Energy Theft Forum

Headline Report

Forum 03 (27 June 2024)

This Headline Report provides an overview of the discussion topics at the RECCo Energy Theft Forum held on 27 June 2024.

- **ETTOS Marketing Plan:** an overview was given of the Energy Theft Tip-Off Service (ETTOS) Stay Energy Safe marketing plan, with the highlights of 2023/24 shared, along with the plans for 2024/25. In terms of the plan for the next six months, it was noted that there will be:
    - A creative refresh, along with new channels, audience targeting;
    - A drive for quality backlinks and brand mentions within the digital PR initiatives;
    - Roll out of an upgrade to the website; and
    - New initiatives including a Bing test, community targeting and influencer promotion.

The longer-term marketing objective is to make energy theft socially unacceptable.

- **Energy Theft Calculators:** potential options for improvements to the theft calculators were shared with attendees, with a poll used to gather views on priority. The top ranked improvement was the addition of EVs, followed by heat pumps. Attendees were invited to put forward additional suggestions, with items raised including the addition of new business types for gyms, care homes and schools, nurseries and universities. It was noted that the calculators are available on the REC Portal, in the Information and Guidance section of the Energy Theft Reduction Hub.

- **Theft Issues Group:** it was explained that the Theft Issues Group has been formed to develop solutions to resolve theft issues which may form Change Proposals and alterations to the REC. The issues under consideration by the group are as follows:

    - I0172 – Improvements to the Theft Detection Incentive Scheme (TDIS)
    - I0174 – Mandating ETTOS follow up
    - I0XXX – Schedule 8 Review and Best Practice Guidance development
    - I0175 – Introducing a Reasonable Endeavours Scheme within the REC
    - I0176 – Creation of an Energy Theft Detection and Resolution Body.

It was highlighted that the group is an open one, and if any theft experts would like to join they can approach their Operational Account Manager (OAM).

- **SDEP Theft Related Changes:** In regard to the Secure Data Exchange Portal (SDEP) it was highlighted that REC Change Proposal R0121 (SDEP Review Improvements – Process Types) has approved new uses cases for theft within the SDEP system, facilitating the secure sharing of data on energy theft between REC Parties. The CP will be implemented on 23 August 2024. It was noted that at present Gas Networks do not have access to the SDEP, R0162 has been raised to facilitate access, with the progression timescales yet to be confirmed due to impact of the MHHS change freeze.
- **Police Partnership:** It was explained that as part of its Energy Theft Reduction Strategy, RECCo is considering the potential to enter into a partnership with the City of London Police (which has GB wide coverage). The partnership would seek to emulate successful collaborations in insurance, intellectual property, and banking industries and would harness law enforcement expertise and resources to tackle energy theft, giving energy companies a new tool in its kit to support efforts in this area. A consultation on the strategic outline case closed on 14 June (although additional comments are still welcome). Based on the level of support received to date, RECCo is now developing the Outline Business Case, and aim to invite views on that in September.

- **Data Sharing and Analysis:** It was explained that RECCo has initiated a project to look at unlocking smart meter data for theft insight, noting that part of the business case for the smart meter rollout

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was the richness of data and the analytics that could be driven from this. In addition, work is underway with a company called DeterTech to bring in analytics from other sources too. The intention is to analyse data sources and the potential leads that can be derived to feed into a decision on a replacement of a central theft analytics and lead generation service (previously delivered as the Theft Risk Assessment Service). The next step is the creation of a strategic outline case, which is targeted for July and will give much more detail on RECCo's activities in this area.

- **Energy Theft Reduction Hub:** An overview was provided of the Energy Theft Reduction Hub, which sits on the REC Portal, noting that the hub includes information and guidance, news and events and details on parties' energy theft reduction obligations. Attendees were invited to share their feedback on the hub, via a series of polls and open questions. Responses from attendees indicated that a majority were not aware of all of the information and guidance available on the hub. RECCo took an action to review promotion of the hub.
- **Successes and Challenges:** Attendees were invited to share their successes and challenges regarding energy theft, with points raised including:
    - A concern was raised that as warrant applications associated with debt ramp up, the available slots at Scottish courts for shorter notice theft warrants may become an issue.
    - Another attendee noted that within English courts, applications are taking between 30 minutes to two hours depending on the magistrate and the level of detail they require.
    - One attendee noted that resourcing is their largest challenge, which limits how proactive they can be.

Attendees were invited to send topics for the next forum to TechnicalEnquiries@recmanager.co.uk.

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