Energy Theft Reduction Expert Group

Headline Report

Meeting 12 (24 April 2024)

This Headline Report provides an overview of the discussion points of the Energy Theft Reduction Expert Group (ETREG) at its meeting on 24 April 2024.

- **TMS Evaluation Report:** an overview was given on the context and aims of the Theft Monitoring Service (TMS) proof of concept, noting that it sought to facilitate an understanding of what information about Energy Theft is available, being promoted and trending online. This will enable the industry to be better informed and adapt the response to emerging trends and specific intelligence. It was explained that now that the proof of concept period has completed, the next step is for Data Privacy Impact Assessments (DPIAs) to be put in place so that specific outputs from the TMS service can be shared with ETREG members. Feedback on the outputs will then be sought to help in defining the future for this type of service.
- **Energy Savings Trust Theft Calculators:** attendees reviewed responses to a survey issued to members prior to the meeting on use of and improvements to the Energy Theft Calculators. Attendees were invited to comment on the feedback received and share their own feedback, points raised included:
  - There would be value in updating the calculators to accommodate heat pumps and solar panels;
  - Distributors and Transporters tend not to use the calculators, with alternatives used including tong tests; the Xoserve provided theft calculator and identifying customers with a similar profile (e.g., business type and building size) and mirroring their AQ/EAC.

  An action was taken for group members to share the types of things they consider when assessing unregistered consumption, so that it can be established if these are currently within the calculator or should be added.
- **R0155 (Change of Tenancy: Evidentiary Standards and Timescales):** Information was shared with ETREG on R0155, noting that as part of the solution development, the levels of fraud and theft involved in change of tenancy is being considered, with this feeding into discussions as to the level of documentary evidence required for a change of tenancy. It was highlighted that there is a challenge in establishing the volume of fraudulent Change of Tenancies, with one Supplier sharing that 2% of its non-domestic change of tenancies are found to be fraudulent. If that 2% level were repeated across the industry, then the costs of that would £150m.
- **Police Partnership Strategic Case:** an overview was given of a document which sets out the draft Strategic Outline Case for the Energy Theft Reduction Police Partnership Proposal. It was noted that financial information is due to be shared by the City of London Police, and once received the document will be updated with this information. ETREG members were asked to review the document and provide their feedback to aid RECCo in refining the strategic outline case.
- **Data Sourcing for Benford's Law:** information was shared with ETREG on RECCo's MPAN obfuscation tool and it was explained that RECCo will be requesting Suppliers share data with it using this tool for the purposes of trialling the potential for Benford's Law to detect energy theft.
- **Theft Amnesty Feedback:** ETREG members were invited to share their organisations' feedback on the Theft Amnesty proposal which was shared at the previous meeting of the ETREG. No comments were received.
- **AOB:** the following items of AOB were raised:
  - The cadence of the ETREG meetings will soon be moving from monthly to quarterly.
  - A future ETREG agenda will include items referred to the group by the Theft Issues Group (TIG).
  - An action was taken to explore how to obtain input from the less engaged market participants to understand what can be done to enhance their engagement levels in discussions on improving theft detection.

The next meeting of the group is scheduled for **29 May 2024.**

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