



NETWORKS

# MRSO Update

James Long

3<sup>rd</sup> Nov 2021

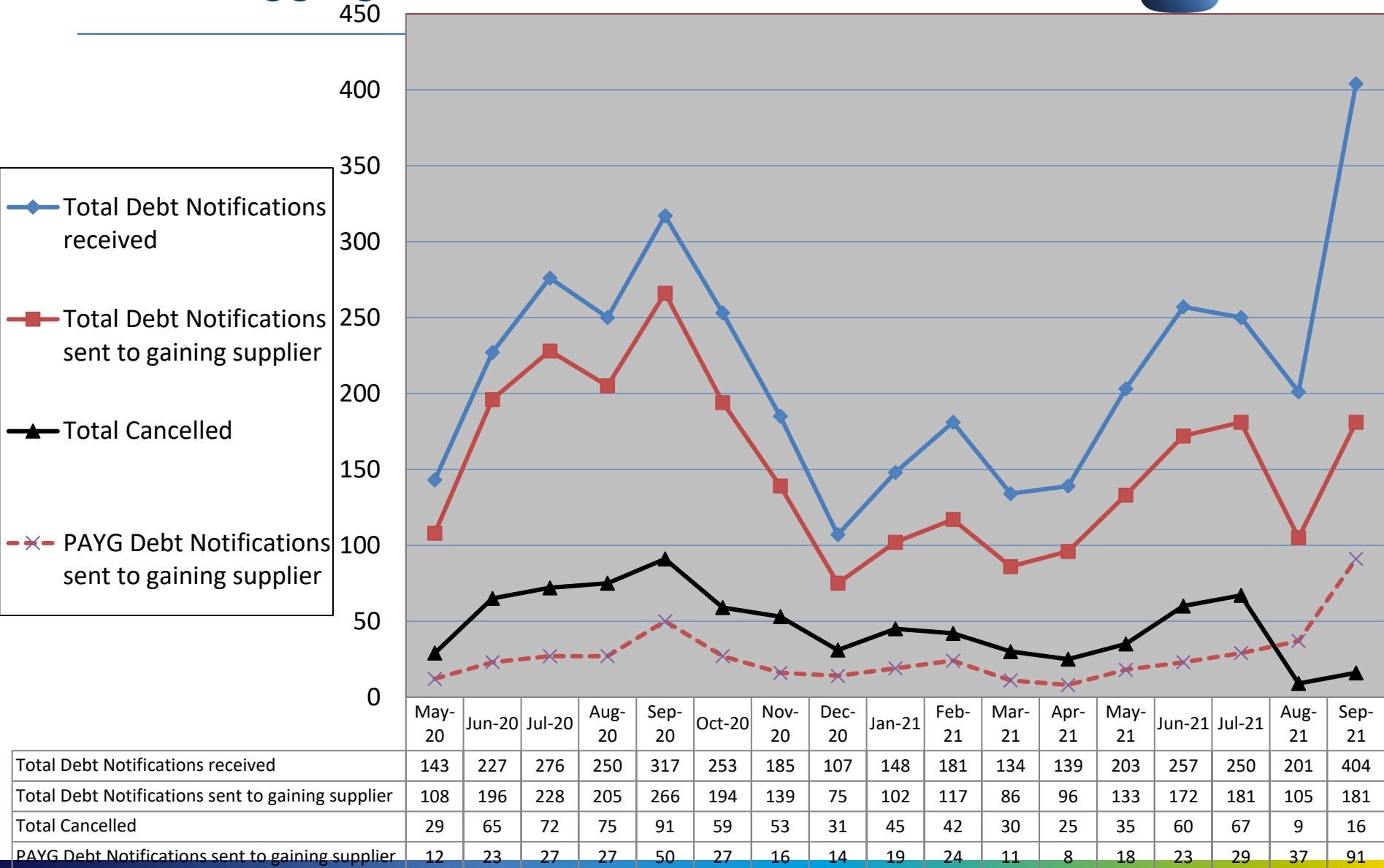


# Debt Flagging

	Jul - 21	Aug - 21	Sept - 21
Total Debt Notifications received (012)	250 (37)	201 (17)	404 (32)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	69 (8)	96 (8)	223 (16)
Total Debt Notifications sent to gaining supplier (112)	181 (29)	105 (9)	181 (16)
Total not cancelled	114 (22)	68 (8)	90 (12)
Total cancelled	67 (7)	37 (1)	91 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.5%	0.28%	0.44%

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

# Debt Flagging



# Objections – Erroneous Transfer

	Jul - 21	Aug - 21	Sept - 21
No. of Objections	72	57	80
Cancellations from Objections	13	20	22
Objection emails to MRSO	20	11	15
Reasons:			
Uncontactable by phone	5	1	5
Written communication			4
COS confirmed	15	10	6
Other			
Escalation emails	9	6	14

# Objections – Erroneous Transfer

