



NETWORKS

MRSO Update

James Long

27th April 2022

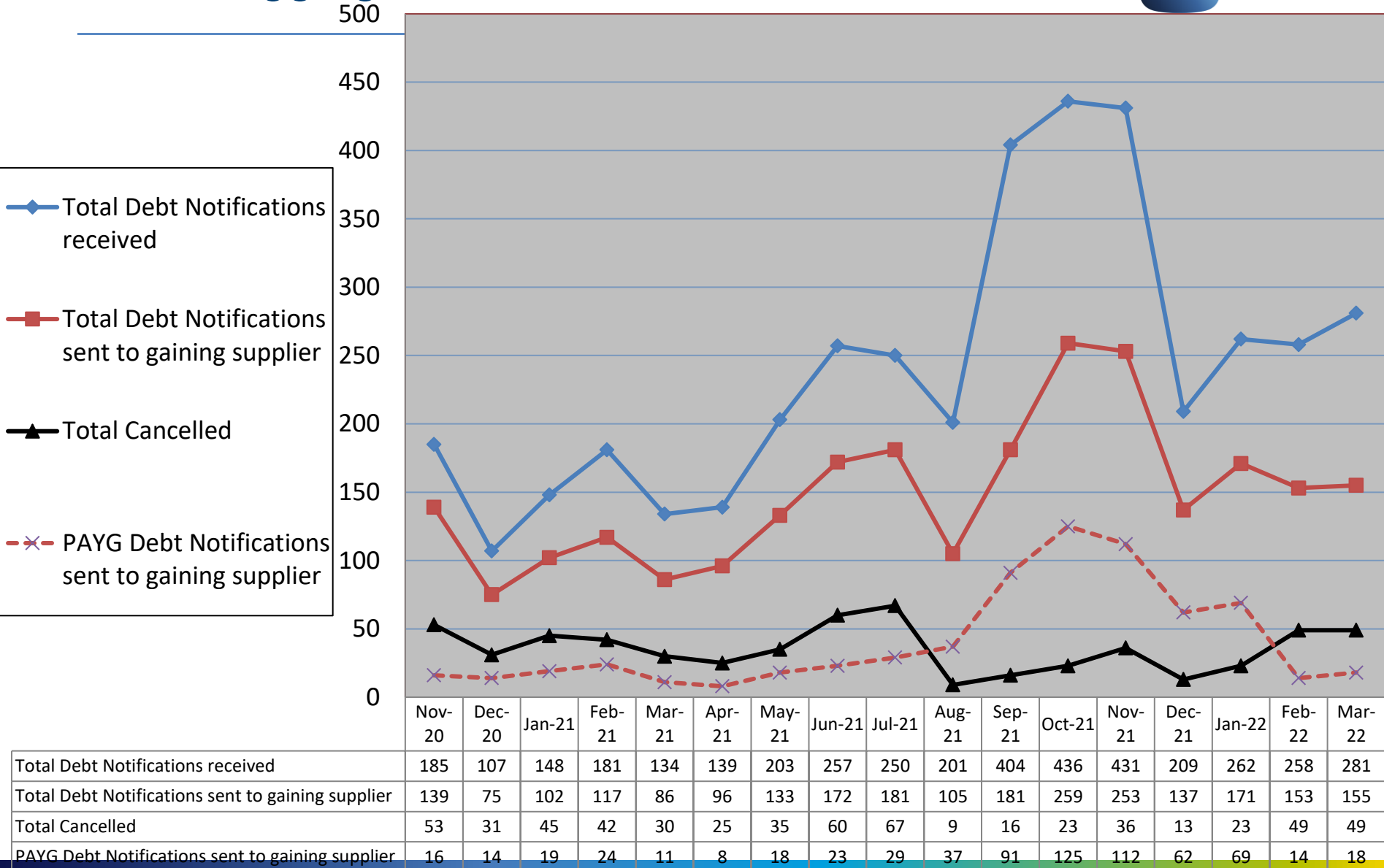


Debt Flagging

	Jan - 22	Feb - 22	Mar - 22
Total Debt Notifications received (012)	262 (36)	258 (25)	281 (25)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	91 (13)	105 (11)	126 (7)
Total Debt Notifications sent to gaining supplier (112)	171 (23)	153 (14)	155 (18)
Total not cancelled	102 (18)	104 (7)	106 (16)
Total cancelled	69 (5)	49 (7)	49 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.36%	0.51%	0.60%

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

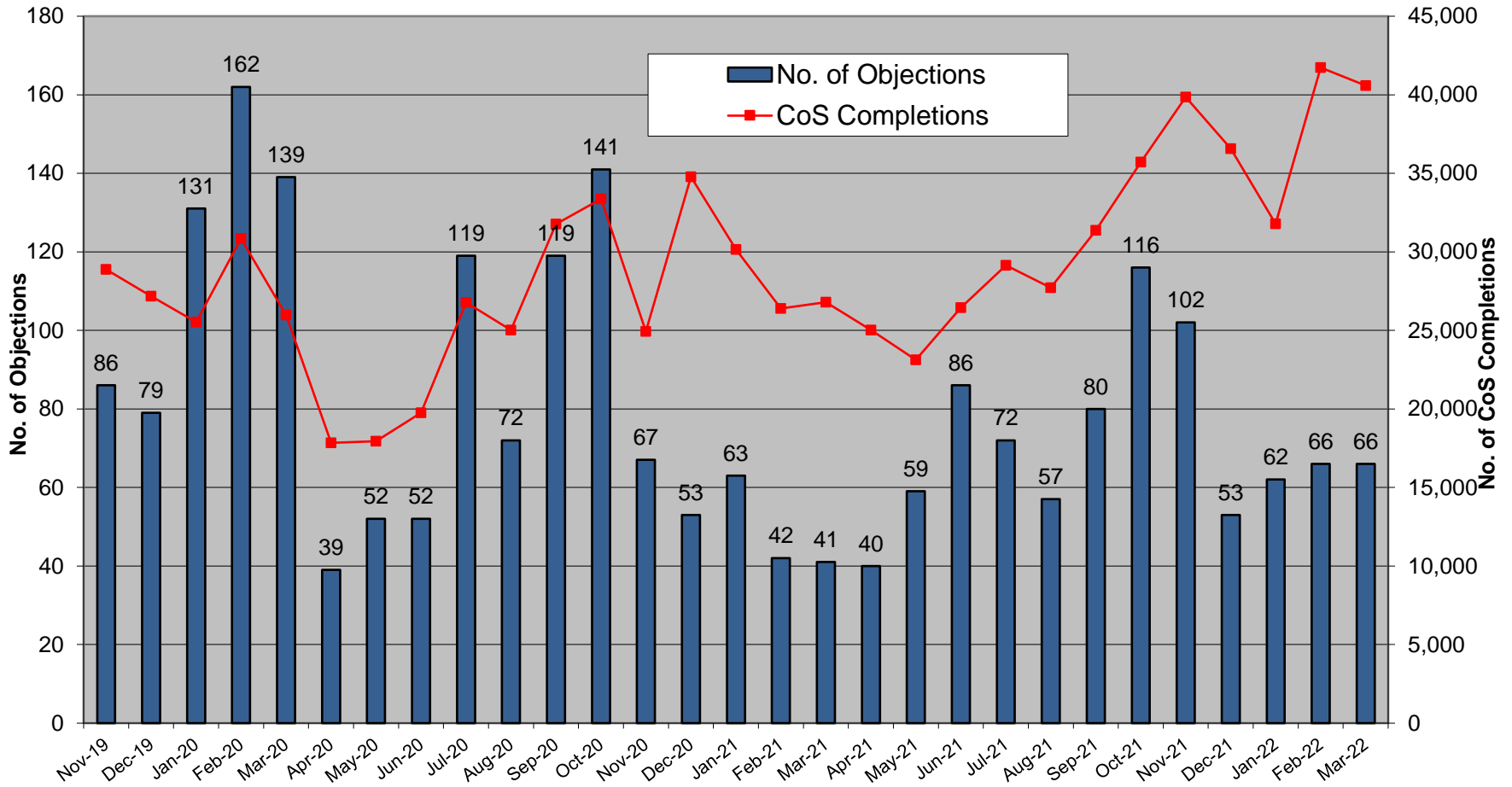
Debt Flagging



Objections – Erroneous Transfer

	Jan - 22	Feb - 21	Mar - 22
No. of Objections	62	66	66
Cancellations from Objections	13	11	15
Objection emails to MRSO	4	7	6
Reasons:			
Uncontactable by phone		1	4
Written communication			
COS confirmed	4	6	2
Other			
Escalation emails	7	5	14

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 24th April



MCC 12 – New Smart HH

Total to date – 60,749

MCC 16 – New Smart Day / Night / Peak

Total to date – 7,719