



NETWORKS

MRSO Update

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25th August 2021



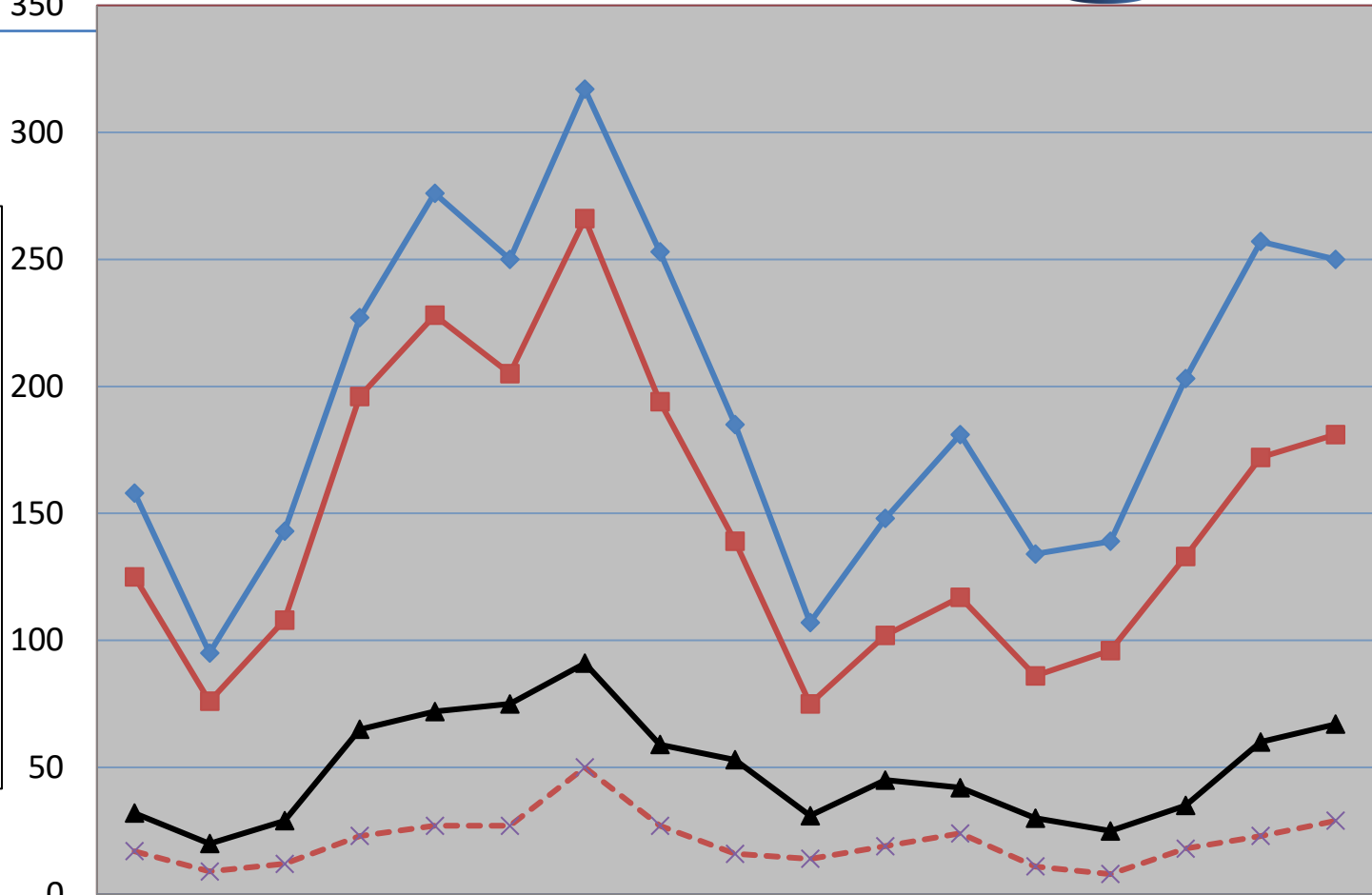
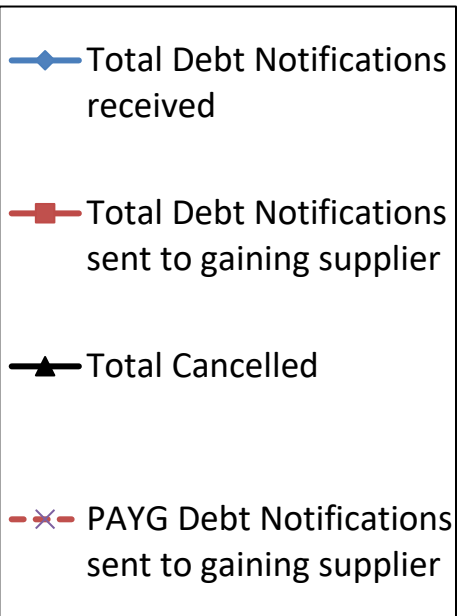
Debt Flagging

	May - 21	Jun - 21	Jul - 21
Total Debt Notifications received (012)	203 (23)	257 (30)	250 (37)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	70 (5)	85 (7)	69 (8)
Total Debt Notifications sent to gaining supplier (112)	133 (18)	172 (23)	181 (29)
Total not cancelled	98 (15)	112 (21)	114 (22)
Total cancelled	35 (3)	60 (2)	67 (7)
Total Debt Notifications sent to gaining supplier as % of total COS	0.43%	0.53%	0.5%

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

Debt Flagging

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	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	Jun-21	Jul-21
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Total Debt Notifications received	158	95	143	227	276	250	317	253	185	107	148	181	134	139	203	257	250
Total Debt Notifications sent to gaining supplier	125	76	108	196	228	205	266	194	139	75	102	117	86	96	133	172	181
Total Cancelled	32	20	29	65	72	75	91	59	53	31	45	42	30	25	35	60	67
PAYG Debt Notifications sent to gaining supplier	17	9	12	23	27	27	50	27	16	14	19	24	11	8	18	23	29

Objections – Erroneous Transfer

	May - 21	Jun - 21	Jul - 21
No. of Objections	59	86	72
Cancellations from Objections	16	19	13
Objection emails to MRSO	15	10	20
Reasons:			
Uncontactable by phone	3	3	5
Written communication	7		
COS confirmed	5	7	15
Other			
Escalation emails	5	10	9

Objections – Erroneous Transfer

