



NETWORKS

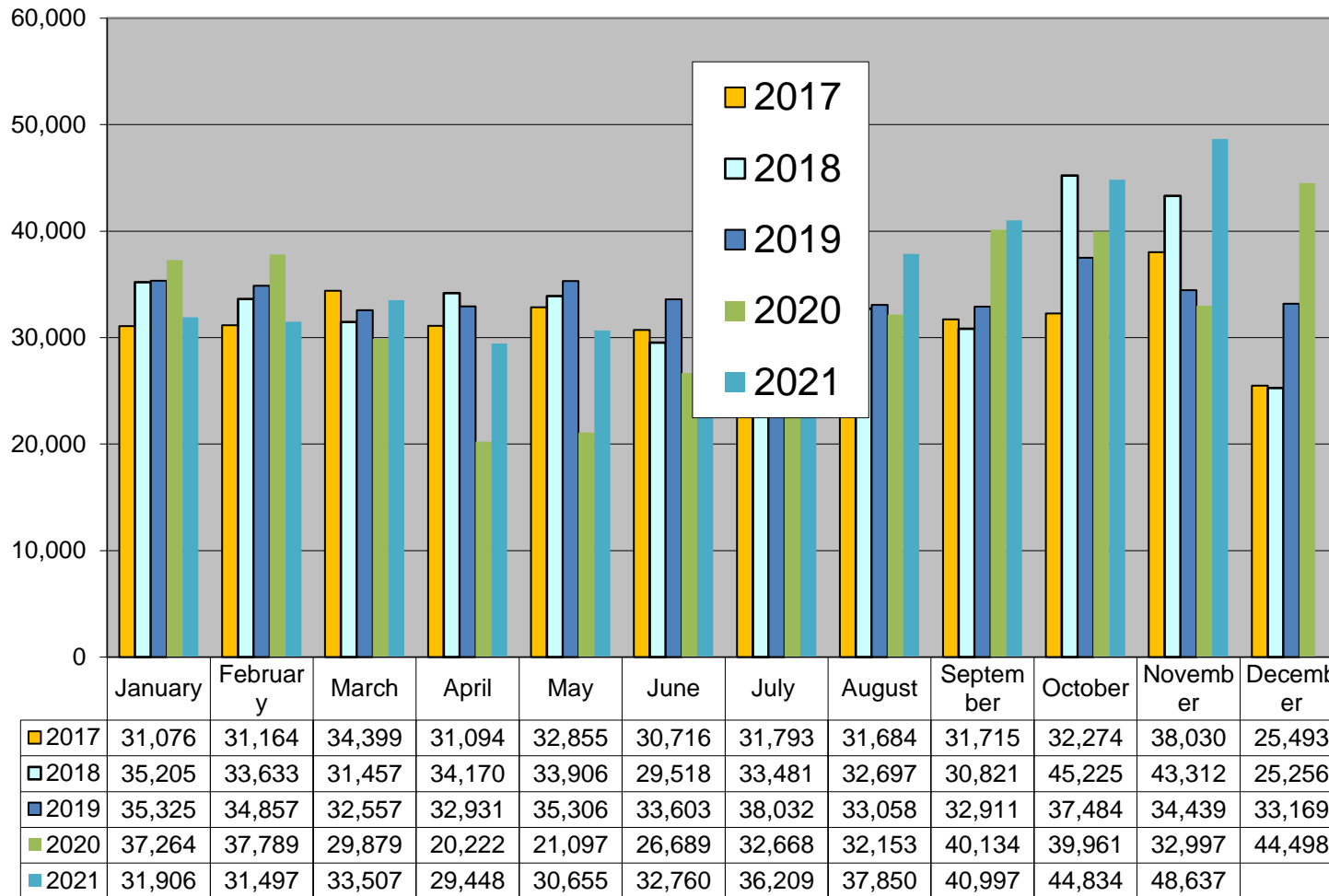
MRSO Update

James Long

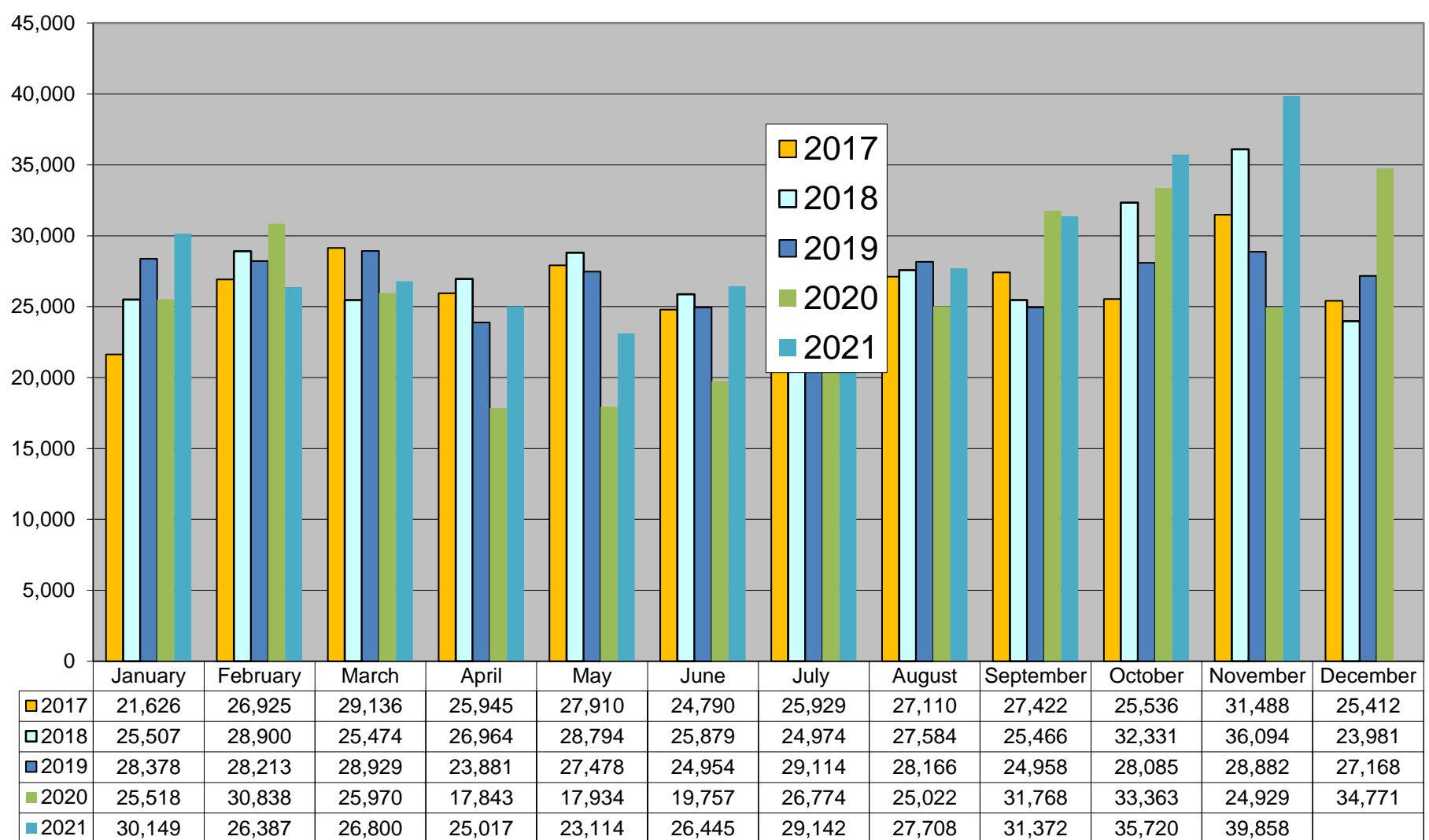
12th Jan 2022



Market Message 010



Market Message 105L



COS in-progress 10th Jan 2022 – 11,039

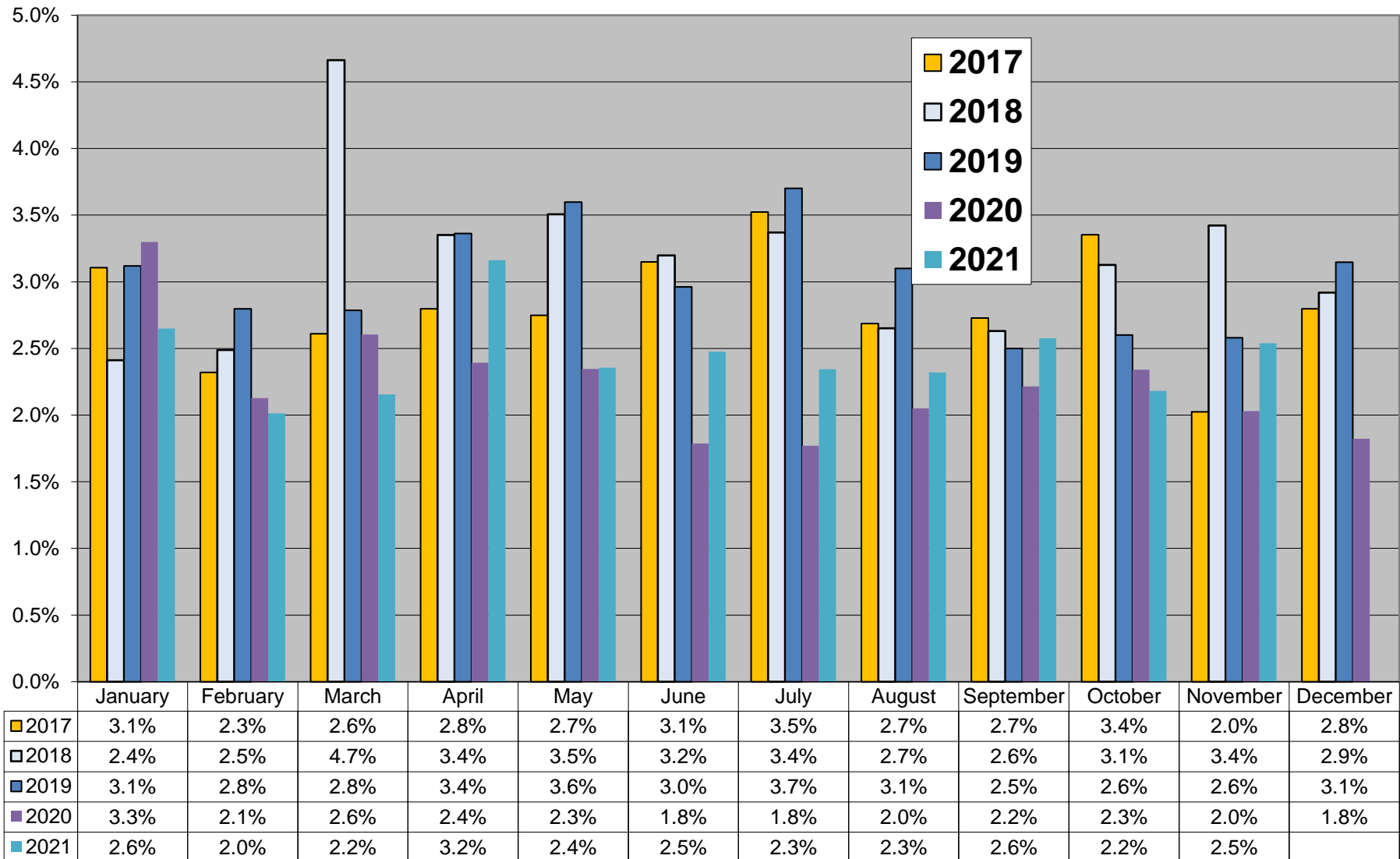
- Review older (>3 months) switches monthly
- Suppliers notified of individual switches outstanding and reason
- Switch outstanding for energisation or Token Meter removal will not time-out
- MRSO contact scheduling centre to re-schedule or contact supplier to submit cancellation
- **14 switches held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

Aug 2018	3
Sept 2018	1
July 2019	1
Aug 2019	1
Feb 2020	1
July 2020	1
Aug 2020	1
Sept 2020	2
Jan 2021	1
Feb 2021	2
Mar 2021	5

COS and CoLE

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Sept-21	14,045	5,236	21,716	40,997	34%	53%
Oct-21	16,302	7,052	23,354	44,834	36%	52%
Nov-21	17,809	7,856	25,665	48,637	37%	53%

Registration Rejections %

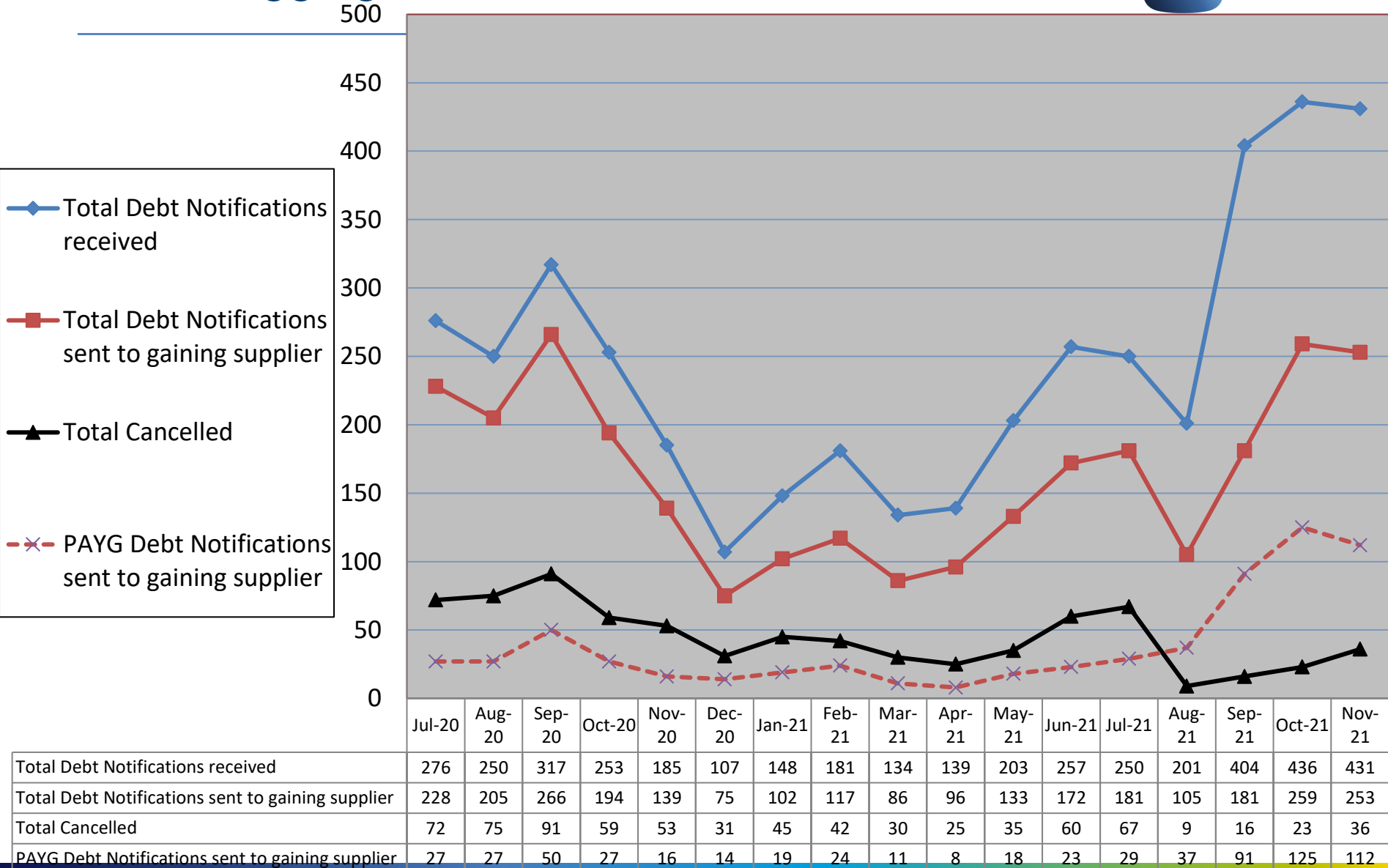


Debt Flagging

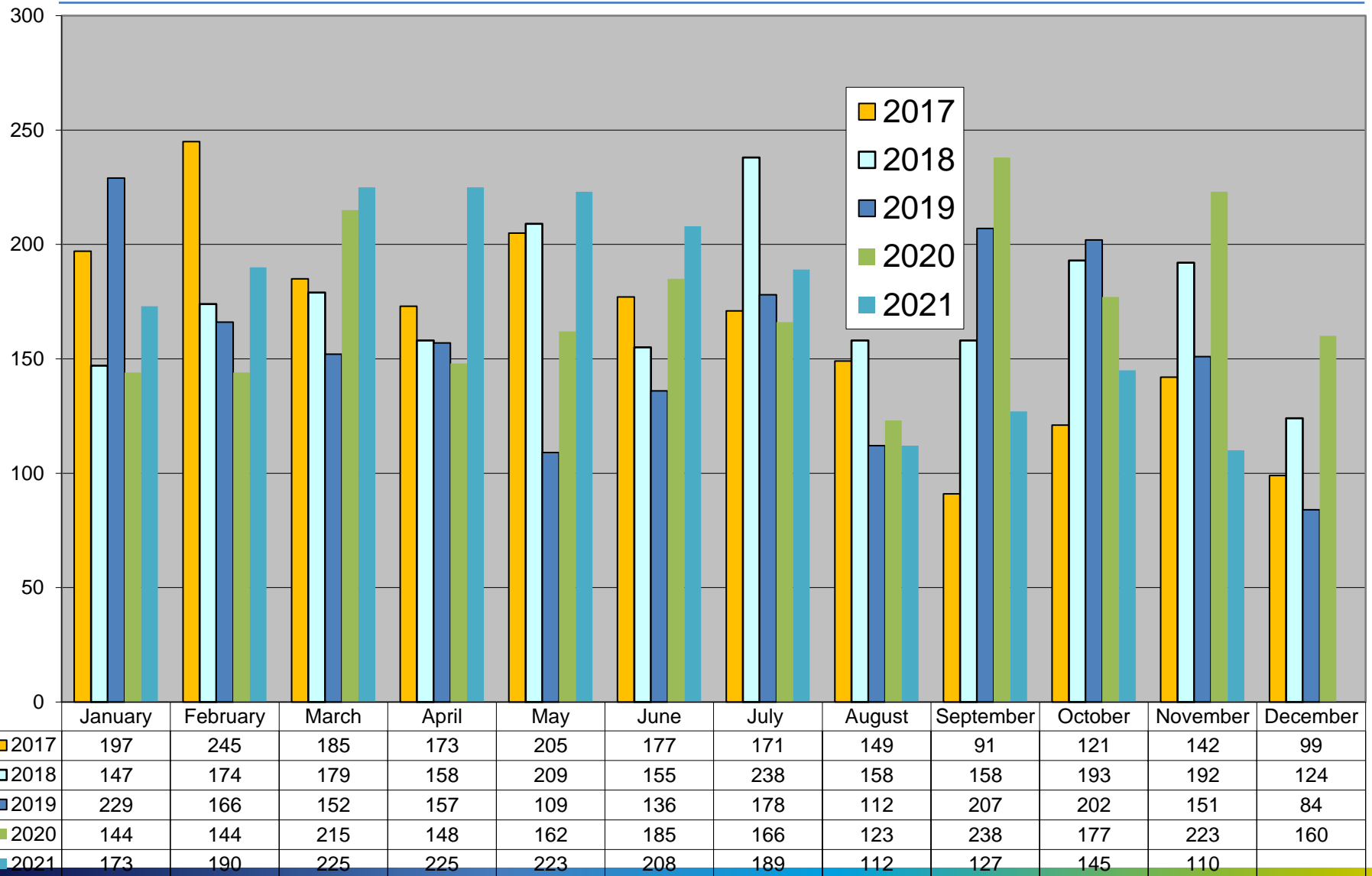
	Sept - 21	Oct - 21	Nov - 21
Total Debt Notifications received (012)	404 (32)	436 (37)	431 (49)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	223 (16)	177 (14)	178 (13)
Total Debt Notifications sent to gaining supplier (112)	181 (16)	259 (23)	253 (36)
Total not cancelled	90 (12)	134 (18)	141 (32)
Total cancelled	91 (4)	125 (5)	112 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.44%	0.58%	0.52%

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

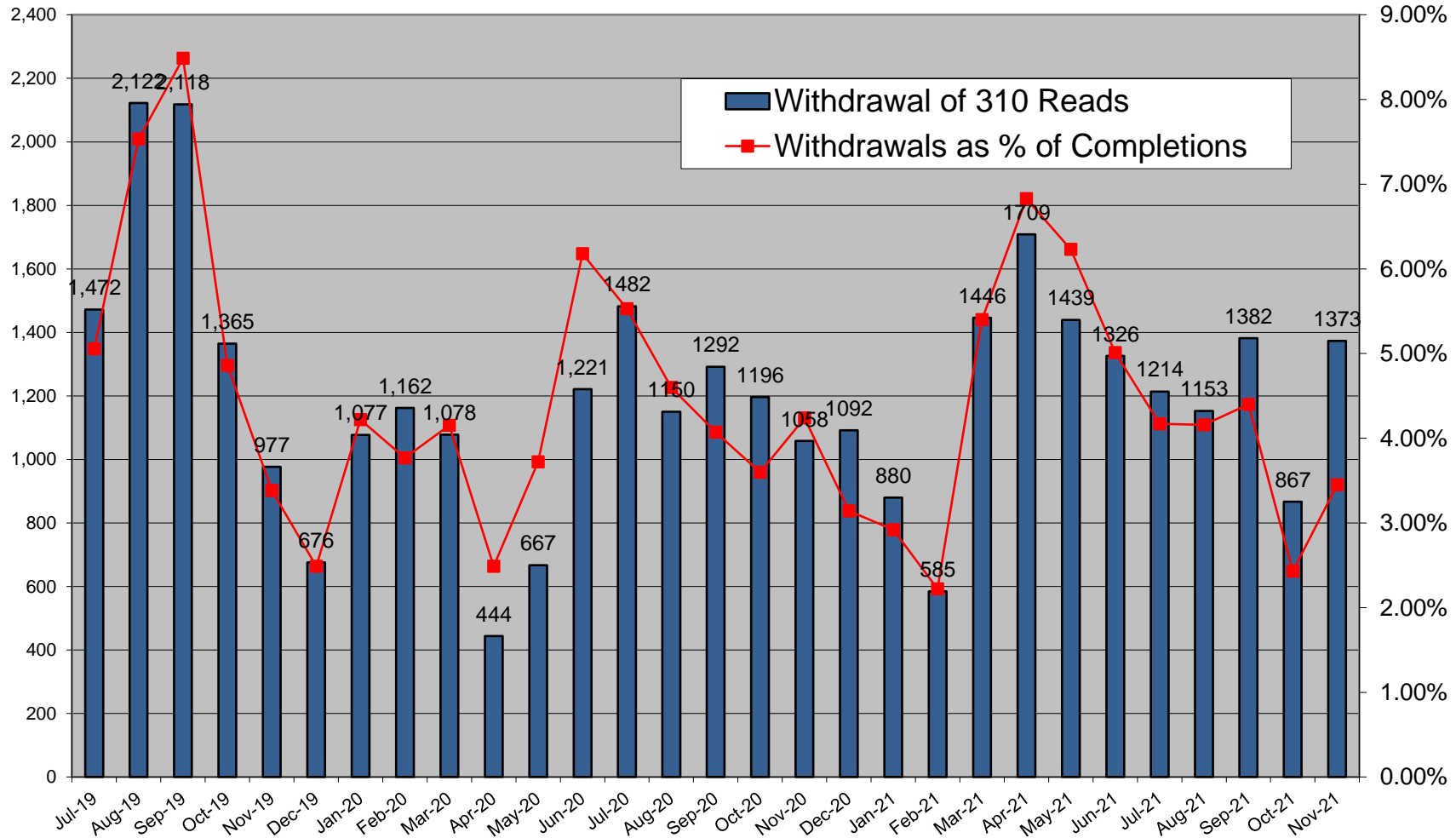
Debt Flagging



Disputed Reads



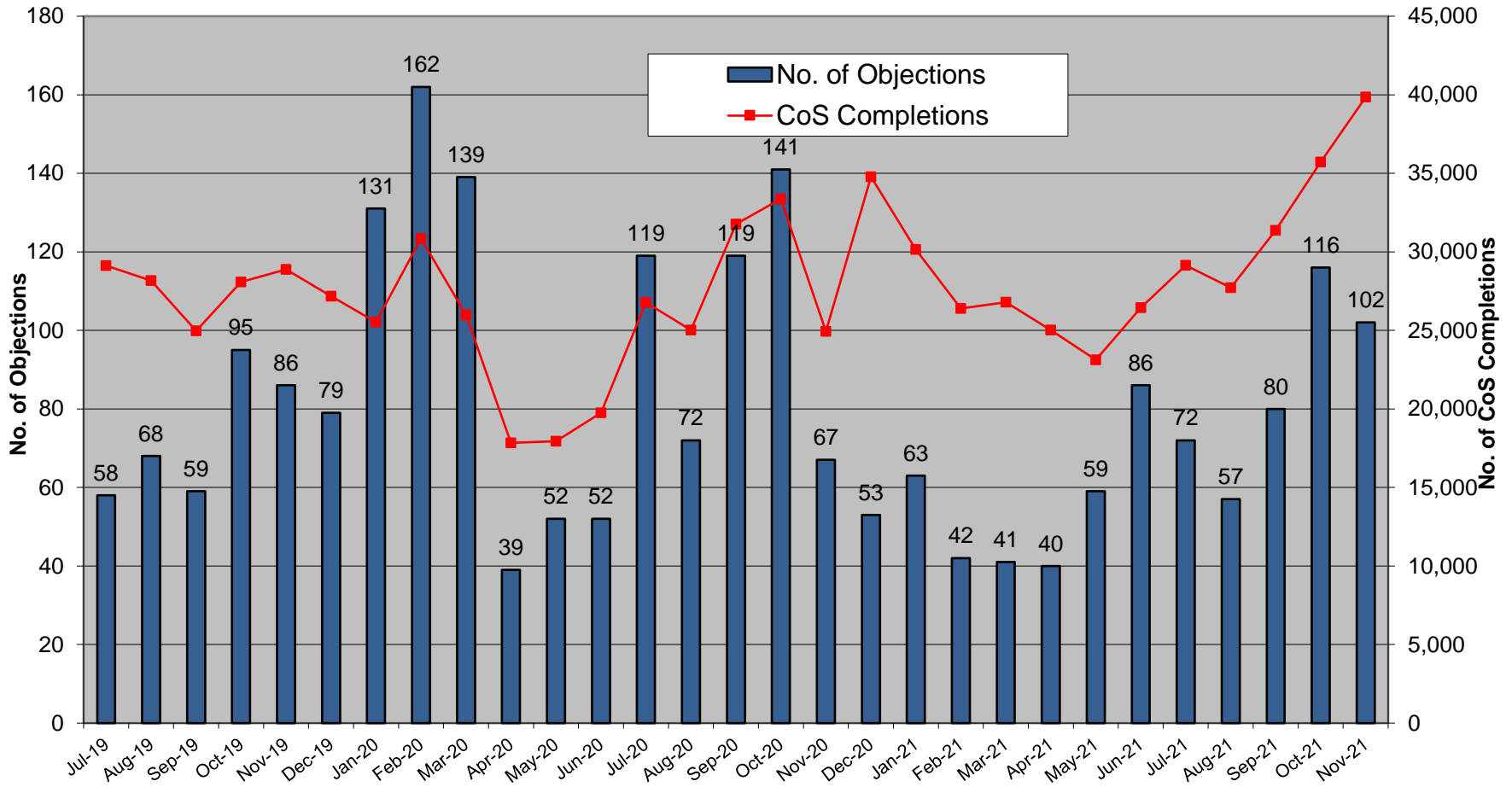
Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfer

	Sept - 21	Oct - 21	Nov - 21
No. of Objections	80	116	102
Cancellations from Objections	22	32	23
Objection emails to MRSO	15	8	17
Reasons:			
Uncontactable by phone	5	1	3
Written communication	4	4	6
COS confirmed	6	3	8
Other			
Escalation emails	14	7	13

Objections – Erroneous Transfer



List of new Smart MCC Switches



MCC 12 – New Smart 24 hour

Total to date – **39,663**

MCC 16 – New Smart Day / Night

Total to date – **4,267**