Energy Theft Reduction Expert Group

Headline Report

Meeting 08 (12 December 2023)

This Headline Report provides an overview of the discussion points of the Energy Theft Reduction Expert Group (ETREG) at its meeting on 12 December 2023.

- REC Energy Theft Forum Reflections: ETREG members were invited to share feedback on the November Energy Theft Forum and propose topics for the next forum. In response, it was suggested that there would be value in holding the forums face to face and giving attendees opportunity to network and share best practice with others working to reduce energy theft.
- Draft Theft Target Methodology Update: a summary of the changes to be progressed to the methodology for the next scheme year was provided, noting that these changes were developed based on responses to a call for input issued to industry. It was highlighted that the changes are evidence based, however, it could be suggested that to create a stronger incentive to detect theft in future scheme periods, there might be a case for making more significant changes to the scheme based on strong rationale, rather than direct evidence.

  ETREG members' views on were sought on the potential to reduce the scheme period down from one year to quarterly, to enable more frequent reconciliation. No concerns were flagged with this suggestion.
- RECCo End to End Process Mapping Response: It was explained that the End to End Theft Process mapping project had set out 22 recommendations to address gaps and issues associated with theft processes. A summary was given of RECCo's planned next steps for the recommendations, noting that several of the recommendations are already being progressed under RECCo's Theft Reduction Programme, a further 12 will be picked up under this programme and RECCo will be engaging with the UNC and BSC on the progression of two impacting on Settlement.
- Stay Energy Safe Personas: A presentation was given by the ETTOS marketing agency on a set of personas created to support promotion of awareness of the Stay Energy Safe brand. It was noted that using the personas, a channel strategy has been developed which started in November 2023 and will continue through to March 2024.
- Network Engagement Service: A presentation was given by the ETTOS Service Provider on its Network Engagement Service, which is intended to connect with stakeholders to expand the reach and awareness of Stay Energy Safe, with the aim of reducing theft in the business sector. Specific organisations such as the Fire Service and housing associations and others who have access to commercial properties will be targeted to make them aware of the dangers and how to report it.
- Theft Hub Feedback: ETREG members were invited to share their feedback on the Energy Theft Reduction Hub. In response, it was noted that it is useful having the theft information in a single place, particularly for those who are new to working on energy theft reduction. It was suggested that it would be useful to receive email notification each time the hub is updated and an action was taken to establish if this can be set up.
- ETREG Members Survey: the responses to the ETREG members survey were shared with attendees. Members discussed the suggestion that ETREG be made a formal REC Committee with decision making powers and agreed that this suggestion should be deferred for the time being.

The next meeting of the group is scheduled for **31 January 2024.**

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