RETAIL ENERGY CODE

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CHANGE PROPOSAL EXTENSION TO PLAN

I0265 THEFT ASSESSMENT CALCULATOR USAGE AND SUITABILITY ASSESSMENT

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	BIG BANG

RESPONSIBLE COMMITTEE	Change Panel	**CHANGE PATH**	Self-governance
PRIORITY STATUS	High	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers, Network Operators, Revenue Protection Agents		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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1 CHANGE OVERVIEW

This Issue seeks to review the usage of the Theft Assessment Calculator and assess its sustainability. This will allow a consistent approach to reporting Energy Theft data in the industry.

2 CHANGE PLAN UPDATE

During the solution analysis of this Issue, the Code Manager engaged with the Theft Issues Group (TIG) to gather feedback on the use of the REC Theft Assessment Calculators (gas and electricity), barriers to its access and usability, suggestions for improvement and usage of alternative calculators. Engagement with TIG highlighted a need to engage with as many industry Parties as possible to thoroughly gather information about the usage, effectiveness, and suitability of the Energy Theft Assessment Calculator across the industry.

The Code Manager therefore conducted an information request that was open for six weeks between September and November 2025 to gather more input on problems REC Parties encounter when using the Theft Assessment Calculators. Responses to the information request helped identify some common challenges to the use of the Theft Assessment Calculators. However as only eight responses were received during the information request, it was agreed to organise working groups to help determine the solution development of this Issue and the future of the Theft Assessment Calculators.

Three working group sessions took place between January and March 2026 which helped identify main barriers to the Theft Assessment Calculators' access and usability, including specific issues for Industrial and Commercial (I&C) assessments, and suggestions to future proof them. Following the last working group session, the Code Manager is now developing the solution requirements based on industry feedback to provide for a robust and reliable tool that can be accessed and used effectively across multiple operational scenarios and devices and that can support court-ready evidence. Under solution development, the Code Manager will therefore:

- Develop solution requirements from the industry feedback received;
- Refine the solution requirements against industry views which could take the form of further working group sessions; and
- Investigate and identify the Service Provider or Service Providers to develop and create the requirements for the new Theft Assessment Calculators.

Several impact assessments, with industry Parties and Service Providers, are also likely to form part of the solution development of this Issue which explains the need for a longer timetable than originally planned.

The proposed update to the Proposal Plan for I0265 can be found below:

Milestone	Activity	From	To	From	To
Definition		**15 Jul-25**	**30 Apr-26**	**15 Jul-25**	**31-Oct-26**
	Solution Analysis	July	November	July	November
	Solution Development	November	April	November	October

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the extension to plan for I0265; and
- **APPROVE** the extension to plan for I0265.