



NETWORKS

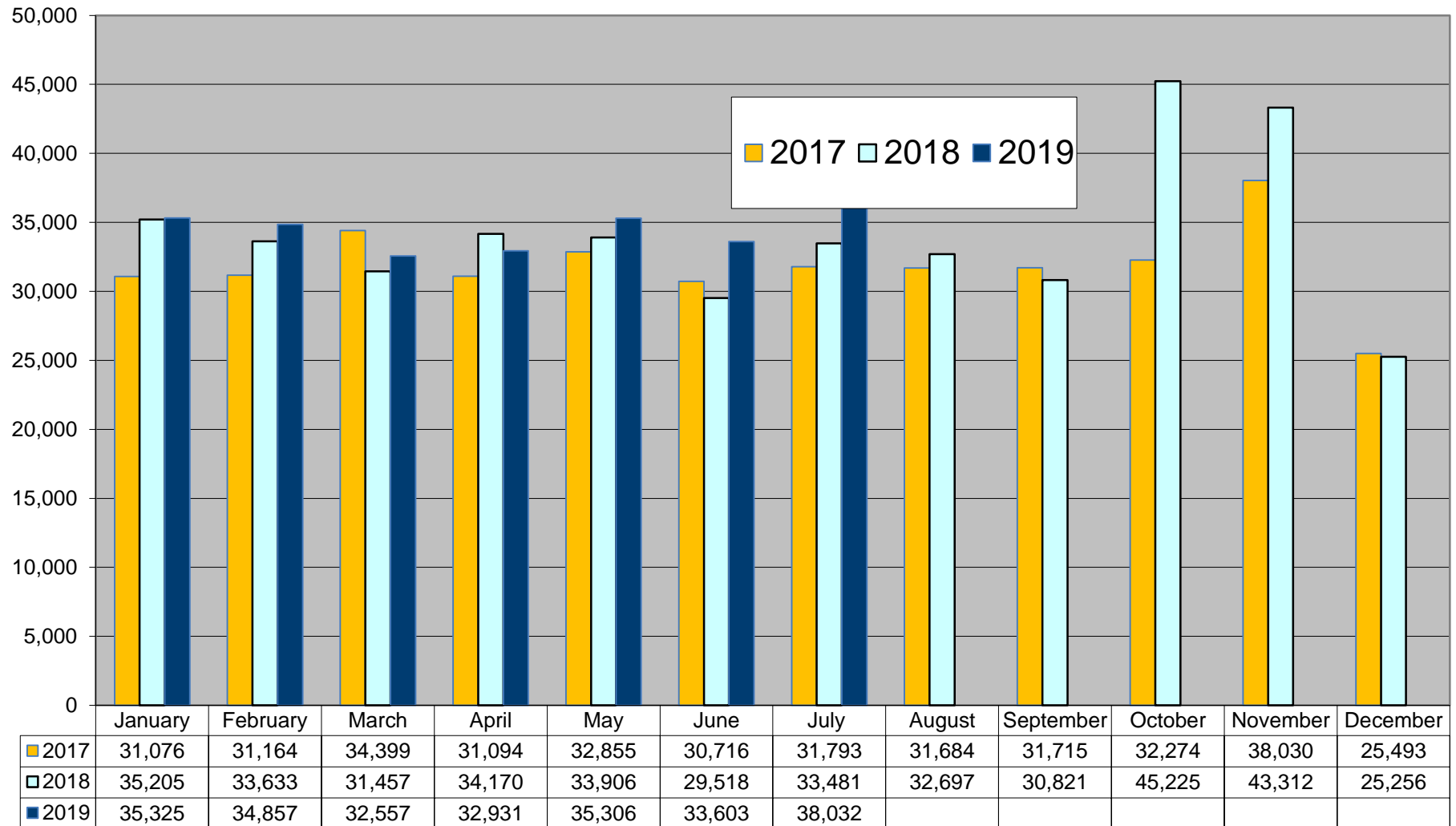
MRSO Update

James Long

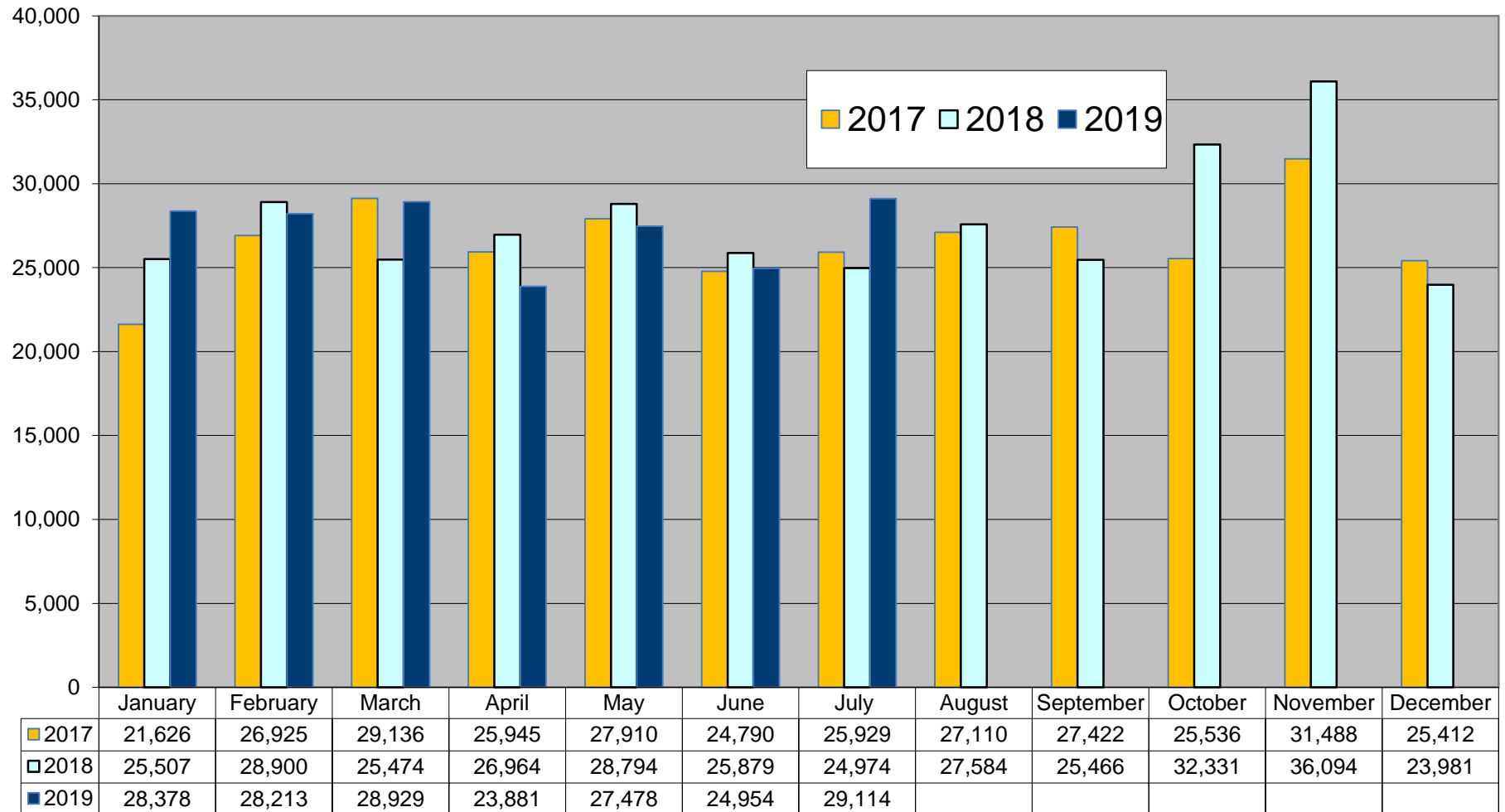
13th Sept 2019



Market Message 010



Market Message 105L



COS in-progress 31st August 2019– 11,018

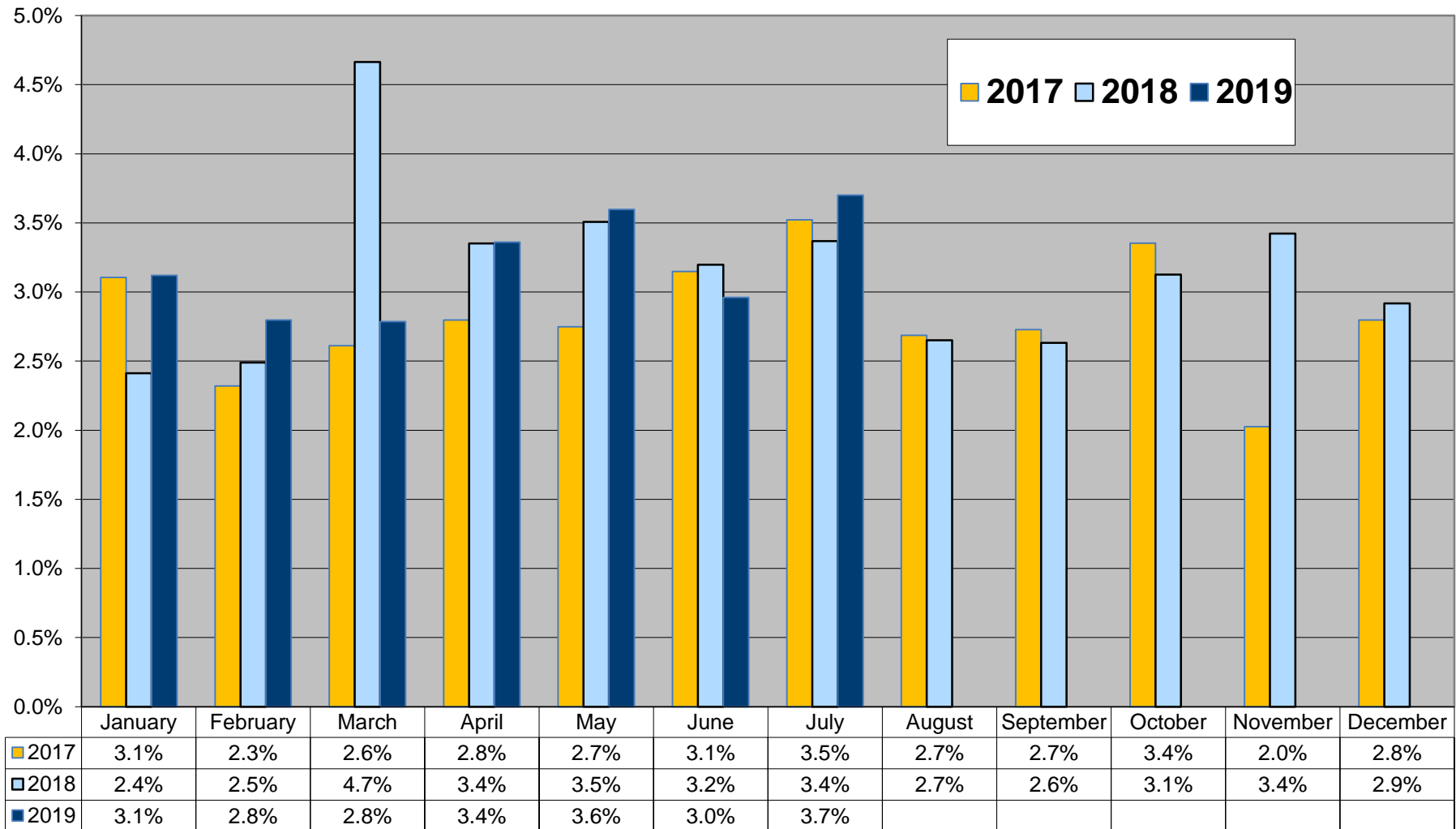
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- Twenty six switches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

Aug 2018	4
Sept 2018	2
Oct 2018	3
Nov 2018	4
Dec 2018	2
Jan 2019	3
Feb 2019	5

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
May - 19	7,962	7,572	15,534	35,306	23%	44%
Jun -19	7,027	6,407	13,434	33,603	21%	40%
Jul - 19	11,301	7,657	18,958	38,032	30%	50%

Registration Rejections %

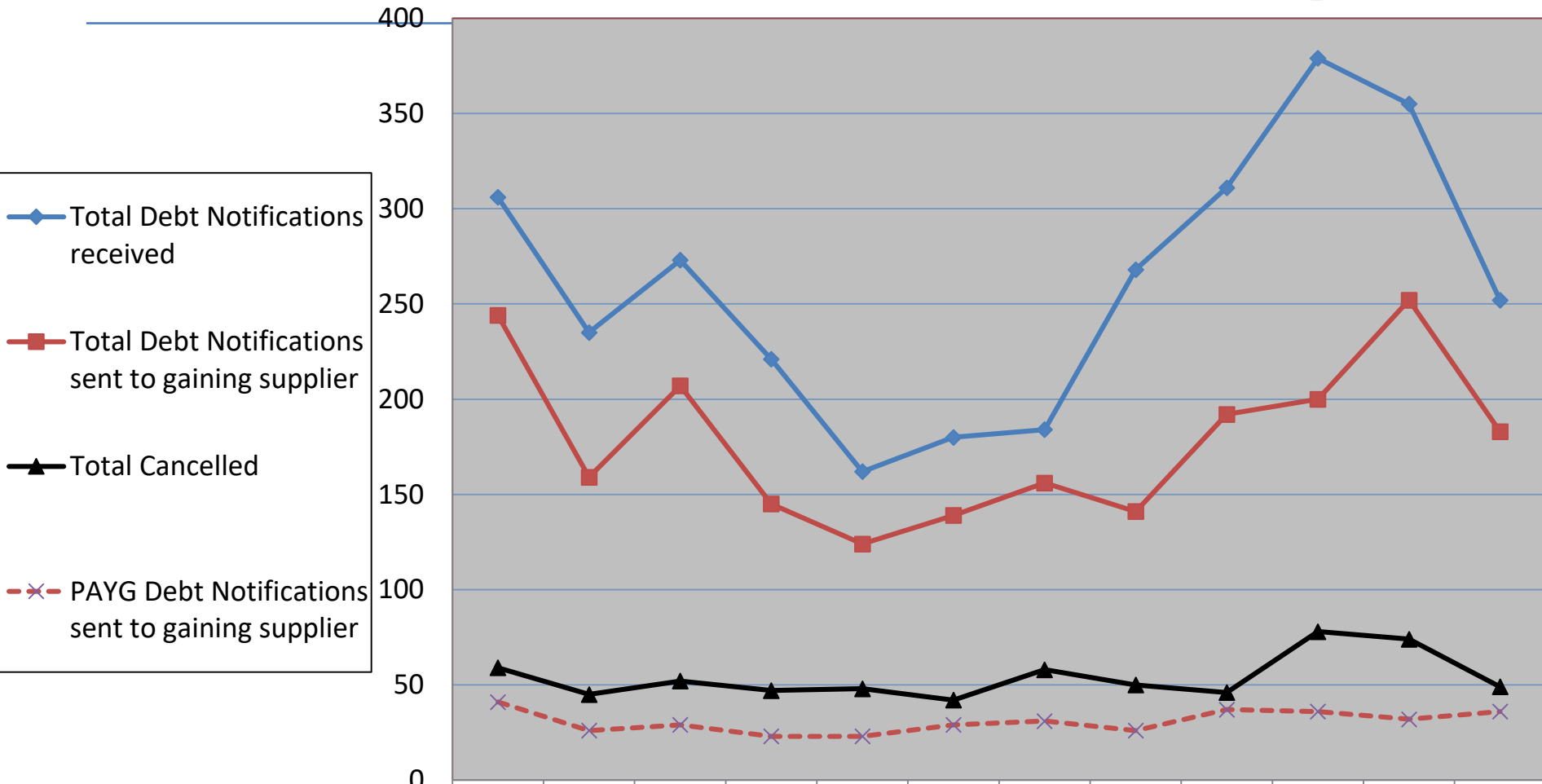


Debt Flagging

	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%

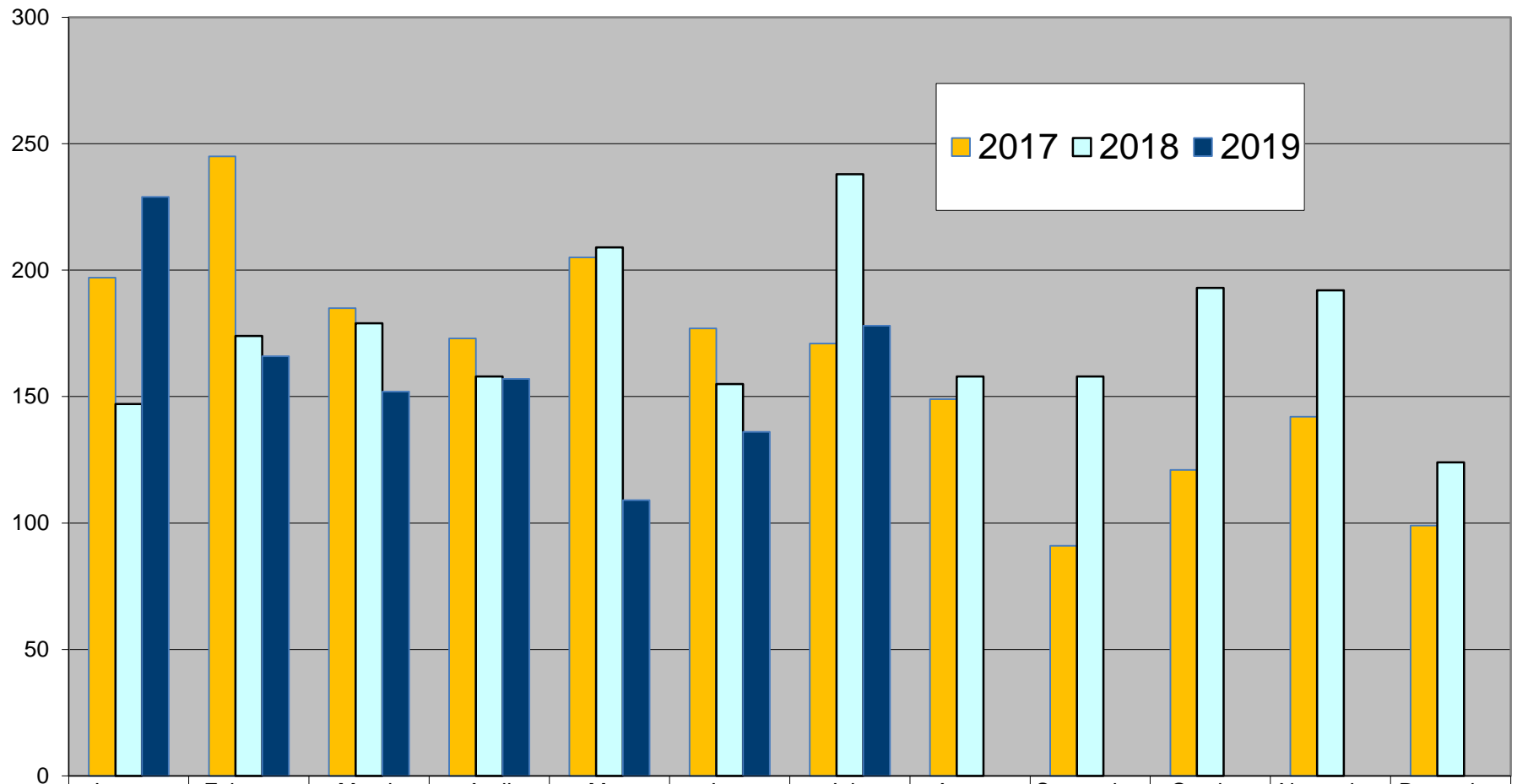
Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



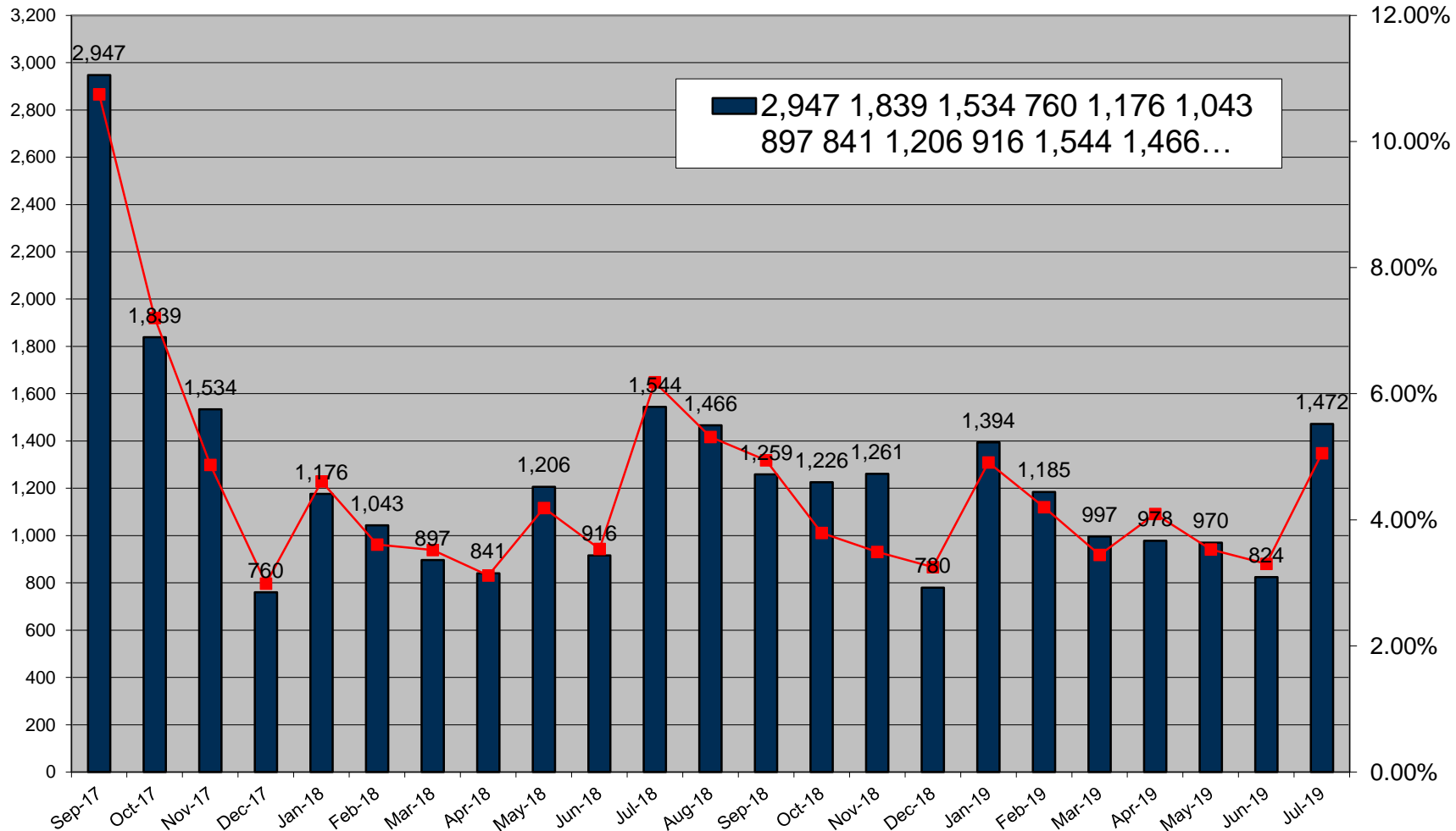
	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
Total Debt Notifications received	306	235	273	221	162	180	184	268	311	379	355	252
Total Debt Notifications sent to gaining supplier	244	159	207	145	124	139	156	141	192	200	252	183
Total Cancelled	59	45	52	47	48	42	58	50	46	78	74	49
PAYG Debt Notifications sent to gaining supplier	41	26	29	23	23	29	31	26	37	36	32	36

Disputed Reads

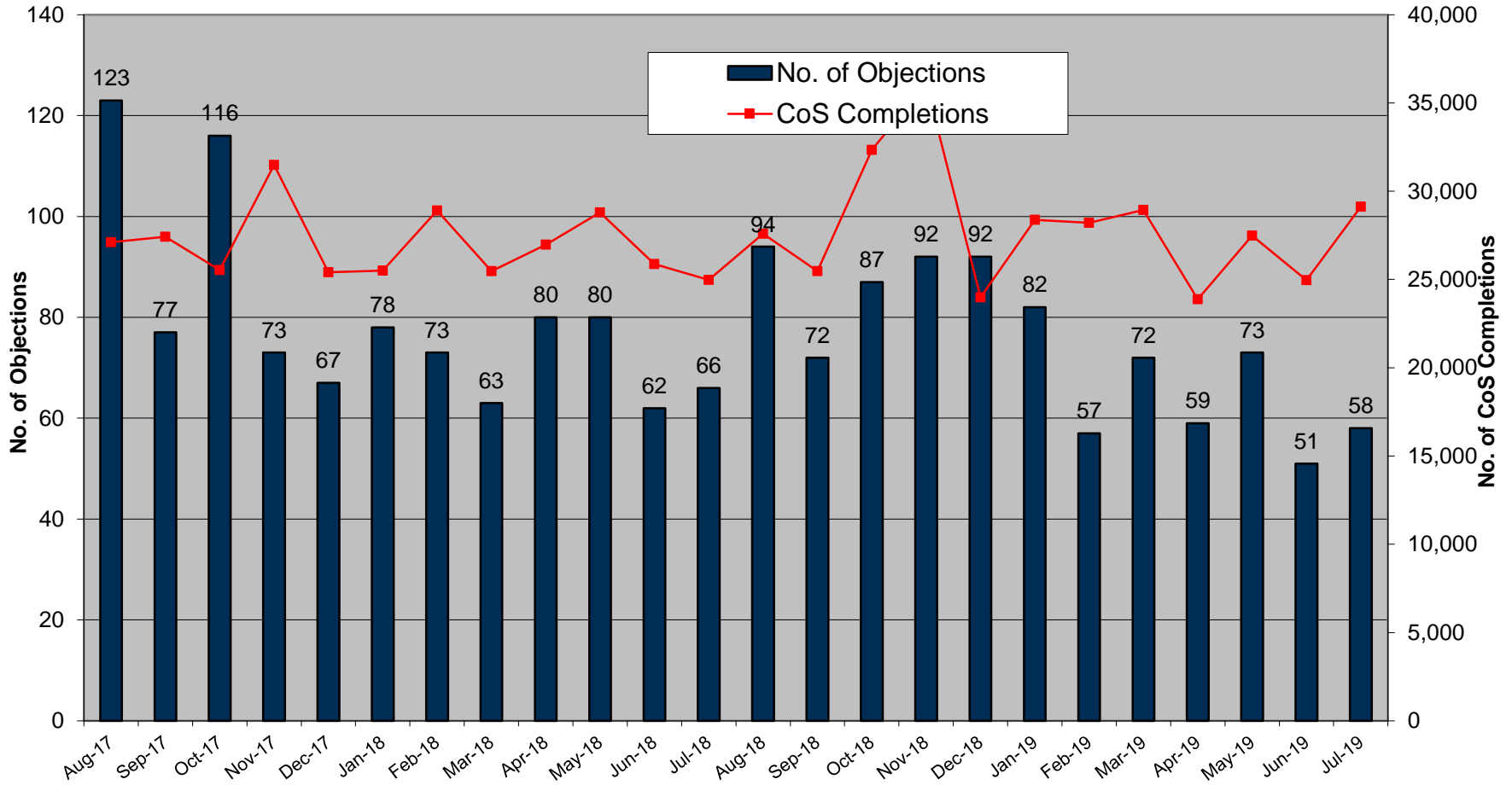


	January	February	March	April	May	June	July	August	September	October	November	December
2017	197	245	185	173	205	177	171	149	91	121	142	99
2018	147	174	179	158	209	155	238	158	158	193	192	124
2019	229	166	152	157	109	136	178					

Total Withdrawal of 310 reads for all Suppliers



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