



NETWORKS

MRSO Update

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23rd June 2021



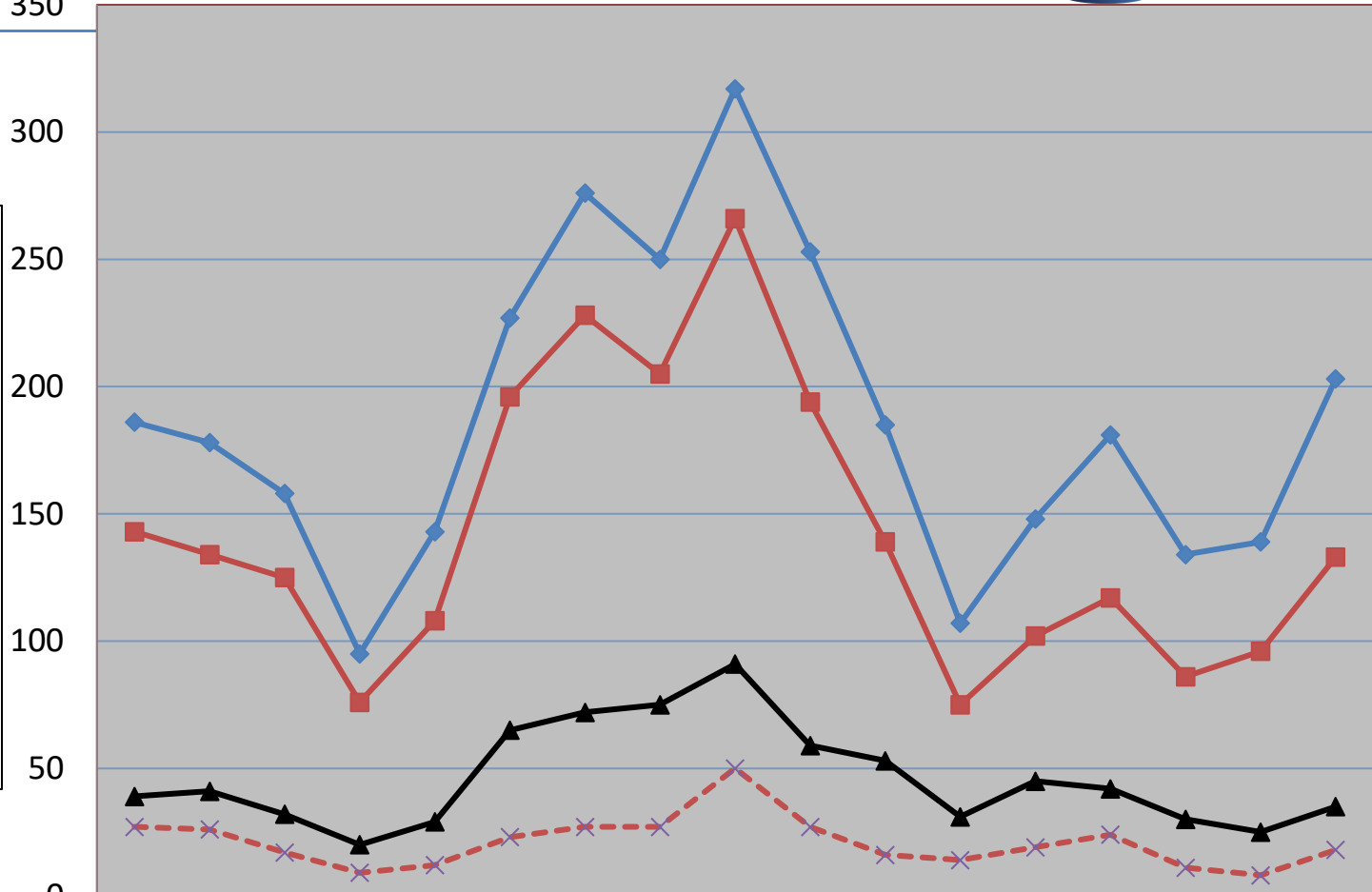
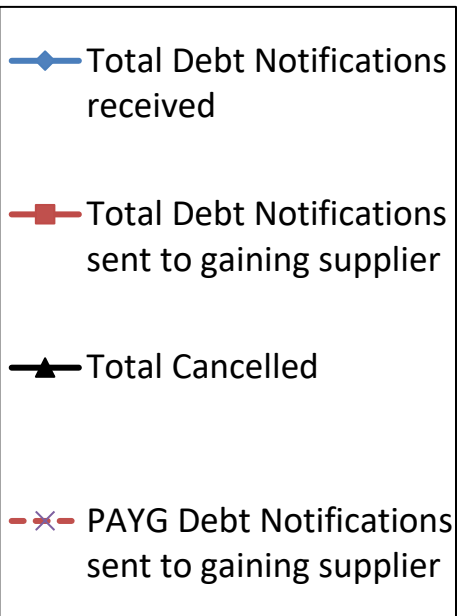
Debt Flagging

	Mar - 21	Apr - 21	May - 21
Total Debt Notifications received (012)	134 (18)	139 (9)	203 (23)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	48 (7)	43 (1)	70 (5)
Total Debt Notifications sent to gaining supplier (112)	86 (11)	96 (8)	133 (18)
Total not cancelled	56 (11)	71 (6)	98 (15)
Total cancelled	30 (0)	25 (2)	35 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.26%	0.33%	0.43%

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

Debt Flagging

350



	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	Apr-21	May-21
Total Debt Notifications received	186	178	158	95	143	227	276	250	317	253	185	107	148	181	134	139	203
Total Debt Notifications sent to gaining supplier	143	134	125	76	108	196	228	205	266	194	139	75	102	117	86	96	133
Total Cancelled	39	41	32	20	29	65	72	75	91	59	53	31	45	42	30	25	35
PAYG Debt Notifications sent to gaining supplier	27	26	17	9	12	23	27	27	50	27	16	14	19	24	11	8	18

Objections – Erroneous Transfer

	Mar - 21	Apr - 21	May - 21
No. of Objections	41	40	59
Cancellations from Objections	11	14	16
Objection emails to MRSO	6	2	15
Reasons:			
Uncontactable by phone	1		3
Written communication			7
COS confirmed	5	2	5
Other			
Escalation emails	3	4	5

Objections – Erroneous Transfer

