



NETWORKS

MRSO Update

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13th September 2019

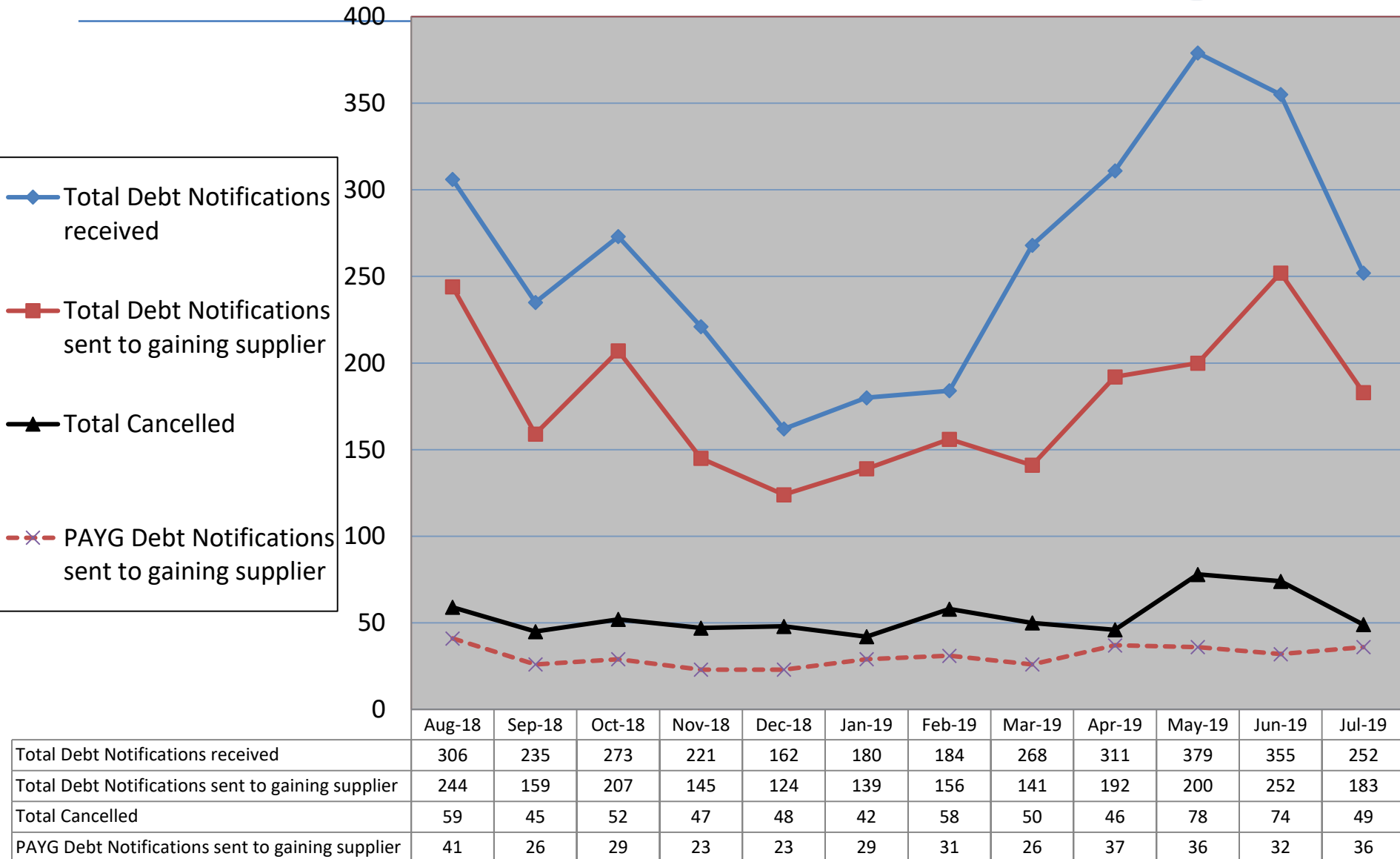


Debt Flagging

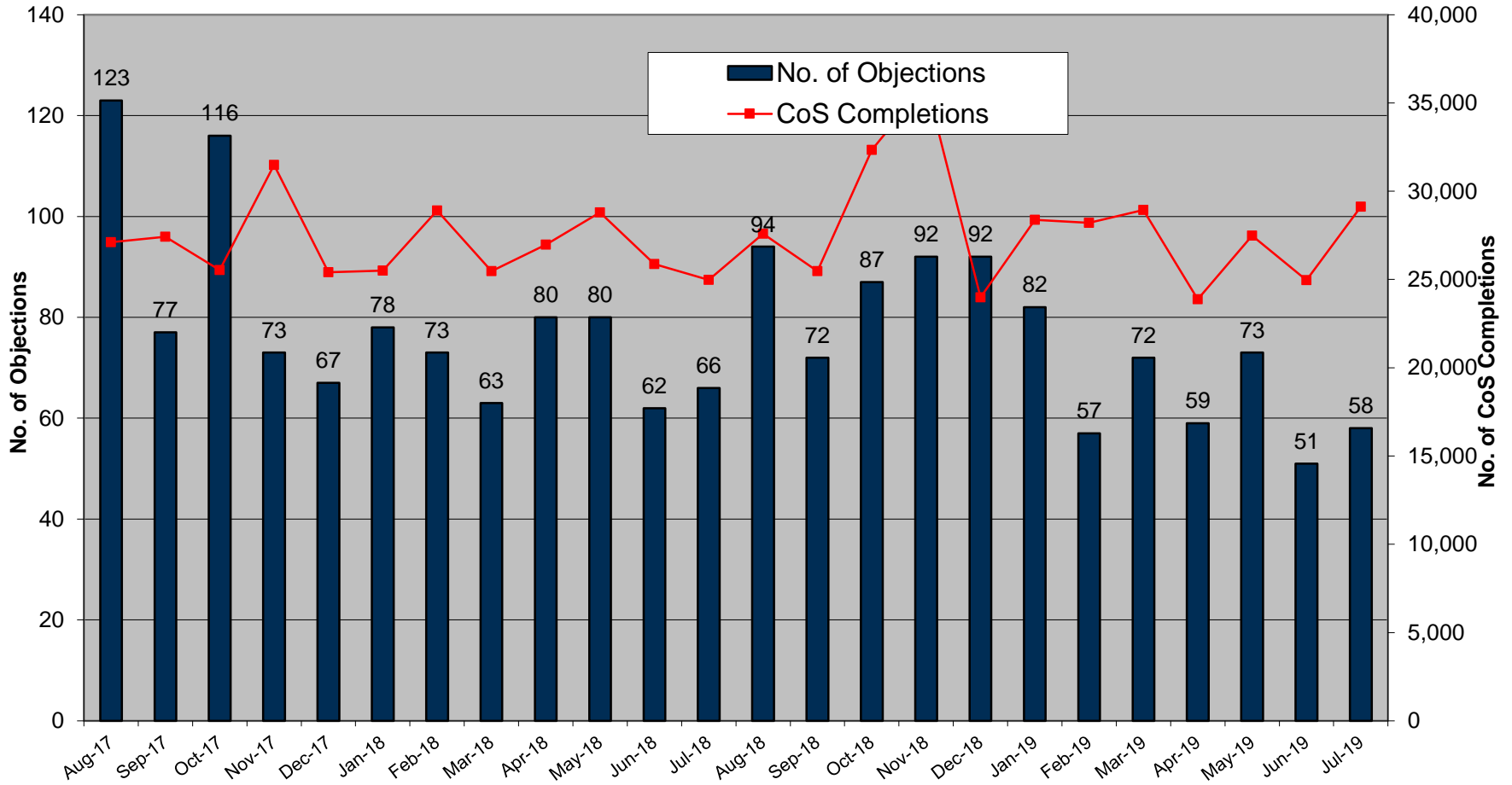
	May-19	Jun-19	Jul-19
Total Debt Notifications received (012)	379 (38)	355 (43)	252 (43)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	179 (2)	103 (11)	69 (7)
Total Debt Notifications sent to gaining supplier (112)	200 (36)	252 (32)	183 (36)
Total not cancelled	122 (31)	178 (21)	134 (29)
Total cancelled	78 (5)	74 (11)	49 (7)
Total Debt Notifications sent to gaining supplier as % of total COS	0.7%	1.0%	0.6%

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

Debt Flagging



Objections – Erroneous Transfer



Objections – Erroneous Transfer

	May -19	Jun -19	Jul -19
No. of Objections	73	51	58
Cancellations from Objections	47	25	28
Objection emails to MRSO	8	9	7
Reasons:			
Uncontactable by phone			1
Written communication	1	1	
COS confirmed	7	7	6
Other		1	
Escalation emails	3	6	3