Energy Theft Reduction Expert Group

Headline Report

Meeting 13 (29 May 2024)

This Headline Report provides an overview of the discussion points of the Energy Theft Reduction Expert Group (ETREG) at its meeting on 29 May 2024.

- **Approach to TIG Referred Items:** it was explained that at its 24 April 2024 meeting, the Theft Issues Group (TIG) had discussed whether the REC Unbilled Energy Code of Practice is in need of review, noting the last review was pre-REC. The group referred this to the ETREG for its consideration. The ETREG were invited to complete a series of poll questions on the scope and approach to reviewing the document, including their views on which areas of best practice need the most focus. The information shared by the ETREG will be used to define the approach to reviewing the Code of Practice.
- **Police Strategic Outline Case Update:** an update was shared on the Police Strategic Outline Case developed by RECCo. It was explained that the outline case document is at a high level, with the intent being to check if industry is supportive of the proposal initially. Subject to there being support, the next stage would be to develop an outline business case which goes into more detail. If there is support for that outline business case, then a final detailed business case would be developed. ETREG members were encouraged to use the online form provided within the outline case document to share their feedback on the proposal.
- **Energy Theft Forum Agenda:** the proposed agenda for the June Energy Theft Forum was shared on screen. ETREG members were asked to if they had any successes or challenges that they would like to share with the forum. In response, there was a discussion on whether there is a feel within the industry as to if there are enough trained personnel to deliver an increased level of theft detection activities. It was noted that from a forum perspective, attendees could be invited to comment on the skills and availability of staff.
- **Energy Theft Profile Hypothesis Generation:** ETREG Members were invited to share their thoughts on how energy theft activities may impact on consumption patterns and behaviours, so that hypotheses can be generated as to theft indicators that might be identifiable within smart meter data. In response, points noted included that businesses that have a switch that by-passed the meter may be more likely to use it during their most busy periods (e.g. weekends); and those that are tampering their gas meter may be less weather sensitive in their consumption, opening their window rather than turning the heating off.
- **AOB:** the following items of AOB were raised:
  - It was highlighted that the responses to the survey on the Police Partnership Strategic Outline Case will be shared with ETREG members via email.
  - It was flagged that the Police Partnership Strategic Outline Case includes requirement for a Referral Assessment Service formed of industry expertise. The role of this group would be to support industry in helping itself, as far as possible, to resolve the cases that are not expected to go to the police unit and triaging what is referred to the unit. ETREG members we asked to contact RECCo if they would be interested in joining a series of workshops to refine the approach to delivering the Referral Assessment Service.
  - It was explained that RECCo is exploring how to replace TRAS with something that is set up for success based on data such as smart meter alerts. The intent is to take steps towards creation of an analytical system, if there is industry support for this.
  - It was highlighted that for Suppliers' Annual Performance Assurance Rating, one of the factors that feeds into the rating is the Theft Detection Incentive Scheme (TDIS) performance for those parties with a TDIS target. The broad principle is that if the Supplier is hitting 60% or above of their target then their annual rating is not affected. Below 60% there is an increasing scale of impact, with the lower the performance the greater the impact on the score.

The next meeting of the group is to be scheduled for early September, with the date to be confirmed.

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