RETAIL ENERGY CODE

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I0265 WORKING GROUP
MEETING MINUTES

MEETING	**I0265 Working Group Meeting 3**
DATE	**25 March 2026: 10:00 – 11:30**
LOCATION	**On Teams**

Presenter	Representing	Initials	Role
Francine Peyroux-Sissoko	REC Code Manager	FP	Chair
Anne Jackson	REC Code Manager	AJ	Subject Matter Expert
Rebecca Lowe	Retail Energy Code Company	RL	Subject Matter Expert
Paul Sutherland	Retail Energy Code Company	PS	Senior Theft Analyst

Full attendee list available upon request.

1 WELCOME AND INTRODUCTIONS

The Chair welcomed attendees to the third I0265 Working Group (WG) meeting focusing on Industrial and Commercial (I&C) cases. 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. No comments were made to the minutes of the previous WG meeting held on 18 February 2026 and were therefore approved as a true and accurate record. The Chair noted that action I0265WG_0218_A01 was in progress as Xoserve shared with the Code Manager a copy of the draft Theft of Gas calculator that Xoserve are currently creating and a discussion is to take place in the coming weeks.

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, including barriers identified to the use of the REC Theft Calculators and ways to future proof these tools.

The Chair then moved onto the discussion about I&C cases. The Chair highlighted that views and experiences of both, but not limited to, Energy Suppliers and Network Parties were welcome, and thanked attendees who were able to send responses to the pre-working group questions as it helped shape this session. Anonymised responses were added in the Meeting Papers for all attendees to read before the session.

3.1 DEFINE SCOPE

A few case types and complexity were given during the pre-working group questions, such as bakeries, commercial cannabis farms, event halls when only open during specific events, non-domestic power theft and 24/7 off licenses given the maximum opening hours available to set in the calculator is only 16 hours. During the WG session, attendees provided what they believed to be the most common types of non-domestic sites the calculator should support. The vast majority was for hospitality businesses, followed by car garages, beauty salons, schools, farms, convenience stores, gyms and crypto mining. The full list can be found on the Slido results paper. For hospitality such as restaurants, pubs and takeaways, attendees believed that although there are present in the calculator, it currently does not support them adequately. Attendees were made aware that the appliance list is optional when doing an assessment for those business types. For the improved version of the calculator, the focus should be on how to enhance these options with known appliances, whilst increasing the number of business types.

3.2 APPLIANCE AND EQUIPMENT COVERAGE

For both appliance and property types, attendees were shown a list taken from the pre-working questions before discussing which ones should be included for SMEs and for large I&Cs, whilst trying to rank them by order of importance.

For SMEs, attendees believed that equipment to do with cars (car wash, EV chargers), laundrettes (washers), tanning salons (booths, sunbeds), gyms (treadmills), kitchen (freezers, custom fridges, custom ovens and grills, air fryers), and cannabis cultivation were missing. Regarding the cannabis farm equipment, attendees shared that an issue has to do with the fact that agents on site would not necessarily know the names of the equipment or have the time to identify the equipment which in turn made it difficult to translate it on the calculator. This is something that has been touched upon at previous WG sessions, given that cannabis farms can be both in domestic and non-domestic premises. Attendees wondered if it would be helpful to have some support about what that equipment could be or which category they would fall into, to fill in the calculator more easily. This raised two issues: some knowledge gaps from agents going on these specific sites, and the lack of access to the appliances because of the police ushering Revenue Protection Agents (RPA) out. Attendees agreed that more training and awareness should be conducting for their agents, so they know what to look for along with the equipment used on these sites. Collaboration with Distribution Network Operators (DNOs) and police forces would also help to fill in missing gaps, which is an ongoing theme that was discussed in the first WG session. On top of these points, having some guidance or defaults in the calculator would help Parties to make assumptions, i.e. “a classic grow per room of X full size would have X number of equipment”. Another challenge described was the difficulty to retrieve information from the police about the timeline, i.e. how long the cannabis farm would have been in operation from, given even a week of operations would make a difference in the calculations. The police turn to be more helpful when they want a statement of losses. However, if they do not have someone to press charges against, it can be difficult to obtain that information. Having some guidance around the kind of assumptions Parties can make and when they can make them (with a list of all avenues to try and find that information for instance) would be helpful. Attendees were reminded that it is currently possible to conduct a hybrid assessment: filling in inputs they have and when they’re missing data, they can make assumptions based on the property or on the time the property was supplied. Whilst the

calculators are there to be as accurate as possible and as easy as possible to allow for a good quality assessment, energy loss calculation is never going to be exact. Parties should however make reasonable assessments and be able to justify what these assumptions are based on. Attendees agreed that the following guidelines would be helpful:

- how to make a reasonable assessment as accurately as possible; and
- when missing some information, what the default should be for that business type/profile/space. These defaults could either be built-in, or it could be a guidance in the calculator about what input can be added when that data is missing.

For large I&C properties, the current gas calculator is particularly lacking industrial appliances, and given that gas manufacturing equipment is bespoke, it might be more challenging to include more types to select from. To help with assessments, attendees mentioned the following appliances: gas space heaters (for open plan factories), large commercial water heaters (for commercial launderettes), large-scale walk-in fridge/ freezers (for food wholesalers/ butchery plants) and more generally food preparation equipment. Attendees were asked whether they are finding gas theft in industrial spaces but always use a baseline, therefore appliances are nor needed; or whether they are not finding gas theft outside of the hospitality area and therefore the calculator is allowing them to calculate energy loss based on the input it already has. Only one attendee indicated that baseline is used, however no further information on this point was provided.

3.3 PROPERTY TYPES

For SMEs, attendees mentioned that car-related properties (garages, washers) were missing, along with hospitality businesses, launderettes, tanning shops, and then hospitals, gyms, religious centres and farms. Attendees highlighted that they go through stages with launderettes, beauty shops and tanning salons so it is difficult to point them on a ranking board. Another challenge that was discussed concerned the current differences between the gas and electric calculators which would not have the same business types. Hotels would be on the gas but not on the electric calculator whilst beauty salons would be on the electric but not on the gas calculator for instance. This does not give an accurate representation of which fuels these properties are actually using, adding a degree of difficulty when conducting an assessment.

For large I&C, garages (compressors, pumps, lifts), car washes (jet washes and industrial hoovers), factories (conveyor belts, drilling, cutting machine), precision engineering firms (lathes) and sites using Combined Heat and Power (CHP) are currently missing. More precisions about sites using CHP were needed, i.e. whether there is a specific business profile when CHPs are used or if there are used across multiple business types. It was also added that more billable information on cannabis farms would be helpful.

3.4 STRUCTURAL INPUTS

The majority of attendees believed that adding additional structural inputs (such as floor area load in use, power factor etc.) would improve calculation accuracy for I&C cases, with the floor area being the most useful metric, followed by number of floors, power consumption to reflect modern multi spectrum led lights, and crypto mining averages equipment used. Attendees could not think of different requirements between electricity and gas.

3.5 DESIGN

Attendees highlighted that they would like a mixed input approach where the calculator would have both appliances/property type options along with some input method. For instance, having a list of business types with pre-built user profiles whilst having the ability to have a manual entry with ad hoc appliances, wattage, use time and so forth.

Attendees then added the types of prompts they believed would better reflect the diversity of I&C sites such as market segment, Standard Industrial Classification (SIC) codes, or sites broken down into categories (i.e. food, manufacturing, engineering) for both gas and electricity. It was highlighted that the current categories for gas are not sufficiently granular.

3.6 PRIORITISATION

Attendees were asked which capabilities should be prioritised first if the non-domestic calculator were to be enhanced in phases. Updating appliance/equipment list and business types so that there is more flexibility when doing the assessment would be helpful. Making the calculator more user friendly with guided inputs and having more flexibility in the percentage usage time were also mentioned, along with the possibility to match regions to GSP groups. The consensus was that having too many options for appliances would not be efficient given the multiple scenarios in I&C. Attendees agreed that having more generic inputs would be more helpful. For business types however, the calculator would benefit from offering more options as discussed in the WG session.

4 NEXT STEPS, DATE AND TIME OF NEXT MEETING

The Chair believed that enough information and feedback had been retrieved from Parties during these three WG sessions to start to develop the solution requirements for the theft calculators. Attendees agreed that a WG session in the coming month was therefore not necessary. The Chair suggested that future WG sessions could take place once solution requirements would have been developed to refine them with Parties.

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	In progress

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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	Closed