RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

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

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBC
IMPLEMENTATION APPROACH	Big Bang

RESPONSIBLE COMMITTEE	Change Panel	CHANGE PATH	Self-Governance
PRIORITY STATUS	Low	URGENCY	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers, Meter Operators, Network Parties		

LEAD ANALYST (SOLUTION LEAD)	SUBJECT MATTER EXPERT
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OVERVIEW

This Issue seeks to introduce an additional clause for Suppliers that have attended Sites with suspected or actual Energy Theft to share and store evidence of the tampered Metering Asset and to be made available to Network Parties upon request.

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BACKGROUND

1 SUMMARY

I0292 was raised by a Network Party to ensure that the transfer of evidence found during Energy Theft investigations is appropriately stored and shared with Network Parties. REC Change Proposal R0253 was raised requesting that Network Parties must provide photos of theft/meter tampering to Energy Suppliers when they attend to make the Site safe so the Energy Supplier has the evidence of confirmed theft. This Issue has been raised to expand on that and look at Energy Suppliers also providing evidence they have to the Network Party.

2 PROBLEM STATEMENT

There are cases where Energy Suppliers (or its Revenue Protection Agent) have provided the Network Parties with minimal information and no photos which results in additional time for Energy Theft Desktop Investigations and additional costs where jobs are raised for attendance that aren't always needed.

3 IMPACTS

CONSUMERS
None

REC SERVICE PROVIDERS
None

RECCO / REC CODE MANAGER
REC Performance Assurance

REC PARTIES AND SERVICE USERS
Gas Transporters
Distribution Network Operators
Energy Suppliers

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

REC Performance Assurance have nominally been identified; whilst there is no impact on them directly, any change to the processes underpinning the TDIS will be of interest to them.

No direct Consumer impact has been identified.

MHHS
None

4 CROSS-CODE IMPACTS

No cross-code impacts have been identified at this stage.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**03 Feb-26**	**15 May-26**
	Solution Analysis	February	March
	Solution Development	March	March
	Legal Review	March	April
	Impact Assessment	March	April
	Impact Assessment result	April	May

The Code Manager is still exploring the full scope of this change, due to this we will return to Change Panel in May with a full plan.

6 STAKEHOLDER ENGAGEMENT

This change was raised in relation to R0253 being discussed within TIG on 29th October 2025.

7 PRIORITY STATUS AND URGENCY

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 prioritisation matrix score is 83 with the status Low as this change does not have any direct consumer impact and will only impact the internal processes for Energy Suppliers.

8 APPENDIX

CHANGE PROPOSAL	Link
RELATED CHANGE(S)	R0253
ANY OTHER DOCUMENTS	Schedule 8

9 GLOSSARY

TERM	DEFINITION
Confirmed Energy Theft	means that the holder of an Energy Licence (or person acting on their behalf) reasonably determines that, on the balance of probabilities and taking into account all of the evidence then available, one or more instances of Energy Theft has occurred. Such a determination may not be made unless sufficient evidence is held to substantiate the occurrence of Energy Theft, including (as a minimum): (a) an indication of theft via a desktop review of consumption levels; and (b) a report of a site visit where access was successful; and (c) photographic (or sketch) evidence of the theft, including illegal connection/bypass or meter tampering.
Distribution Network Operator	means a person holding an Electricity Distribution Licence.
Energy Theft	Includes: (a) circumstances described in Paragraphs 5(1) (Restoration of connection without consent) and 6(1)(a) (Damage to electrical plant etc) of schedule 6 to the Electricity Act (in so far as they relate to an electricity supplier; (b) circumstances described in Paragraph 6(1)(b) (Damage to electrical plant etc) of schedule 6 to the Electricity Act; (c) circumstances described in Paragraph 11(1) (Interference with meters) of schedule 7 to the Electricity Act; (d) circumstances described in Paragraphs 10(1)(a) and 11(2) of schedule 2B to the Gas Act (in so far as they relate to a gas supplier); and (e) circumstances described in Paragraphs 10(1)(b) and 10(1)(c) of schedule 2B to the Gas Act.
Gas Transporter	means a person holding a Gas Transporter Licence which requires that person to become a Party to this Code.
Metering Asset	shall have the same meaning as Metering Equipment.
Network party	means a Party which is either a Distribution Network Operator or a Gas Transporter.

Secure Data Exchange Platform	means the portal of that name which forms part of the Secure Data Exchange Service.