RETAIL ENERGY CODE

ENERGY THEFT REDUCTION

USER GUIDE

September 2024

RETAIL ENERGY CODE

GO TO REC PORTAL

PREVIOUS

NEXT PAGE

WELCOME

This guide will help you understand the Energy Theft Reduction process under the REC, your responsibilities, including how to upload theft files to the REC Portal to enable the REC Code Manager to calculate whether you've met your theft target.



RETAIL ENERGY CODE

GO TO REC PORTAL

PREVIOUS

NEXT PAGE

CONTENTS PAGE

The REC Code Manager administers the Theft Detection Incentive Scheme (TDIS) on behalf of RECCo, and this includes working with RECCo to determine theft targets, administering monthly and annual reporting, and escalating issues where Energy Theft Tip Off Service (ETTOS) reports are not accessed in line with the Unbilled Energy Code of Practice.

This guide covers the following areas:

DETERMINATION OF THEFT TARGET — READ MORE CLICK HERE

ANNUAL REPORTING — READ MORE CLICK HERE

USING THE REC PORTAL — READ MORE CLICK HERE

MONTHLY TARGET REPORTING — READ MORE CLICK HERE

ETTOS — READ MORE CLICK HERE

REVIEWING YOUR RESULTS — READ MORE CLICK HERE

RETAIL ENERGY CODE

HOME GO TO REC PORTAL PREVIOUS NEXT PAGE

DETERMINATION OF THEFT TARGET 1/2

RECCo will procure a Theft Estimation Methodology indicating the likely scale of energy theft in Great Britain. This methodology will be periodically reviewed in consultation with interested persons. Once established, the methodology shall be used to inform determinations made pursuant to the Code, such as the proportionality and potentially the efficacy of measures to mitigate energy theft, including the scale and scope of any future theft detection incentive schemes.

RECCo will also continue to procure a Theft Assessment Calculator, produced by the Energy Savings Trust, to determine the likely amount of gas or electricity involved in each individual instance of theft.

The Theft Target Methodology will be established and maintained by the REC Code Manager from 1 April 2023 onwards and used to determine your targets for identifying instances of theft in relation to the TDIS. The objective of this methodology is to set targets that result in a net benefit to consumers as compared to taking no action, taking into account the likely cost of identifying a Confirmed Energy Theft.

Once determined, your theft targets will be made available through the REC Performance Assurance dashboards.

2023-2024 THEFT TARGET METHODOLOGY

READ MORE CLICK HERE

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DETERMINATION OF THEFT TARGET 2/2



*Please notify your OAM as soon as possible if your theft target needs to be adjusted to take into account a change in your customer book

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HOW ARE INCENTIVE PAYMENTS CALCULATED?

(TOTAL INCENTIVE POT VALUE x (YOUR CONFIRMED THEFTS / TOTAL INDUSTRY CONFIRMED THEFTS))

– (TOTAL INCENTIVE POT VALUE x YOUR MARKET SHARE)

=

INCENTIVE PAYMENT (£)

If you have a smaller customer base and no assigned theft targets, but would still like to participate in the incentive scheme, you are still able to report confirmed thefts to the REC Code Manager and receive payment.

Once you have acceded to the REC and have built up your customer base, the Code Manager will notify you of your theft target and potential incentive payments.

RETAIL ENERGY CODE

HOME GO TO REC PORTAL PREVIOUS NEXT PAGE

MONTHLY TARGET REPORTING 1/2

Each month you are required to submit theft files to the REC Code Manager so that the REC Code Manager can administer the incentive scheme. The files submitted to the Code Manager are the monthly outcome files that were historically prepared by Suppliers in relation to the historic TRAS arrangements and the data within these files will be used to determine the size of your incentive payments. The file format can be found below in the Performance Assurance Report Catalogue within the list of 'Operational Documents'. Further detail on the Scheme timeframes can also be found below.



THEFT INCENTIVE SCHEME REPORTING TIMEFRAMES

READ MORE CLICK HERE

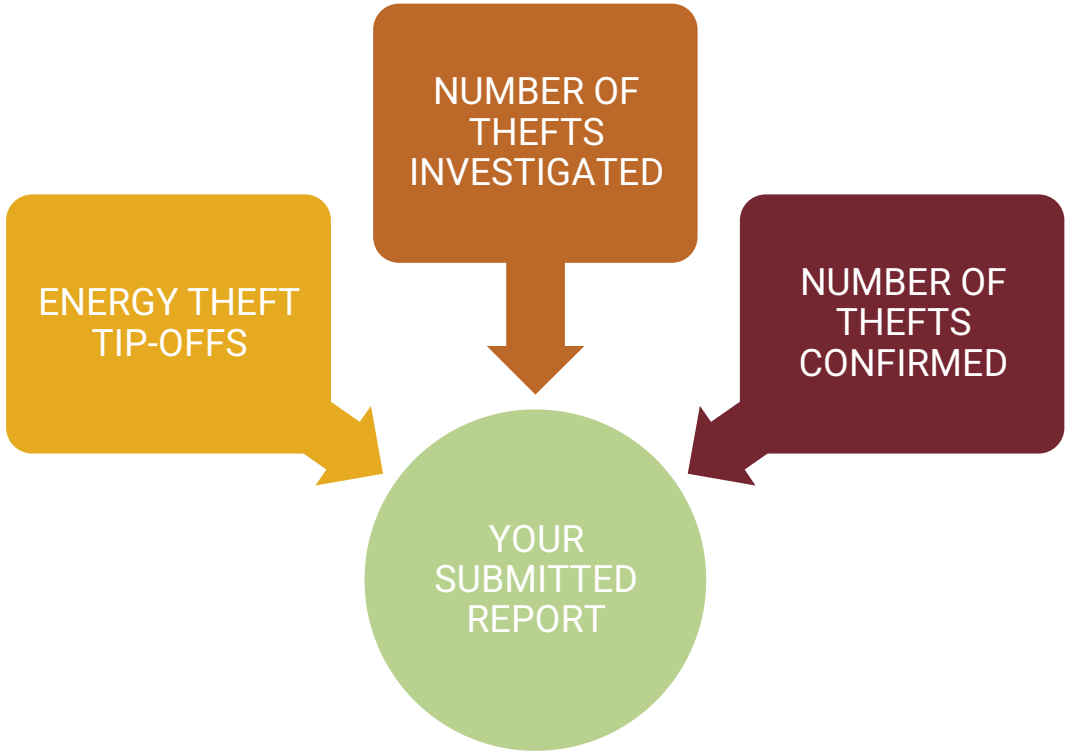
PERFORMANCE ASSURANCE REPORT CATALOGUE

READ MORE CLICK HERE

RETAIL ENERGY CODE

HOME GO TO REC PORTAL PREVIOUS NEXT PAGE

MONTHLY TARGET REPORTING 2/2



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ANNUAL REPORTING

The REC Code Manager will aim to publish the final confirmed theft results for the Reporting Year by the end of July, after the closing of the final query window.

Based on Confirmed Energy Thefts reported by you and the overall market compared to your market share you will be determined to be in a net debit or credit position for the Reporting Year. Note that this calculation is performed separately for each incentive pot.

You will be notified of your debit/credit value within 144 days after the end of the TDIS Reporting Year.

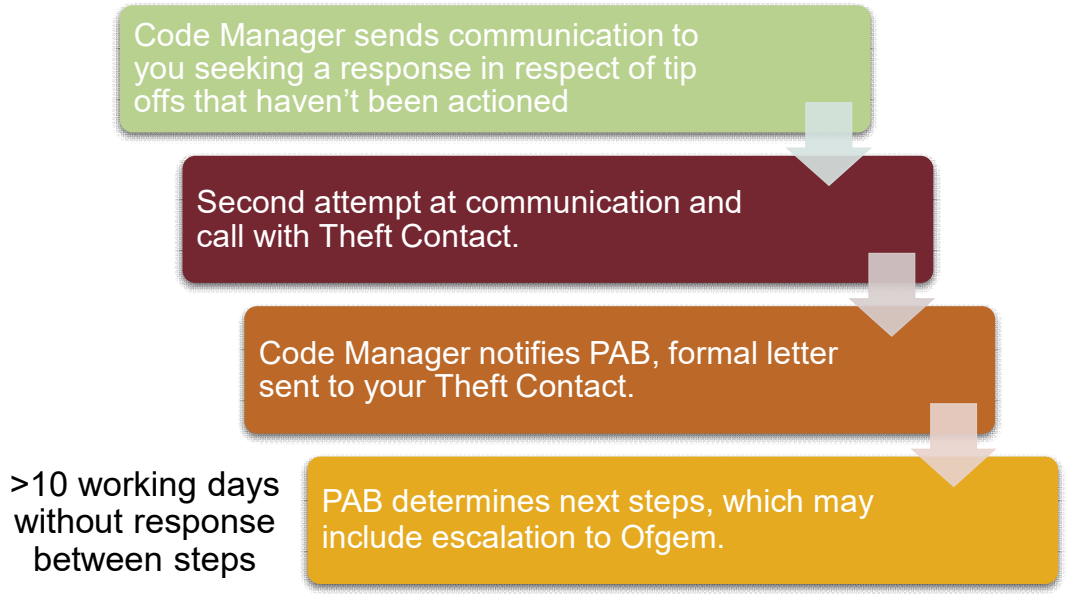
You will be informed of your debit/credit amount within 144 days after the end of the TDIS Reporting Year.

RETAIL ENERGY CODE

HOME GO TO REC PORTAL PREVIOUS NEXT PAGE

ETTOS

The Energy Theft Tip Off Service (ETTOS) continues to operate as part of the REC. As required by the Unbilled Energy Code of Practice, Energy Suppliers are required to read any tip-offs received within 10 Working Days. Where a GT or a DNO receives a tip off from ETTOS, it must notify ETTOS of the relevant supplier in relation to the tip off within 10 Working Days, as required by the Unbilled Energy Code of Practice. If you do not respond to ETTOS tip offs, the following escalation process will be followed:



UNBILLED ENERGY CODE OF PRACTICE

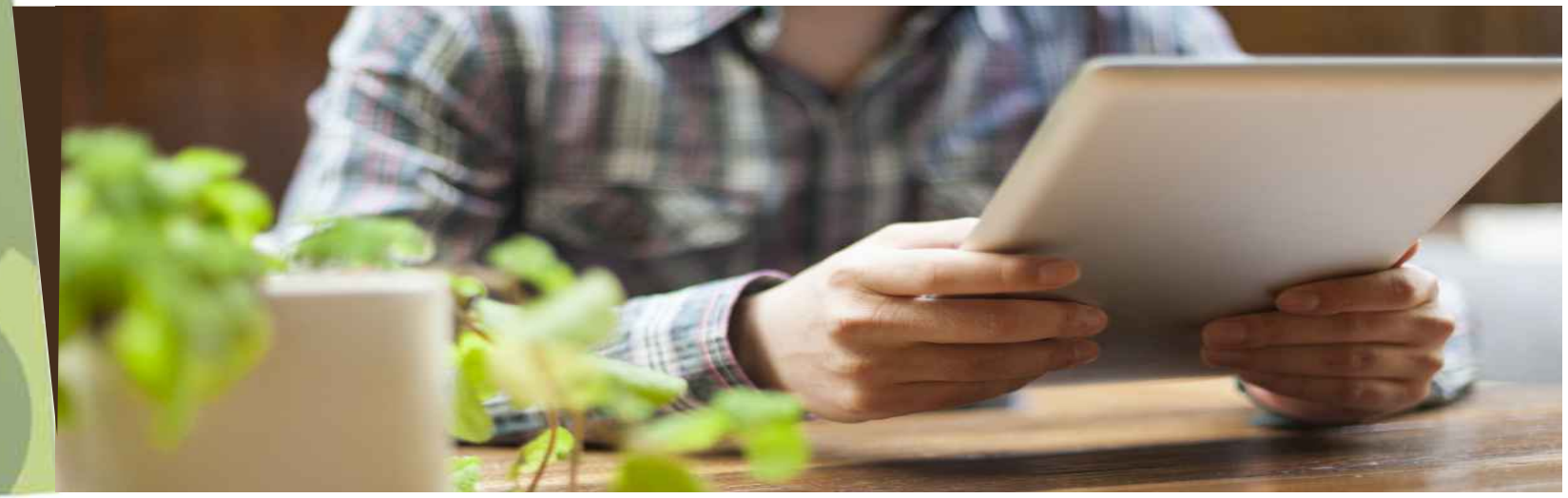
READ MORE

Energy Theft tip offs reports will be emailed directly to your chosen email address rather than via the current web portal as of 31 January 2022.

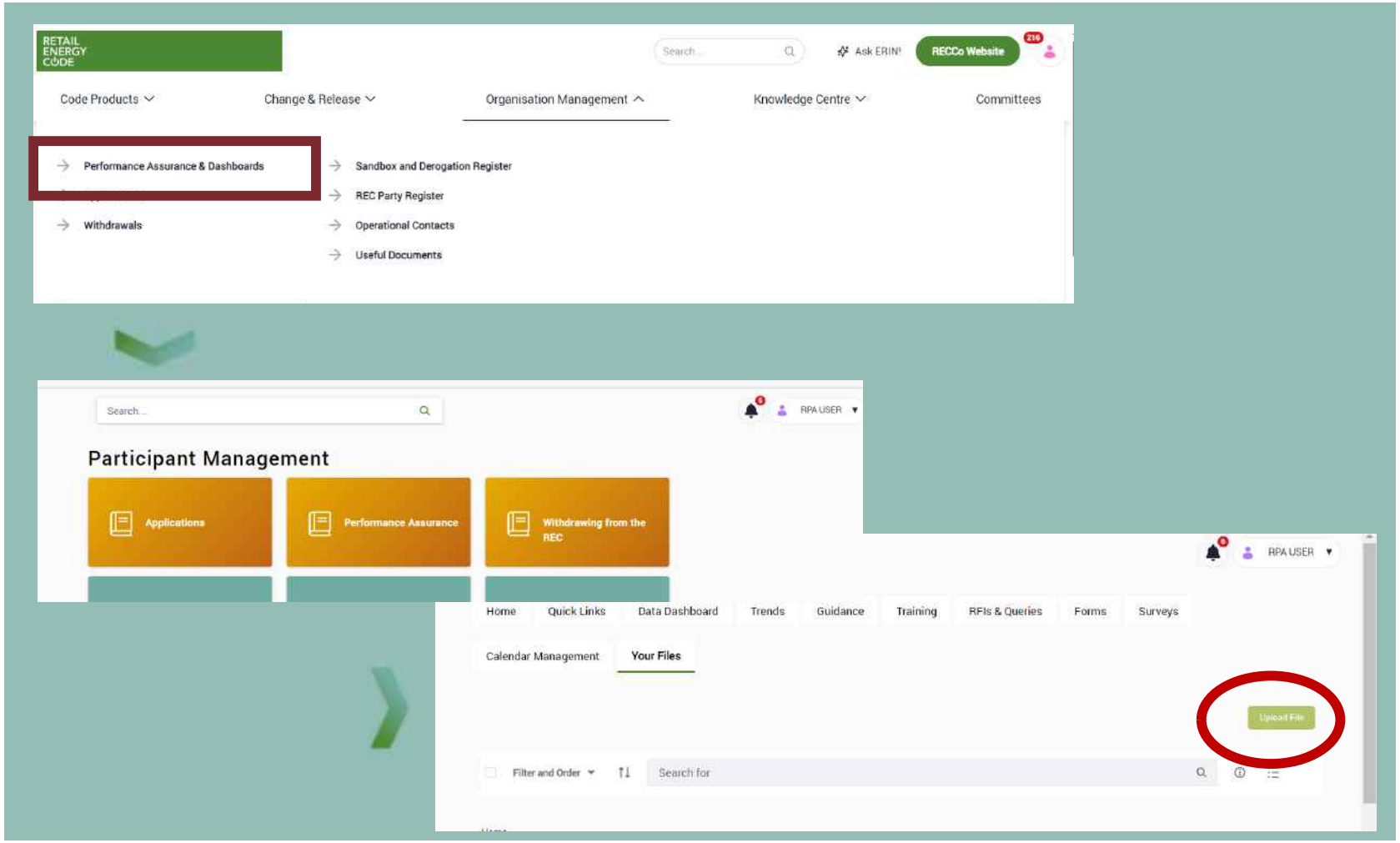
RETAIL ENERGY CODE

HOME GO TO REC PORTAL PREVIOUS NEXT PAGE

USING THE REC PORTAL



SUBMITTING ENERGY THEFT FILES 1/4



Firstly navigate to 'Organisational Management' and click on Performance Assurance & Dashboards.

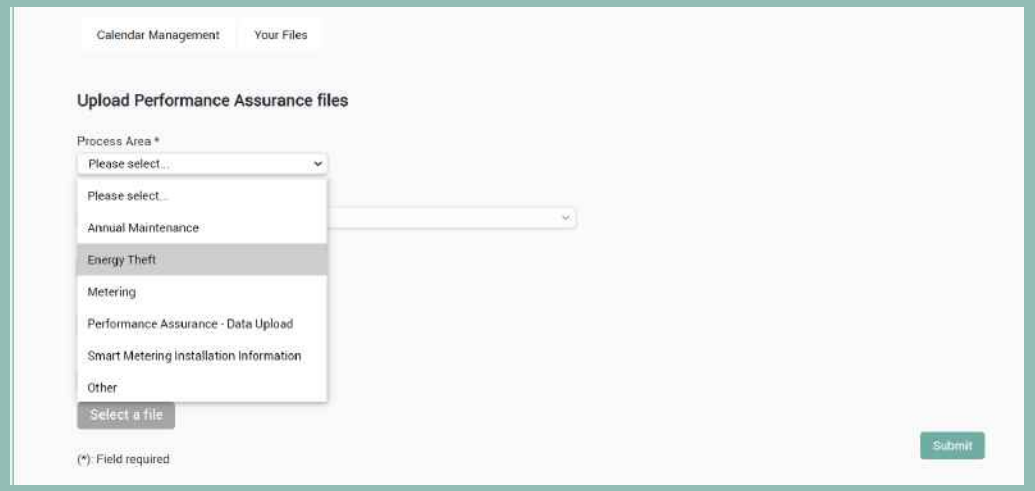
If necessary select your Organisation.

Then click on 'Your Files', then click upload.

Note: Portal users assigned to the REC Contract Manager role will have access to the Performance Assurance tile. For those users that aren't REC Contract Managers these instructions are not applicable.

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SUBMITTING ENERGY THEFT FILES 2/4



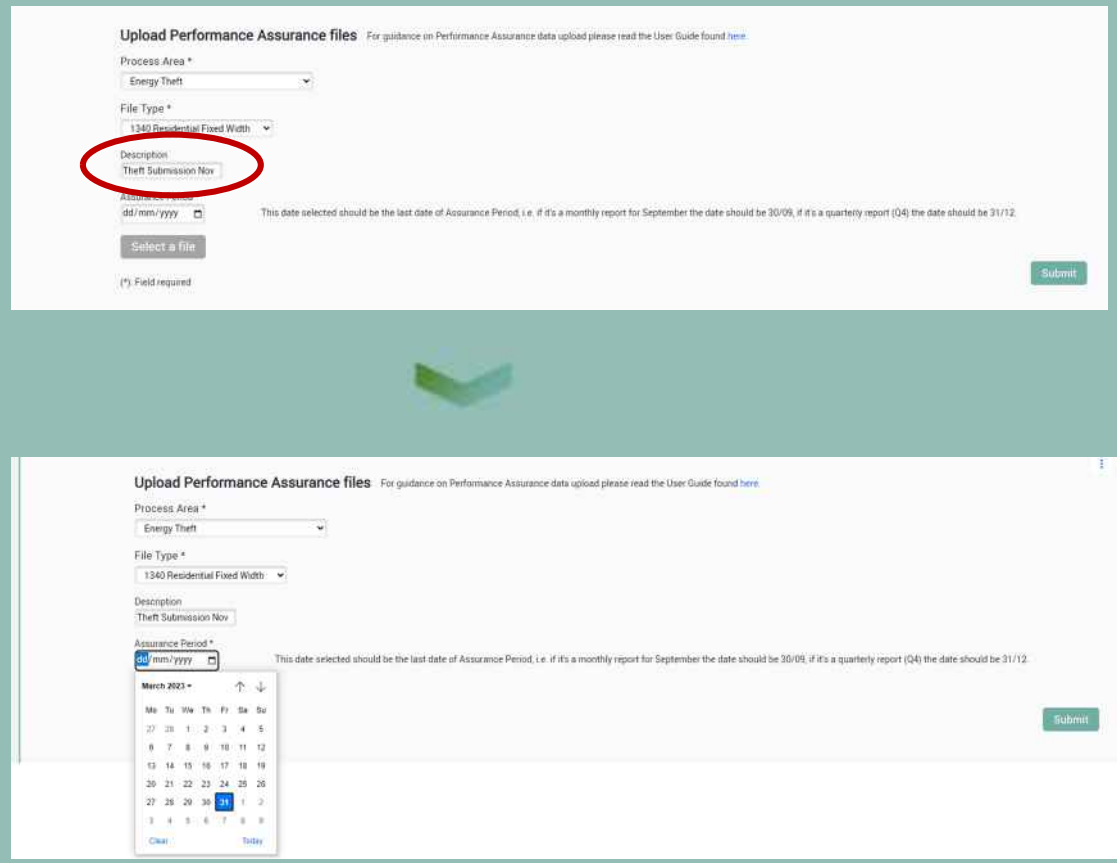


Select Energy Theft from the drop down under ‘Process Area’ and select the type of file you wish to upload under ‘File Type’ drop down.

RETAIL ENERGY CODE

HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

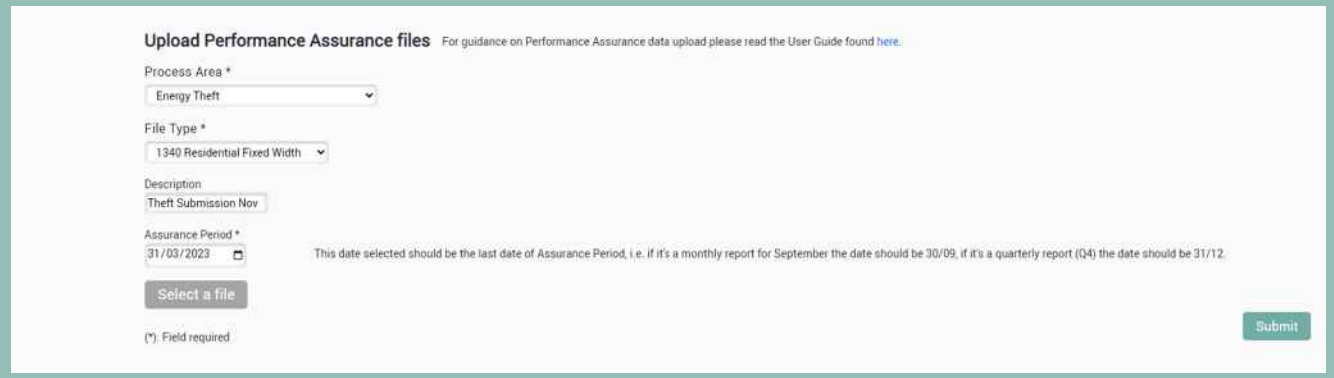
SUBMITTING ENERGY THEFT FILES 3/4

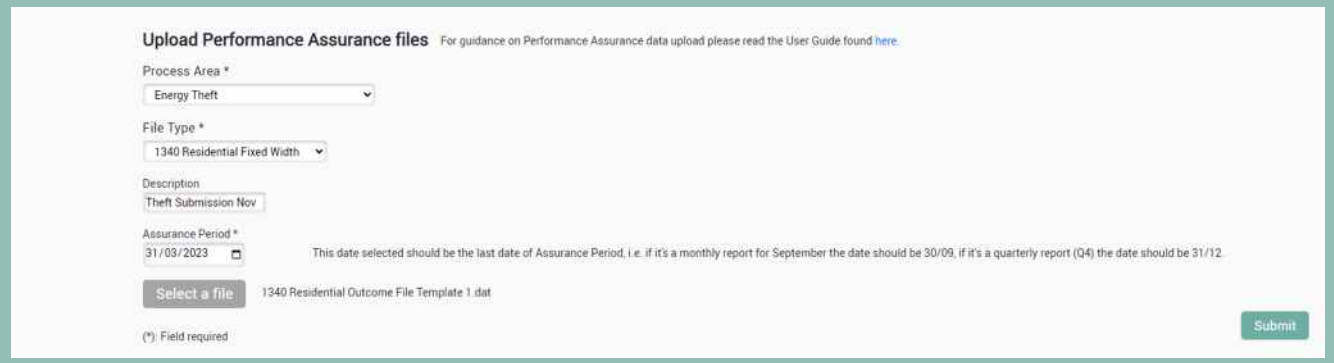


Select the Reporting Month relating to your submission and add a description

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SUBMITTING ENERGY THEFT FILES 4/4



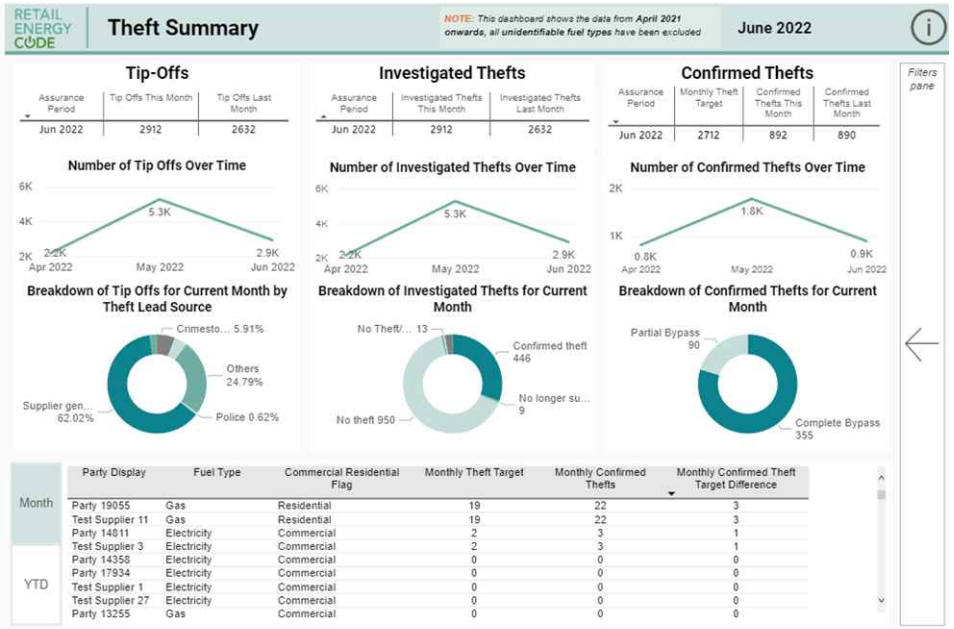


Finally click 'Select a File', upload the desired file and click submit. If you receive a rejection message, please refer to the File Validation Wiki page for guidance.

RETAIL ENERGY CODE

HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

REVIEWING YOUR RESULTS



The REC Code Manager will publish each Party's results every month via the Performance Assurance Dashboards. The Dashboard User Guide is included below.

Please make every effort to review your results on a monthly basis and flag any differences between the Code Manager reporting and what you were expecting within the defined Party Query Deadline. This will help resolve any issues before the end of the Reporting Year.

PERFORMANCE ASSURANCE DASHBOARD USER GUIDE

READ MORE
CLICK HERE

FURTHER AREAS OF SUPPORT

Further information, including videos are available on the Energy Theft Knowledgebase Article

If you need further support, then please contact:



The REC Helpdesk
Email enquiries@recmanager.co.uk
Call the Service Desk on 0800 640 4300
Use the 'Let's Chat' option in the Portal

The Helpdesk is available Monday – Friday, 9am to 5pm.



Your designated **Operational Account Manager**



The **Performance Assurance Team,** via email: performanceassurance@recmanager.co.uk

If you have any feedback on this User Guide, please contact performanceassurance@recmanager.co.uk