



NETWORKS

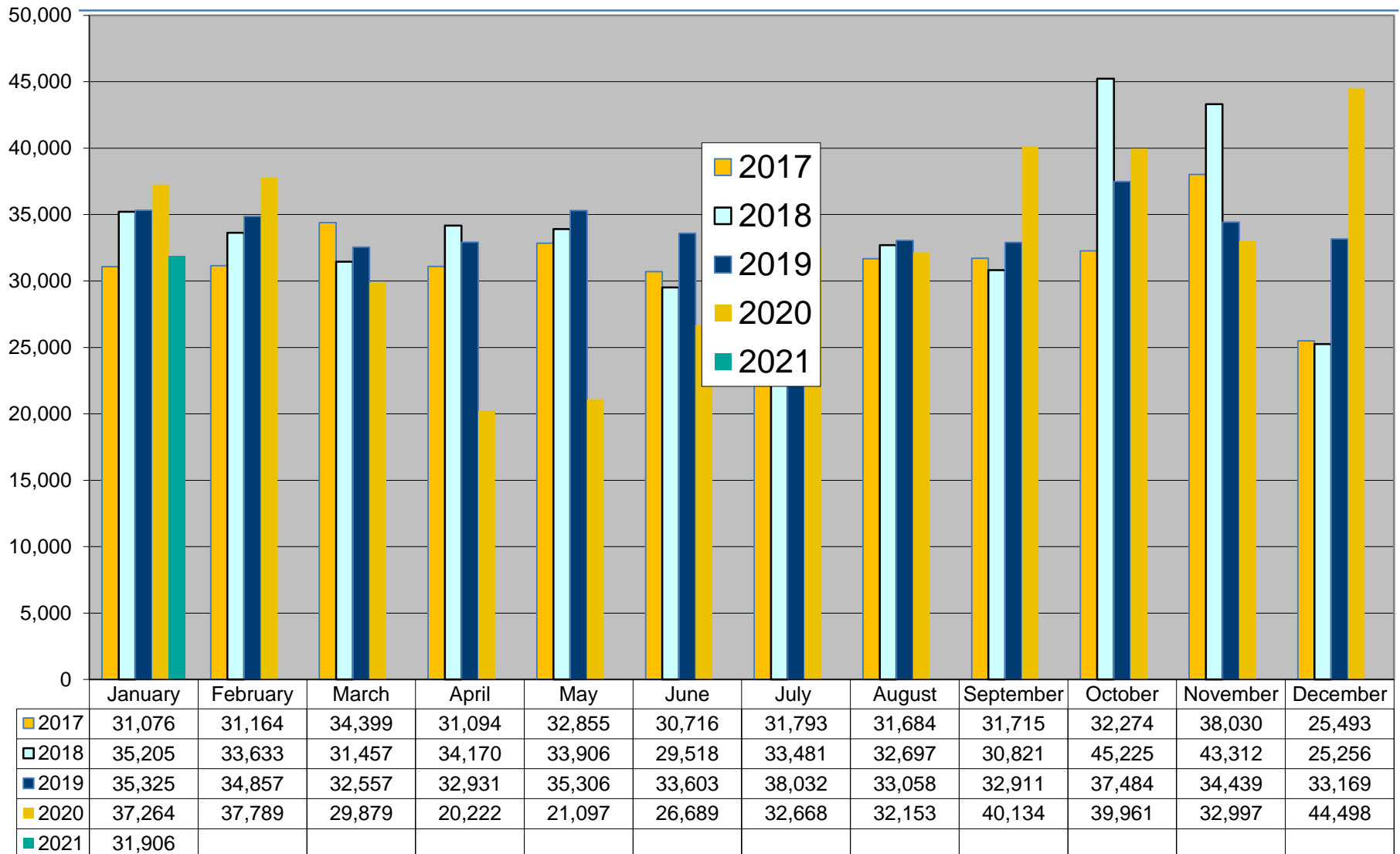
MRSO Update

James Long

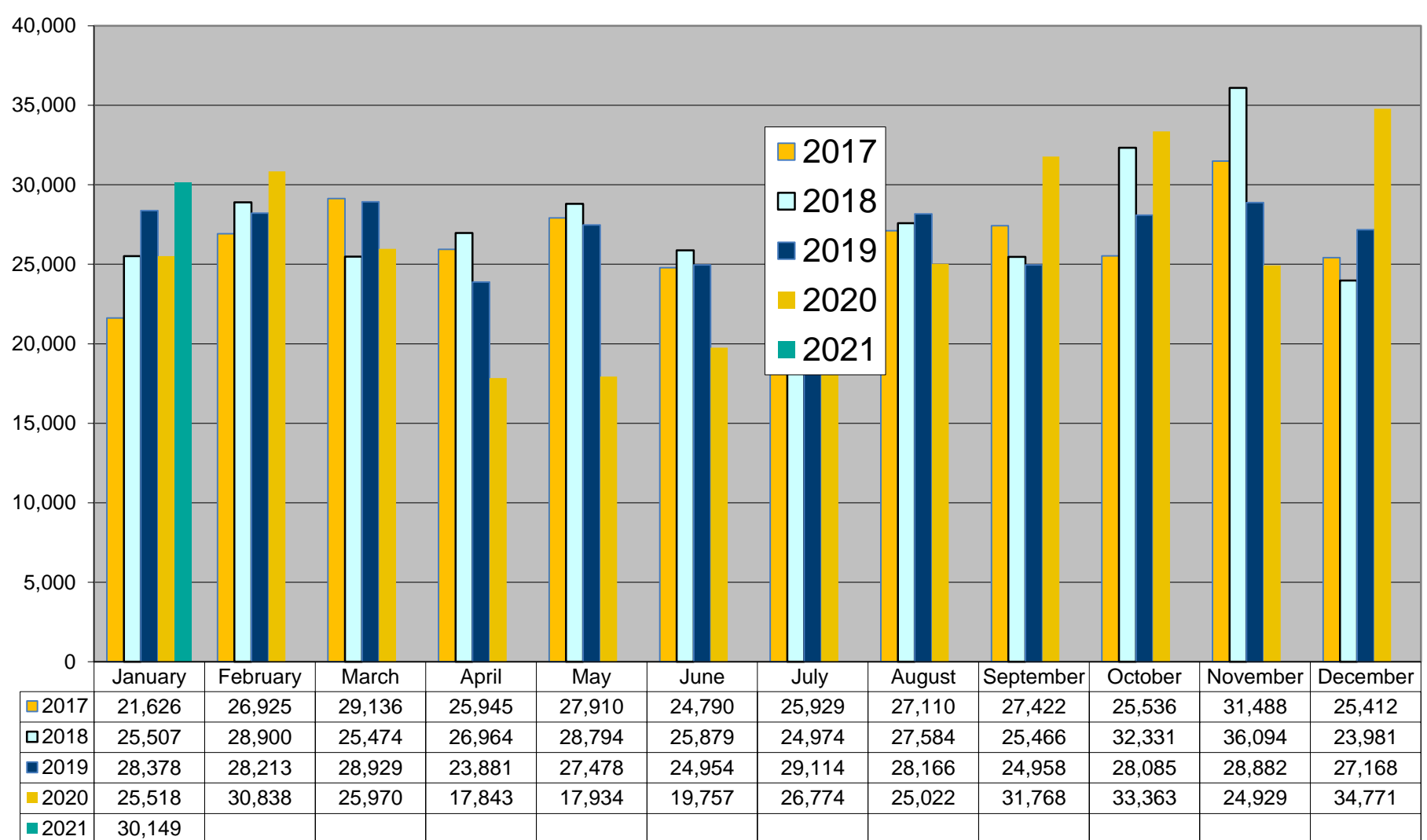
3th March 2021



Market Message 010



Market Message 105L



COS in-progress 25th Feb 2021– 9,691

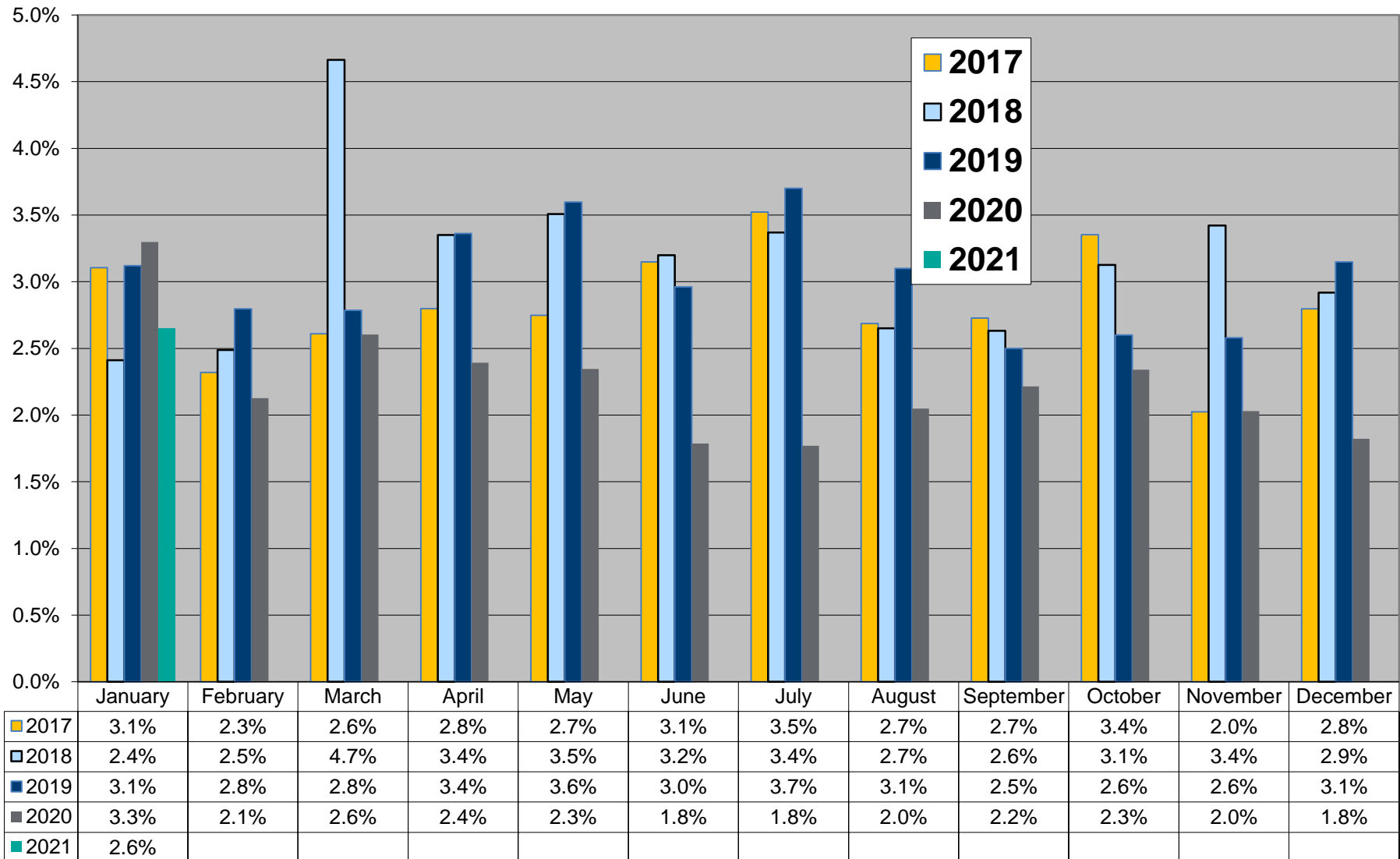
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **18 switches held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

| | |
|-----------|---|
| Aug 2018 | 3 |
| Sept 2018 | 2 |
| Nov 2018 | 1 |
| Dec 2018 | 1 |
| Jan 2019 | 1 |
| May 2019 | 1 |
| July 2019 | 1 |
| Aug 2019 | 1 |
| Sept 2019 | 2 |
| Nov 2019 | 1 |
| Feb 2020 | 1 |

COS and CoLE

| Month | Explicit CoLE | Inferred CoLE | Total CoLE | Total O10 | % Explicit CoLE | % Total CoLE |
|----------|---------------|---------------|------------|-----------|-----------------|--------------|
| Nov - 20 | 9,359 | 8,151 | 15,487 | 32,997 | 28% | 47% |
| Dec -20 | 16,148 | 4,856 | 23,494 | 44,498 | 36% | 53% |
| Jan - 21 | 7,127 | 11,170 | 13,609 | 31,906 | 22% | 43% |

Registration Rejections %

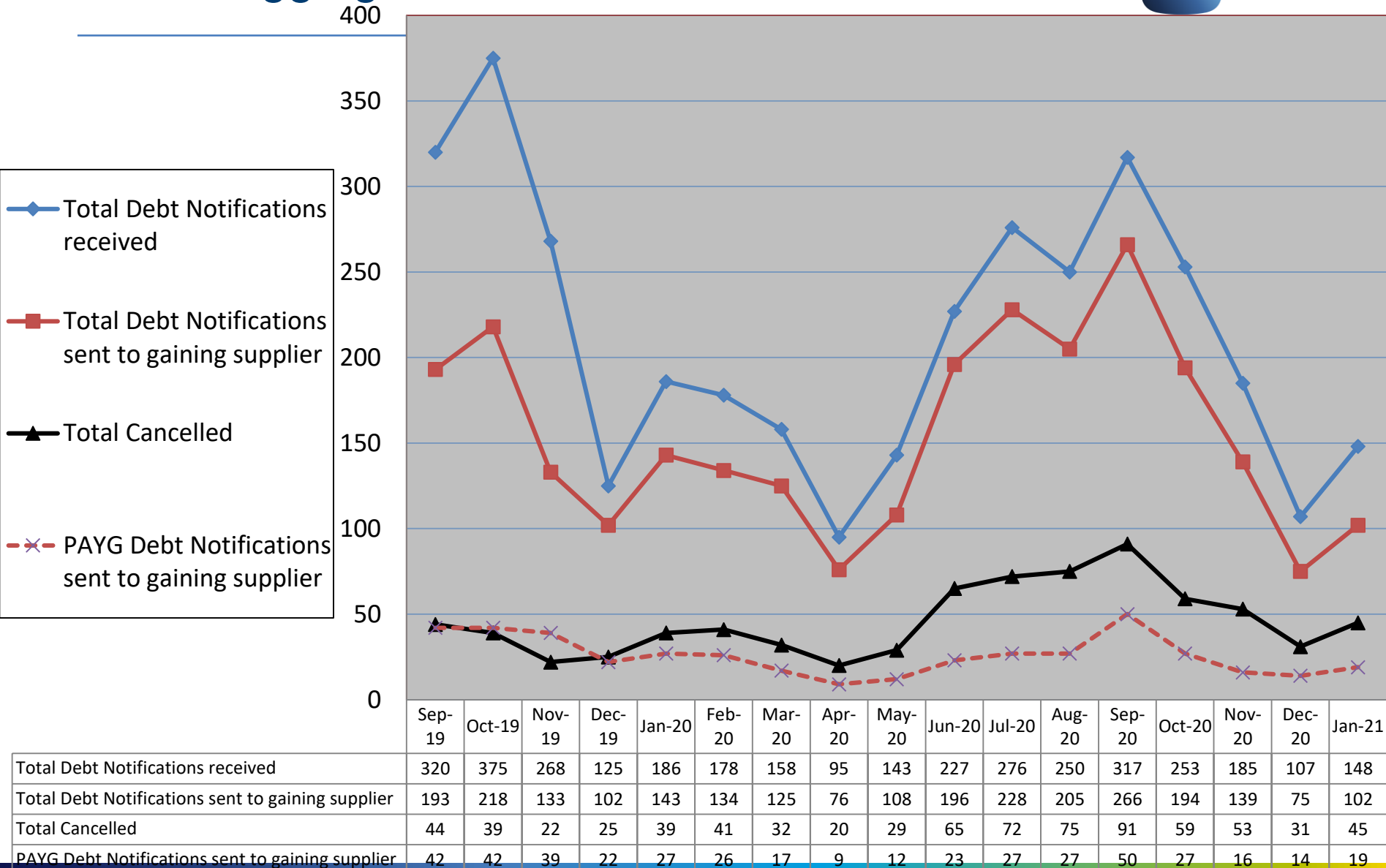


Debt Flagging

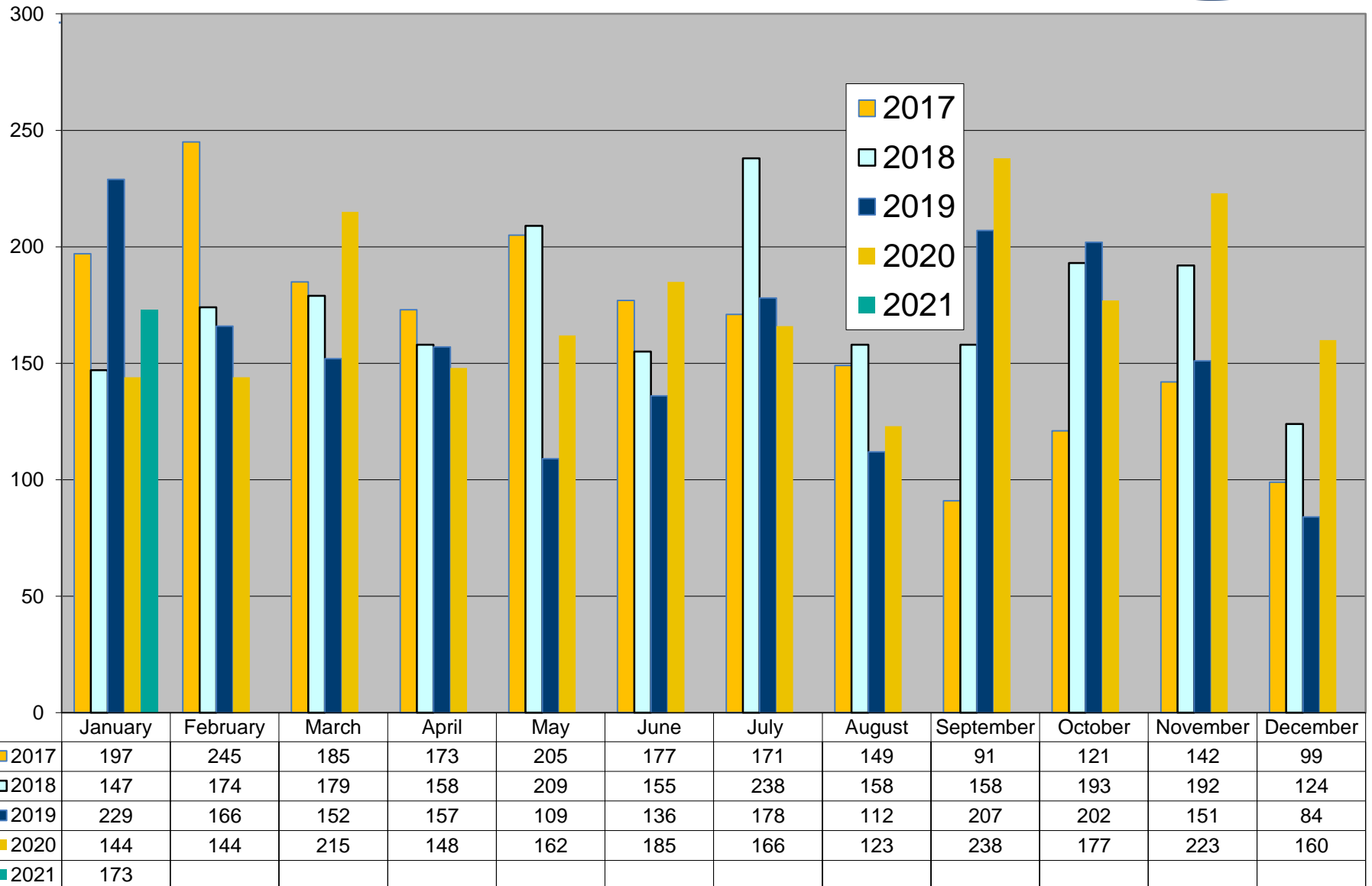
| | Nov - 20 | Dec - 20 | Jan - 21 |
|---|----------|----------|----------|
| Total Debt Notifications received (012) | 185 (25) | 107 (16) | 148 (26) |
| Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc. | 46 (9) | 32 (2) | 46 (7) |
| Total Debt Notifications sent to gaining supplier (112) | 139 (16) | 75 (14) | 102 (19) |
| Total not cancelled | 86 (12) | 44 (10) | 57 (12) |
| Total cancelled | 53 (4) | 31 (4) | 45 (7) |
| Total Debt Notifications sent to gaining supplier as % of total COS | 0.42% | 0.17% | 0.32% |

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

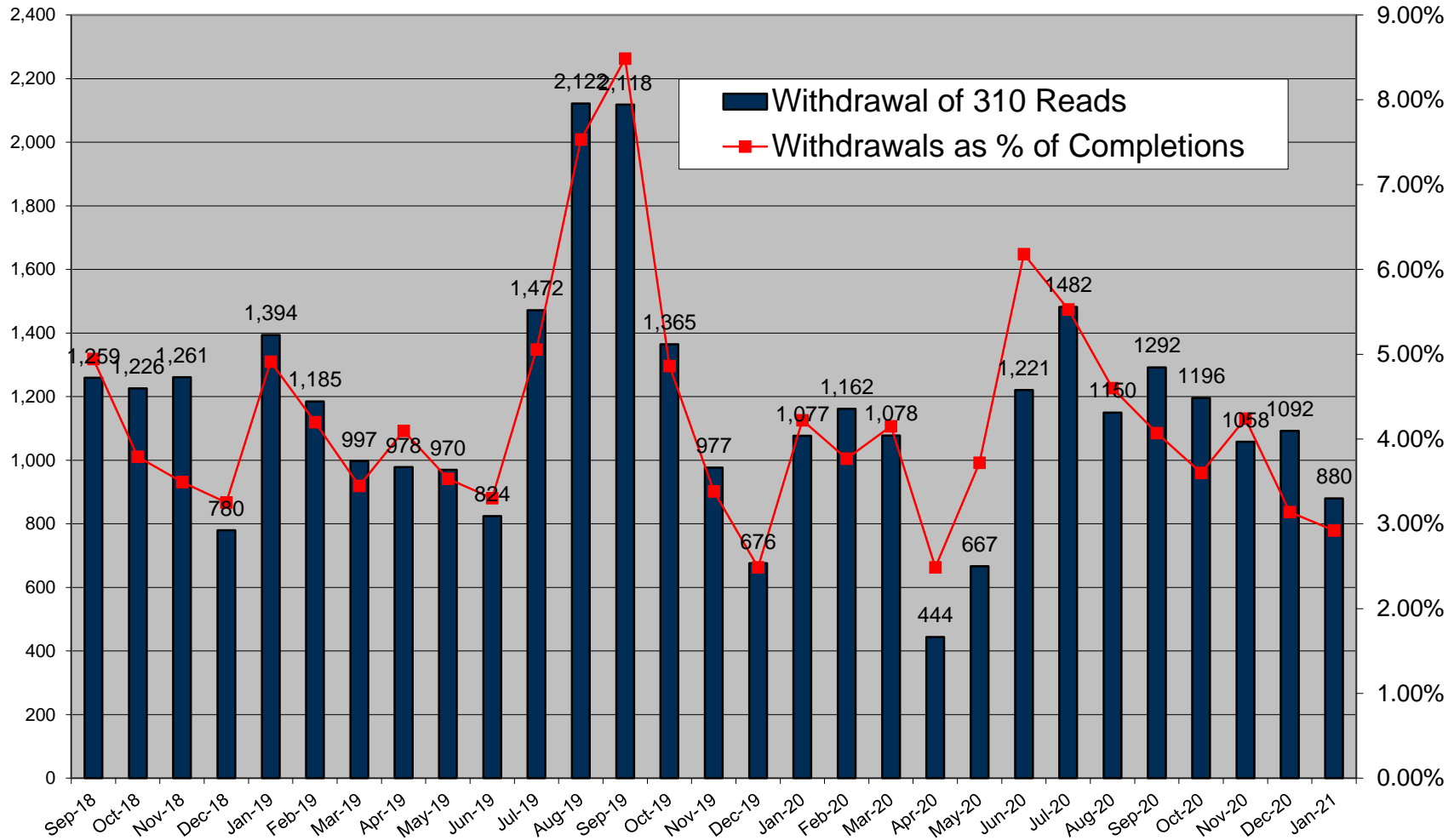
Debt Flagging



Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

| | Nov - 20 | Dec - 20 | Jan - 21 |
|-------------------------------|----------|----------|----------|
| No. of Objections | 67 | 53 | 63 |
| Cancellations from Objections | 23 | 21 | 23 |
| Objection emails to MRSO | 14 | 3 | 8 |
| Reasons: | | | |
| Uncontactable by phone | 2 | 1 | 3 |
| Written communication | 4 | | |
| COS confirmed | 8 | 2 | 5 |
| Other | | | |
| Escalation emails | 9 | 5 | 8 |

Objections – Erroneous Transfer

