I0265_WG_0119_Slido

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Poll results

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How to make the REC Theft Calculators available on all systems and devices so all industry Parties can use them?

0 1 3

(1/2)

- Are there similar apps for similar activities that have been looked at to understand positive and negatives?
- A potential web portal?. But with the ability to take the file offline ensuring security isn't comprimised
- Field and desktop access for flexibility, maybe an android and iOS app plus a desktop portal version
- We need to make sure that security is a consideration for more portable devices
- Web based (but will be limitations on access in areas with limited internet access) or downloadable application (but some organisations may limit ability to download bespoke applications)
- portal and excel for those who prefer it
- Need to consider whether offline access is required
- Web / REC portal
- Web portal

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How to make the REC Theft Calculators available on all systems and devices so all industry Parties can use them?

0 1 3

(2/2)

- I haven't used it myself so it's meant clear to me what it looks like, however could a purpose built app be created?
- Make a web portal or allow parties to develop their own tools for their device needs
- Web portal
- Web portal
- REC portal
- Web portal seems like best idea
- Could the calculator be made cloud/web based?
- Make it a web portal?

Are there company's restrictions the Code Manager should be aware of?

006

(1/2)

- Not aware of any software restrictions for my company however the obvious answer is to make make the calculator accessible through the existing REC portal
- Would need to ensure the app/portal could be QA-able. E.g. have an ability to have different user accounts so work can be quality checked on an individual agent level (maybe an ask more than a restriction)
- The age old concern about money, is this something that we need to contribute financially towards?
- Offshore admin teams
- Both field and office based staff already probably use many different apps and portals. If the coding or API's could be made available for CRM integration?
- Timelines for implementation will need to take into account any security checks companies may need to do of external software (if app instead of portal)
- If web based, we'd just need

Are there company's restrictions the Code Manager should be aware of?

006

(2/2)

to ensure website is whitelisted internally

- Access needs to be available outside of the UK and Europe

How to ensure the REC Theft Calculators are adapted to all types of theft?

0 1 0

(1/3)

- The information requested in the calculator is often not available. Keeping on the example of cannabis farm, how do you calculate losses if you do not even know the dates the cannabis farm has been there? Eg a vacant building with a DTM tamper.
- If we only get confirmation and no other info - we need a steer on, this is a default on property size on what we can recover. In addition, it help if we could explore with 3rd parties to make it mandatory that DNO take pictures of cannabis farm/bypass scenarios.
- Periodic reviews of the types of thefts included so it stays up to date and relevant
- We may not know which appliances are being used due to no access, matrix for AQ and property size and type.
- Regular reviews of thefts found so the tool is constantly evolving
- Regular review/update

How to ensure the REC Theft Calculators are adapted to all types of theft?

0 1 0

(2/3)

of appliance list, and the ability to use an ‘ad-hoc’ appliance, with customisable kwh

- Work with RP providers, Suppliers, Networks and UKRPA to produce a list of theft scenarios and where there are gaps in the current calculator.
- Yes, occasionally, DNO/Police identify and remove the evidence. DNO sometimes do not record any information or pictures, we just get a conformation of a farm but no other information
- To be able to customise appliances and equipment for commercial sites
- Not Covered - Partial Theft - EG direct to mains bypass for electricity vehicle charging point or outbuilding - but main property is metered
- Utilising reasonable adjustments based upon the EAC/AQ based on previous patterns/consumption of accurate usage at the site. usually utilised with smets or cred to payg tampers, with a period of consumption history which was accurate prior to the tamper date

How to ensure the REC Theft Calculators are adapted to all types of theft?

0 1 0

(3/3)

- Defining an average equipment baseline for cannabis farms where no information is provided.

In which situations does the lack of information prevent the right calculations of energy loss?

008

(1/2)

- Yes sorry
- Not having sufficient consumption history to determine or use in a baseline calculation. Access to consumption history pre change of supply will help overcome this.
- The loss element, If we have historic evidence of abstraction but no active theft, could be damaged meter charges/ returned reports from maps for damaged meters
- Where there has clearly been meter interference/theft historically, but it's no longer happening (eg scorch marks but no bypass currently on)
- Recent changes of supplier so lack of historic information
- Substituting meter (end user)
- On a new inherited meter less site, hard to assess the exact calculation of theft there.
- Also returned MAP reports
- I would assume freeman on the land cases could be difficult?
- Through the MOP system or through the energy supplier

In which situations does the lack of information prevent the right calculations of energy loss?

0 0 8

(2/2)

- Appliances lists can be an accurate way to assess in the calculator but can be difficult to obtain in reality as the consumer would need to give permission for you to go through the premises to document the appliances
- Historic mop reports
- Sometimes MOPs just exchange without reporting
- Where theft start date cannot be confirmed (eg change of tenancy), change of supplier
- Meter exchanges where theft is found but then not reported as an RPU case
- Change of tenancy
- I need to check this with my TOG team, I'll ask for specifics and come back to you

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What other I&C properties and/or appliances are missing and would be beneficial to include in the calculator?

005

(1/2)

- Could we then associate appliance types/ groups with the business types? And then also input the size of the business, opening hours etc so the calc could estimate the usage from there
- baselines, or retrospective baselines or clamp meters may be a way to calculate sites that are not common or in the calculator
- Similar to earlier question, having a regular review of list against thefts identified and with supplier input to constantly refresh list
- Could we break it down by business types that would be on companies house? Every company has to fit into a category in that list
- Custom made appliances. And set ups
- care homes
- Large event spaces
- The list would be endless as there are so many variables with I and C customers

What other I&C properties and/or appliances are missing and would be beneficial to include in the calculator?

0 0 5

(2/2)

- gyms

Is there any other equipment missing from this list that would be beneficial to include?

004

- able to add equipment with a description, wattage and hours of use
- Crypto would be things like servers, cooling systems etc
- Is there a list you can share?
- Heat Pumps
- EV chargers
- Gym Equipment such as treadmills, bikes
- data/crypto mining will have a considerable amount of equipment that comes with it

Are there any other new/emerging technologies that the calculator should include?

002

- demand flexibility schemes
- Time of use tariffs
- With smart tariffs, tampering may become more specific in terms of tampering to get more usage on the cheap rates
- if hydrogen is mixed, how it will change the kWh calculation for gas
- be able to deduct microgenerated usage/battery storage usage from baseline
- Would batteries come into it in the future too? E.g. bypassing the meter to charge a battery normally charged by solar? (not seen this yet, but a possibility)

Open text poll

Are there any other tampers that the calculator should include?

0 0 2

- Direct to mains partial and full Bypass
- Rogue meters

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Is the new location of the REC Theft Calculators easy to find?

006

- Sorted I have just come across it
- The energy theft news section is a good addition - would be great for these updates to be emailed to relevant people too
- Just taken a look as wasn't aware it had changed, the theft hub itself looks super clean now and user friendly to how I use to find the calc
- Agree search function not great
- It would be good to be able to see the uploaded date of the version of the document you're downloading before you download it - so you can see if it is the most up to date one easily
- Same issue
- search function was not working earlier and also difficult to find calculator.
- The theft section is much easier to navigate now - visually easier
- I found it easily earlier today

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