



NETWORKS

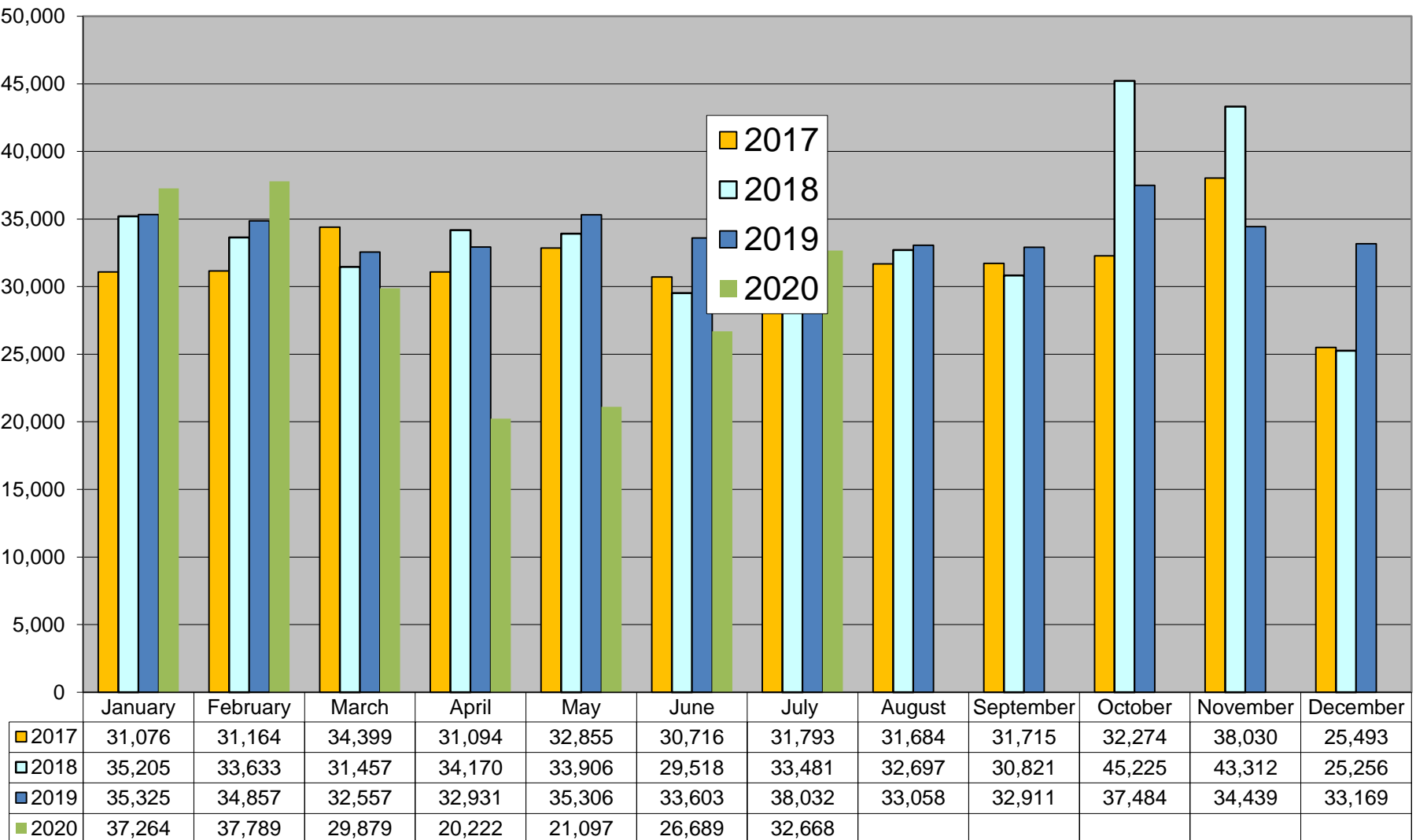
MRSO Update

James Long

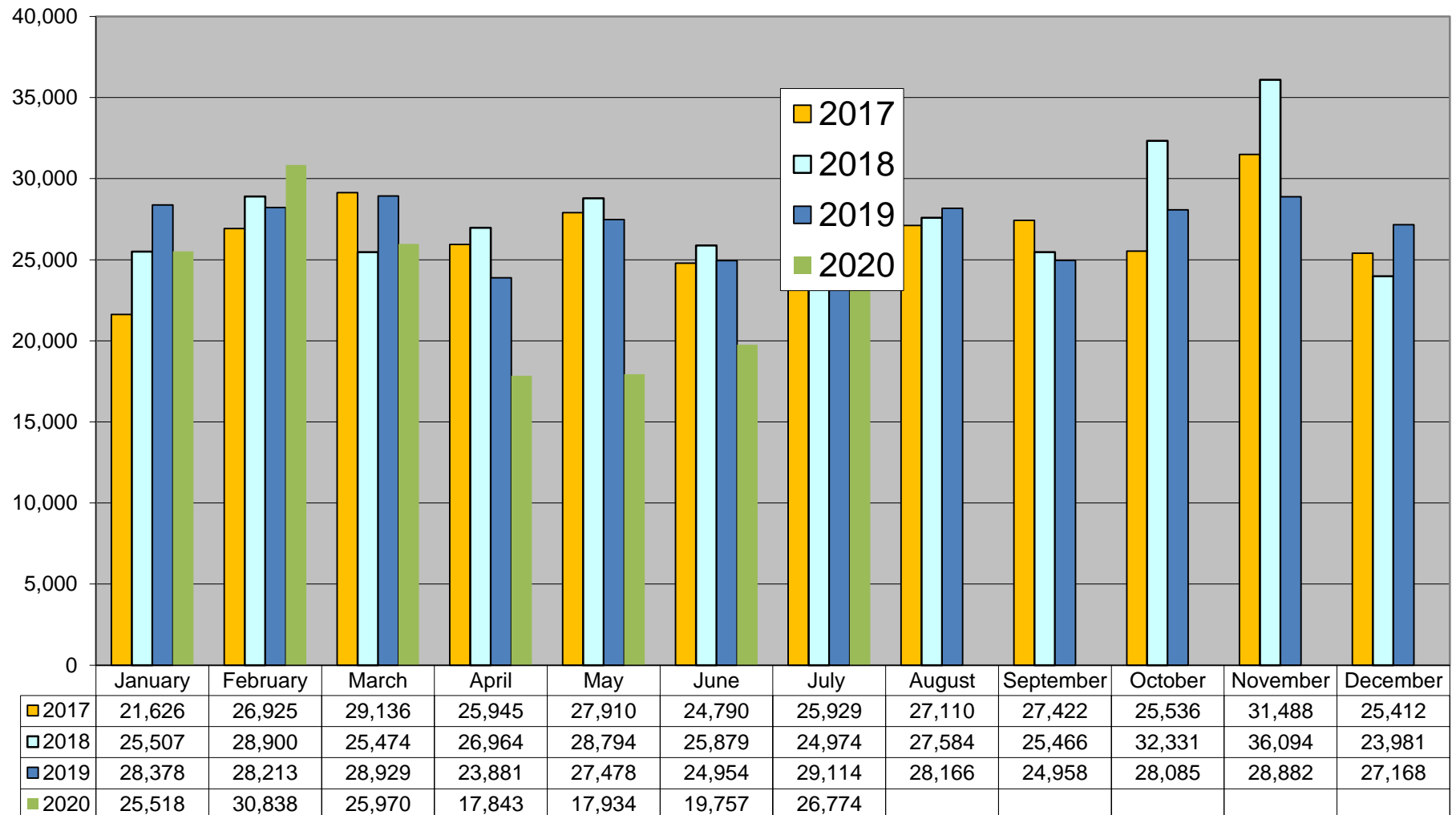
2nd September 2020



Market Message 010



Market Message 105L



COS in-progress 27th August 2020– 8,748

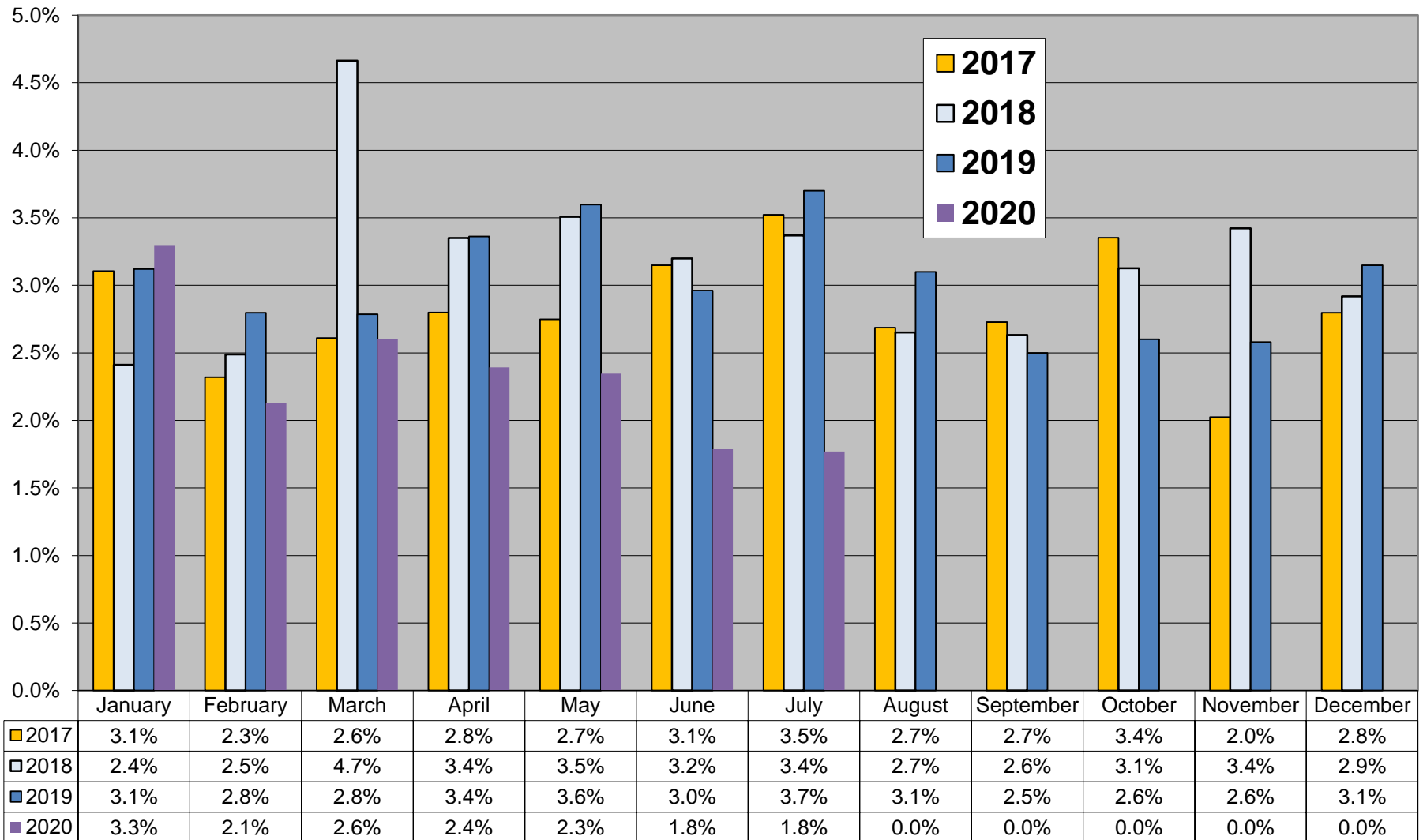
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **Twenty One switches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

Aug 2018	4
Sept 2018	2
Oct 2018	1
Nov 2018	2
Dec 2018	1
Jan 2019	1
Feb 2019	1
Apr 2019	1
May 2019	1
Aug 2019	1

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
May - 20	3,925	4,442	8,367	21,097	19%	40%
Jun -20	5,691	9,775	11,223	26,689	21%	42%
Jul - 20	6,600	11,918	14,150	32,668	20%	43%

Registration Rejections %

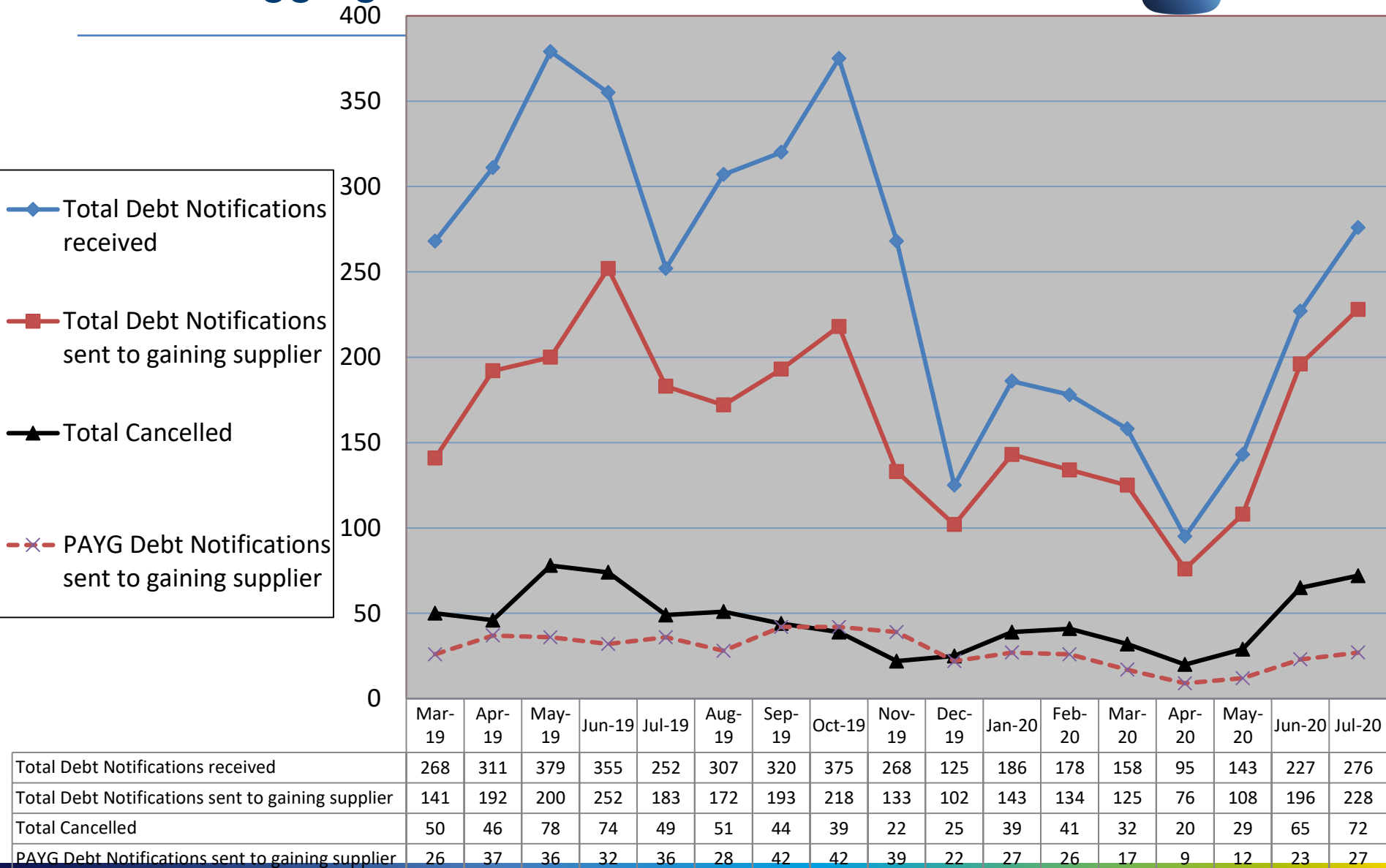


Debt Flagging

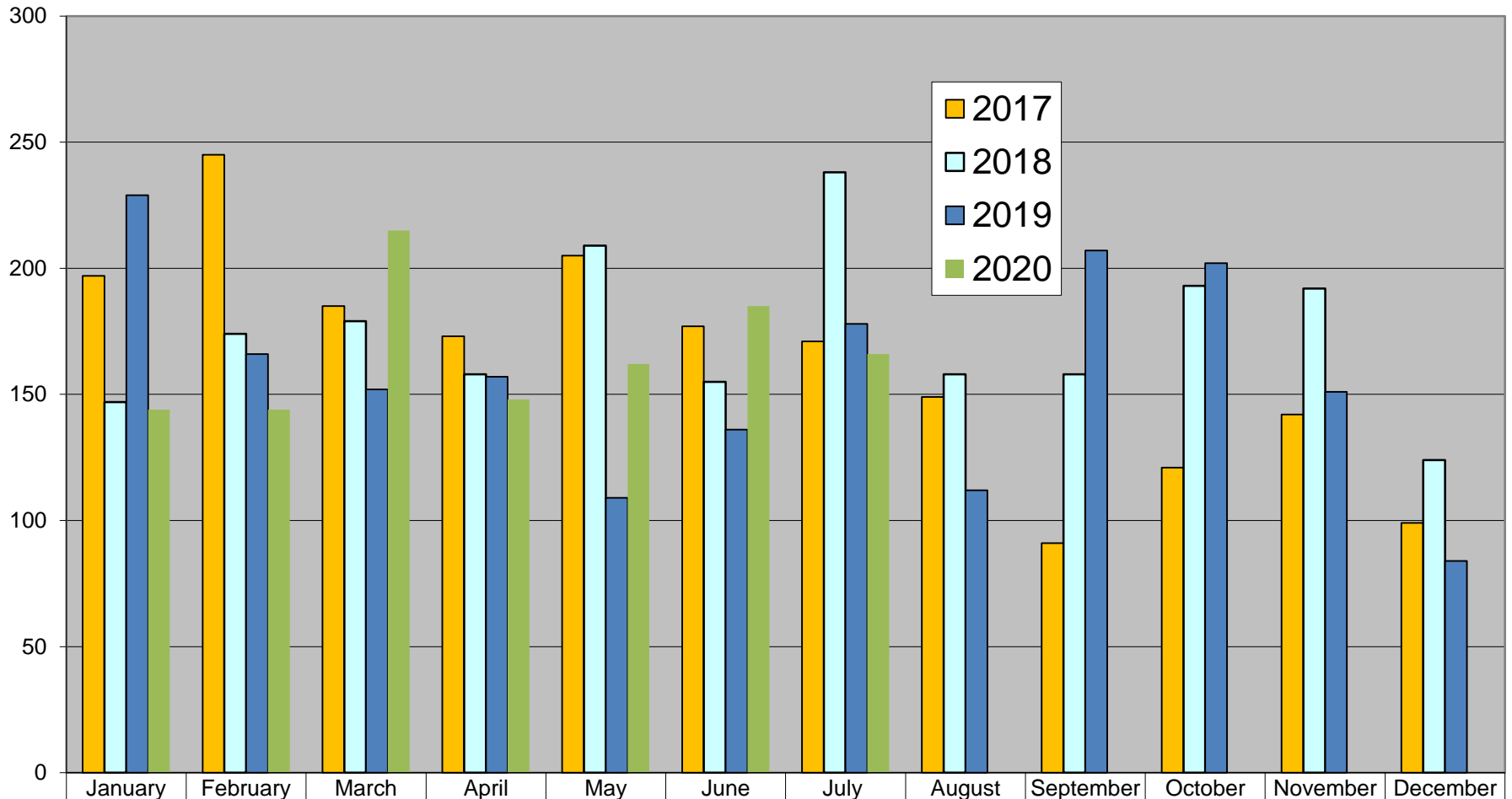
	May - 20	Jun - 20	Jul - 20
Total Debt Notifications received (012)	143 (15)	227 (26)	276 (30)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	35 (3)	31 (3)	48 (3)
Total Debt Notifications sent to gaining supplier (112)	108 (12)	196 (23)	228 (27)
Total not cancelled	79 (12)	131 (20)	156 (23)
Total cancelled	29 (0)	65 (3)	72 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.7%	0.7%

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

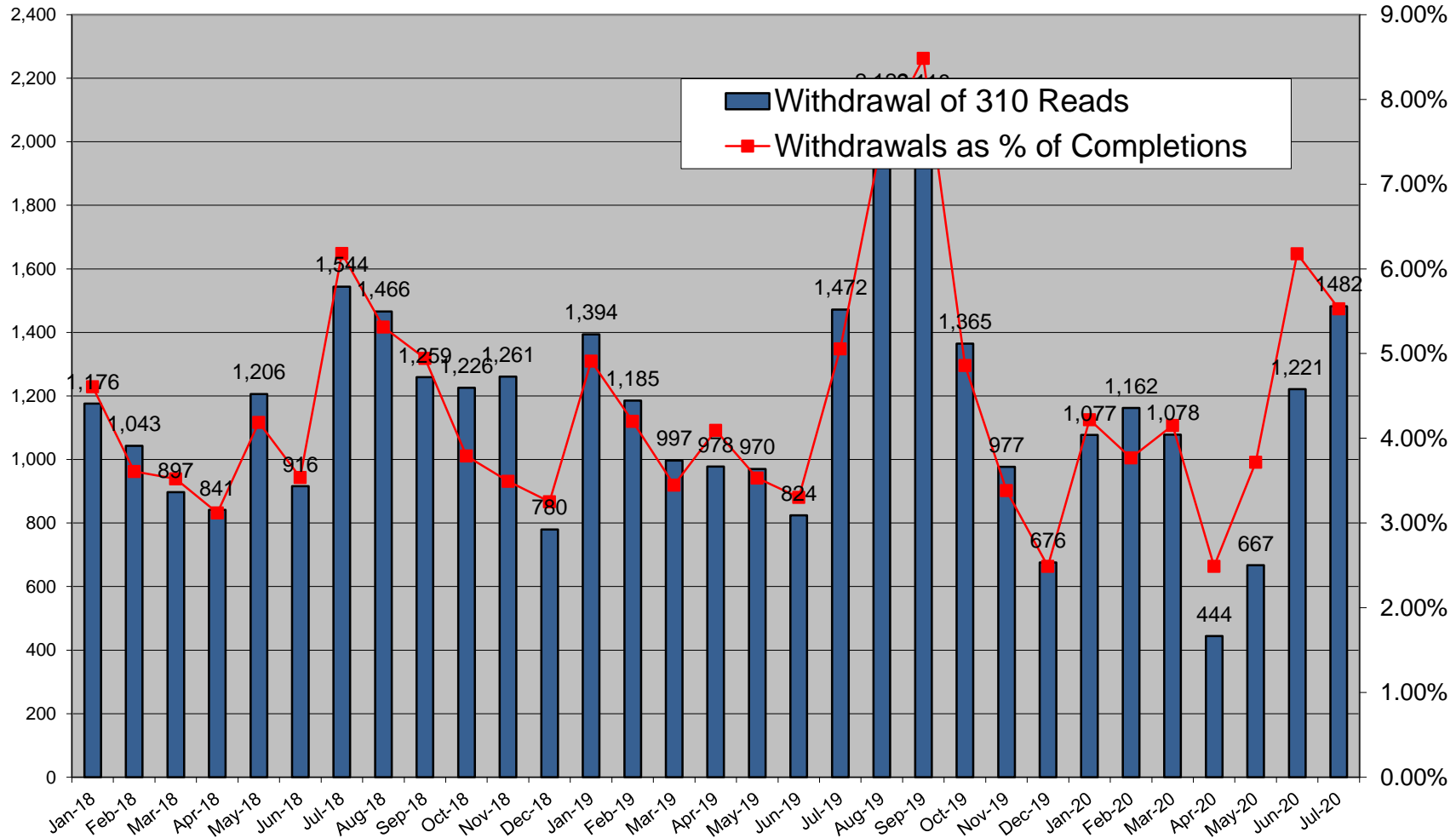
Debt Flagging



Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	May - 20	Jun - 20	Jul - 20
No. of Objections	62	72	137
Cancellations from Objections	26	34	46
Objection emails to MRSO	4	6	10
Reasons:			
Uncontactable by phone	1	2	2
Written communication			1
COS confirmed	3	4	6
Other			
Escalation emails	6	5	7

Objections – Erroneous Transfer

