RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0253 THEFT - DNO/NETWORKS NOT PROVIDING PHOTOS

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Change Panel	CHANGE PATH	Self-Governance
PRIORITY STATUS	Low	URGENCY	Standard
IMPACTED STAKEHOLDERS	REC Performance Assurance, DNOs, GTs and Suppliers		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

When a Distribution Network Operator (DNO) attends to a Site where a suspected Energy Theft has been reported, they make the Site safe. When attending there is no current obligation for them to take images. Without these images Suppliers may not be able to then qualify for the Theft Detection Incentive Scheme (TDIS).

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BACKGROUND

1 SUMMARY

A supplier has raised an issue with providing supporting evidence to confirm Energy Theft to qualify for the TDIS. Where Gas Transporters (GTs) and DNOs attend a property to investigate Energy Theft, they are required to make the Metering Asset safe. This is because Energy Theft often involves modifications to a Metering Asset that compromises its safety. Currently, the REC does not require a DNO/GT to take photographs/images of the tampering/amendments made to the Metering Equipment prior to making it safe.

As a result of the DNO/GT not being compelled to record photographic evidence of the Energy Theft, the responsible supplier will not have any photographic evidence in situations where the DNO/GT has attended before the supplier (or their representatives). As a result, in these situations, the supplier may not have the required evidence to submit claims against the TDIS, despite their support in identifying that Energy Theft.

This Change will also accommodate the upcoming Energy Theft Unit (ETU) implementation as it will provide necessary information required for ETU investigations.

2 PROBLEM STATEMENT

Suppliers are not able to prove Energy Theft at Sites where a DNO/GT has attended to make the Metering Asset safe prior. This is impacting their ability to apply to the TDIS as not all the relevant steps are being taken that are required for a Confirmed Energy Theft.

3 IMPACTS

CONSUMERS
N/A

REC SERVICE PROVIDERS
N/A

RECCO / REC CODE MANAGER
Performance Assurance

REC PARTIES AND SERVICE USERS
DNOs/GTs
Suppliers

REC DOCUMENTS / PRODUCTS
Schedule 8 – Unbilled Energy Code of Practice

MHHS
N/A

This change will have an impact to suppliers and Networks, this is as they will need to make amendments to their current internal processes.

This will impact Performance Assurance if there is an impact to the TDIS process as the guidance document will need to be updated.

4 CROSS-CODE IMPACTS

There are no Cross-Code Impacts.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**01 Jun-25**	**01 Sep-25**
	Solution Analysis	June	August
	Solution Development	August	September

6 STAKEHOLDER ENGAGEMENT

This has been discussed within the Theft Issues Group in January 2025 and will be taken as an item to the July meeting as part of the solution development phase.

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7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	0	27	0
	Retail Markets Impact	Innovation and Market Arrangements	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		2	9	18
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	1	10	10
				Overall Priority Score (rounded)	83

Priority Status	LOW
Change Proposal Type	STANDARD

The priority status rating is low for this change with a priority score of 83. This is as this change has no direct Consumer impact and for the Networks to make a minor change to operational processes.

8 APPENDIX

CHANGE PROPOSAL	Link

9 GLOSSARY

TERM	DEFINITION
DNO – Distribution Network Operator	means a person holding an Electricity Distribution Licence.
GT – Gas Transporter	means a person holding a Gas Transporter Licence which requires that person to become a Party to this Code.
TDIS – Theft Detection Incentive Scheme	is described in Annex 3 of the Energy Theft Reduction Schedule.
ETU – Energy Theft Unit	As per rec schedule 7 - police-led service tasked with investigating and prosecuting instances of Energy Theft in Great Britain