Energy Theft Reduction Expert Group
Meeting Minutes

Meeting	06
Date	27 September 2023
Location	Teams

Attendees	Organisation	Role
Aiyesha Andrade	RECCo Ltd	Chair
Alan Cookson	British Gas	Committee Member Alternate
Blanka Lemka	UKPN	Committee Member Alternate
Gareth Evans	ICOSS	Committee Member
Jane Edge	British Gas	Committee Member
Jenna Smith	Cadent	Committee Member Alternate
Jennifer Pickering	e.on	Committee Member Alternate
Jordan Hills	SSE	Committee Member Alternate
Lisa Warnock	SGN	Committee Member
Rachel Thorpe	e.on	Attendee
Shamil Udayar	npower	Committee Member
Ann Perry	RECCo Ltd	RECCo Ltd
Lynne Fallon	RECCo Ltd	RECCo Ltd
Rebecca Lowe	RECCo Ltd	RECCo Ltd
Jason Salmon	REC Code Manager	REC Code Manager
Nirva Vyas	REC Code Manager	REC Code Manager
Rosalind Timperley	REC Code Manager	Technical Secretary
Apologies		
Paul Hart	UKPN	Committee Member
Jessica Jarvis	Cadent	Committee Member
Jon Dixon	RECCo Ltd	RECCo Ltd

1. Welcome and Introductions

1.1. Attendees were welcomed to the sixth meeting of the Energy Theft Reduction Expert Group (ETREG).

1.2. The minutes of the previous meeting were approved.

2. Action Updates

2.1. The actions of the previous meeting were reviewed. Updates on all actions can be found in the Actions Log.

3. REC Theft Target Methodology

3.1. An overview was provided on potential change options for the REC Theft Target Methodology for 2024-25. These covered the following areas:

Incentive pots

- Having an additional split by meter type in the Domestic customer segment, with Traditional Prepayment, Traditional Credit and Smart/AMR meter types.

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- Disaggregation of the Non-Domestic customer segment into Small Medium Enterprise (SME), Industrial & Commercial (I&C) and Domestic Type customers.
- Further splitting of the SME customer type in the Non-Domestic customer segment between Smart/AMR and Traditional meters.

Theft Detection Values (TDV)

- The TDV will be revisited to determine appropriate values in light of the incentive pot split options. No change is proposed to the underlying definition of the TDV.

Theft target:

- In light of the new incentive pot split options, the Theft Targets will be revisited to determine appropriate values.

3.2. An attendee queried how domestic type theft within a non-domestic site would be categorised. In response, it was explained that if a Supplier has a non-domestic Licence and believes it has domestic type customers, it can raise this with the REC Code Manager explaining that it believes they should be in a different category. It was suggested that the size of the pot is relatively small at 40,000.

3.3. Another attendee queried where the pot size of 40,000 was taken from. In response, it was noted that this figure was based on those provided by Suppliers in the previous scheme year. It was observed that if there was a more robust way to capture this information that would be ideal. Attendees were invited to share if they are aware of a data set that can be used to identify this information.

Action 06/01: ETREG members to share if they are aware of a data set that can be used to identify the volume of non-domestic sites with domestic customers.

3.4. It was highlighted that DESNZ is looking at how support can be better offered to domestic customers on non-domestic supply, and they too are finding challenges in understanding the volume of these customers.

3.5. In response to a question on the aims of having sub-pots, it was explained that the intent is to focus on the areas where theft can be more prominent and areas that should have more attention. Essentially calling out that there can be more focus and engagement in some areas than others.

4. End to End Process Mapping Update

4.1. It was explained that following the previous ETREG meeting, an opportunity was provided for ETREG members to provide comments on the End to End Theft Process Map Report. Two responses were received, with those responses indicating that broadly the process maps were accurate, with a few builds required.

4.2. In terms of next steps, the process maps will be updated based on the feedback received. RECCo will review the recommendations in the finalised report and agree a forward work plan to address these.

4.3. It was highlighted that ETREG members are welcome to provide further comments on the process maps by emailing technicalenquiries@RECcodemanager.co.uk.

5. Theft Programme Updates

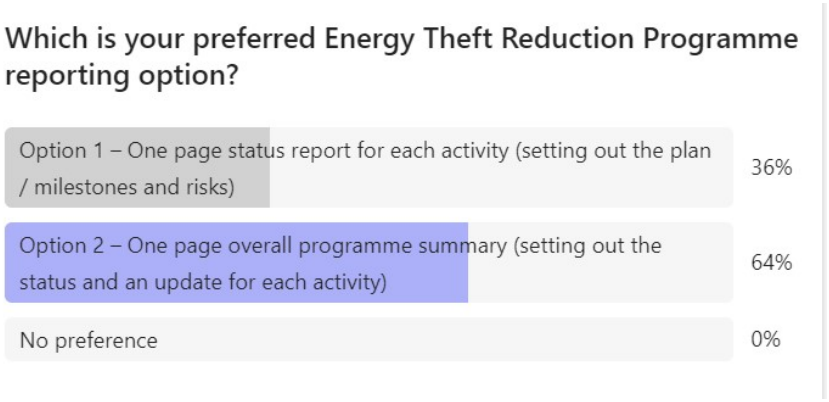
5.1. It was explained that RECCo wants to ensure that ETREG members receive updates on the Energy Theft Reduction Programme in a timely manner. As such, it is proposed that a

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regular update will be provided with the ETREG papers. In terms of how the information is provided it was noted that there were two options:

- Option 1: one page status report for each activity (setting out the plan, milestones and risks)
- Option 2: one page overall programme summary (setting out the status and an update for each activity)

5.2. Examples of the two report formats were shared with ETREG members. They were invited to vote on their preferred options, the results of which were as follows:



5.3. Based on the poll results, it was agreed that ETREG Members will receive a monthly one page summary. It was noted that if members find in the future that they would like a greater level of detail, they can request this.

6. Theft Acronyms

6.1. ETREG members were invited to flag if they were aware of any additional Energy Theft related acronyms for addition to the REC Portal Industry Acronyms wiki page. No suggestions were received.

7. Theft Monitoring Intelligence Reporting

7.1. It was explained that, with regards to the Theft Monitoring Intelligence Reporting, three weekly reports have been generated thus far. It was noted that these would be shared with ETREG members following the meeting.

7.2. ETREG members were invited to provide comments on the reports via email, including on the content, layout, metrics and additional information that they'd like to see.

Action 06/02: ETREG members to provide feedback on the Theft Monitoring Intelligence Reporting

7.3. It was flagged to attendees that the reports should be treated as confidential and not shared with people outside of their organisations and, within their organisations, distribution should be limited to those working in energy theft governance.

7.4. ETREG members were invited to share their views on how the reports are shared more widely across industry.

Action 06/03: ETREG members to share views on how the Theft Monitoring Intelligence Reporting should be shared with industry.

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8. Forward Agenda

8.1. Proposed topics for future meetings of the ETREG were displayed on screen and attendees were invited to suggest topics for future ETREG meetings.

9. AOB

Making ETREG A REC Committee

9.1. It was explained that RECCo is looking to raise a CP that will enable ETREG members to become decision makers in relation to REC matters on energy theft. This will mean that how the membership is structured will need to be reviewed.

UNC Modifications MOD425 and MOD455

9.2. An ETREG member sought views on UNC Modifications 425 and 455, explaining that they were concerned that the processes they define create potential for rogue meters to be registered. The ETREG member gave an example of an instance where there was fraud on the meter at a shipperless site, where the serial number for the meter was not as expected, and there was no record of who installed the meter. Under the UNC, the process is that the meter will be registered back to the original supplier. Looking at it from the point of view of investigating thefts, there is a risk that the process creates a loop-hole that enables rogue meters to be registered.

9.3. In response, another attendee, highlighted that when their organisation finds another meter in place it does trigger the MOD425 process. If it transpired that the meter was not fitted by the previous supplier, this will be investigated and letters sent to the customer to tell them that they need to register the meter. Whether they choose the previous supplier or not is entirely the customer's choice, but the site cannot be left as a shipperless site as that would be theft in conveyance.

9.4. To assign the meter to the previous shipper, MOD455 would be used, if appropriate. The shipper could say that they do not wish to take responsibility for the site, which would be fed back to Xoserve.

9.5. It was explained that a registration cannot be forced under MOD455 where there is a different meter on site to that expected.

9.6. It was noted that in some cases it might be that the difference in meter serial number may be due to only a partial number being taken.

9.7. The ETREG member who raised the AOB item thanked attendees for their comments, noting that they would take away the feedback received.

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