



NETWORKS

MRSO Update

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1st May 2019

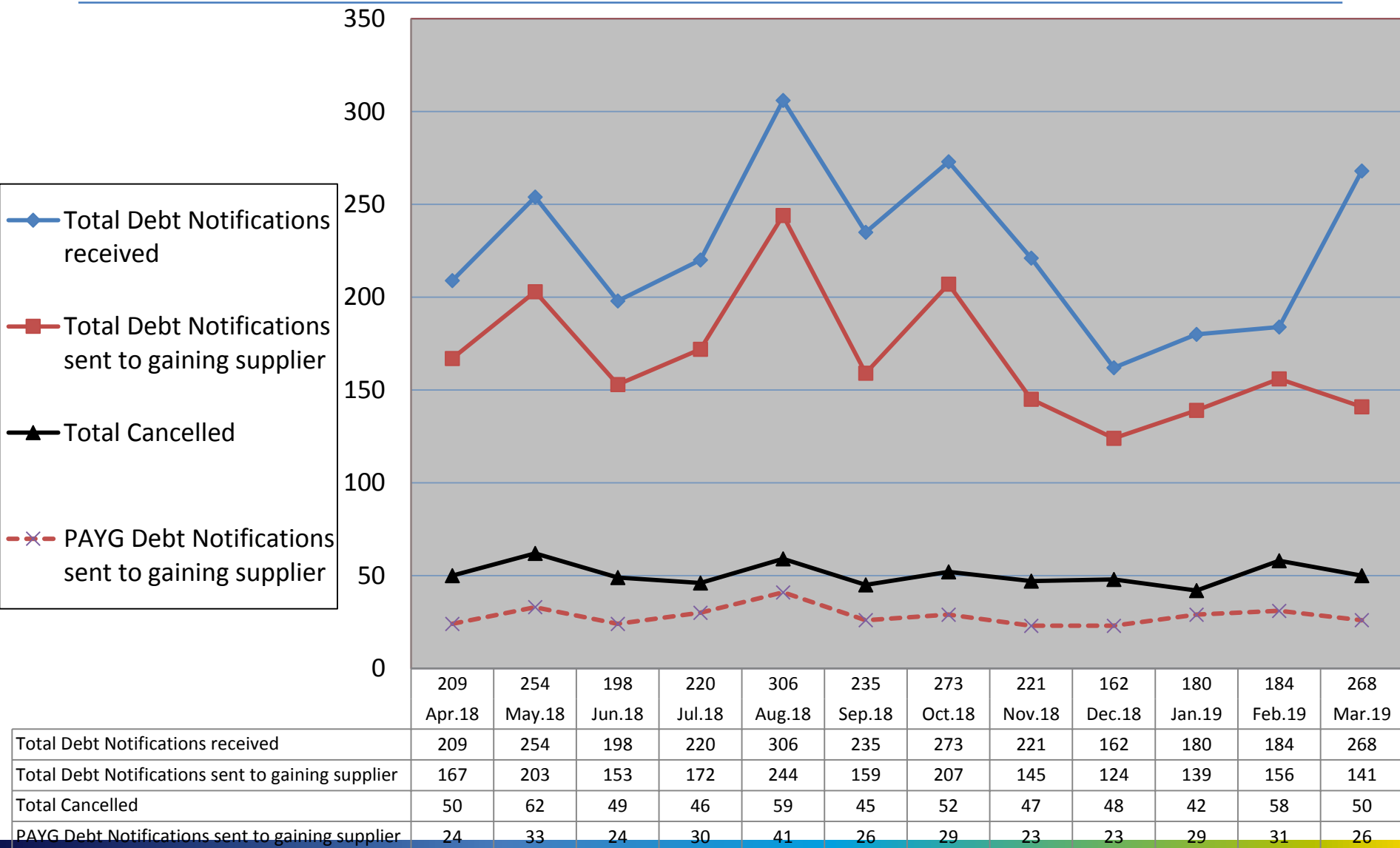


Debt Flagging

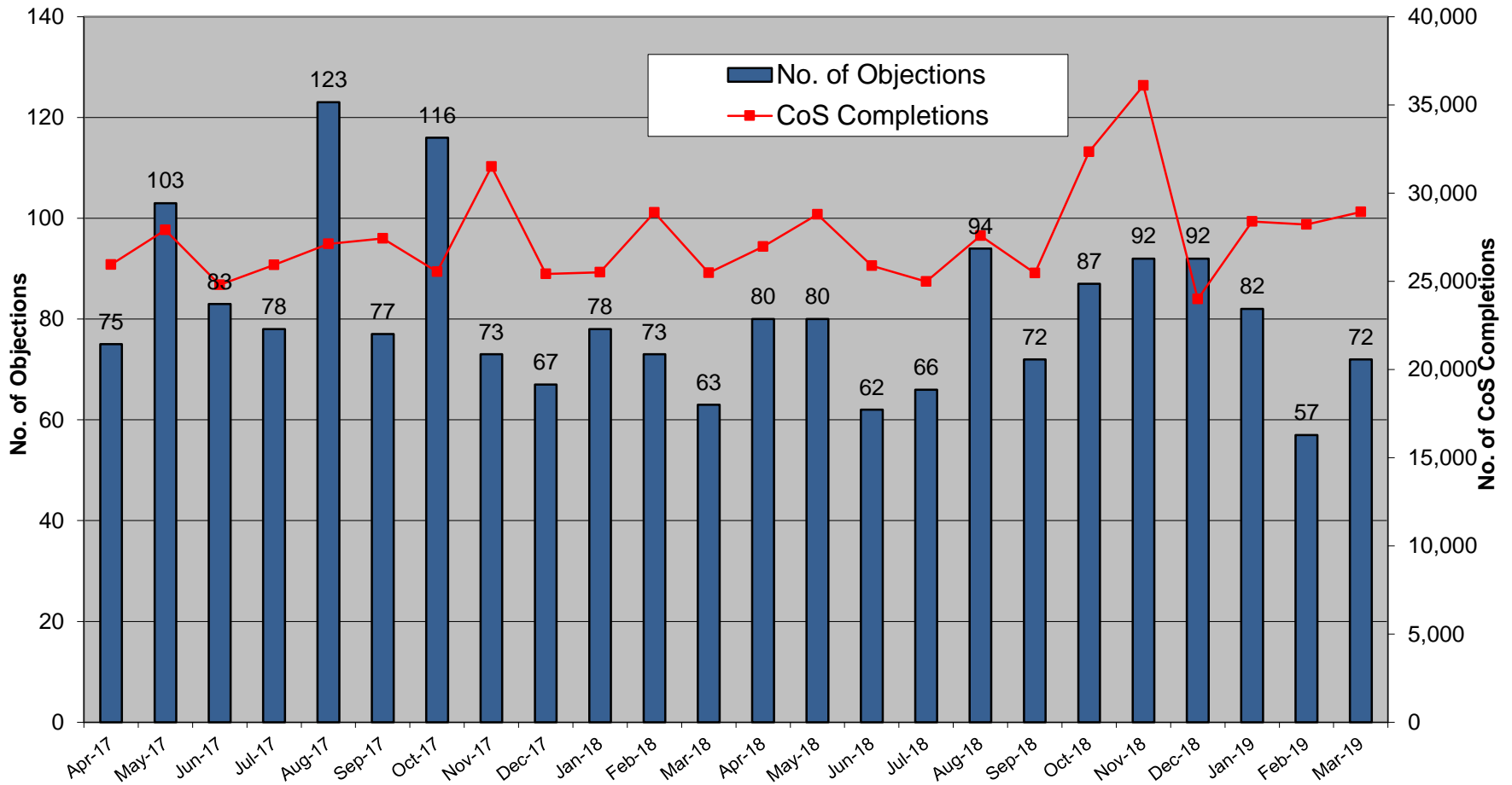
	Jan-19	Feb-19	Mar-19
Total Debt Notifications received (012)	180 (30)	184 (27)	268 (43)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	41 (1)	28 (4)	127 (3)
Total Debt Notifications sent to gaining supplier (112)	139 (29)	156 (23)	141 (40)
Total not cancelled	97 (21)	98 (20)	91 (31)
Total cancelled	42 (8)	58 (3)	50 (9)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.5%	0.4%

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

Debt Flagging



Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Jan-19	Feb -19	Mar -19
No. of Objections	82	57	72
Cancellations from Objections	78	41	41
Objection emails to MRSO	9	7	7
Reasons:			
Uncontactable by phone	1		
Written communication			
COS confirmed	8	7	7
Other			
Escalation emails	0	3	4