RECCo Theft Epics and ASE Actions Overview

RECCo's Energy Theft Reduction Programme and how the created Epics link to the levers, ideas and actions identified in the Industry Action to Reduce Energy Theft ASE workshop.

On Wednesday 23rd November 2022, RECCo invited professionals from across the energy industry, government, law enforcement, emergency response and citizen representation groups to come together to better understand, mitigate and prevent energy theft in Great Britain. Just over 70 participants engaged in this full-day collaborative workshop delivered by Capgemini's Accelerated Solutions Environment capability.

The group identified and prioritised key levers the industry can act on and further defined and documented ideas and actions for these levers. From this work 44 key actions were recorded (Table 1.). RECCo committed to review all the work produced and to consider how to integrate it into their strategy.

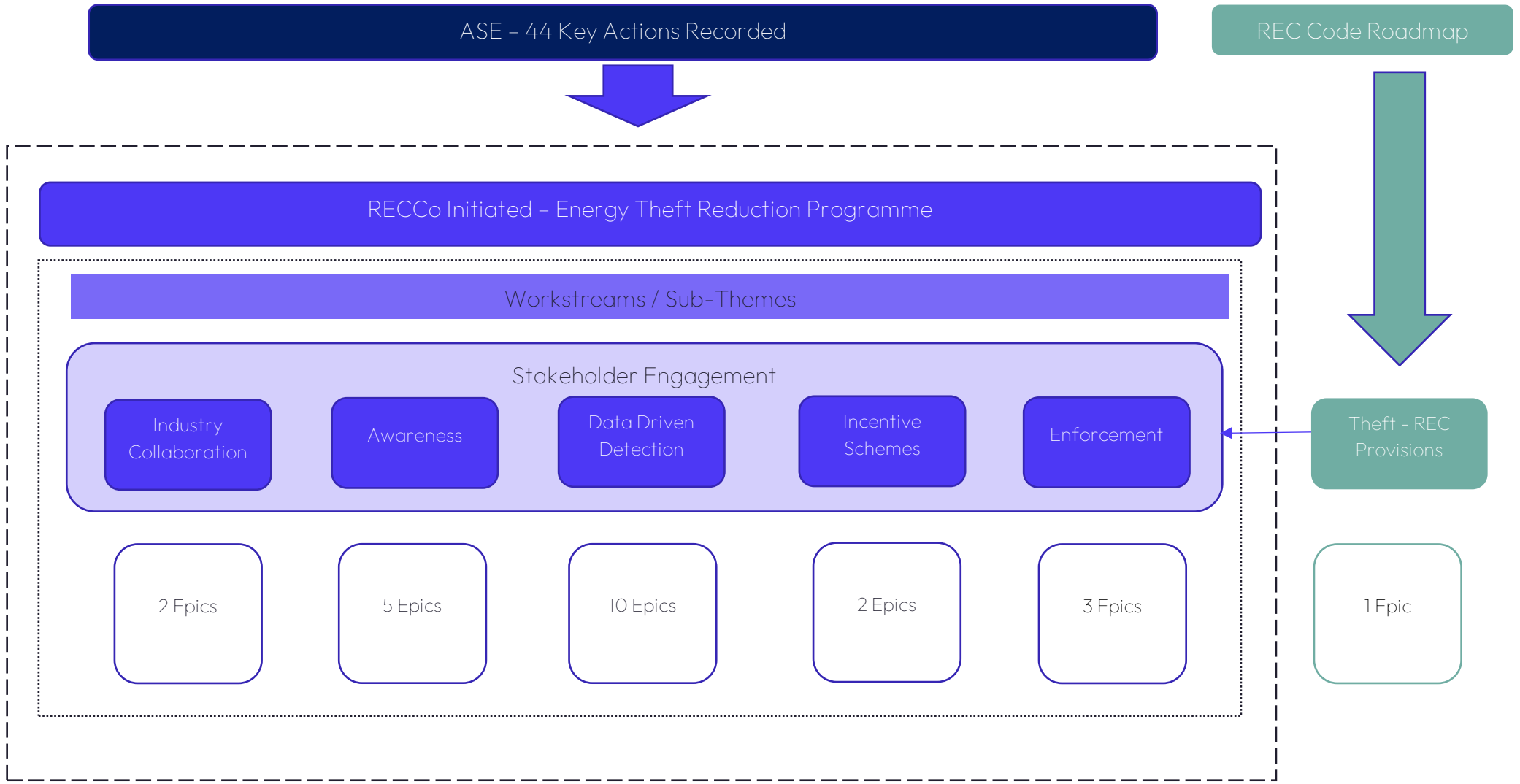
RECCo's finalised Strategy & Forward Work Plan for 2023-2026 details the Theft Reduction Strategy which has led to an Energy Theft Reduction Programme to utilise the actions from the event on the 23rd November.

This was broken down into 6 sub-themes under which Epics have been created. Epics are significant pieces of work that strategically add value, they help to break down and organise the work while continuing to work towards a bigger goal. Stakeholder Engagement is a workstream the overlaps all the Theft sub-themes.

The REC Code Manager has also created an Epic as part of their roadmap to review and improve the REC Theft systems and processes.

Epics will be further broken down into features which is a deliverable that adds value and moves towards completing the Epic. Below features are User Stories which are short requirements or requests written from the perspective of an end user.

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Table 1. below lists all the actions that were captured as an output of the ASE workshop on 23rd November. Each action has been linked to relevant Epics, some are only linked to 1 Epic, some actions are linked to multiple Epics. You can Ctrl + click on the Epic reference number to jump straight to the Epic details.

Table 2. lists all the Epics that have been created and which ASE workshop actions are linked to that Epic, again you can Ctrl + click on the ASE action reference number to jump straight to the action details.

Table 1. Industry Action to Reduce Energy Theft - ASE Actions

Action No.	Lever name	Idea	Action	Epics
ASE001	CONSUMER AWARENESS	Support and information to customers	Targeted, segmented marketing campaigns -Safety -Bill support -Cost (social responsibility)	TE001
ASE002	CONSUMER AWARENESS	Support and information to customers	Coordinated messaging for industry	TE001
ASE003	CONSUMER AWARENESS	Support and information to customers	Centralised data set for additional consumer support	TE001
ASE004	CONSUMER AWARENESS	Misinformation tackling	Make public aware that it is unsafe Educating that it is public that foots the bill NOT energy company *Different approaches for demographics - i.e. school/ social media/ postal*	TE001
ASE005	CONSUMER AWARENESS	Misinformation tackling	Raising awareness of crimestoppers - who to report to	TE001
ASE006	CONSUMER AWARENESS	Education on the impact of energy theft	Informative customer journeys	TE001
ASE007	CONSUMER AWARENESS	Education on the impact of energy theft	Increase awareness of energy theft- in order to educate	TE001
ASE008	INDUSTRY COLLABORATION	Information Sharing	Forum to discuss what each stakeholders would require	TE023

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				TE024
ASE009	INDUSTRY COLLABORATION	Information Sharing	Gathering all of the relevant contact details and role information	TE023 TE024 TECM1
ASE010	INDUSTRY COLLABORATION	Information Sharing	Agreed 'owner' to take on action to create the format and mechanism	TE023 TE024
ASE011	INDUSTRY COLLABORATION	Process and people	What are the obligation? Pressure to do it	TE006 TECM1 TE002
ASE012	INDUSTRY COLLABORATION	Process and people	Where are the escalation points	TE006 TECM1 TE002
ASE013	INDUSTRY COLLABORATION	Process and people	Develop collaboration requirements and mechanisms	TE023 TE024 TE018
ASE014	INDUSTRY COLLABORATION	Process and people	Mandating attendance at collaboration forums	TECM1
ASE015	INDUSTRY COLLABORATION	Process and people	Engage non-RECCo collaboration partners	TE004 TE005
ASE016	THEFT PREVENTION	Improve technology	Protections of meters and service	TE004 TE005
ASE017	THEFT PREVENTION	Improve technology	Public competition	TE004 TE005
ASE018	THEFT PREVENTION	Improve technology	Sponsor academia research	TE004 TE005
ASE019	THEFT PREVENTION	Improve technology	Technology to monitor the theft of energy online - Sale of bypasses - Misinformation - Selling theft services	TE025
ASE020	THEFT PREVENTION	Policy actions	Review licenses/ codes for gaps on areas of 'abuse' where monitoring/ penalties are needed or changes	TE006 TECM1
ASE021	THEFT PREVENTION	Policy actions	Review of legislation (acts and SIs) to aid no prosecution etc	TE006 TE021

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ASE022	THEFT PREVENTION	Policy actions	Create and advertise single reporting avenue (i.e. Crimestoppers)	TE001 TE002
ASE023	THEFT PREVENTION	Theft detection	Smart meter data - consultancy project on change in behaviour detection Pair LV network data with smart meter/ billing data. In = out + losses + theft?	TE011 TE009 TE014
ASE024	RESOLUTION APPROACHES	Consistent approach- suppliers	Agree governance	TE006 TECM1 TE020
ASE025	RESOLUTION APPROACHES	Consistent approach- suppliers	Define use cases	TE006 TECM1 TE020
ASE026	RESOLUTION APPROACHES	Consistent approach- suppliers	Define pathway	TE006 TECM1 TE020
ASE027	RESOLUTION APPROACHES	Consistent approach- suppliers	Change proposal	TE006 TECM1 TE020
ASE028	RESOLUTION APPROACHES	Consistent approach- suppliers	Identify information sharing	TE023 TE018 TE002
ASE029	RESOLUTION APPROACHES	Central list of offenders	Gain agreement from police that idea can be progressed	TE021 TE018
ASE030	RESOLUTION APPROACHES	Central list of offenders	Investigate gap between registered thefts and crimes reported to police	TE021 TE018
ASE031	RESOLUTION APPROACHES	Central list of offenders	Consider equivalent model to copy i.e. Action Fraud	TE021 TE018
ASE032	INCENTITIVES FOR INDUSTRY PARTIES	Landlord certificates - Reward theft detection for qualified 3rd parties	RECCo to explore feasibility	TE026
ASE033	INCENTITIVES FOR INDUSTRY PARTIES	GAP analysis of existing incentive schemes	RECCo to seek data from parties (run a trial?)	TE006 TE022 TE026

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ASE034	INCENTITIVES FOR INDUSTRY PARTIES	Sharing risk of prosecution	RECCo	TE021 TE026
ASE035	INCENTITIVES FOR INDUSTRY PARTIES	Removing disincentivisation from reporting into settlement	Xoserve Elexon (mod to be raised)	TE026
ASE036	DATA COLLECTION, SHARING AND INSIGHTS	Collection (Roadmap of data required)	Art of possible assessment/ wishlist	TE014 TE011 TE016
ASE037	DATA COLLECTION, SHARING AND INSIGHTS	Collection (Roadmap of data required)	Definition of roadmap - What's avaliable now/ future - From whom (contacts) - Purpose of data	TE014 TE011 TE016
ASE038	DATA COLLECTION, SHARING AND INSIGHTS	Collection (Roadmap of data required)	Governance to access the data Obligations to provide and overcome blockers and release	TE013 TE014 TE018
ASE039	DATA COLLECTION, SHARING AND INSIGHTS	Centralised data analysis	Identify useful theft predictors (Hypothesis bank and prove/ disprove with pilots) - Cheshire DCC alerts	TE011 TE016 TE007
ASE040	DATA COLLECTION, SHARING AND INSIGHTS	Centralised data analysis	QA Feedback loop	TE016 TE007 TE014
ASE041	DATA COLLECTION, SHARING AND INSIGHTS	Centralised data analysis	Identify pre-theft predictors (e.g. self disconnection, targeted advertising in areas of high theft)	TE011 TE016 TE007
ASE042	DATA COLLECTION, SHARING AND INSIGHTS	Data sharing between parties	Creation of REC appendix to include data sharing agreement	TE018 TE013 TE010
ASE043	DATA COLLECTION, SHARING AND INSIGHTS	Data sharing between parties	Schedule mods detailing obligations/ requirements	TE018 TE013 TE010
ASE044	DATA COLLECTION, SHARING AND INSIGHTS	Data sharing between parties	Assessment of associated risks	TE018 TE013 TE010

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Table 2. RECCo Epics

Epic No.	Epic	Epic Statement	Sub-Theme	ASE Actions
TE001	Raising Awareness of Energy Theft for Consumers	FOR: REC Parties, RECCo, Ofgem, BEIS, Consumer Bodies (e.g., Citizens Advice, Which etc.), Consumers WHO: Want to educate consumers on the presence of Energy Theft and the implications/safety risks associated OUR: Aim to provide information and assistance to the consumers IS/ARE: To ensure that consumers are well informed THAT: Consumers understand what Energy Theft involves and how they can actively assist in dealing with it. It is also to raise awareness of the safety risks associated with carrying out Energy Theft	Awareness	ASE001 ASE002 ASE003 ASE004 ASE005 ASE006 ASE007 ASE022
TE002	Raising General Awareness of Energy Theft Across Industry	FOR: REC Parties, RECCo, Ofgem, BEIS, Consumer Bodies (e.g., Citizens Advice, Which etc.), Consumers WHO: Want to inform the industry on the issues of Energy Theft and the implications associated OUR: Aim to openly share information and learnings across industry IS/ARE: To ensure that the industry is well informed THAT: Industry are engaged and actively looking to identify and reduce the amount of Energy Theft	Awareness	ASE011 ASE0132 ASE022 ASE028
TE004	Identification of Non-Industry Agencies to Collaborate with for Energy Theft	FOR: REC Parties, RECCo, Ofgem, BEIS, Consumer Bodies (e.g., Citizens Advice, Which etc.), Consumers, Non-Industry Agencies WHO: Want to identify what Non-Industry Agencies are most appropriately positioned to provide assistance with Energy Theft OUR: Ambition of working in a collaborative way IS/ARE: To ensure that the correct resources are mobilised and engaged THAT: Conversations relating to Energy Theft can be initiated with the relevant stakeholders	Awareness	ASE015 ASE016 ASE017 ASE018
TE005	Engage with Non-Industry Agencies for Energy Theft	FOR: REC Parties, RECCo, Ofgem, BEIS, Consumer Bodies (e.g., Citizens Advice, Which etc.), Consumers, Non-Industry Agencies WHO: Want better collaboration and for the energy industry to work more effectively with Non-Industry Agencies for dealing with Energy Theft OUR: Ambition of working in a collaborative way IS/ARE: To ensure engagements lead to the development of relationships	Awareness	ASE015 ASE016 ASE017 ASE018

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		across different stakeholders/agencies THAT: Energy Theft can be reduced by using the most effective techniques		
TE006	Review End to End Theft Process	FOR :RECCo, REC Code Manager, REC Parties and Stakeholders WHO: want to understand the industry processes and data flows that relate to causes OUR : development of (an) end-to-end process map(s) IS/ARE: way to engage with stakeholders and to evaluate and document the holistic view of energy theft and other causes of unrecorded energy consumption so THAT: responsibilities and obligations are clear and that any gaps in process, incentives or other obstacles to the accurate identification and reconciliation of all energy consumption can be identified and resolved	Incentive Schemes	ASE011 ASE0132 ASE020 ASE021 ASE024 ASE025 ASE026 ASE027 ASE033
TE007	Pilot Data Driven Detection Service	FOR: RECCo, REC Parties WHO: Want to trial a data driven theft detection system and learn OUR: Production data driven theft detection system IS/ARE: Incrementally built up THAT: The exposure to risk to wider industry is reduced	Data Driven Detection	ASE039 ASE040 ASE041
TE008	Integration of Tampering Alert Alarms Data into Theft Estimation Methodology Model	FOR: REC Parties, RECCo, BEIS, Ofgem, Consumers, Consumer Bodies (e.g., Citizens Advice, Which etc.) WHO: Want to improve the Theft Estimation methodology by incorporating data for Tampering Alert Alarms OUR: Ambition for providing a reliable figure for the financial impact of Energy Theft to the industry IS/ARE: To ensure that the Tampering Alert Alarms data is readily available and integrated into the Theft Estimation Methodology THAT: The industry can confidently gauge the impact of Energy Theft and therefore determine the appropriate level of action required	Data Driven Detection	

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TE009	Integration of Low Voltage Network Data into Theft Estimation Methodology Model	FOR: REC Parties, RECCo, BEIS, Ofgem, Consumers, Consumer Bodies (e.g., Citizens Advice, Which etc.) WHO: Want to improve the Theft Estimation methodology by incorporating data for Tampering Alert Alarms OUR: Ambition for providing a reliable figure for the financial impact of Energy Theft to the industry IS/ARE: To ensure that the Tampering Alert Alarms data is readily available and integrated into the Theft Estimation Methodology THAT: The industry can confidently gauge the impact of Energy Theft and therefore determine the appropriate level of action required	Data Driven Detection	ASE023
TE010	Implementation of Energy Theft Detection System	FOR: REC Parties, RECCo, Ofgem WHO: Want to implement an Energy Theft Detection System OUR: Aim of limiting the impact of Energy Theft on the industry IS/ARE: To ensure the successful implementation of an Energy Theft Detection System THAT: The impact of Energy Theft on the industry can be significantly reduced+D107	Data Driven Detection	ASE042 ASE043 ASE044
TE011	Obtain Smart Meter Data, relevant to Energy Theft	FOR: RECCo WHO: Want to utilize smart meter alerts that may indicate energy theft in the TEM model and test phase of any theft detection system OUR: TEM model and back test phase IS/ARE: Updated and provided with a strong data set THAT: There is an increase in the TEM accuracy and a strong test case to inform the business case for any theft detection system	Data Driven Detection	ASE023 ASE036 ASE037 ASE039 ASE041
TE013	Review data sources and create business case / approach for Theft Detection System	FOR: REC Parties, RECCo WHO: Want to create a business case for the development of an Energy Theft Detection System OUR: Aim of limiting the impact of Energy Theft on the industry IS/ARE: To develop a business case THAT: The potential of implementing an Energy Theft Detection System can be fully evaluated	Data Driven Detection	ASE038 ASE042 ASE043 ASE044

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TE014	Engagement with Industry for Data Driven Services for Energy Theft	FOR: REC Parties, RECCo, Ofgem, BEIS, Consumer Bodies (e.g., Citizens Advice, Which etc.), Consumers, Non-Industry Agencies WHO: Want to gauge the interest and support across industry for a more data driven service to detect scenarios of Energy Theft OUR: Aim of limiting the impact of Energy Theft on the industry IS/ARE: To provide improvements where necessary THAT: The services can assist in dealing with cases of Energy Theft by utilising data	Data Driven Detection	ASE023 ASE036 ASE037 ASE038 ASE040
TE016	Back testing of theft detection	FOR: RECCo, REC Parties WHO: Want to understand how accurate modern data driven detection methods can be OUR: Business cases IS/ARE: containing accurate back test results for theft detection THAT: Provides a strong basis for a trial of a theft detection system	Data Driven Detection	ASE036 ASE037 ASE039 ASE040 ASE041
TE017	Analysis of Current Theft Estimation Methodology	FOR: REC Parties, RECCo, BEIS, Ofgem, Service Providers, Energy Suppliers WHO: Want to identify areas where the Theft Estimation Methodology can improved and assumptions can be reduced/limited OUR: Ambition for providing a reliable figure for the financial impact of Energy Theft to the industry IS/ARE: To evaluate the current Theft Estimation Methodology THAT: The improvements can be made by removing the assumptions that originally had to be made	Data Driven Detection	
TE018	Solution Development for Energy Theft Data Portal	FOR: REC Code Manager, RECCo, Energy Suppliers, Network Parties WHO: want to develop a solution for an Energy Theft Data Portal which meets the industry needs/requirements OUR: Solution, the REC obligations and supporting guidance IS/ARE: Providing an efficient and user friendly platform and functionality THAT: Energy Theft Data Portal users are able to provide, access and use Energy Theft data to gain insight and reduce Energy Theft	Data Driven Detection	ASE013 ASE028 ASE029 ASE030 ASE031 ASE038 ASE042 ASE043 ASE044
TE020	Empowerment for Parties to Take Action on Energy Theft	FOR: REC Parties, Service Providers, Energy Suppliers WHO: Want industry parties to be more empowered and have knowledge to know what to do once a situation of Energy Theft has been identified	Enforcement	ASE024 ASE025 ASE026

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		OUR: Responsibility for minimsing Energy Theft IS/ARE: To provide Industry Parties with support/guidance through knowledge sharing and incentives THAT: Industry Parties are actively able to investigate and take action against Energy Theft		ASE027
TE021	Police Engagement and Partnership Feasibility	FOR: REC Code Manager, RECCo, Energy Suppliers, Network Parties and Police WHO: Want effective ways of REC Parties working with the police and acheiving successful prosecution of offenders where appropriate OUR: Feasibility study of potential operating models in partnership with the police IS/ARE: Able to inform the options of funding, operational scope, strucutre, proces, benefits and measures of success THAT: Will enable a nationally consistent, robust and proportionate police and prosecutorial response to Energy Theft Regardless of the Energy Suppler or Network Party	Enforcement	ASE019 ASE021 ASE029 ASE030 ASE031 ASE034
TE022	Improvement To Energy Incentive Scheme	FOR: REC Parties, RECCo WHO: Want to create incentives which are fair and provide value to the industry OUR: Responsibility for the Energy Theft Detection Incentive Scheme (ETDIS) IS/ARE: To have a simple, fair and effective scheme in place THAT: Rewards those who actively contribute to stop Energy Theft whilst also incentivising others to get involved	Incentive Schemes	ASE033
TE023	Re-establish Dedicated Theft Expert Group	FOR: REC Parties, RECCo, Industry Parties WHO: Want a dedicated team to take ownership of making improvements against Energy Theft and be a central point of contact for the industry OUR: Aim of limiting the extent of Energy Theft IS/ARE: To ensure any actions created (e.g., from Energy Theft ASE) are being progressed THAT: The necessary changes are being implemented and providing value to the industry	Industry Collaboration	ASE008 ASE009 ASE010 ASE013 ASE028

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TE024	Implement Energy Theft Stakeholder Forum	FOR: REC Parties, RECCo, Industry Parties WHO: Want a mechanism for informing industry about the progress that is being made by the Theft Expert Group and give an opportunity to discuss issues around Energy Theft OUR: Aim of providing transparency and working in a collaborative manner IS/ARE: To ensure a suitable environment is available THAT: Industry can be provided with details on what is being done to deal with Energy Theft	Industry Collaboration	ASE008 ASE009 ASE010 ASE013
TE025	NEW - Threat intelligence/Social Media monitoring Service	DRAFT FOR :RECCo, REC Parties WHO: want websites and social media applications monitored for intelligence gathering on the promotion of Energy Theft activity and misinformation OUR : review of options and business case to provide a monitoring and threat assessment service IS/ARE: able to identify and trial or implement effective monitoring and reporting tools THAT: enable the industry to be aware of current and emerging activity so that potential actions and guidance to counter threats can be considered and to inform the future development of RECCo's Theft Reduction Strategy	Enforcement	ASE019
TE026	NEW - Wider Incentives to Detect Energy Theft	To be created	Incentive Schemes	ASE032 ASE033 ASE034 ASE035
TECM1	Theft - REC provisions	FOR: For – all stakeholders WHO – want REC theft provisions to be efficient and effective OUR – REC systems and processes IS/ARE – reviewed and improved THAT – stakeholders are clear on their obligations and understand how to comply, and theft is reduced / managed according to specified goals	REC Provisions	ASE009 ASE011 ASE0132 ASE014 ASE020 ASE024 ASE025 ASE026

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				ASE027

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