Energy Theft Reduction Expert Group

25 October 2023

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Welcome and Introductions

Aiyesha Andrade

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Minutes of the Previous Meeting

The ETREG is invited to approve the minutes of the previous meeting.

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Action Updates

Jason Salmon

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ETREG Action Updates

Reference	Action	Owner	Target Date	Update
ETREG_06_01	Share if aware of a data set that can be used to identify the volume of non-domestic sites with domestic customers.	ETREG Members	October 2023	Allowing additional time for members to provide updates
ETREG_06_02	Provide feedback on the Theft Monitoring Intelligence Reporting	ETREG Members	October 2023	On agenda
ETREG_06_03	Share views on how the Theft Monitoring Intelligence Reporting should be shared with industry.	ETREG Members	October 2023	Discussed during agenda item

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Forum Action Updates

Reference	Action	Owner	Target Date	Update
Forum_01_03	RECCo to ensure that up to date information is available on the energy theft epics on the RECCo website.	RECCo	August 2023	RECCo is reviewing the data made available via the REC Portal
Forum_01_06	Share the questions that advice has been sought on around gaps in legislation.	Patrick Holdaway	September 2023	Patrick is seeking further clarification

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Non-technical losses

Innovation Funding Project

Michelle Simpson
October 2023

The Challenge



- Non-technical losses present a significant economic impact to all DNOs and consumers

- Non-technical losses can occur due to metering faults, theft from line/feeder tapping or hardware tampering before the meter in the LV network or after the meter within the premise boundary.

- Under Licence Condition 49, a DNO must take reasonable steps to identify and address unregistered sites

- The DNO is collecting LV monitoring data and there is a potential to develop insights from this data set

- The DNO has identified using Ofgem's theft figures of 2012 that there could be up to £40m pa of electricity theft within their region

- The DNO is developing an innovation project proposal with the case being based on vulnerability

2: The analysis proposal

Compare ElectraLink's unique and existing MPAN-level electricity consumption data with LV monitoring data to undertake detailed analytics to develop a deeper understanding of non-technical losses that will support the identification of theft and/or potential LV network issues at a premise level.

C. 2500 to 3000 feeders 50 to 100k properties

- Phased approach:

Phase 1	Phase 2	Phase 3
• Analysis 2022/23 data • Develop & test outputs / insights /analytics	Field investigations and output Improve process, analytics and dashboard Identify & include additional theft data	Digitalised process Automatic input of LV data (API) Finalised analytics & dashboard



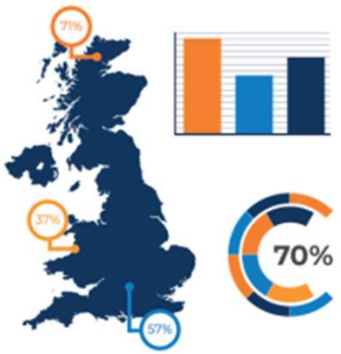




The Analysis outcomes



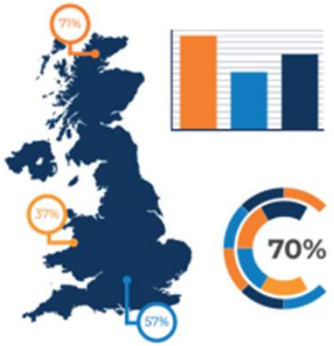
- MPAN-level consumption aggregated per feeder, based on aggregated Half Hourly (HH) data for I&C MPANs and profiled Non-Half Hourly (NHH) meter advances for SME/Domestic MPANs
- A comparison of LV monitoring data per feeder
- Identified patterns and trends per feeder and comparisons across the LV network
- Identified significant sustained step change difference or inconsistences at a feeder level
- Identify any potentially anomalous MPANs based on consumption-level changes and data gaps that require further investigations
- Profiles of theft or other issues in the region that can be used to develop the develop a probabilistic non-technical losses cause detection approach





4: Application Scope

- The application scope incudes:
  - Analytics exercise
  - Reviewing the analysis and selecting areas to target
  - Feeder metering anomalies
  - Field inspection to identify 'theft in conveyance' – overhead lines, lamp posts, tapping into joints etc
  - Unregistered site identification
  - Meter inspections within the premise boundary (note under Rights of Entry Act, DNOs can enter to inspect however DNO requests that Suppliers should undertake these)
  - Make safe of meters
  - Associated administration including recovery of unpaid electricity charges





Options For Discussion.....



- Rely on voluntary supplier co-operation
- DN cover costs as part of innovation funded trial
- DN cover costs from own revenue
- Insert targeted obligation to cooperate into code (or licence)
- RECCo cover suppliers costs as part of Theft Reduction Strategy
- Allow costs of investigations as part of trial to be recovered through TDIS by treating them as confirmed thefts irrespective of result
- DN funds however offsets cost via Supplier TDIS recovery mechanism – confirmed thefts only
- Extend TDIS to include DN identified thefts

ElectraLink

Contact Details

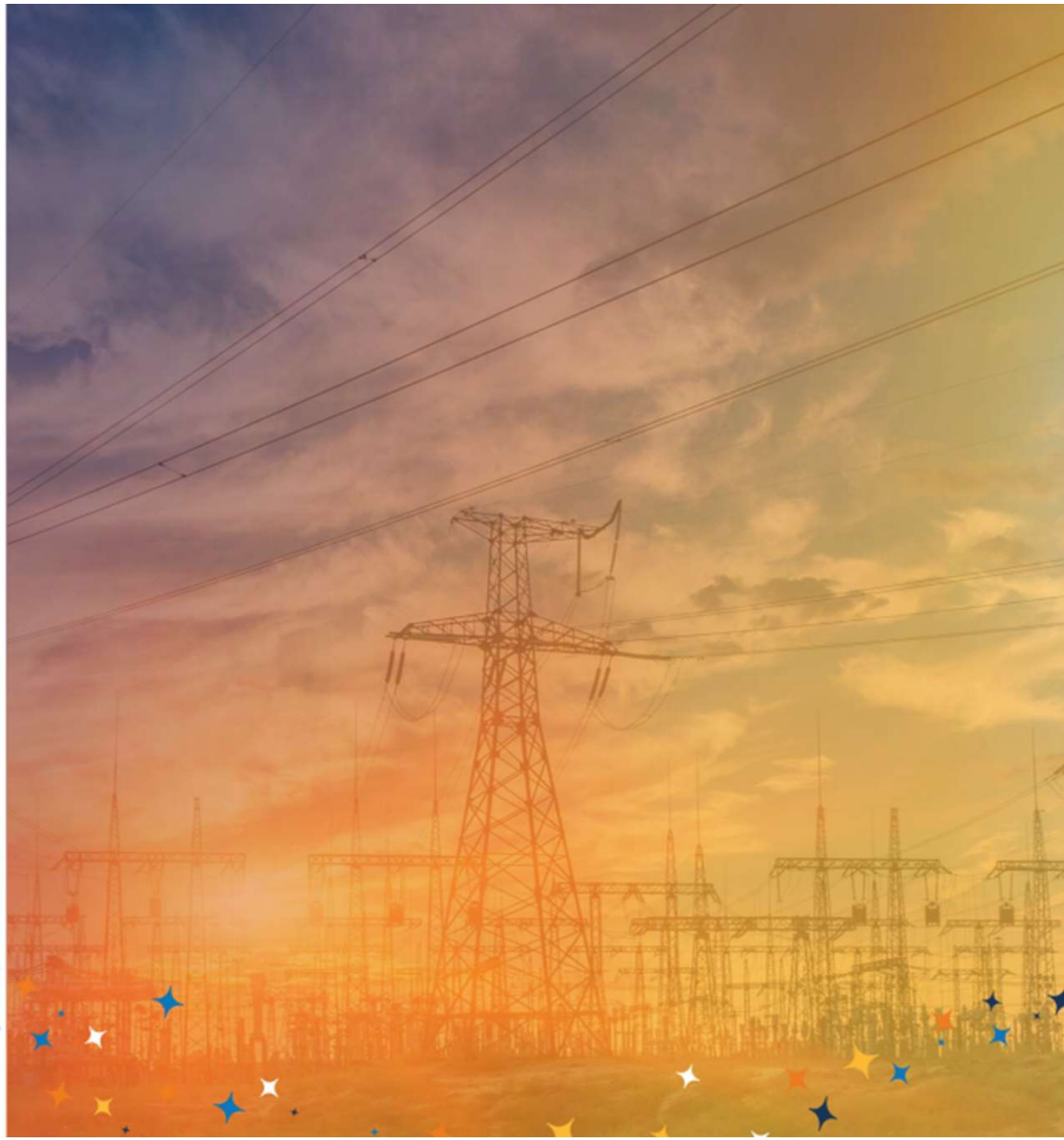
Michelle Simpson

Michelle.simpson@electralink.co.uk

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UKAS MANAGEMENT SYSTEMS 001

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TMS – Theft Monitoring Service

Alessandro Scarlatti & Philip Hawkes

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Theft Marketing Service Provider Update

Aiyesha Andrade

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Reason for procurement

1. RECCo inherited responsibility for the provision of the Energy Theft Tip Off Service (ETTOS) in 2021, from previous governance bodies.

2. The ETTOS is provided by Crimestoppers, who currently operate the Stay Energy Safe brand and sub-contract the management of the marketing arrangements to a third party.

3. RECCo wish to build on the success of the ETTOS and Stay Energy Safe brand and take a more active role in the development of the brand and future campaigns, working collaboratively with Crimestoppers and the marketing agency..

4. The current agreement for the provision of marketing services is due for review. RECCo are committed to competitive procurement, wherever possible, to test the capabilities of the market and deliver value for money.

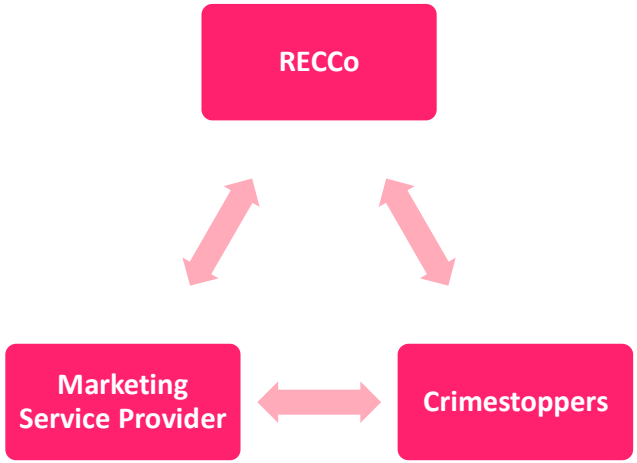
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Transition to new model

Current arrangements



New arrangements 1st April 2024



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November Theft Forum

Jason Salmon

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November Forum: Invitations

- Invitations to the November Energy Theft Forum have been issued.
- The invitation invited attendees to but forward topics for the agenda, with a deadline of 31 October.
- The agenda will be refined based on suggestions received.

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Draft Agenda: November Forum

No.	Agenda Item	Approach
1	Welcome and Introductions	
	Part 1 – Resources for Use by Industry	
2	Stay Energy Safe Partner Material	Presentation on the partner material available on the Stay Energy Safe website
3	Energy Theft Portal	Presentation from DeterTech on the theft portal
4	End to End Process Maps	Presentation from the REC Code Manager presenting the process maps and promoting their use, plus outlining key findings from the maps. RECCo to present response to key findings.
5	Energy Theft Reduction Hub	Making attendees aware of how to access it, with poll on what additional resources attendees would value being added to the hub.
	Q&A Session 1	
	Part 2 – RECCo Updates	
6	RECCo Theft Programme Update	Presentation from RECCo on programme activities
7	Theft Intelligence Reporting	Presentation on key trends identified from the monitoring
8	Online Safety Bill	Presentation followed by questions to attendees on whether they feel the bill provides opportunity to have posts taken down.
9	Theft Awareness Project	Overview of the Theft Awareness Project activities

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Draft Agenda: November Forum

No.	Agenda Item	Approach
		Part 3 – Data Focus Continued
10	The Use of Smart Meters in Tackling Energy Theft	Presentation from DCC
11	Energy Theft Police Force Proposed Operating Model	RECCo Presentation, with attendees invited to share what information they feel should be made available to the force.
12	Theft Detection Incentive Scheme (TDIS)	Code Manager Presentation
		Q&A Session 2
		Part 4 – Share Your Insight
13	Attendee sharing session	Interactive session inviting attendees to share their best practice and successes, and share their challenges so that they can seek guidance from attendees
		Close

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Forum Topics

- Do you have a theft related topic you would like to share with forum attendees (e.g. awareness campaigns you are running for your customers; new approaches to theft detection you are trialing; new and emerging types of theft you are encountering; or areas you feel should be considered for inclusion in the RECCo Theft Reduction Strategy)?

- Do you have any energy theft related questions or challenges that you would like to seek the guidance of forum attendees on?

- Is there a specific topic you would like to hear about from RECCo, Crimestoppers, the police or other organisation involved in energy theft?

The ETREG is invited to confirm if it would like additional items added to the agenda by 31 October

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Forward agenda

All

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Forward Agenda

November

No ETREG – replaced with Forum

December

- November forum outputs
- *SMM update
(subject to progress)
- Draft TTM
- Energy Theft
Reduction Programme Update
- Theft Portal Feedback Session

January

- Forward Work Plan 2024/25

February

March

We welcome suggestions for further forward agenda items

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AOB

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Making ETREG a REC Committe

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December Meeting Arrangements

- 16 attendees have confirmed they will be attending the December meeting in person
- A meeting room has been booked at The Office Group, Kings Cross at 10am on 12 December. Address details are included in the invite
- Dial in details will be provided for those who cannot attend in person
- A meal will be booked for after the meeting
- If you have any dietary requirements please notify technicalenquiries@recmanager.co.uk

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