



NETWORKS

MRSO Update

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26th June 2019

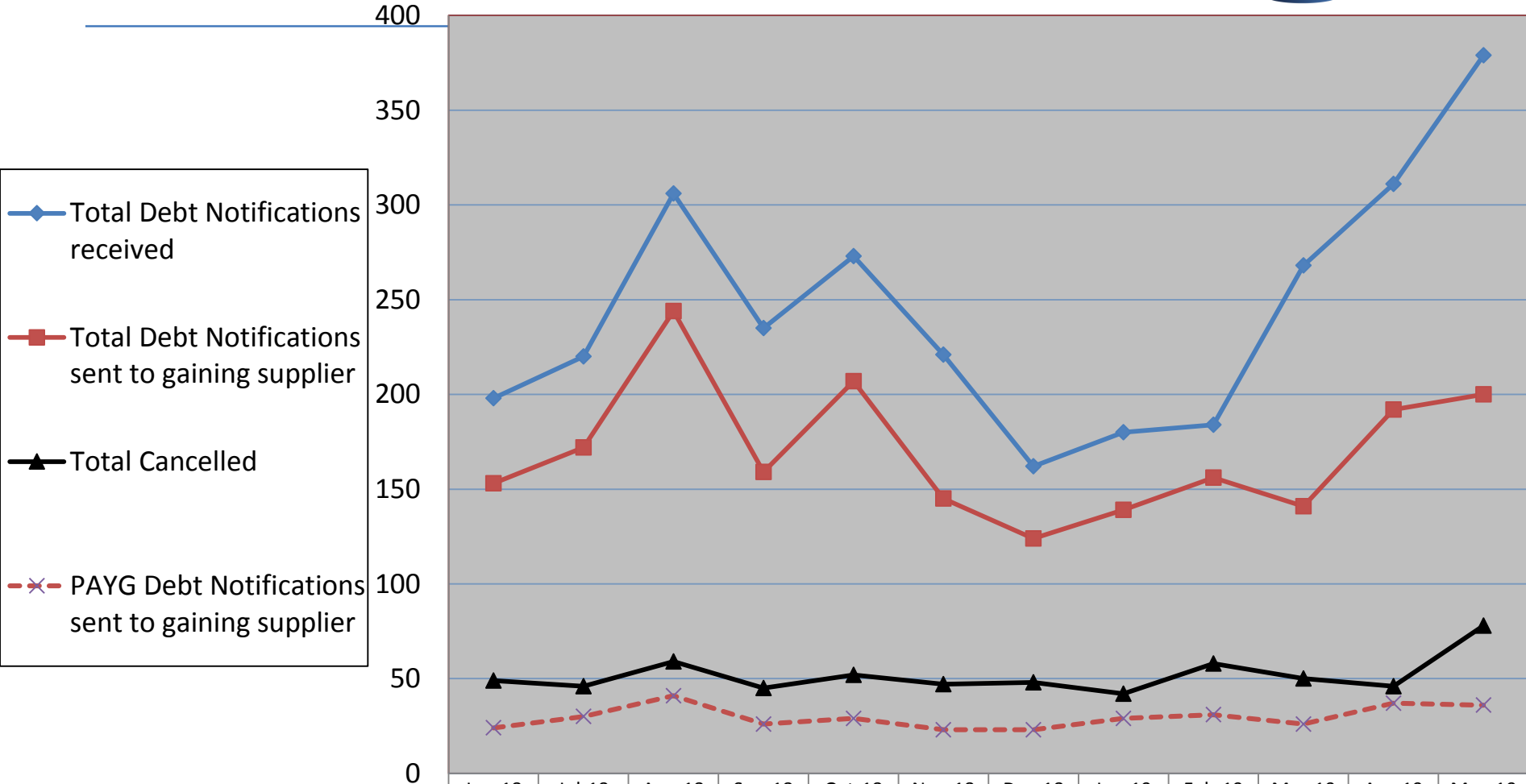


Debt Flagging

	Mar-19	Apr-19	May-19
Total Debt Notifications received (012)	268 (43)	311 (42)	379 (38)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	127 (3)	119 (5)	179 (2)
Total Debt Notifications sent to gaining supplier (112)	141 (40)	192 (37)	200 (36)
Total not cancelled	91 (31)	146 (32)	122 (31)
Total cancelled	50 (9)	46 (5)	78 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.4%	0.6%	0.6%

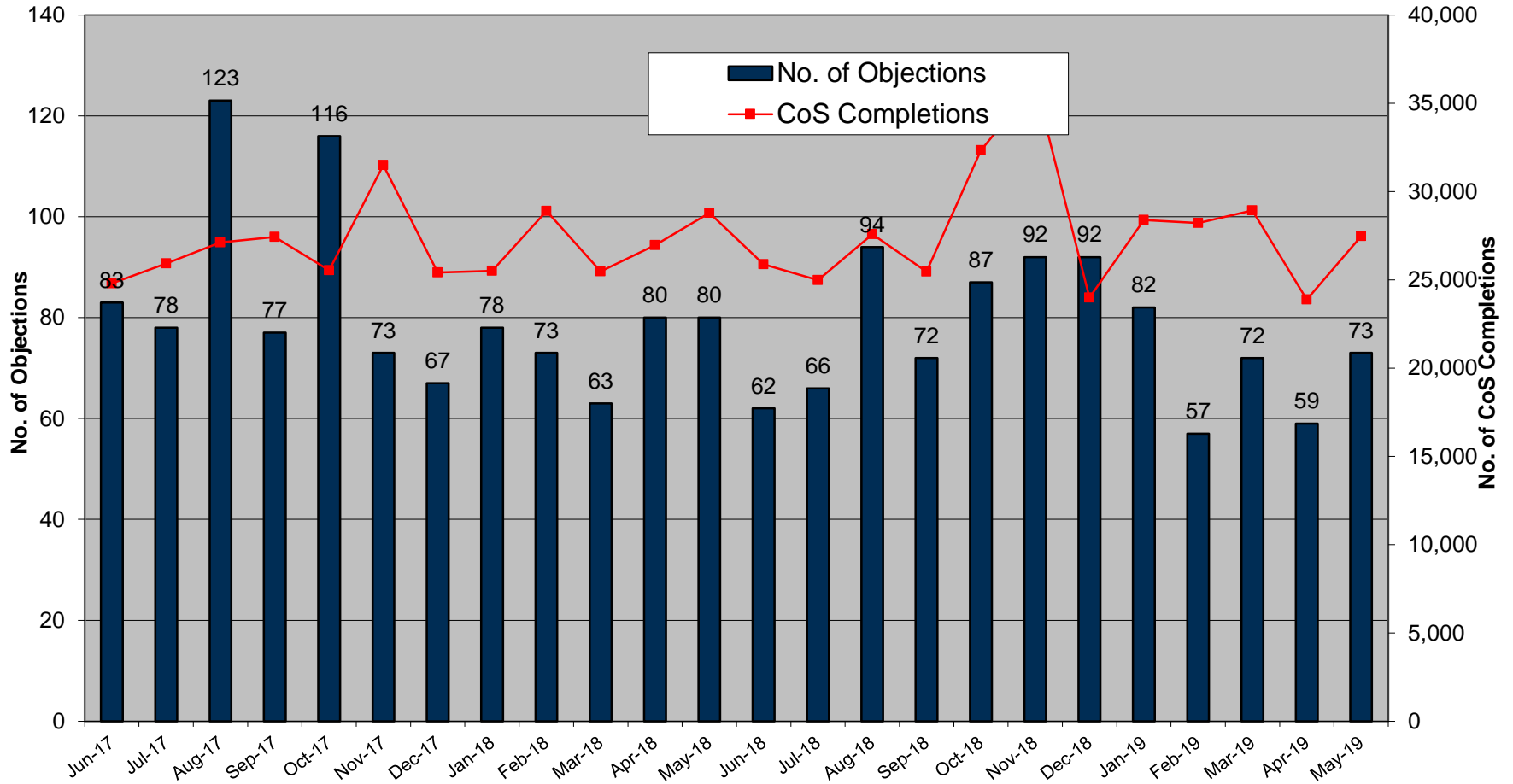
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Total Debt Notifications received	198	220	306	235	273	221	162	180	184	268	311	379
Total Debt Notifications sent to gaining supplier	153	172	244	159	207	145	124	139	156	141	192	200
Total Cancelled	49	46	59	45	52	47	48	42	58	50	46	78
PAYG Debt Notifications sent to gaining supplier	24	30	41	26	29	23	23	29	31	26	37	36

Objections – Erroneous Transfer



Objections – Erroneous Transfer

	Mar -19	Apr -19	May -19
No. of Objections	72	59	73
Cancellations from Objections	41	40	47
Objection emails to MRSO	7	7	8
Reasons:			
Uncontactable by phone			
Written communication		1	1
COS confirmed	7	6	7
Other			
Escalation emails	4	4	3