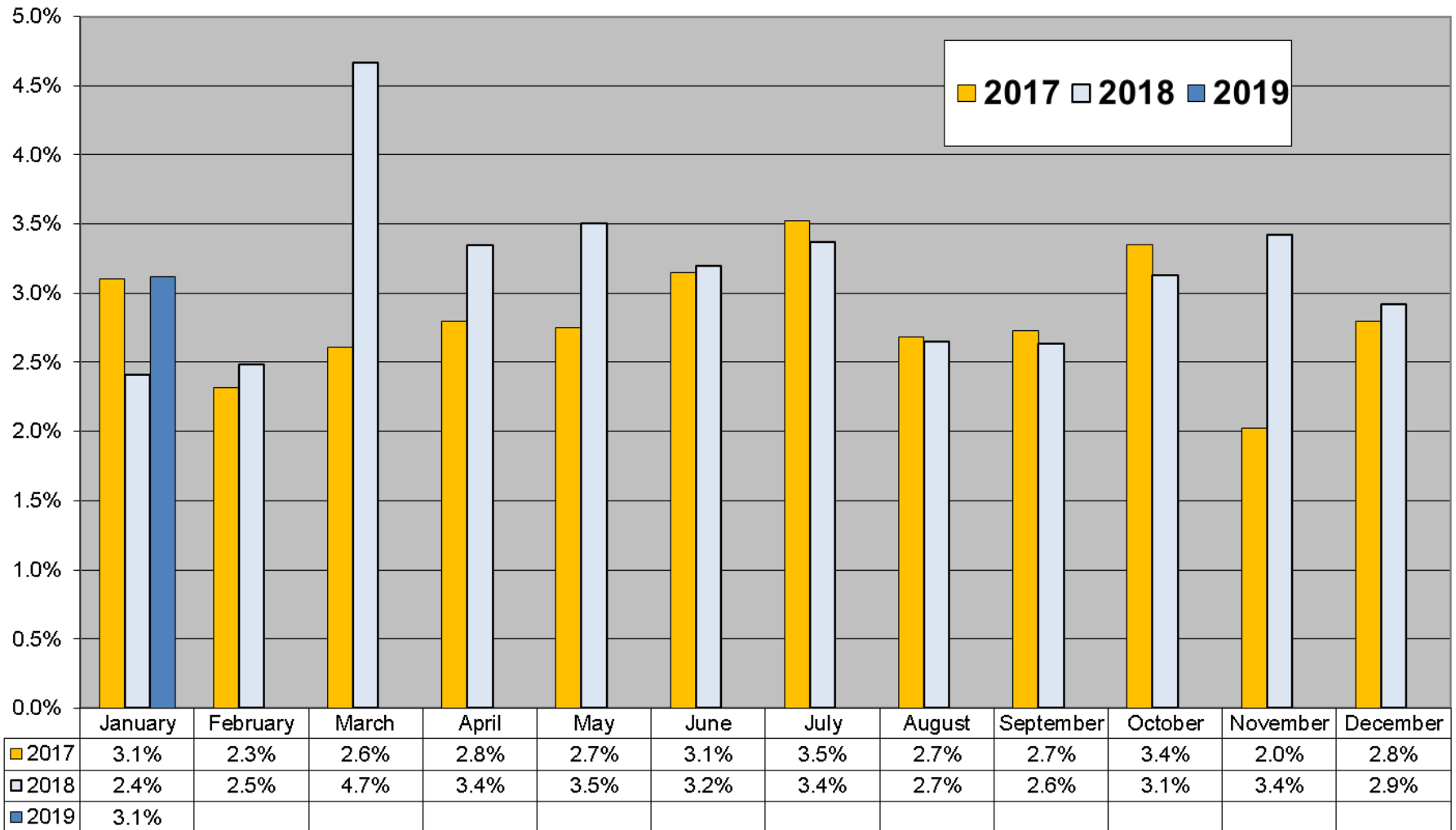
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- Thirty seven (37) switches held due to an existing Open Service Order

Apr 2018	3
May 2018	1
Jun 2018	1
Jul 2018	4
Aug 2018	8

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total O10	% Explicit CoLE	% Total CoLE
Nov-18	6,939	10,002	16,941	43,312	16%	39%
Dec-18	4,890	6,188	11,078	25,256	19%	44%
Jan-19	6,169	8,105	14,274	35,325	17%	40%

Registration Rejections %

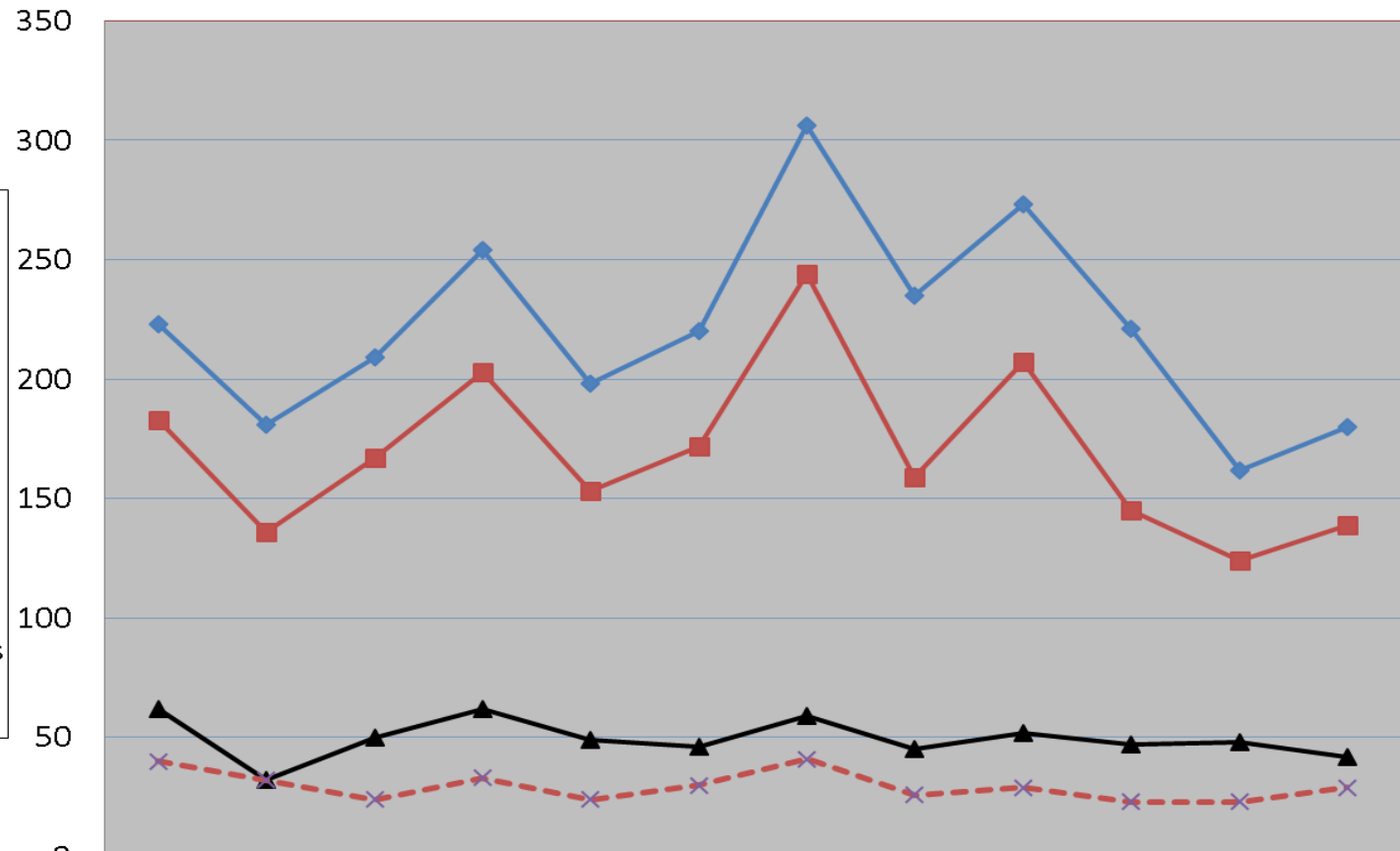


Debt Flagging

	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.

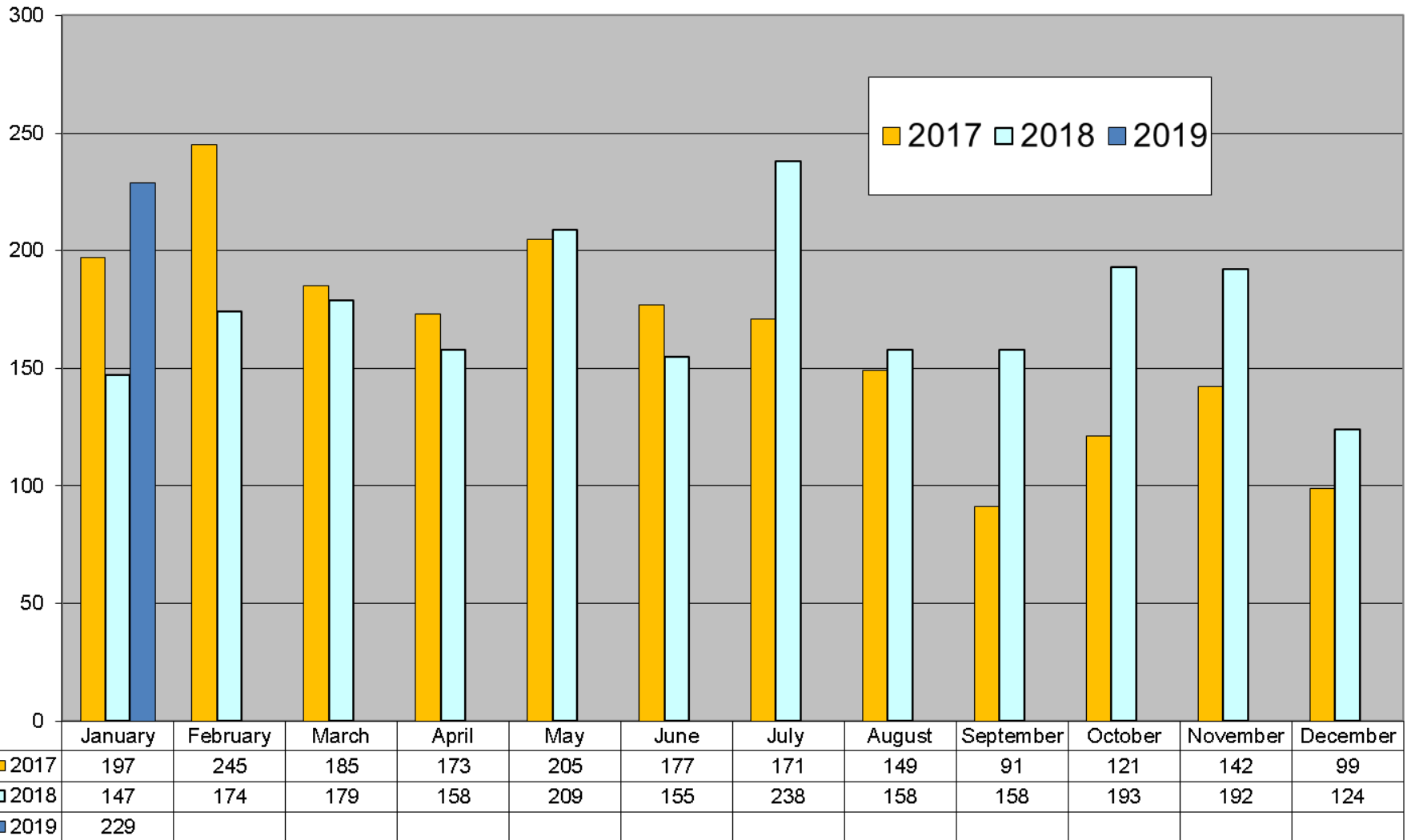
Debt Flagging



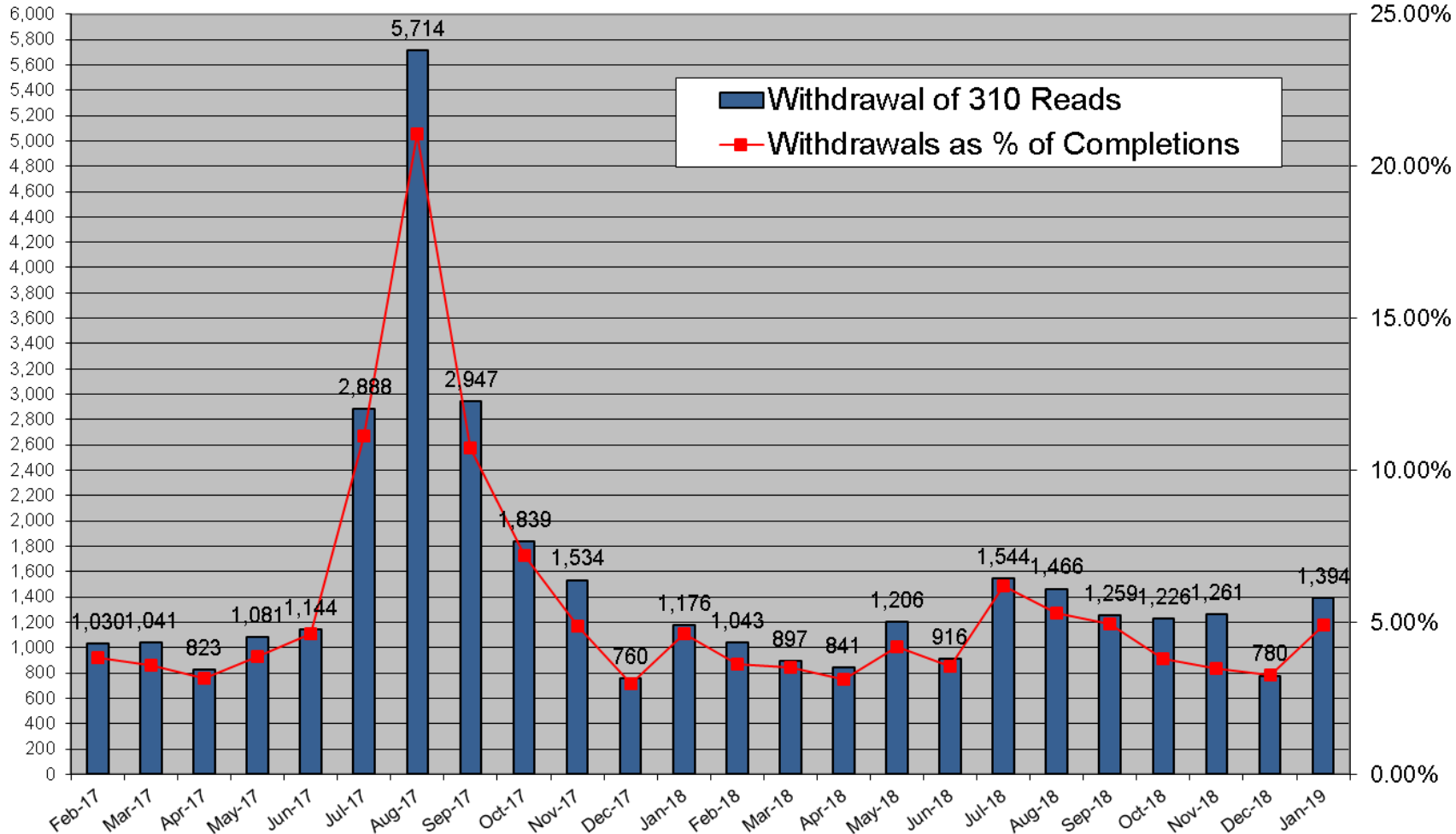
- ◆ Total Debt Notifications received
- Total Debt Notifications sent to gaining supplier
- ▲ Total Cancelled
- × PAYG Debt Notifications sent to gaining supplier

	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

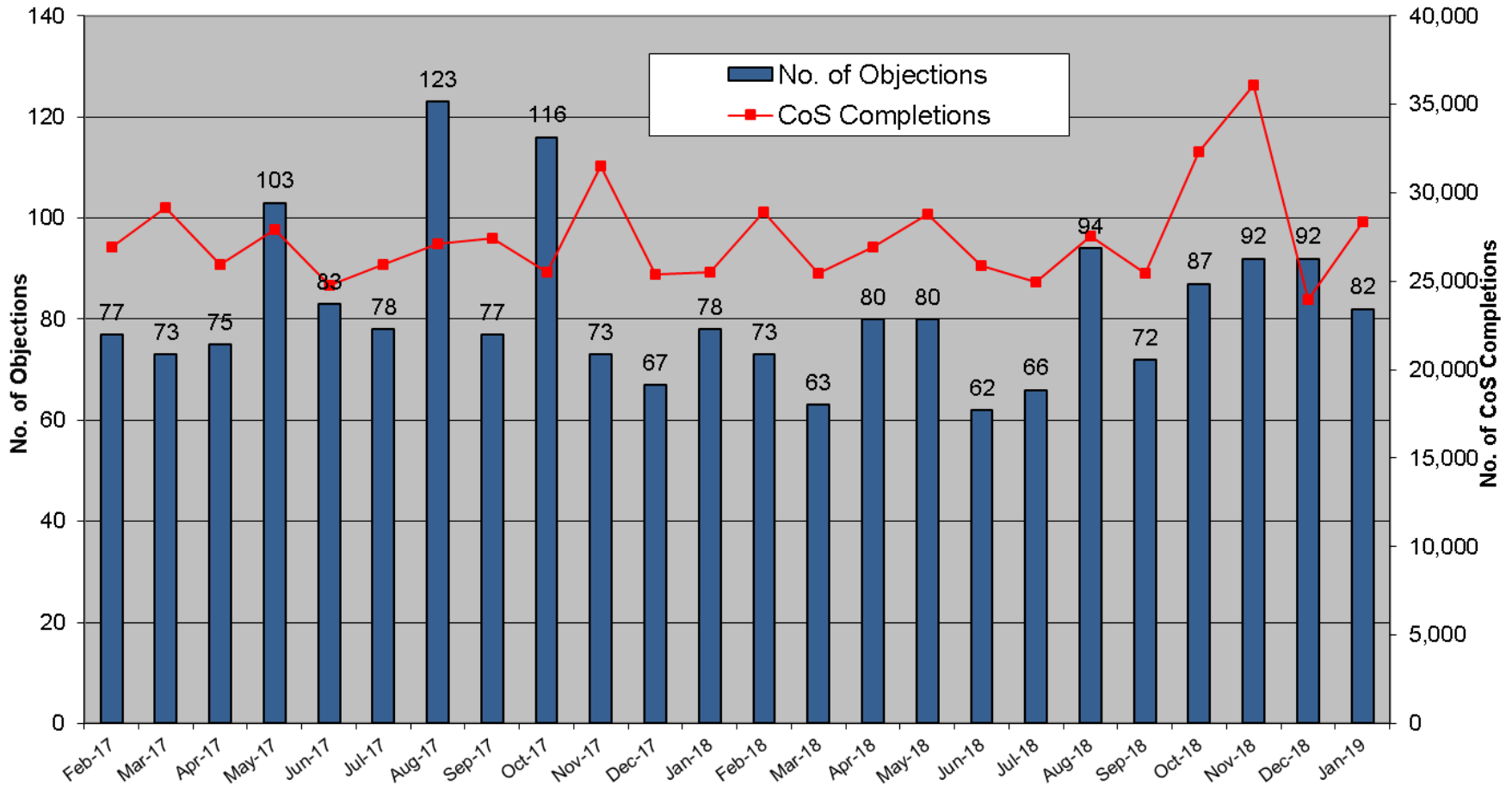
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



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

Eircode used in A1 & A2 address

