



NETWORKS

MRSO Update

James Long

22nd June 2022

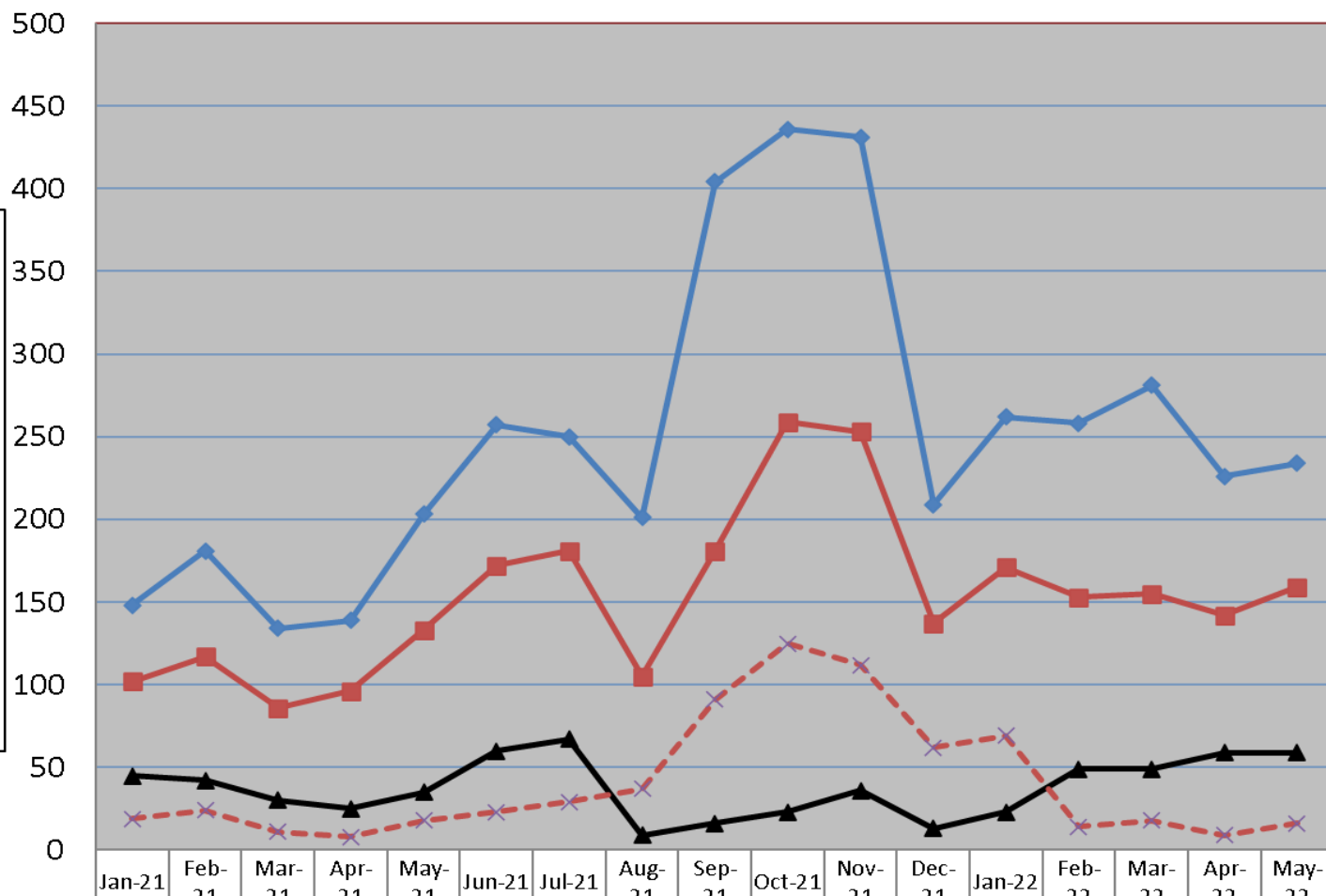


Debt Flagging

	Mar - 22	Apr - 22	May - 22
Total Debt Notifications received (012)	281 (25)	226 (16)	234 (20)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	126 (7)	84 (7)	75 (4)
Total Debt Notifications sent to gaining supplier (112)	155 (18)	142 (9)	159 (16)
Total not cancelled	106 (16)	83 (6)	100 (13)
Total cancelled	49 (2)	59 (3)	59 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.60%	0.4%	0.48%

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

Debt Flagging

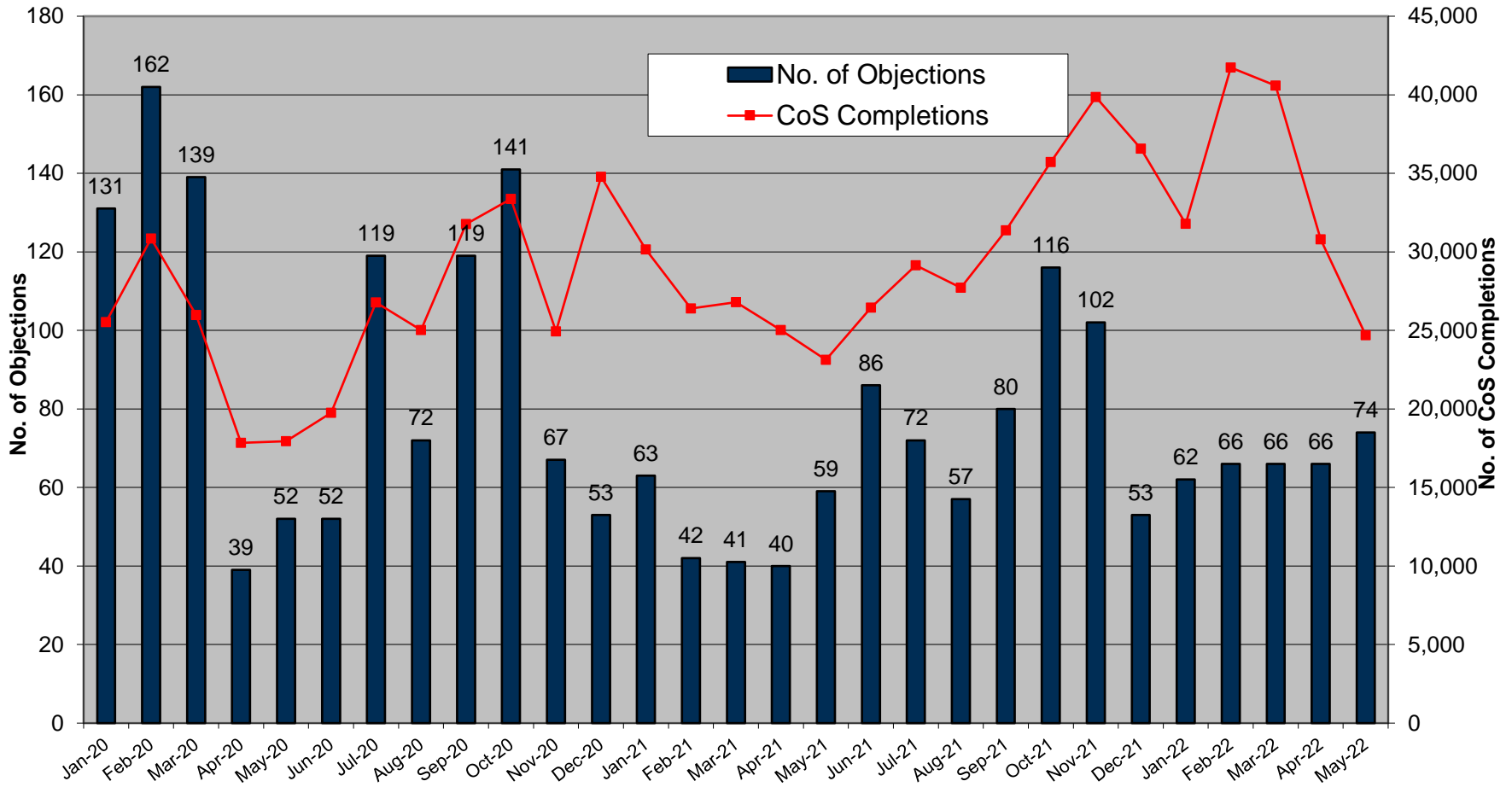


	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Total Debt Notifications received	148	181	134	139	203	257	250	201	404	436	431	209	262	258	281	226	234
Total Debt Notifications sent to gaining supplier	102	117	86	96	133	172	181	105	181	259	253	137	171	153	155	142	159
Total Cancelled	45	42	30	25	35	60	67	9	16	23	36	13	23	49	49	59	59
PAYG Debt Notifications sent to gaining supplier	19	24	11	8	18	23	29	37	91	125	112	62	69	14	18	9	16

Objections – Erroneous Transfer

	Mar - 22	Apr - 21	May - 22
No. of Objections	66	77	80
Cancellations from Objections	15	18	21
Objection emails to MRSO	6	6	5
Reasons:			
Uncontactable by phone	4	1	1
Written communication			
COS confirmed	2	5	4
Other			
Escalation emails	14	9	8

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 20th June



MCC 12 – New Smart HH

Total to date – **70,337**

MCC 16 – New Smart Day / Night / Peak

Total to date – **9,417**