RETAIL ENERGY CODE

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I0265 WORKING GROUP
MEETING MINUTES

MEETING	**I0265WG_0218**
DATE	**18 February 2026, 14:00**
LOCATION	**On Teams**

Presenter	Representing	Initials	Role
Francine Peyroux-Sissoko	REC Code Manager	FP	Chair
Aiyesha Andrade	Retail Energy Code Company	AA	Senior Service Delivery Manager
Rebecca Lowe	Retail Energy Code Company	RL	Subject Matter Expert

Full attendee list available upon request.

1 WELCOME AND INTRODUCTIONS

The Chair welcomed attendees to the second I0265 Working Group (WG) meeting. The Chair invited any additional items of business for consideration during the meeting. No items were raised by attendees.

2 REVIEW MINUTES AND ACTIONS OF PREVIOUS MEETING

The Chair reminded attendees of housekeeping rules before starting the meeting. The Chair noted a small amendment in the attendee list of the minutes of the previous WG meeting which has been shared with attendees. No other changes were raised.

Following I0265WG_0119_A01, the Chair suggested that the next WG session focuses on I&C cases. Attendees were reminded that the Theft Issues Group (TIG) was now integrated into the Change Issues Group (CHIG) with any theft issues discussed in this meeting instead. Therefore, the date of 25th March 2026 was now available and could be used for a WG session. Attendees agreed with the date and time of the third WG session.

I0265WG_0218_D01: Working Group attendees agreed for the third Working Group session to take place on 25 March 2026 from 10:00am to 12:30pm and to focus on I&C cases.

3 REC THEFT CALCULATORS' DISCUSSION

The Chair emphasized that an open dialogue was needed to find and develop a robust tool that supports best practices and a consistent approach to assess energy losses in the industry. Slido was used anonymously to encourage discussion. The Chair briefly reminded WG attendees of activities to date regarding I0265 and the identified barriers to the use of the REC Theft Calculators. The Chair asked attendees whether they had thought of additional barriers since the last WG that can be shared in this session. No one raised any new barriers at this stage.

The Chair then moved onto the discussion about how to future proof the calculator, and highlighted that views and experiences of both, but not limited to, Energy Suppliers and Network Parties were welcome.

3.1 KEEPING THE CALCULATORS UP TO DATE

Attendees provided suggestions to ensure the REC Theft Calculators are kept up to date with new equipment and emerging technologies. Most respondents believed that a streamlined channel via a section of the REC portal for instance would be useful to provide real life time feedback on a cyclical basis, whenever new equipment or emerging technologies have been noticed, as well as to have a catalogue of what data inputs are used, what feeds into the calculator and where that data comes from. This could be done in conjunction with yearly feedback, in the form of surveys or workshops, where relevant Parties could provide input. RECCo mentioned the annual review that used to take place with Energy Savings Trust who held workshops and believed that tightening Parties' cyclical reviews to these could work well. Parties who would have questions about the calculator should use a Frequently Asked Questions (FAQ) page to avoid sending invalid feedback. Attendees were invited to talk about supporting guidance documents during the dedicated section at the end of the meeting.

3.2 CONSOLIDATING THE GAS AND ELECTRICITY CALCULATORS

Initially, most respondents did not think the value in consolidating the gas and electricity calculators would outweigh having two separated calculators. This was due to the complexities that this consolidation could bring when only having knowledge of one fuel. Parties dealing with only one fuel were thought to be limited if both fuels were consolidated into one tool. Attendees wondered whether other comparable tools had been seen and were informed that given it is a bespoke tool that will be created, it is unlikely that something similar would exist.

It was highlighted that the consolidation would not mean having to understand both fuels. Instead, that would mean having one interface where it would be possible to select gas, or electricity or both fuels for a property and at the end of the report, the calculator would be able to give the output for each fuel. This enhanced calculator could help organisations save time by only using one system to do their assessment. And when both theft of gas and abstraction of electricity would have taken place in the same property, organisations would be able to only enter information once, rather than having to enter it twice on two different tools. One thing to consider would be to avoid any latency with having too many functions in one tool.

After understanding that a combined calculator would have a tiered-down system enabling Parties to select different options depending on the type of scenario, i.e. single or dual fuel, type of sites, etc., most attendees were in favour of consolidating both fuels in the same calculator.

3.3 INTRODUCING ADDITIONAL CATEGORIES OF THEFT AND/OR TAMPERING

Most attendees believed introducing additional categories of theft and/or tamper types would help improve the recording and understanding of energy loss. Some mentioned that it would ensure their records are accurate and true to what would have happened on site, limiting the risk of having Parties guessing the category of a new type of theft for instance. Having more granular categories could also provide data to regulators, showing a proactive management of energy loss.

A discussion regarding whether the calculator could be saved for each case rather than erased so the data could be captured, and whether adding pictures could be possible, followed. It was highlighted that it is important for each organisation to keep their own repository to hold evidence for their investigations, including with photos and videos. However, that is not something that the calculator would incorporate.

On the functionality side of the calculator, it was questioned whether the calculator could include the value of the gas consumed. This is because Gas Transporters (GTs) often find two meter reads and conduct their calculations by using historical British Gas rates as allowed by Ofgem years ago, which will give them the unit rate. The calculator currently provides the output of gas in kWh rather than in a fixed price to accommodate for different variables, i.e. different Energy Suppliers may have different prices, Consumers may be on different contracts, etc. RECCo recommended to look at Ofgem's price cap prices to know about a typical unit price for a domestic property or at government statistics on average commercial unit rates for a commercial property. This led to some reflections on whether to incorporate Ofgem's price cap values and Parties' own unit prices in the calculator, and what that means depending on whether the Party is an Energy Supplier or a GT. Being able to add Party's own rate and have the option of Ofgem's price cap could be more beneficial for GTs who currently have to navigate a few obstacles to find the value of gas to invoice for shipper less and unregistered sites. In contrast, Energy Suppliers would have the kWh and can put the loss assessment into their billing system which will give them the amount. Different considerations therefore need to be thought of depending on whether the Party is a network or an Energy Supplier, and potentially adding Ofgem's price cap data could be a first step to assist GTs.

It was also questioned how introducing additional categories of theft and/or tampering would be beneficial, given that what seems to be the most important to capture for an assessment is whether the tamper is partial or full, rather than knowing the type of tamper that took place. It was highlighted that knowing the type of theft and/or tamper types could help select the best type of assessment. For instance, in cases where there would be a direct to mains (DTM) tamper found on an EV charger, it would be possible for Parties to get the most accurate calculation for that specific scenario, as it would be possible to incorporate that the tampering is done through a high energy usage device meaning that the amount of abstraction of electricity would be higher. Having that level of detail would not mean having a different calculation based on the type of theft. It would however help get the most accurate calculation for each scenario by having prompts and guidance on the calculator itself.

3.4 LEARNING FROM OTHERS

3.4.1 XOSERVE CALCULATOR

The Xoserve calculator is in the form of a file that is sent out every year. It uses standard rates that were provided by British Gas and generates what has been stolen before providing this information to Network Parties. Parties would input the Annual Quantity (AQ) within a time frame and the property type and the Xoserve calculator would calculate the cost in British Gas rates. It therefore works as a bill calculator based on the AQ that will calculate the value of gas. GTs may only be able to have a look at an external meter or receive a photograph of the meter read without having been able to enter the property; despite having sent out letters so they can register their gas supply. Even when they would send another engineer on site a few months later, they would still not be able to know what appliances are within the property despite seeing

that the consumption has increased since their last visit from the meter read. This currently causes an issue with the REC Theft Calculator as it is not possible to input any information in these cases, or additional steps are needed for GTs as they do not have a billing system. Hence why GTs would use meter reads and the Xoserve calculator so they can receive value of gas. In cases where they are no AQ because it is a brand-new registered site for instance, GTs may use a baseline to calculate the AQ based on meter size and similar size properties in the area.

I0265WG_0218_A01: Xoserve to double check whether it is possible to share their calculator and to have a discussion with the REC Code Manager to have a better understanding of their calculator's functionality.

3.4.2 OTHER TOOLS, METHODOLOGIES, OR INPUTS CURRENTLY USED BY PARTIES

Attendees mentioned that historical consumption data for the site before the theft occurs is preferred over estimated calculations, using baseline calculations once the tamper has been removed and working backwards when a new meter has been fitted as a post-resolution assessment is useful. Consumption profiles of other stores in chain can also be helpful, adjusting the size based on the business rates data available.

3.5 INCORPORATING SOME INPUTS

It was previously fed back that incorporating the below input could improve the calculator:

- Elexon profile class and annual consumption
- Historical consumption
- Ofgem's standard consumption values
- Amp/clamp test results at the property
- Estimated Annual Consumption (EAC) / AQ
- Energy Performance Certificate (EPC)

There seemed to be an equal split between attendees who knew that the REC Theft Calculators can incorporate these inputs. Most attendees thought it would be useful to have Standard Operating Procedures, and a step-by-step guide.

3.6 CLAMP METER READINGS/TONG TEST RESULTS FUNCTIONALITY

60% of respondents believed the clamp meter readings/tong test results functionality would benefit from being updated, however no specific improvements were mentioned.

3.7 GUIDANCE DOCUMENTS AND SUPPORTING MATERIAL

Current guidance documents exist and are available on the REC Portal such as calculator's user and technical guidance. Attendees were asked what material would be helpful to accompany an enhanced REC Theft Calculator. They believed that it would be useful to have:

- A Standard Operating Procedure document;
- A simple user guide that could be broken down for different calculation types, or that could cover specific tampers;

- An FAQ document; and
- A technical guidance document breaking down calculations/explaining the rationale behind them as this will assist with customer enquiries.

4 NEXT STEPS, DATE AND TIME OF NEXT MEETING

It was confirmed that the next meeting will take place on 25th March 2026 from 10:00am to 12:30pm and will focus on I&C cases. Attendees were invited to let the REC Code Manager of any other colleagues that would benefit from being part of future WG sessions.

5 AOB

The Chair invited attendees to provide AOB. None was raised. The Chair invited attendees to share any further thoughts and input they may have after talking to their organisation to the REC Change mailbox: change.management@recmanager.co.uk, before closing the meeting.

ACTIONS LOG

Action ref.	Action	Owner	Status
I0265WG_0119_A01	The Code Manager to organise a Working Group session focusing on I&C cases.	Code Manager	Closed
I0265WG_0218_A01	Xoserve to double check whether it is possible to share their calculator and to have a discussion with the REC Code Manager to have a better understanding of their calculator's functionality.	Xoserve, REC Code Manager	New

DECISIONS LOG

Decision ref.	Action	Owner	Status
I0265WG_0218_D01	Working Group attendees agreed for the third Working Group session to take place on 25 March 2026 from 10:00am to 12:30pm and to focus on I&C cases.	Code Manager	New