RETAIL ENERGY CODE

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THEFT ISSUES GROUP
DRAFT MEETING MINUTES

MEETING	**RECTIG_24_1030**
DATE	**30 0ctober 2024, 09:30**
LOCATION	**Microsoft Teams**

Attendee	Representing	Initials
Anne Jackson (Chair)	REC Code Manager	AJ
Alex Garcia	Yu Energy	AGa
Adam McNae	Brook Green Supply	AMN
Alan Cookson	British Gas	AC
Alex Nunnington	Correla	AN
Amy Tyler	Smartest Energy	AT
Andrew Green	Waters Wye	AG
Andrew Hinton	Correla	AH
Andrew Waghorn	REC Code Manager	AW
Ben Clark	Utilita	BC
Colin Paine	Engie	CP
David Mitchell	SGN	DM
Elaine Carr	SPEN	EC
Elizabeth Bowman	Smartest Energy	EB
Eve Mariner	REC Code Manager	EM
Francesco Vaccaro-Notte	Shell	FVR
Hannah Brimfield	OVO	HB
James Hardy	REC Code Manager	JH

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Jennifer Pickering	E.ON	JP
Jessic Jarvis	Cadent	JJ
Jon Anderson	E (Gas and Electricity)	JA
Kerry Maw	EDF Energy	KM
Lindsay Mutch	SPEN	LM
Lisa Warnock	SGN	LW
Lynne Fallon	RECCo	LF
Martin Lane	EDF Energy	ML
Megan Rodgers	Smartest Energy	MR
Oliver Kyriacou	Smartest Energy	OK
Paul Hart	UKPN	PH
Paul Sutherland	RECCo	PS
Paul Witton-Dauris	REC Code Manager	PWD
Rebecca Thelfall	SPEN	RT
Rachel Simpson	E.ON	RS
Rebecca Lowe	RECCo	RL
Sean Boak	Smartest Energy	SB
Shamil Udaya	N Power	SU
Sharon Dudley	Xoserve	SD
Tui Pirie	Octopus	TP
Victoria Burkett	SSE	VB
Walter Carlton	REC Code Manager	WC
Bradley Mercer (Secretary)	REC Code Manager	BM

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1 WELCOME, INTRODUCTION AND CONFIRMATION OF AGENDA

The Chair welcomed attendees to the sixth meeting of the Theft Issues Group (TIG).

2 APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes of the meeting held on 25 September 2024. LF advised that her name was missing from the attendees list. BM agreed to update the attendees list and Members approved the minutes as an accurate reflection of the meeting subject to the update to the attendees list.

3 REVIEW OF ACTIONS LOG

The Chair provided Members with an overview of the below actions on the Action Log:

RECTIG_24_0925_01: RECTIG Members to complete a review on the Group 1 Sections of Schedule 8 ahead of the October 2024 RECTIG meeting – Open.

The Chair advised that one response had been received ahead of the meeting. The Chair advised that the group would begin to review the Schedule at the December 2024 meeting and encouraged Members to submit responses ahead of the meeting. CP suggested that there may be benefit in running a webinar to review the Schedule.

4 I0176 – CREATION OF AN ENERGY THEFT DETECTION AND RESOLUTION BODY

AG provided Members with an overview of the proposal. AG informed Members that he was proposing the introduction of an independent Theft Detection and Resolution Body (TDRB). The TDRB would be responsible for fulfilling the Supplier's obligation to investigate suspected theft and determine the quantity of gas and/or electricity that has been stolen to correct energy settlement. AG informed Members that the aim for the meeting was to provide an overview of the business rules and gather feedback from Members.

AG provided Members with an overview of the business rules. CP highlighted the automatic opt in and the optional opt out business rule asking if it needed to be as formal highlighting that people would not need to opt out, they could just not use the service and contract with another party. AG advised that he believed that the service would be all or nothing in that parties would use the service for everything or not use it at all.

CD advised being all in or all out of the scheme could make it difficult for Suppliers to meet some of their safety obligations in this area. CD advised that some of the safety obligations required a Supplier to be on site within 2-4 hours and highlighted that a challenge of the scheme may be guaranteeing that level of coverage across the entire country 24/7.

TP asked what the theft investigation report would look like and if it would include a calculation of losses. AG confirmed the report would include a calculation of losses adding that the report

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would help Suppliers determine the extent of theft and the Supplier would use that evidence to correct settlement.

AW advised that the solution had suggested that Theft targets could be updated and asked for further clarification on this point. AG advised that the suggestion was that as the process was more transparent and standardised on activities being undertaken there could be a move towards a regime where the investigation even if no theft was found would count towards the target. AW advised that there was currently a change in progress which was proposing to pay for investigations.

CP asked how desktop audits could be completed by the TDRB without having access to Suppliers' information. AG advised that Suppliers would be asked to share the information with the TDRB, or the Supplier would share relevant information alongside sharing the lead with the TDRB. CP advised that thinking needed to be done on how much of the TDRB would be around providing a service to Suppliers and how much would be around performance assurance activity.

PH advised that he did not believe that the central body would be able to complete a lot of the work proposed and would rely upon the Supplier. PH advised that even with data shared from the Supplier the TDRB would not have a complete set of data and believed that it would be easier for the Supplier to carry out the work.

TP asked if the TDRB would offer appointments and customer service for customers who wished to speak about the job or query the reason for the visit. AG confirmed that he believed that they would offer this service.

The Chair summarised the comments and questions at the meeting and advised that the purpose of the group was to find solutions to improve theft and encouraged Members to bring ideas or suggestions for the running of the TDRB. AG advised that the detection element of the TDRB seemed to be causing confusion and agreed to further investigate that element of the solution and provide an update at the next meeting.

5 I0175 – INTRODUCING A REASONABLE ENDEAVOURS SCHEME WITHIN THE REC

SD provided an update on the progression of I0175, advising that there had not been any movement on the development of the change since the previous meeting. The Chair advised that moving the Reasonable Endeavours scheme into the REC would remove a disincentive to investigate theft by compensating parties for work which they would not otherwise be compensated for.

LF advised that discussions had been around whether this change would run alongside the TDIS as Reasonable Endeavours would allow for parties to recover costs for investigations which had not resulted in a confirmed theft. Members discussed the uptake of the service under Xoserve and questioned whether it would be utilised more under the REC. It was agreed that the Code Manager and RECCo would continue investigating whether it would be used more under the REC.

6 I0187 – SCHEDULE 8 REVIEW AND BEST PRACTICE GUIDANCE DOCUMENT

JH provided Members with an update on I0187, highlighting the proposed review groupings. JH advised that one party had submitted views on the sections within review group 1. JH confirmed that those comments would be discussed at the November 2024 RECTIG meeting. JH advised that the Code Manager would now be accepting comments on review group 2 which included the following sections:

- Procedures for Investigation.
- Conduct of Investigation.
- Collection and retention of evidence (including handling of case materials).
- Outcome of Investigation.

Members agreed to review the Sections of Schedule 8 and provide feedback to the Code Manager ex-committee.

ACTION: RECTIG_24_1030_01: RECTIG Members to complete a review on the Group 2 Sections of Schedule 8 ahead of the November 2024 RECTIG meeting.

7 PLANNING AND PRIORITISATION

The Chair informed Members that the Consultation for R0173 was currently open with a close date of 09 November 2024 and encouraged attendees to submit responses.

8 UPDATES ON THEFT RELATED CHANGE

The Chair provided Members with a status update on theft related change. The Chair informed Members that I0176 and I0187 would be present on the agenda for the November 2024 RECTIG meeting. The Chair informed Members that the next update on I0175 would be provided at the December 2024 RECTIG meeting.

9 ANY OTHER BUSINESS

The Chair invited attendees to provide items of AOB, there was no AOB, and the meeting was closed.

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