Energy Theft Forum

Headline Report

Forum 04 (4 December 2024)

This Headline Report provides an overview of the discussion topics at the RECCo Energy Theft Forum held on 4 December 2024.

- **Ofgem Update:** a presentation was given on Ofgem's activities around energy theft, noting that:
  - An open letter was issued to Suppliers in December 2023 highlighting their obligations in relation to energy theft;
  - Ofgem has been raising awareness of the dangers of energy theft in the media; and
  - A Request for Information (RFI) was issued seeking industry insight on the challenges they face.

  A summary of responses to the RFI was then provided, with points raised covering smart meter alerts; training and resource; and challenges experienced by respondents. Attendees were invited to share their views on a number of questions via whiteboard, including what key change they would like to see in the approach to energy theft and what emerging trends they foresee in the next 5 to 10 years.

- **Energy Theft Tip-Off Service (ETTOS):** Crimestoppers provided an update on the ETTOS service, covering the following topics:
  - **Time Critical:** An overview was given of the process for dealing with time critical information (such as where the meter is sparking), noting that the DNO or gas emergency number will be called immediately, then the full energy theft report will be sent to the relevant supplier as normal.
  - **Disclosure:** the importance of adhering to the requirements around disclosure of tip-off was stressed, noting that ETTOS reports, their contents, and their source (Crimestoppers or Stay Energy Safe) should never be shared with anyone that is not involved in the identification of energy theft and should never be shared with customers or members of the public.
  - **Two-Way:** an overview was given of the new Two-Way feature on the Stay Energy Safe site that enables informants to be confidentially contacted.

- **Theft Issues Group:** an update was given on the activities of the Theft Issues Group, noting that the following REC Change Proposals and Issues are currently under the consideration of the group:
  - **R0163** - Theft Detection Incentive Scheme (TDIS) Reporting Periods: currently out for Consultation, closing on 18 December.
  - **R0173** - Improvements to the Theft Detection Incentive Scheme (TDIS): approved by Change Panel and will be issued to the Authority for final determination.
  - **I0174** - Mandating Energy Theft Tip-Off Service (ETTOS) Follow Up: currently on hold awaiting on the outcome of R0173.
  - **I0175** - Introducing a Reasonable Endeavours Scheme within the REC: currently in Assessment.
  - **I0176** - Creation of an Energy Theft Detection and Resolution Body: currently in Assessment.
  - **I0187** - Schedule 8 Review and Best Practice Guidance Development Scope: currently within the Definition phase.
  - **I0212** - Protecting Crimestoppers and their Contacts: currently in Assessment.
  - **I0225** - Clarification on TDIS portfolio transfers on sale: currently in Assessment.

- **Secure Data Exchange Portal (SDEP) Update:** It was noted that R0121 (SDEP Review Improvements – Process Types) was implemented in August 2024, adding new process types to the SDEP including two associated with energy theft. Attendees were invited to share their feedback.

- **Police Partnership:** An overview was given on RECCo's Outline Business Case to establish a funded police unit delivered through City of London Police (which has GB wide coverage), with an accompanying Referral Assessment Service team set up within RECCo to support the industry in

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optimising the referrals to the police force. Attendees were encouraged to share their feedback by 6 December 2024 (please visit the RECCo website for details on how to respond).

- **Theft Learning Space:** It was explained that RECCo is exploring the idea of developing a theft learning space to provide material to support the energy industry. Attendees were invited to share their views on what content they would value via a series of polls.
- **Theft Data Portal:** An overview was given of the Theft Data Portal, which RECCo has worked with DeterTech to deliver, noting that the portal currently contains TDIS, ETTOS and pay site data. Addition of other data sets is also being explored. It was highlighted that access has been granted to a number of parties to trial the site, and if anyone else would like to request access they can do so by emailing Theft@retailenergycode.co.uk.
- **Theft Detection Incentive Scheme (TDIS):** An update was provided on the TDIS, including sharing the confirmed theft volumes for 2023/24 and interim results for 2024/25. It was highlighted that, similar to last year, a derogation will be sought to enable adjustments to be made to domestic/non-domestic pots due to known issues with the Domestic Premises Indicator (DPI). An overview of the impacts of R0173 (Improvements to the Theft Detection Incentive Scheme) was provided and it was also noted that analysis is underway which will feed into proposed updates to the Theft Target Methodology.
- **REC Portal User Experience:** a demo was provided of user experience updates to the REC Portal, focusing on Theft related material on the site.
- **Successes and Challenges:** Attendees were invited to share their successes and challenges regarding energy theft.

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