



NETWORKS

# MRSO Update

Keith Plunkett

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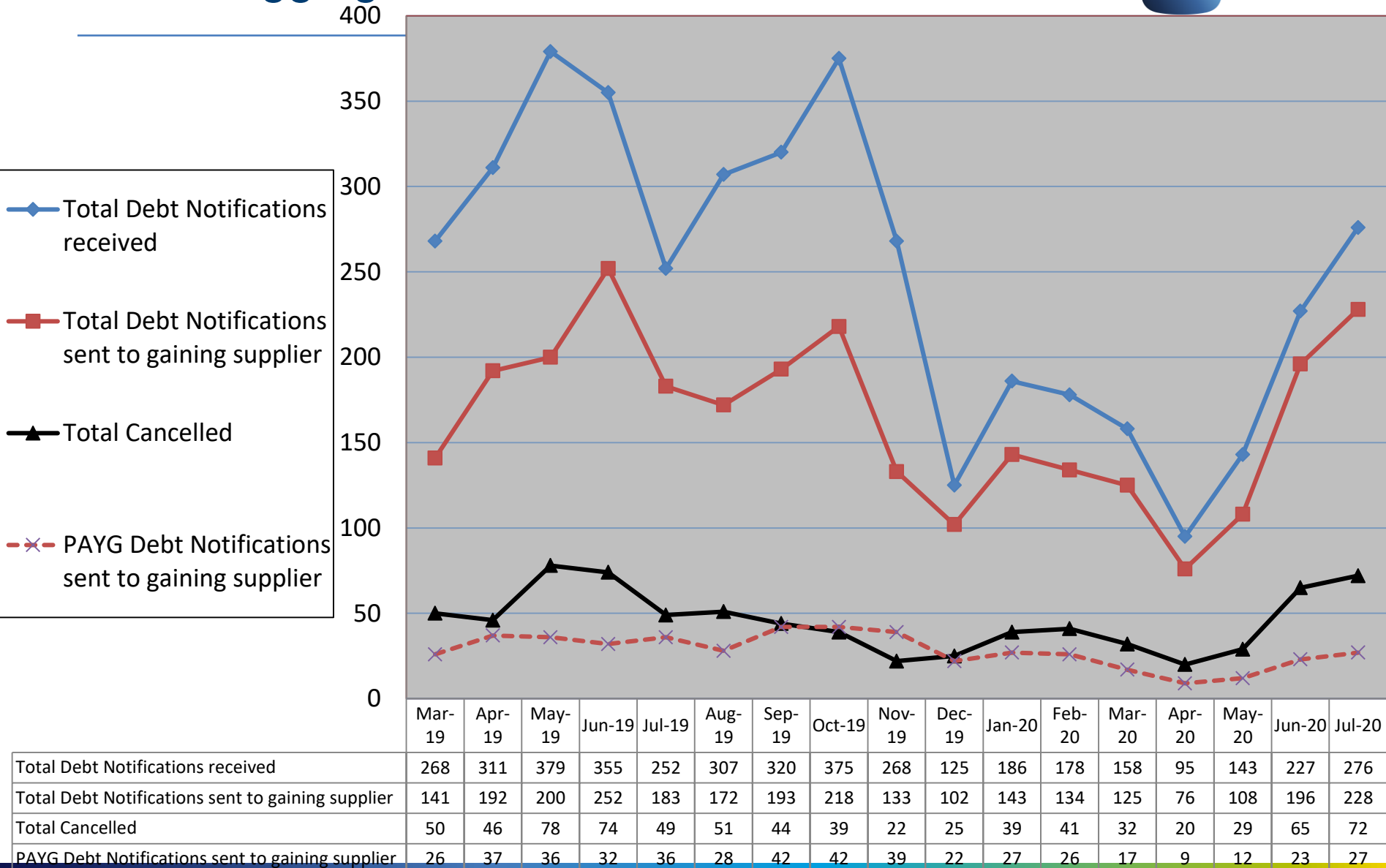


# Debt Flagging

	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



# 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

