Energy Theft Reduction Expert Group
Meeting Minutes

Meeting	05
Date	30 August 2023
Location	Teams

Attendees	Organisation	Role
Alan Cookson	British Gas	Committee Member Alternate
Danielle Gibson	SSE Networks	Committee Member Alternate
David Mitchell	SGN	Committee Member Alternate
Jenna Smith	Cadent	Committee Member Alternate
Jordan Hills	SSE	Committee Member Alternate
Kayleigh Thompson	Eon	Committee Member
Lemka Blanka	UKPN	Committee Member Alternate
Lisa Warnock	SGN	Committee Member
Paul Hart	UKPN	Committee Member
Shamil Udayar	npower	Committee Member
Ann Perry	RECCo Ltd	RECCo Ltd
Jon Dixon	RECCo Ltd	RECCo Ltd
Lynne Fallon	RECCo Ltd	RECCo Ltd
Rebecca Lowe	RECCo Ltd	RECCo Ltd
Jason Salmon	REC Code Manager	REC Code Manager
Rosalind Timperley	REC Code Manager	Technical Secretary
Apologies		
Gareth Evans	ICOSS	Committee Member
Ben Clark	Utilita	Committee Member
Jane Edge	British Gas	Committee Member
Jessica Jarvis	Cadent	Committee Member
Aiyesha Andrade	RECCo Ltd	Chair

1. Welcome and Introductions

1.1. Attendees were welcomed to the fifth meeting of the Energy Theft Reduction Expert Group (ETREG).

1.2. The minutes of the previous meeting were approved.

2. Action Updates

2.1. The actions of the previous meeting were reviewed. Updates on all actions can be found in the Actions Log.

3. End to End Process Mapping Update

3.1. A summary was provided of the maps created under the Energy Theft End to End process mapping exercise. It was explained that the licence and code obligations placed on Parties have been documented against these maps, along with the gaps identified during the mapping process.

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3.2. It was highlighted that the mapping was developed with input from energy market participants. Two workshops were held, which were attended by over 50 individuals, to review and comment on the process maps. A subsequent session was also held with the vice chair of the UKRPA.

3.3. It was noted that some of the process steps in the maps are given at a relatively high level, with different organisations having different approaches towards carrying out these activities. For example, "select leads for desk investigation" and "carry out desktop analysis" can be approached differently by Parties.

3.4. It was noted that the gap analysis documented a series of known issues that have existed for a significant amount of time. These issues have been grouped into "Awareness/ Incentives", "Obligations/Responsibility" and "Monitoring/Reporting".

3.5. An ETREG member flagged that there is an opportunity to identify issues when a customer is given a new connection quote and doesn't go ahead with it. It was questioned whether, in such cases, there should be a check of what is happening on site? In response, it was noted that this is a good example of an area that has been identified as one which could potentially benefit from being strengthened.

3.6. It was explained that a detailed report has been produced which includes analysis of the gaps and over twenty recommendations. The recommendations include reviewing the incentive schemes; publication of best practice documentation to improve awareness; reviewing responsibilities around unregistered sites; making better use of existing data (such as Theft Detection Incentive Scheme data); and providing clarification of wording on existing regulation to remove ambiguity.

3.7. An action was taken to share the draft project report with ETREG Members for comment.

ACTION 05/01: Share the End to End Process Mapping Report with ETREG members.

3.8. In terms of next steps, RECCo will review the recommendations in the finalised report and determine how these align with its wider Theft Programme activities.

4. Theft Programme Updates

4.1. An update was provided on activities being delivered by RECCo under its Energy Theft Programme.

4.2. It was highlighted that RECCo is reviewing how it shares information with ETREG members on the Energy Theft Programme. Potentially, a dashboard will be shared with members at each monthly meeting.

Energy Theft Portal

4.3. With regards to the Energy Theft Portal, RECCo is engaging with a potential service provider to develop a portal. Subject to data availability, the aim is for the portal to go live in the Autumn. A further update will be provided at the September ETREG.

Social Media Monitoring

4.4. It was noted that a paper had been circulated prior to the meeting on social media monitoring search criteria. RECCo is planning to enter into a contract shortly to deliver this activity. The intent is to deliver the monitoring as a proof of concept over six months, to identify the value that can be derived from the activity. This will include, seeing what the technology is capable of in terms of monitoring but also seeing what the industry can do with the insight gained.

Energy Theft Police Unit

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4.5. It was explained that constructive discussions are being held with the City of London Police. There is an appetite within the force to do something in the area of energy theft. It was highlighted that there is an overlap with other areas, such as cannabis farming and people trafficking, which could give actionable evidence to feed into these areas.

4.6. RECCo's commitment this year is to assess the feasibility of a funding unit and develop the business case, with delivery potentially starting at the end of the next financial year.

4.7. In terms of lead times to set up a police force, RECCo will seek to prepare a proposed timeline and socialise this with ETREG members. It was noted that the insurance industry funded police unit referenced in previous ETREG meetings would have been established over several years.

4.8. It was observed that the recent Government direction to police forces to pursue all reasonable lines of enquiry could help make it easier to get traction with police with regards to energy theft.

5. Secure Exchange of Information on Energy Theft

5.1. It was explained that there is currently a review of the Secure Data Exchange Portal (SDEP) underway. At the moment, the SDEP can be used to share energy theft related information about customers in a secure way using the General Contract manager query type. One area under consideration within the review is the addition of a new SDEP process type of "Energy Theft".

5.2. It was highlighted that there are a number of potential benefits of adding a Theft process type to SDEP, including:

- It would raise the visibility of SDEP as an option for sharing customer information on theft between REC parties;
- It would enable there to be monitoring of how often information on theft is shared between parties; and
- It can be used to share photographic evidence of theft using the attachment feature of SDEP. For example, if a Distributor is asked to make a site safe by the police, they could pass the photographic evidence of the theft on to the relevant Supplier. It was cautioned that, currently attachments cease to be accessible 60 days after an SDEP communication was last accessed and they fall into the 'deleted' status (though the communication itself can still be viewed, just not the attachment).

5.3. A whiteboard was used to gather ETREG members' feedback on the proposal to add Energy Theft as a process type to the SDEP. The populated whiteboard is provided as Appendix A. Points put forward via the whiteboard included:

- There would be benefit in having a secure communication method for market participants to share information about energy theft;
- There were mixed views as to whether the SDEP would be the preferred mechanism, over the future energy theft portal; and
- Any mechanism should be easy to use, with clearly documented processes and guidance.

5.4. In response to a query, an action was taken for it to be confirmed which gas industry organisational types have access to the SDEP.

ACTION 05/02: Confirm which gas industry organisations have access to the SDEP.

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5.5. It was also questioned whether photographs uploaded to the SDEP can be downloaded from the system, so that they can be used, for instances as evidence for warrants. An action was taken to confirm this.

ACTION 05/03: Confirm if attachments, such as photographs, uploaded to the SDEP can be downloaded.

5.6. It was cautioned that if mandatory processes were introduced regarding use of a secure communication mechanism for theft communications, then the impact on party resources to deliver these requirements would need to be considered.

6. Forward Agenda

6.1. Proposed topics for future meetings of the ETREG were displayed on screen and attendees were invited to suggest topics for future ETREG meetings.

7. AOB

7.1. Attendees were asked if they had any other business. In response, additional terms which could be utilised as part of the social media scanning were suggested.

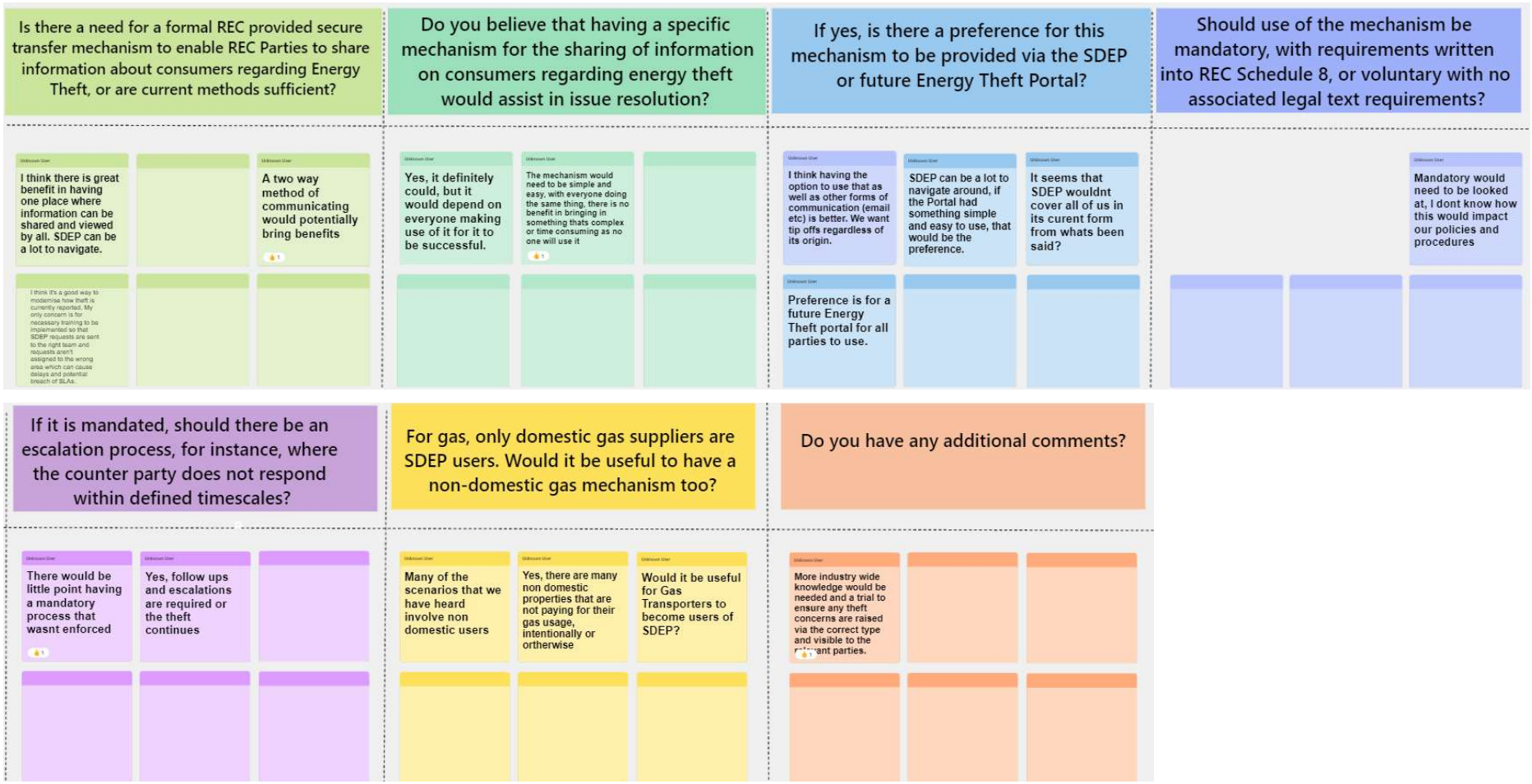
7.2. It was highlighted that as part of the social media scanning, there is potential to monitor specific posters who are known for posting about energy theft. This could, for example, highlight new terms being used to describe energy theft on social media. Attendees were invited to share their thoughts on this. No comments were received.

7.3. An ETREG member asked if there is a list of REC acronyms available. An action was taken to share this with ETREG members.

ACTION 05/04: share a list of REC acronyms with ETREG members.

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Appendix A – SDEP Whiteboard



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