I0292 – OBLIGATE ENERGY SUPPLIERS TO PROVIDE PHOTO EVIDENCE OF THEFT IN CONVEYANCE TO NETWORK PARTIES

- Information Request 13 March to 07 April 2026.
- 5 responses, 3 Network Parties and 2 Energy Suppliers.
- Network Parties confirmed photographs from suspected/actual Theft in Conveyance visits would be useful.
- Energy Suppliers confirmed they rarely attend such site visits, but did not see any major issues with taking/sharing photos on the occasions it did occur.

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RETAIL ENERGY CODE

Proposed solution – new paragraph 6.11A into Schedule 8 Unbilled Code of Practice

6.11A Where the Energy Supplier (or its Revenue Protection Agent) discovers or suspects Theft in Conveyance, the Energy Supplier shall make all reasonable endeavours to record photographic evidence of actual or suspected Theft in Conveyance (provided that it is safe to do so). If it is not possible to record such photographic evidence, the Energy Supplier shall make all reasonable endeavours to produce a sketch (or similar visual representation) of the actual or suspected Theft in Conveyance. The Energy Supplier shall make such photographic evidence or visual representation available to the relevant Network Party either upon request or proactively. Unless another appropriate and mutually acceptable means of exchange is to be used (in compliance with Paragraph 6.6), the Energy Supplier shall send this via the Secure Data Exchange Platform.

Purposefully very similar to the approved legal text under R0253.

Note – this was the legal text circulated at Party impact assessment, there will be some minor tweaks for consultation.

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- Party impact assessment ran 10 to 31 July 2026 – responses are being reviewed by the Code Manager.
- Are there any further comments Parties wish to submit?
- This is not the last chance to submit comments, there will be a consultation opened in the future.