



NETWORKS

MRSO Update

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27th April 2021



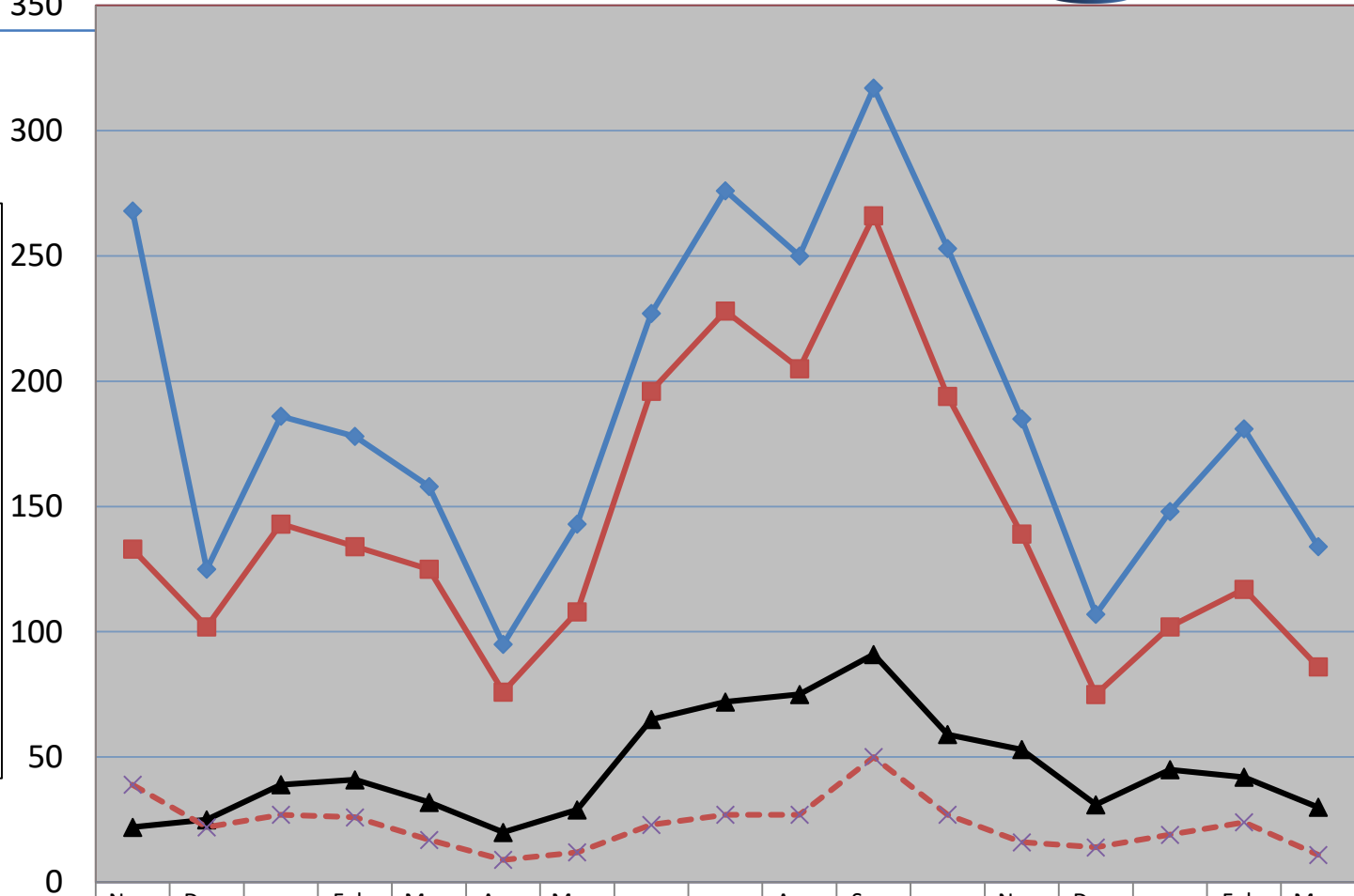
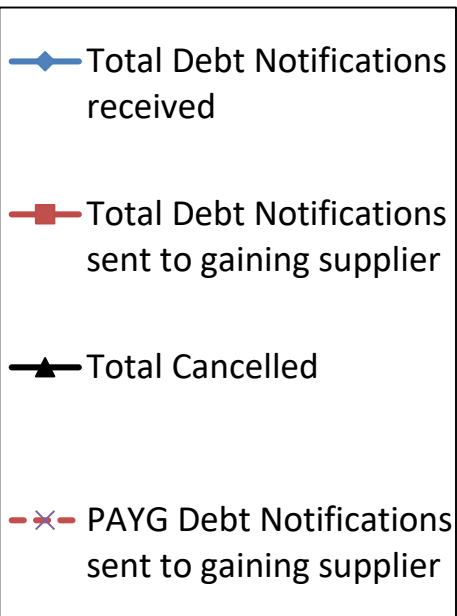
Debt Flagging

	Jan - 21	Feb - 21	Mar - 21
Total Debt Notifications received (012)	148 (26)	181 (27)	134 (18)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	46 (7)	64 (3)	48 (7)
Total Debt Notifications sent to gaining supplier (112)	102 (19)	117 (24)	86 (11)
Total not cancelled	57 (12)	75 (17)	56 (11)
Total cancelled	45 (7)	42 (7)	30 (0)
Total Debt Notifications sent to gaining supplier as % of total COS	0.32%	0.37%	0.26%

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

Debt Flagging

350



	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Total Debt Notifications received	268	125	186	178	158	95	143	227	276	250	317	253	185	107	148	181	134
Total Debt Notifications sent to gaining supplier	133	102	143	134	125	76	108	196	228	205	266	194	139	75	102	117	86
Total Cancelled	22	25	39	41	32	20	29	65	72	75	91	59	53	31	45	42	30
PAYG Debt Notifications sent to gaining supplier	39	22	27	26	17	9	12	23	27	27	50	27	16	14	19	24	11

Objections – Erroneous Transfer

	Jan - 21	Feb - 21	Mar - 21
No. of Objections	63	42	41
Cancellations from Objections	23	13	11
Objection emails to MRSO	8	7	6
Reasons:			
Uncontactable by phone	3	3	1
Written communication			
COS confirmed	5	4	5
Other			
Escalation emails	8	9	3

Objections – Erroneous Transfer

