I0265_WG_0218_Slido

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Poll results

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How can the REC Theft Calculators be kept up to date to reflect new equipment and emerging technologies?

0 1 0

(1/2)

- Create a route for feedback to be provided as and when new things come to light. This could be as simple as an email maybe??
- Surveys (quarterly or yearly) to see which theft types are no longer applicable or new ones which could be utilised (in terms of tamper types, tampering involving newer equipment like solar and EV chargers). This then link into the theft assessment types available within the calculators
- A catalogue of what data inputs are used, the source and the date of the data
- If new tech/equipment does not exist on the calc, have a section on the portal where submission can be raised then add them depending on how often they appear from all parties
- Annual survey of Supplier RP Teams as to applicability/gaps etc.
- Quarterly or annual reviews with suppliers / DNO
- Regular reviews and

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How can the REC Theft Calculators be kept up to date to reflect new equipment and emerging technologies?

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(2/2)

assigned developer time to make timely updates. Will need a channel to provide potential changes

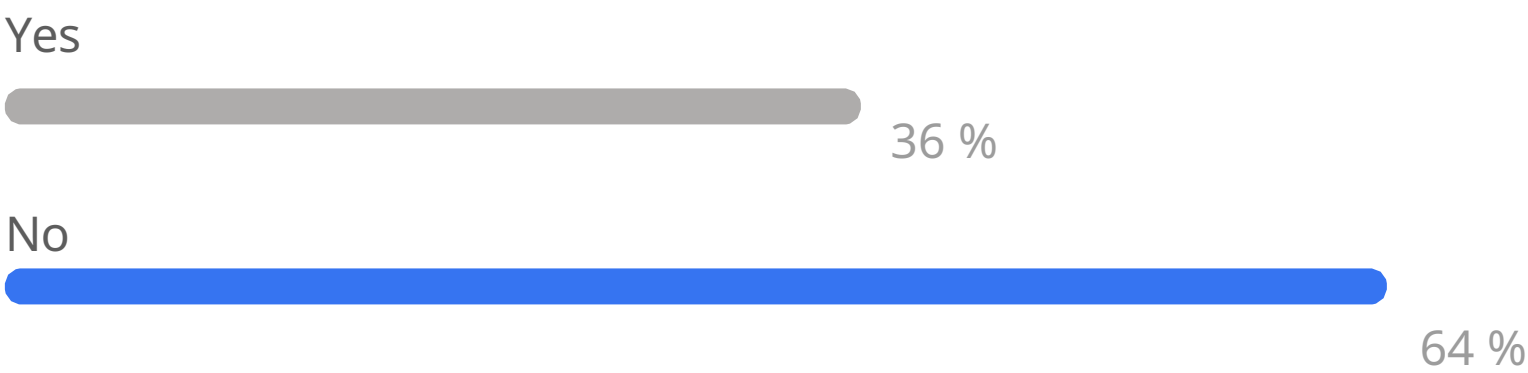
- Using an online portal so it can be accessible across different systems (windows, mac, tablets)
- we have cyclical reviews of processes where we look at learnings, new processes etc, this is defined by an over arching document that outlines when a document needs to be reviewed.

- By making it available through a web portal so it can be updated with changes

- Update once a year with new tech
- Yearly reviews including asking for input from relevant parties
- Existing outside of a spreadsheet so that can be easily and quickly maintained

Would you find value in consolidating the gas and electricity theft calculators into a single tool?

0 2 2



If yes, what functionality or features would be most important?

0 0 2

- Ability to generate multiple calculations for the same site
- The ability to have selectable options for all scenarios - e.g. is it a single or dual fuel site , domestic or commercial, the type of tamper. If it is a single fuel site you can say that from the start to not have to fill in lots of N/As

If no, what benefits do you see in keeping the calculators separate?

004

- In my experience, the majority of theft in the domestic space is singular fuel theft leaning heavily towards electricity. That said having the option to select single fuel in the tool resolves these concerns
- An app style version of the calc would be fab as you could include a decision tree where you could select either Gas , Elec or both
- The only possible downside could be latency - if the tool is thinking about lots of things at once then it may slow it down compared to having tools per fuel
- Difficult to say when we haven't seen how good the 'tool' is
- We only supply electric so having the gas so do not need gas, but if you have the option to select just electric then I can get behind joint

How beneficial would it be to introduce additional categories of theft and/or tampering (for example, rogue meters) to improve the recording and understanding of energy loss?

009

(1/2)

- I'm not sure if it's beneficial at all. Surely the thing to capture is if it's a partial tamper or a full tamper that's all that matters for an assessment...Not so much the type of tampering
- Regulatory Compliance and Reporting: Regulators are increasingly looking for detailed accounts of how energy suppliers manage losses. More granular categories will provide the data needed to show proactive management.
- Very so that we can keep an active record of found causes of theft
- It would be great if data is captured and saved rather than be used as just a calculator. There is some really great insight to be gained here
- It would be very beneficial for accuracy

How beneficial would it be to introduce additional categories of theft and/or tampering (for example, rogue meters) to improve the recording and understanding of energy loss?

009

(2/2)

and logging the correct theft category.

- Capture all types of theft that we are aware as people get more crafty
- Any additional information that can be added is always beneficial
- Would help, could there be a free text to fill this is
- This would decently help
- This would be very beneficial so that our records are more accurate and true to what we see on site. Less risk of parties 'guessing' what categories new types of theft fall into.
- Very

What lessons can be learned from the Xoserve calculator that could help improve the REC Theft Calculator for gas?

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- Property classification which determines VAT, anything over >4397 kWh per month will be 20%
- Would it be helpful to define the purpose of the theft calculator so that if we are comparing to any similar tools we are not comparing apples and bananas?
- Historical BGT rates, BGT update annually for the previous year
- I haven't used or heard of this calculator so can't comment
- Unit rate is required for calculating value of gas
- I have never seen the Xoserve calculator so cannot comment

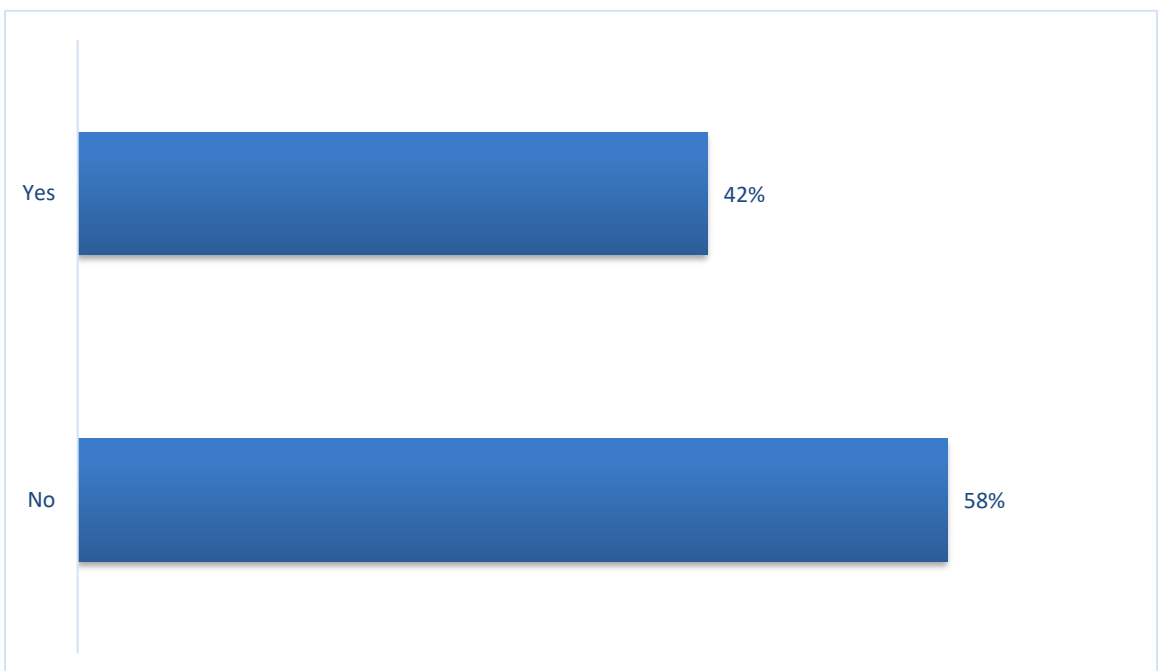
What other tools, methodologies, or inputs are currently used by Parties, and what can we learn from them?

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- When a new meter is fitted, after a few months we are able to work backwards based on current consumption in some cases
- Consumption profile of other stores in chain (with adjustment for size based on Business Rates data where applicable).
- Historical consumption data for the site before theft occurs is preferential over estimated calculations
- Baseline calculations ideally a post fix assessment, once tamper removed
- Post-resolution consumption
- Baseline reads are always preferred over any calculation

Are you aware that the REC Theft Calculators can incorporate these inputs?

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Would clearer guidance on how to incorporate these inputs into the REC Theft Calculators be beneficial? If so, what level of detail would be most helpful?

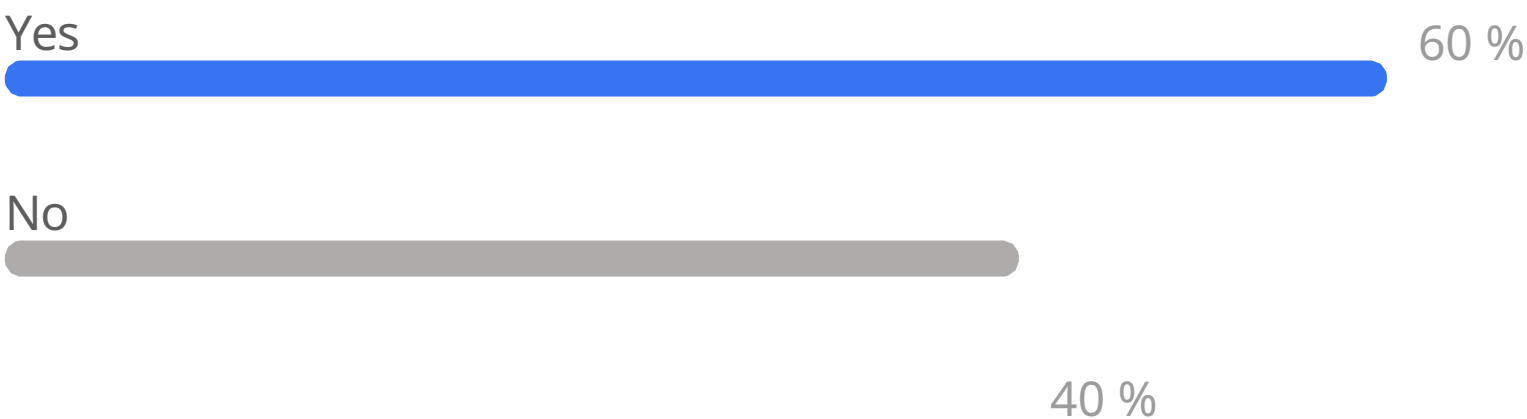
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- Yes would also be useful to differentiate between commercial and domestic using the clamp meter reading & baseline
- SOPs are always helpful
- Yes guidance would be useful
- yes, I assume that there would only be one agreed way to do things
- how to do it step by step
- Clear guidance is always beneficial

Multiple choice poll

Would the current clamp meter readings/tong test results functionality benefit from being updated?

0 0 5



If yes, what specific improvements would you recommend?

No response was shared

What types of guidance documents or supporting material would be most helpful to accompany an enhanced REC Theft Calculator?

007

- A simple user guidance, broken down for different calculation types. Also an understanding of how the calculator makes it's decisions.
- A simple user guide covering specific tampers with examples.
- A sop, FAQs, especially around being able to add custom equipment
- What to do when you don’t have the answers to the calculators questions
- Frequently asked questions
- Breakdown of calculation which will assist with customer enquiries
- SOPs and a supporting FAQ's document