Energy Theft Reduction Expert Group

Actions Log

Date Updated: 27 July 2023

Open Actions

Reference	Action	Owner	Target Date	Update
ETREG_02_01	Share information with RECCo via the technicalenquiries@recmanager.co.uk mailbox on the costs to complete energy theft investigations, to help in understanding the value of the Theft Detection Incentive Scheme relative to these costs.	ETREG Members	May 2023	Anonymous survey to be created. To be picked up in conjunction with TDIS review.
ETREG_03_04	Establish how long it took to set up the insurance scheme police unit and whether there are any lessons that can be learnt from this.	RECCo	August 2023	
ETREG_04_01	Add facilitating multiple suppliers working together to visit a premises suspected of theft in a synchronised manner (e.g. for gas and electricity theft) as a gap in the end to end process mapping.	REC Code Manager	July 2023	Passed to end to end project team.
ETREG_04_02	Add clarity on responsibilities for back billing of unregistered customers to the end to end process mapping.	REC Code Manager	July 2023	Passed to end to end project team.
ETREG_04_03	In the end to end process mapping, include a gap around customer top ups on illegitimately installed prepayment meters.	REC Code Manager	July 2023	Passed to end to end project team.
ETREG_04_04	Confirm what evidence exists to support the need for there to be an amnesty.	RECCo	August 2023	
ETREG_04_05	Share with RECCo additional details on face to face conferences promoted via social media that claim to help consumers to understand how they can receive 'free energy'.	ETREG Members	August 2023	

Closed Actions

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Reference	Action	Owner	Target Date	Update
ETREG_01_01	Include working with the police on the list of potential agenda topics for the June Forum. Areas for consideration include ensuring consistent engagement across police forces and provision of education (e.g. on actioning warrants associated with freeman on the land situations).	RECCo	June 2023	Added to forum agenda
ETREG_01_02	Include improving data collection and reporting to the list of potential agenda topics for the June Forum. Areas for consideration include improving the quality of information accessible from police, councils and similar; identifying different sources of data that could provide insight on theft; and discussing whether Suppliers should be submitting data on theft associated with crypto currency mining and cannabis cultivation.	RECCo	June 2023	Added to forum agenda
ETREG_01_04	Share suggestions on agenda topics for the June Theft Stakeholder Forum.	ETREG Members	May 2023	Closed
ETREG_02_02	Send any post meeting further suggested changes to the Theft Detection Incentive Scheme (TDIS) to technicalenquiries@recmanager.co.uk.	ETREG Members	May 2023	Closed
ETREG_02_03	Send any post meeting additional requirements for the Energy Theft Portal to technicalenquiries@recmanager.co.uk.	ETREG Members	May 2023	Closed
ETREG_02_04	Send any post meeting comments on settlement of identified energy theft under MHHS to technicalenquiries@recmanager.co.uk.	ETREG Members	May 2023	Closed
ETREG_02_05	Send any questions on how the Ofgem prepayment meter guidance applies in cases of theft to technicalenquiries@recmanager.co.uk, so that clarification can be sought from Ofgem ahead of the forum if required.	ETREG Members	May 2023	Closed
ETREG_02_06	Add pipeline theft; requests from police forces for payment; and Ofgem prepayment meter guidance to the forum agenda.	RECCo	June 2023	Closed
ETREG_02_08	Confirm if there is guidance available on finding information on the REC Portal.	REC Code Manager	May 2023	Closed
ETREG_03_07	Provide more details on the RECCo face to face workshops via email.	RECCo	June 2023	Closed - issued with the Headline Report
ETREG_01_03	Explore the potential to engage with water companies, particularly around the potential to identifying crypto currency related theft via water consumption.	RECCo	June 2023	Closed - added to RECCo Epic on engaging with external parties.

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ETREG_03_02	Document the DCC smart data items that are being sought, how the data would be stored and how it would be used for circulation to ETREG members.	Code Manager	June 2023	Closed
ETREG_03_03	REC Code Manger to engage with AC on the work his organisation has been doing on utilising smart alerts.	Code Manager	June 2023	Closed
ETREG_02_07	Email technicalenquiries@recmanager.co.uk with processes or documentation which could aid RECCo in mapping out end-to-end theft processes.	ETREG Members	May 2023	Closed
ETREG_03_01	Share an anonymous version of the TDIS performance dashboard with ETREG members.	Code Manager	June 2023	Closed
ETREG_03_05	Share any post meeting comments on the proposed dedicated police enforcement department to tackle energy theft via email to technicalenquiries@recmanager.co.uk.	Code Manager	June 2023	Closed
ETREG_03_06	Prepare one page plan of RECCo's planned activities around energy theft over the next 12 to 24 months for circulation to ETREG members.	RECCo	June 2023	Shared with meeting Headline Report

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