Energy Theft Reduction Expert Group

Actions Log

Date Updated: 2 April 2024

Open Actions

Reference	Action	Owner	Target Date	Update
ETREG_08_01	Consider the new SME definitions being developed by DESNZ and assess the feasibility of identifying such consumers within REC systems, to better facilitate REC Parties discharging applicable licence obligations.	RECCo	Feb 2024	On-going
ETREG_08_04	Work with RECCo on establishing what types of marketing content Distributors and Transporters would find valuable to promote reporting of network theft.	ETTOS Service Provider	Jan 2024	Engagement underway
ETREG_09_05	Organise face-to-face meetings with a morning start for the March, June, September and December ETREG meetings.	Technical Secretary	Feb 2024	
ETREG_10_02	Put forward additional suggestions for improvements to the TDIS scheme, for consideration by the TDIS Issues Group.	ETREG Members	Mar 2024	
ETREG_10_03	Provide feedback on receiving information from the Theft Monitoring Service.	ETREG Members	Mar 2024	
ETREG_11_01	ElectraLink to provide an update on its Network Trial at the July meeting of the ETREG.	ElectraLink	July 2024	
ETREG_11_02	Consider engaging with meter manufacturers on preventing energy theft.	RECCo	May 2024	
ETREG_11_03	Share the theft amnesty proposal with people in your businesses (including decision makers) and gather their input to ensure that their feedback, including any prerequisite things that have to happen before an amnesty, can be built into the next version of the theft amnesty proposal.	ETREG Members	Apr 2024	

Copyright © 2023 Retail Energy Code Company

ETREG_11_04	Share examples of online articles that have been published as a result of the Network Engagement Service.	ETTOS Service Provider	Apr 2024	
ETREG_11_05	Confirm how many police unit staff would be funded by the £1m a year cost of the police partnership proposal.	RECCo	Apr 2024	

Closed Actions

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

Copyright © 2023 Retail Energy Code Company

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.
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
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_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	Set up would have been over several years. Lessons to be considered during discussions with City of London Police.

Copyright © 2023 Retail Energy Code Company

ETREG_04_04	Confirm what evidence exists to support the need for there to be an amnesty.	RECCo	August 2023	To be progressed as part of the theft amnesty epic
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
ETREG_05_01	Share the End to End Process mapping report with ETREG members for comment.	REC Code Manager	September 2023	Closed
ETREG_05_02	Confirm which gas industry organisations have access to the SDEP.	REC Code Manager	September 2023	Closed – only Gas Suppliers have SDEP access, not Transporters
ETREG_05_03	Confirm whether attachments uploaded to the Secure Data Exchange Portal (SDEP), such as photographs, can be downloaded from the system.	REC Code Manager	September 2023	Closed – attachments can be downloaded
ETREG_05_04	Share a list of REC acronyms with ETREG members.	REC Code Manager	September 2023	Closed
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	Closed – survey included as part of TDIS Options paper
ETREG_06_02	Provide feedback on the Theft Monitoring Intelligence Reporting	ETREG Members	October 2023	Closed - Feedback provided with the presenter asking members to share any additional feedback directly via email and on an ongoing basis.
ETREG_06_03	Share views on how the Theft Monitoring Intelligence Reporting should be shared with industry.	ETREG Members	October 2023	Closed - Feedback provided with the presenter asking members to share any additional feedback directly via email and on an ongoing basis.
ETREG_06_01	Share if they are aware of a data set that can be used to identify the volume of non-domestic sites with domestic customers.	ETREG Members	October 2023	Closed

Copyright © 2023 Retail Energy Code Company

ETREG_07_01	ETREG members to share any additional feedback or comments relating to the Electralink non-technical losses trial directly with Electralink via michelle.simpson@electralink.co.uk	ETREG Members	November 2023	Closed
ETREG_07_03	ETREG members to share feedback and comments on the Theft Monitoring Intelligence Reporting to Gemserv via alessandro.scarlatti@gemserv.com	ETREG members	November 2023	
ETREG_07_04	RECCo to issue a survey to gain feedback on the ETREG and energy theft forum to understand what is working well and what could be improved.	RECCo	November 2023	
ETREG_08_03	Confirm how a report of somebody not paying their energy bill for several years would be treated (would ETTOS pass this for investigation, or assume that customer is running up debt and sign post the caller elsewhere)?	ETTOS Service Provider	Jan 2023	It has been confirmed that this would be passed for investigation
ETREG_08_05	Make the personas report available via the REC Energy Theft Reduction Hub.	RECCo	Jan 2023	
ETREG_08_06	Share further suggestions of organisations that could be engaged with to promote awareness of commercial energy theft.	ETREG Members	Jan 2023	
ETREG_07_02	Electralink to present the proposed process for the theft investigations as part of the trial to ETREG members via the meeting	Electralink	Mar 2024	
ETREG_08_02	Investigate the UNC theft detection reasonable endeavours scheme and the potential to revamp it.	RECCo	Feb 2024	To be picked up as part of wider incentives activity
ETREG_08_07	Establish if updates can be issued each time the Energy Theft Reduction Hub is updated.	RECCo	Jan 2024	
ETREG_09_01	provide feedback on the proposal to add a theft best endeavours scheme under REC.	ETREG Members	Feb 2024	
ETREG_09_02	In regard to incorrect rejection of Scottish warrants, ETREG members to flag if they have experienced this, so that this information can be collated. In addition, put forward suggestions as to how the issue could be addressed.	ETREG Members	Feb 2024	
ETREG_09_03	In regards to where ETREG members would like to see movement in 2024 on energy theft, review the Miro board and add comments and feedback	ETREG Members	Feb 2024	
ETREG_09_04	In regard to a theft amnesty trial, ETREG members to use the Miro board to share what questions would need to be answered in order for their organisation to fully understand how the amnesty would work in practice.	ETREG Members	Feb 2024	
ETREG_09_06	In regard to the next Energy Theft Forum, ETREG members to use the Miro board to share suggested agenda topics.	ETREG Members	Feb 2024	

Copyright © 2023 Retail Energy Code Company