Energy Theft Desktop Investigation

Means that the holder of and Energy Licence (or person acting on their behalf) conducts a desktop investigation to determine the potential likelihood of Energy Theft and requirements of further investigation in response to a report of a suspicion of Energy Theft which may be in the form of a Tip-Off or a data generated lead. As a minimum the desktop investigation shall include and evidence:

a. The source, date of initial report and details of the initial report of suspicion of Energy Theft
b. If theft in conveyance that the address is in the Network Party's area of responsibility; If Energy Theft other than Theft in Conveyance, the Energy Supplier must confirm that they are the current Energy Supplier and the Supply Start date and any known future Change of Supplier.
c. Obtain and validate where possible the Consumer name, address, MPAN/MPRN any potential change of tenancy or ownership and period of occupancy.
d. Any consumer or 3rd party contact or activity on the account
e. Review of meter details, any metering work, meter readings, consumption, alerts and payment activity in context to the initial report
f. Any previous known theft investigations at the premises or linked to the Consumer
g. A determination that the suspicion of theft is invalid and the Energy Theft Investigation may be closed or that the suspicion of theft is valid and should progress to an Energy Theft Site Visit Investigation.

Energy Theft Site Visit Investigation

Means that the holder of an Energy Licence (or person acting on their behalf) visits the premises where energy theft is suspected to determine if a Confirmed Energy Theft has occurred following the completion of an Energy Theft Desktop Investigation. As a minimum the site visit investigation shall include and evidence:

a. Assigned a priority as per Schedule 8, 7.1
b.) Any known or suspected vulnerability status or any known or suspected potential hazards documented
c. Access to the metering point and installation has been gained, or where theft in conveyance the point of the illegal connection, and an inspection made that satisfies the nature of the initial report of the suspicion of theft. This may include multiple visits to the premises and a warrant of entry if required.
d. Photograph of premises and photo of Metering Point or point of illegal connection.
e. Detailed report of all visits made to premises including, dates, times, persons spoken to, potential Perpetrator outcome of metering point inspection including if theft or another issue identified and any action taken to remedy, including but not limited to any metering work undertaken.
f. If Energy Theft or Unbilled Energy is identified information should be obtained to enable an assessment of amount of Energy that may have been stolen or unrecorded.

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