Energy Theft Forum

4 December 2024

Housekeeping

Cameras and microphones: please keep turned off unless speaking

Opportunities for Q&A: we'll be running three Q&A sessions where you can raise your questions

Recording: this meeting will be recorded. Please note that by joining you are consenting to being recorded.

Welcome

Chair



Agenda

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02 Crimestoppers Update

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Part 2 – REC Changes

04 Theft Issues Group Update

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Part 1

External Organisation Updates

ofgem Making a positive difference for energy consumers

Ofgem update – Energy Theft Forum.



Retail Market Operations
November 2024

OFG1161

OFFICIAL-InternalOnly

In December last year, we published an **open letter on energy theft** highlighting supplier obligations and performance in relation to theft.



ofgem
Making a positive difference for energy consumers

To Regulatory Directors, Gas and Electricity Supply Licence Holders

Email: Melissa.Giordano@ofgem.gov.uk

Date: 14 November 2023

Dear Stakeholder,

Energy theft in Great Britain (GB): Open letter on energy supplier obligations and performance in relation to the prevention and identification of energy theft

Ofgem is currently undertaking a review in close collaboration with internal and external stakeholders, including the Uniform Network Code (UNC) and Retail Energy Code (REC) amongst others. The purpose of this is to better understand the current performance of suppliers with existing licence and code obligations in relation to the prevention and detection of energy theft in Great Britain (GB).

In this letter, we set out our initial observations on suppliers' performance in relation to their licence and code obligations. We also set out our expectation for how suppliers should deliver against these obligations.

The impact of energy theft

The estimated cost of energy theft in Great Britain (GB) is estimated between £830m to £1.388bn per year which equates to an additional £29-48 annually to each domestic consumer's energy bill.[1] Energy theft reports have increased considerably, with over 12,000 reports to Crimestoppers in the 12 months to April 2023 compared to approximately 8,000 reports in the 12 months to April 2022.[2] The increase in reports suggests the prevalence of energy theft is increasing and will likely lead to a higher financial burden on consumers.

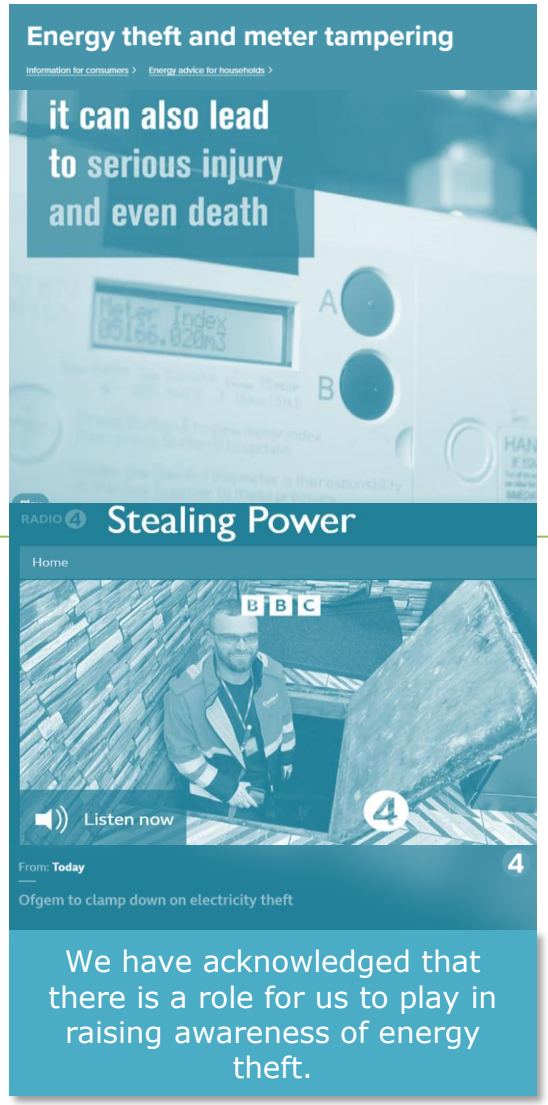
Outside of the financial impact on consumers, theft can have serious implications in terms of health and safety. Tampering with energy meters can have serious consequences even being a potential risk of serious injury or to life. A 370% increase in metering equipment interference was reported in incidents between 2017 and 2021.[3] Suppliers are obligated to prevent and identify instances of energy theft and Ofgem expects suppliers to ensure that appropriate metering arrangements are in place for their consumers.

Supplier obligations

Standard Licence Conditions

[1] Theft Estimation Methodology. Retail Energy Code Company. 2023.
[2] Stay Energy Safe. Crimestoppers. 2023.
[3] Meter tampering. Energy Networks Association. 2022.

The Office of Gas and Electricity Markets
10 South Colonnade, Canary Wharf, London, E14 4PU Tel 020 7901 7000
www.ofgem.gov.uk



We have acknowledged that there is a role for us to play in raising awareness of energy theft.

We have sought to **increase our engagement with industry on energy theft** to understand the challenges you face by collecting data through our recent RFI.



Smart meter alerts

- Suppliers monitor **smart meter (SM) alerts** and assess them against other data sources as well as consumption data to successfully create proactive investigations.
- Respondents stated that a significant volume of theft takes place **without triggering any alerts** such as direct to mains.
- Suppliers noted to us that they are yet to find a **solid combination of alerts** to help identify theft effectively.
- Difficulty of **finding trends** in SM data and lower conversion rates lead to a reliance in reports.
- Encouraged by suppliers seeking to **utilise innovation such as artificial intelligence** to interrogate smart metering alerts and consumer consumption patterns. The use of **machine learning** has helped suppliers to reach high levels of desktop investigations.

Training and resource

- Suppliers noted improvements after providing **in depth training and on site mentoring of staff**. Training focussed on spotting signs of tampering, conflict management and objection handling.
- **Specialist engineers** supporting revenue protection agents allows some suppliers to ensure that they can rectify a tampered meter swiftly and effectively to minimise any impact.
- Organisations have stated that **removing a suspected meter from the wall** is the only way to ensure there has been no tampering.
- Though some suppliers have noted to us that **engineer availability**, when in the field, can be hard to manage.
- Future plans often included **enhanced training and increasing staff levels.**
- A large number of respondents will initiate or expand their data-driven processes and **invest in AI tools**.

Challenges

- The biggest challenge across all supplier portfolios is criminal groups spread **disinformation**, teaching the public how to **avoid and delay detection** and organising to **bar entry** to homes. This significantly increases costs, time and resources. Costs can increase ten times or more.
- We recognise from the RFI and bilaterals that a joint effort is needed to combat this growing issue.
- Concerns that **fast switching** will exacerbate people switching under investigation. Current methods of **information sharing** are not being used enough to prevent theft continuing.
- There has been improvement with obtaining **warrants** recently but it is still inconsistent.

We would like your considerations on these questions:

- What is one key change you'd like to see in the current approach to Energy Theft?
- What emerging trends do you foresee in the next 5-10 years?
- Are there any examples of best practice that could be scaled across the sector?
- Are there any regulatory barriers to enabling better prevention/detection of theft?





We are keen to hear approaches from suppliers, RP, and other organisations. Please contact us at smartmetering@Ofgem.gov.uk.

Best Practice Forum

The Energy Theft Tip-Off Service (ETTOS)

Time Critical, Disclosure and Two Way

Annette Booysen, Account Manager, Crimestoppers

STAY ENERGY SAFE

CrimeStoppers.
Speak up. Stay safe.

Poll

On a scale of 1 (low) to 5 (high), how familiar are you with ETTOS/ Stay Energy Safe?

STAY ENERGY SAFE

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Speak up. Stay safe.

The Energy Theft Tip-Off Service aka Stay Energy Safe

Online contact:
A form is submitted via the Crimestoppers or Stay Energy Safe website.

Telephone contact:
A call is made to the Crimestoppers or Stay Energy Safe phone number.

A Crimestoppers' call agent checks the report to ensure there is enough detail to make it an actionable report, and that the information given cannot identify the contact.

A Crimestoppers' call agent has a conversation to obtain as much information as possible regarding the suspected theft. The report is created, ensuring the contact can't be identified.

The Supplier(s) is identified using the Energy Enquiry Service platform and/or Find My Supplier.

The report is sent via an end-to-end encrypted email on to the relevant Supplier, DNO or GT.

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Time Critical

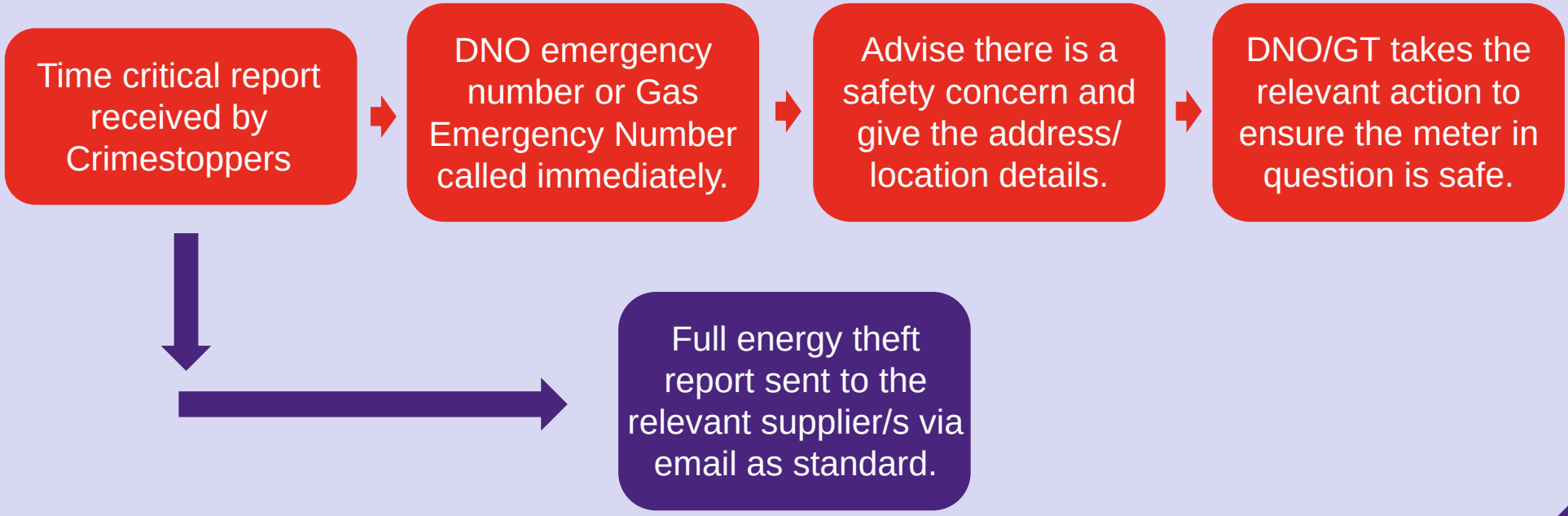
We have an agreed process for when we receive a time critical report. A report is deemed time critical when it includes information on:

- sparking, and/or
- sounds of sparking (buzzing or crackling), and/or
- signs of overheating such as smoke, burning smells and discolouration of equipment and leaking bitumen.
- smell of gas, and/or
- suspect an emission of carbon monoxide, and/or
- there is a risk of fire or explosion

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Time Critical Process



STAY ENERGY SAFE

CrimeStoppers.
Speak up. Stay safe.

Disclosure – what information can you share?

When you receive a report from Crimestoppers or Stay Energy Safe, the information is for use by the authorised service recipient only, for the purposes of identifying energy theft.

If this information needs to be shared with employees, agents, volunteers, contractors or sub-contractors in order to identify the theft and take the relevant action, this should be done confidentially.

Reports, their contents, and their source (Crimestoppers or Stay Energy Safe) should NEVER be shared with anyone that is not involved in the identification of energy theft.

And, these details must NEVER be shared with customers or any members of the public.

STAY ENERGY SAFE

CrimeStoppers.
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Disclosure – working with the police and law enforcement

Police assistance - if you are looking to work with the police on an investigation, you can speak to them about the report information, but you must NEVER disclose the source of the report or share the original report pdf. You should contact them as outlined below:

"Our office has information to suggest that <<person's name, address etc…>> of <<location>> is <<crime information>> do you have any more information on this to help us further our investigation?".

So, this could read as follows:

Our office has information to suggest that Joe Bloggs of 22 Smith Lane, SG6 2AL is suspected of stealing his gas and electricity do you have further information on this, to help us further our investigation?

Disclosure by law - where a party is required to make a disclosure by law, they must contact Crimestoppers, advising what information is to be disclosed, so that we can work with the party to ensure the charity, and the person who contacted us, are not put at any risk.

STAY ENERGY SAFE

CrimeStoppers.
Speak up. Stay safe.

Disclosure - compliance

Each party shall procure that its employees, agents, volunteers, contractors or sub- contractors are aware of, and comply with, these confidentiality and anonymity obligations.

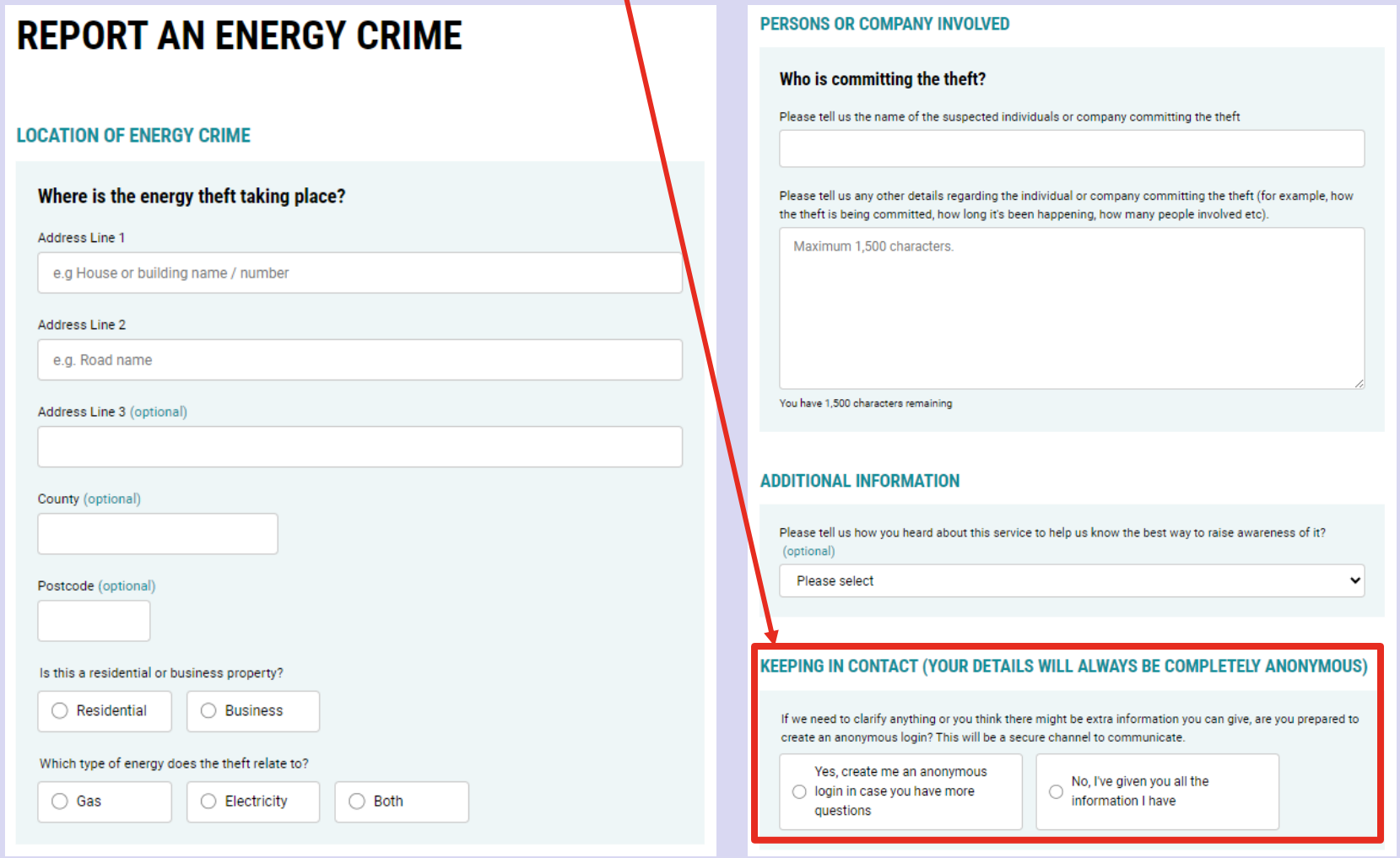
To ensure you adhere to these requirements you must ensure you have the relevant controls and training measures in place.

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Speak up. Stay safe.

Two Way

- New Stay Energy Safe online form functionality:



REPORT AN ENERGY CRIME

LOCATION OF ENERGY CRIME

Where is the energy theft taking place?

Address Line 1

e.g House or building name / number

Address Line 2

e.g. Road name

Address Line 3 (optional)

County (optional)

Postcode (optional)

Is this a residential or business property?

Residential | Business

Which type of energy does the theft relate to?

Gas | Electricity | Both

PERSONS OR COMPANY INVOLVED

Who is committing the theft?

Please tell us the name of the suspected individuals or company committing the theft

Please tell us any other details regarding the individual or company committing the theft (for example, how the theft is being committed, how long it's been happening, how many people involved etc).

Maximum 1,500 characters.

You have 1,500 characters remaining

ADDITIONAL INFORMATION

Please tell us how you heard about this service to help us know the best way to raise awareness of it? (optional)

Please select

KEEPING IN CONTACT (YOUR DETAILS WILL ALWAYS BE COMPLETELY ANONYMOUS)

If we need to clarify anything or you think there might be extra information you can give, are you prepared to create an anonymous login? This will be a secure channel to communicate.

Yes, create me an anonymous login in case you have more questions

No, I've given you all the information I have

STAY ENERGY SAFE

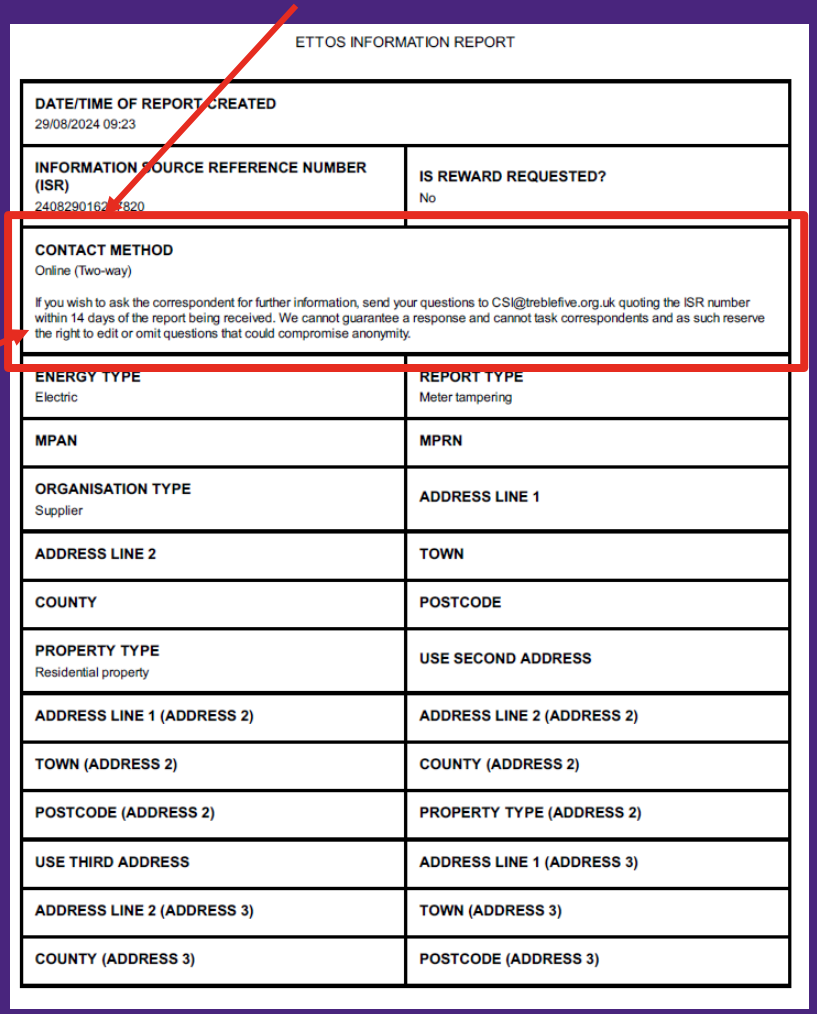
CrimeStoppers.

Speak up. Stay safe.

Two Way

- If a contact wishes to stay anonymous but opts-in to keep in touch it will show as Online (Two-way) under the Contact Method on your report pdf:

- The instructions as to how to do this are also shown on this section of the form



ETTOS INFORMATION REPORT

DATE/TIME OF REPORT CREATED 29/08/2024 09:23	
INFORMATION SOURCE REFERENCE NUMBER (ISR) 2408290162[illegible]820	**IS REWARD REQUESTED?** No
CONTACT METHOD Online (Two-way) If you wish to ask the correspondent for further information, send your questions to CSI@treblefive.org.uk quoting the ISR number within 14 days of the report being received. We cannot guarantee a response and cannot task correspondents and as such reserve the right to edit or omit questions that could compromise anonymity.	
ENERGY TYPE Electric	**REPORT TYPE** Meter tampering
MPAN	**MPRN**
ORGANISATION TYPE Supplier	**ADDRESS LINE 1**
ADDRESS LINE 2	**TOWN**
COUNTY	**POSTCODE**
PROPERTY TYPE Residential property	**USE SECOND ADDRESS**
ADDRESS LINE 1 (ADDRESS 2)	**ADDRESS LINE 2 (ADDRESS 2)**
TOWN (ADDRESS 2)	**COUNTY (ADDRESS 2)**
POSTCODE (ADDRESS 2)	**PROPERTY TYPE (ADDRESS 2)**
USE THIRD ADDRESS	**ADDRESS LINE 1 (ADDRESS 3)**
ADDRESS LINE 2 (ADDRESS 3)	**TOWN (ADDRESS 3)**
COUNTY (ADDRESS 3)	**POSTCODE (ADDRESS 3)**

STAY ENERGY SAFE

CrimeStoppers.
Speak up. Stay safe.

Two Way

- When you see ‘Online Two-way’, it means you can ask the person who contacted Crimestoppers or Stay Energy Safe (ETTOS) further questions to help with your investigation.
- You have a 14-day window in which to do this, but we recommend that you ask your questions as soon as possible to give you the best chance of receiving a reply.
- **Remember** – as the contact is anonymous, Crimestoppers do not know who they are, and so cannot prompt them to respond.



STAY ENERGY SAFE

CrimeStoppers.
Speak up. Stay safe.

How to Ask Questions

- See ‘Online (Two-way)’ under the Contact Method on the form and want to ask more questions as a result of information you have received?
- Then email your questions to CSI@treblefive.org.uk putting the Information Source Reference (ISR) into the subject line.
- Your questions will be loaded onto our portal by our Contact Centre team, ready for the person who gave the information to log back in.
- When we receive a response, the answer will be added to the original report and sent back to you.



STAY ENERGY SAFE

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Speak up. Stay safe.

Please note: we cannot guarantee a response and we reserve the right to edit or omit questions that could compromise anonymity.

Q&A Session 1

Q&A Session

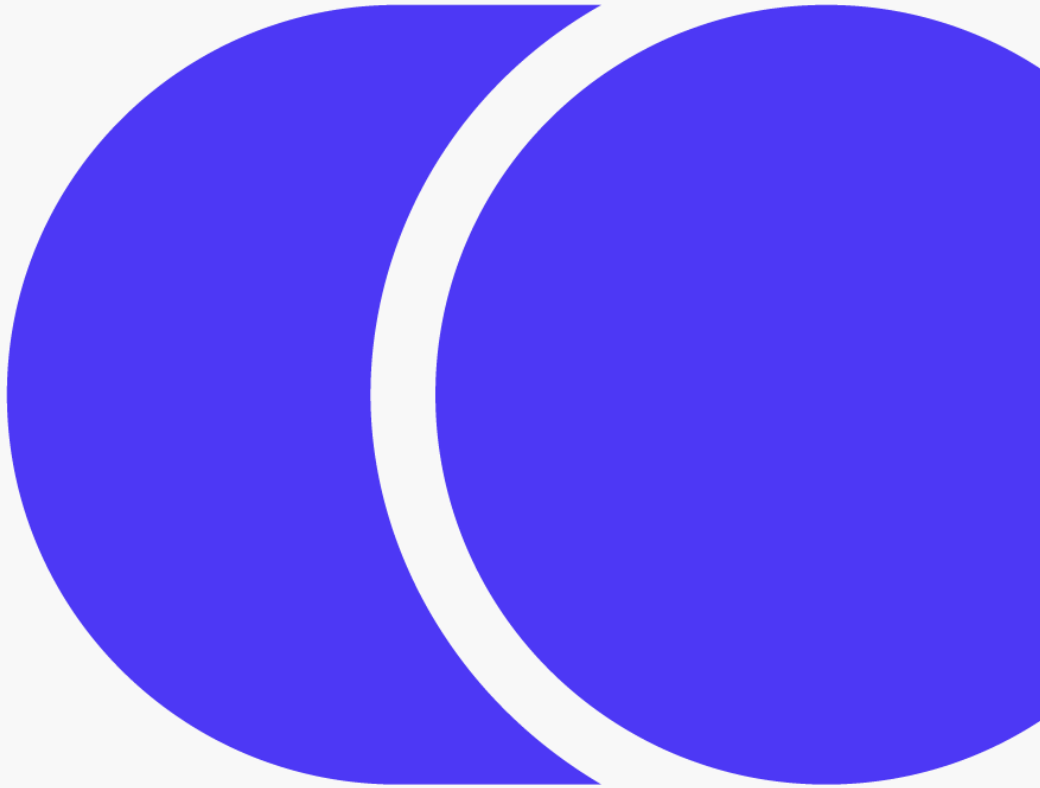
Please use Teams to raise your hand, or type your questions in the meeting chat





Part 2

REC Change



The Theft Issues Group

Elise Handy and Florentina Monea

Theft Issues Group

- Commenced in April 2024.
- Approximately 30 – 40 attendees each month
- Representation from;
  - Suppliers
  - Electricity Networks
  - Gas Transporters
  - RP Providers
  - Ofgem
  - RECCo
  - Code Manager
- Purpose - To take the strategic ideas from ETREG and recommendations from the end-to-end review of theft processes into action and into Code.
- Attendees are asked to actively provide feedback and input into the Issues raised.
- Anyone can raise an Issue for the group to assess and develop.

- There will be no December 2024 meeting and meetings will commence again on 29 January 2025 (last Wednesday of every month).
- Theft Issues Group Meeting documentation

Issue/Change Update

- **R0163 - Theft Detection Incentive Scheme (TDIS) Reporting Periods Consultation**
  - Quarterly reporting (currently annual)

- **R0173 - Improvements to the Theft Detection Incentive Scheme (TDIS) Final determination**
  - To provide an incentive payment for investigations completed as well (currently only for confirmed theft)

- **I0174 - Mandating Energy Theft Tip-Off Service (ETTOS) Follow Up Awaiting on R0173 outcome**
  - For every ETTOS lead that is passed out to Suppliers, there would be a corresponding item in the TDIS file stating that it had been investigated

- **I0175 - Introducing a Reasonable Endeavours Scheme within the REC Assessment**
  - The scheme will be designed to complement the existing TDIS by targeting complex or high-cost energy theft investigations that are inadequately compensated under the TDIS framework.

Issue/Change Update

- **I0176 - Creation of an Energy Theft Detection and Resolution Body Assessment**
  - Aims to create a new energy theft service provider to ensure consistent standards of investigation and good quality of data across GB

- **I0187 - Schedule 8 Review and Best Practice Guidance Development Scope definition**
  - Aims to review Schedule 8 Unbilled Energy Code of Practice
  - The Code Manager would now like to invite Market Participants to review and provide any comments, questions, or suggestions, or difficulties they experience with Schedule 8, in its entirety. Market Participants are asked to submit their comments to enquiries@recmanager.co.uk.

- **I0212 - Protecting Crimestoppers and their Contacts Assessment**
  - Aims to add clarity around how the information is shared with Energy Suppliers, DNOs, GNOs and Transporters

- **I0225 - Clarification on TDIS portfolio transfers on sale Assessment**
  - Aims to add clarity around the transfer of theft targets on portfolio sale in Schedule 7 Energy Theft Reductio.

Energy Theft Contacts

TIG Chair – Anne Jackson (anne.Jackson@recmanager.co.uk)

Change – Flo Monea (Florentina.monea@recmanager.co.uk)

General change enquiries – change.management@recmanager.co.uk

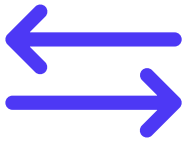
TIG distribution list – committees@recmanager.co.uk

General enquiries – enquiries@recmanager.co.uk

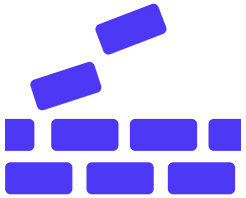
New SDEP Theft Process Type

Rosalind Timperley

The Secure Data Exchange Portal (SDEP)



The SDEP enables Suppliers and Distributors to securely exchange customers' personal data, and raise/ track queries related to specific use cases



In August 2024 R0121 (SDEP Review Improvements – Process Types) was implemented. This added new use cases for Theft to the SDEP

Schedule 8 - Unbilled Energy Code of Practice Amendment

Secure exchange of information between Network Parties and Energy Suppliers

"6.21. Energy Suppliers and DNOs may raise queries and otherwise securely exchange personal data relating to a Consumer with other Energy Suppliers and DNOs in respect of Energy Theft, via the Secure Data Exchange Portal using Market Messages PT0075 Theft General Query (Elec) and PT0076 Theft General Query (Gas)."

Share your feedback....

1. Energy Suppliers & Distributors: have the new Theft Process Types introduced under R0121 delivered the benefits anticipated?

Yes
No
Have not used it

2. Is there anything you would like REC to do to further support theft communications between REC Parties?



Please raise your hand or add to chat.

Q&A Session 2

Q&A Session

Please use Teams to raise your hand, or type your questions in the meeting chat





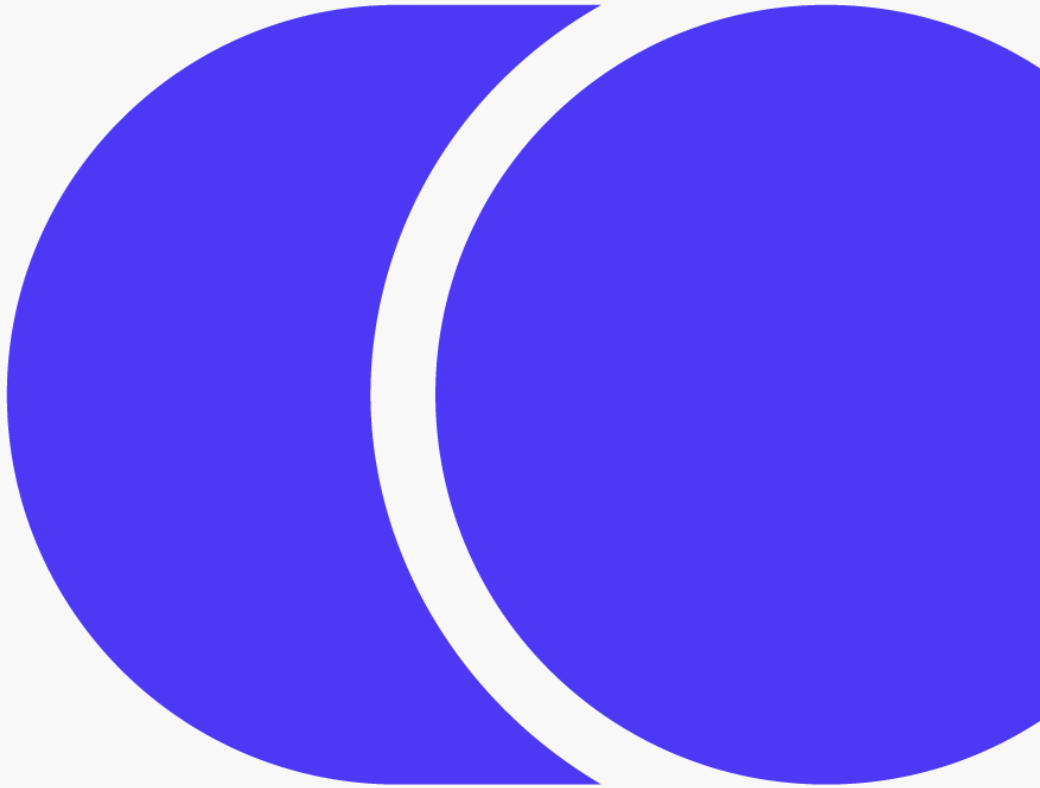


Break

recco

Part 3

RECCo & REC Code Manager Activities



Police Partnership Proposal

Jon Dixon

Executive *Summary*

Problem statement:
Energy theft is a major challenge, costing consumers and threatening public safety.

2022 research estimates theft-related losses of:

- **636 - 1,059 GWh of gas**.
- **1,703 - 2,837 GWh of electricity**.

Equivalent to **£0.9 billion to £1.4 billion** at December 2022 prices, adjusted for Q4 2024 estimated at **£457 - £760 million**, or **£27 per bill-paying consumer**.

Challenges in Enforcement:
Industry efforts to prevent and investigate theft are hindered by:

- Difficulty engaging police and securing support for prosecutions.
- Limited police resources and competing priorities.

The lack of police engagement (combined with perception of energy theft being a ‘victimless crime’) leads to **low deterrence** and few prosecutions.

Recap: Energy Theft Reduction Strategy

The Energy Theft Reduction Strategy empowers REC Parties to prevent, detect, and respond effectively to energy theft. Currently, RECCo provides tools and services such as the Energy Theft Tip-off service (ETTOS), Theft Estimation Methodology (TEM), Theft Detection Incentive Scheme (TDIS), and more.

Five key areas guide the strategy's development:

1. Engagement
2. Awareness
3. Data and insights
4. Incentives
5. **Enforcement**

These areas focus on collaborating with industry parties, raising awareness through campaigns like Stay Energy Safe, leveraging data analytics, enhancing incentives, and strengthening enforcement measures.



Energy Theft Reduction – strategic objectives



Engagement

- Forming an Energy Theft Reduction Expert Group and broad Theft Stakeholder Forums with industry players.
- Providing regular external updates on the progress of the Theft Reduction Strategy.
- Developing comprehensive training and guidance materials to equip stakeholders with necessary tools and knowledge.

Awareness

- Enhancing the Stay Energy Safe campaign with Crimestoppers to boost public awareness.
- Developing a strategy to effectively raise awareness and drive action across industries and consumers, identifying key projects and initiatives.

Data and Insights

- Enhancing theft detection by leveraging data and sources.
- Establishing data-sharing agreement for information exchanges.
- Developing tamper alert analytics for proactive detection.
- Analysing data retrospectively to uncover theft trends.
- Partnering with DeterTech to create theft Portal.

Incentives

- Enhancing existing Supplier Theft Detection Incentive Schemes.
- Developing a broader targeted incentive regime to incentivise theft prevention and detection efforts.
- Commissioning an independent 'whole of system' report to identify gaps in responsibilities and commercial incentives.

Enforcement

- Research the legal framework to guide law enforcement.
- Collaborating with **City of London Police** and other agencies to address energy theft.
- Establishing an independent unit for energy theft enforcement.

Police Partnership

Proposed Solution

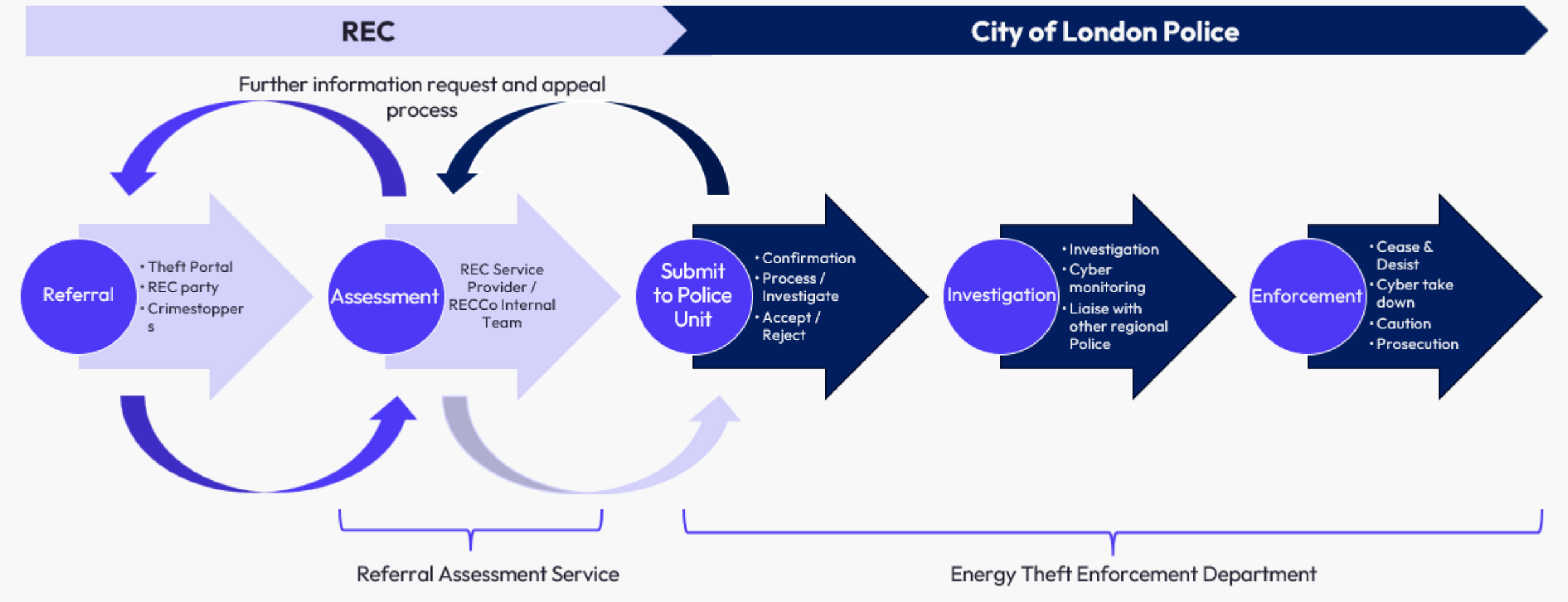
Energy Theft Unit (ETU):

- **Dedicated Enforcement Unit:** The ETU will be operated by the City of London Police to investigate, disrupt, and prosecute organized energy theft and associated crimes.
- **Focus on High-Impact Cases:** Prioritizes addressing large-scale, organized theft operations, including those targeting multiple sites and offering "tampering as a service."
- **Support for Industry:** Provides centralized, consistent enforcement support for Energy Suppliers, addressing gaps in existing theft detection and resolution processes.
- **Deterrence and Public Safety:** Acts as a visible deterrent to would-be offenders.

Referral Assessment Service (RAS):

- **Centralised Liaison:** Acts as the primary intermediary between REC stakeholders and the Energy Theft Unit (ETU), ensuring smooth communication and case handling.
- **Referral Triage:** Reviews and assesses referrals from industry parties to determine viability for investigation – based on agreed criteria, opportunity for reworking.
- **Quality Assurance:** Enhance referrals with additional data, such as property histories or energy usage patterns, to strengthen the case for prosecution.
- **Strategic Insights:** Identifies trends and patterns, targeting organised crime networks and high-impact theft cases that individual parties may struggle to pursue.
- **Enhance efficiency:** Reduce administrative burden on stakeholders by standardising and streamlining the referral process.

High-level Process Flow



We want your feedback!

The Outline Business Case is published in full at:

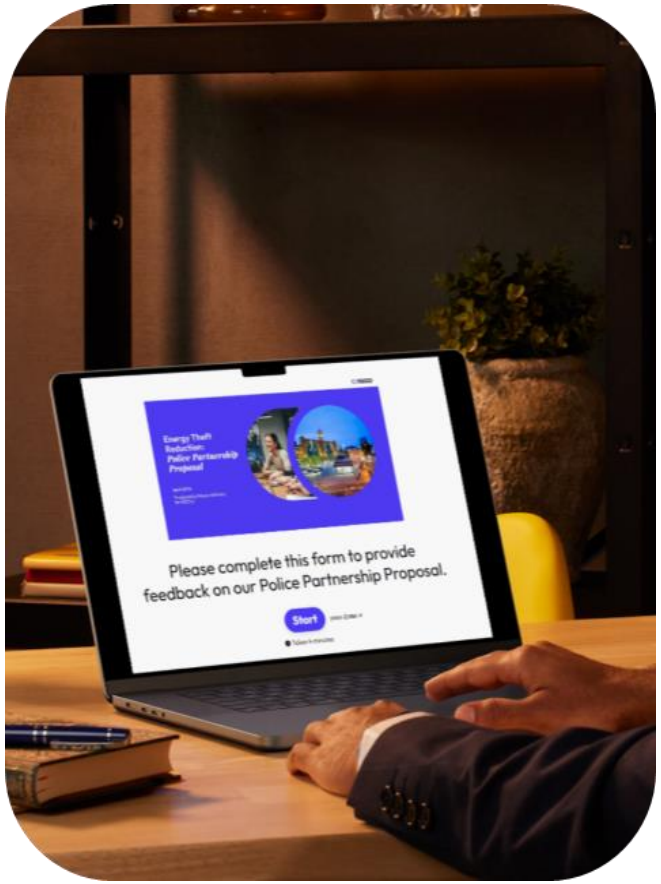
www.retailenergycode.co.uk/partnering-with-city-of-london-police-our-proposal-for-a-dedicated-energy-theft-unit/

Please read the Outline Business Case in full and take a few moments to provide your feedback, either by online survey or email using the links below:

Survey - click to complete:
https://orsnoq1e00j.typeform.com/to/LR1ymCWh

Or email: Theft@retailenergycode.co.uk

We requested response by **6 December 2024**



Theft – Learning Space

Paul Sutherland
RECCo Theft Analyst



Theft – Learning Space

Is there a need for a RECCo-led Theft Learning Space?

Confidential Theft SME 1-2-1s are underway, scheduled through to February 2025

Common Topics So Far:

Theft Investigation – Best Practice



Theft Reduction Hub (REC Portal)



Theft Data Portal (via Detertech)

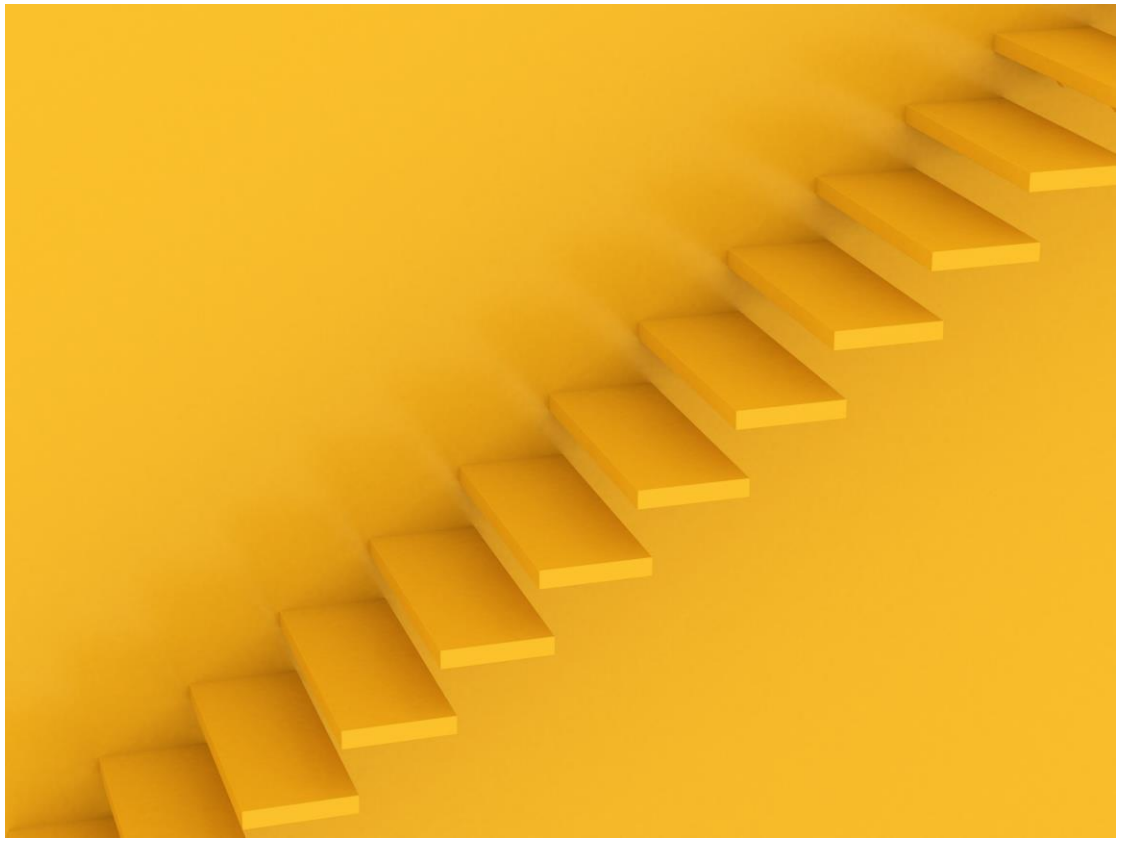


Theft – Learning Space

Next Steps:

- Collate common topics
- Business Case
- Further stakeholder consultation
- Leverage Code Manager expertise
- Create Learning Space? (REC Portal)

- Formats and materials as suggested by stakeholders



Poll....

1. How valuable do you believe a Theft Learning Space would be to your organisation?

- ❑ Very Valuable
- ❑ Somewhat Valuable
- ❑ No Value
- ❑ Unsure

2. If the Learning material was accredited, would this increase the value of the training?

- ❑ Yes
- ❑ No
- ❑ Unsure

3. Which would be your preferred format and type of training material...

- ❑ eLearning – Module Based (At own pace)
- ❑ Interactive Scenario Based (Potential to use Case Studies demonstrating good practice)
- ❑ Video Based (Instructive, simulative, as well as potential for Sharing Expertise)
- ❑ Learning Specific Webinar (Synchronous Learning and potential to share experiences, good practice)
- ❑ All of the Above
- ❑ Other (add to meeting chat)

4. How much time do you believe you or your colleagues could commit to interacting with an accredited Learning Space?

- ❑ Regularly
- ❑ Once every few months
- ❑ Twice a year
- ❑ Once a year

Free Text: Do you have any other comments or suggestions for a Learning Space? Add to the meeting chat

Theft Data Portal (Detertech)

Paul Sutherland

Theft Data Portal (Detertech)

12 Month Trial - Beta Stage

Data Inputs

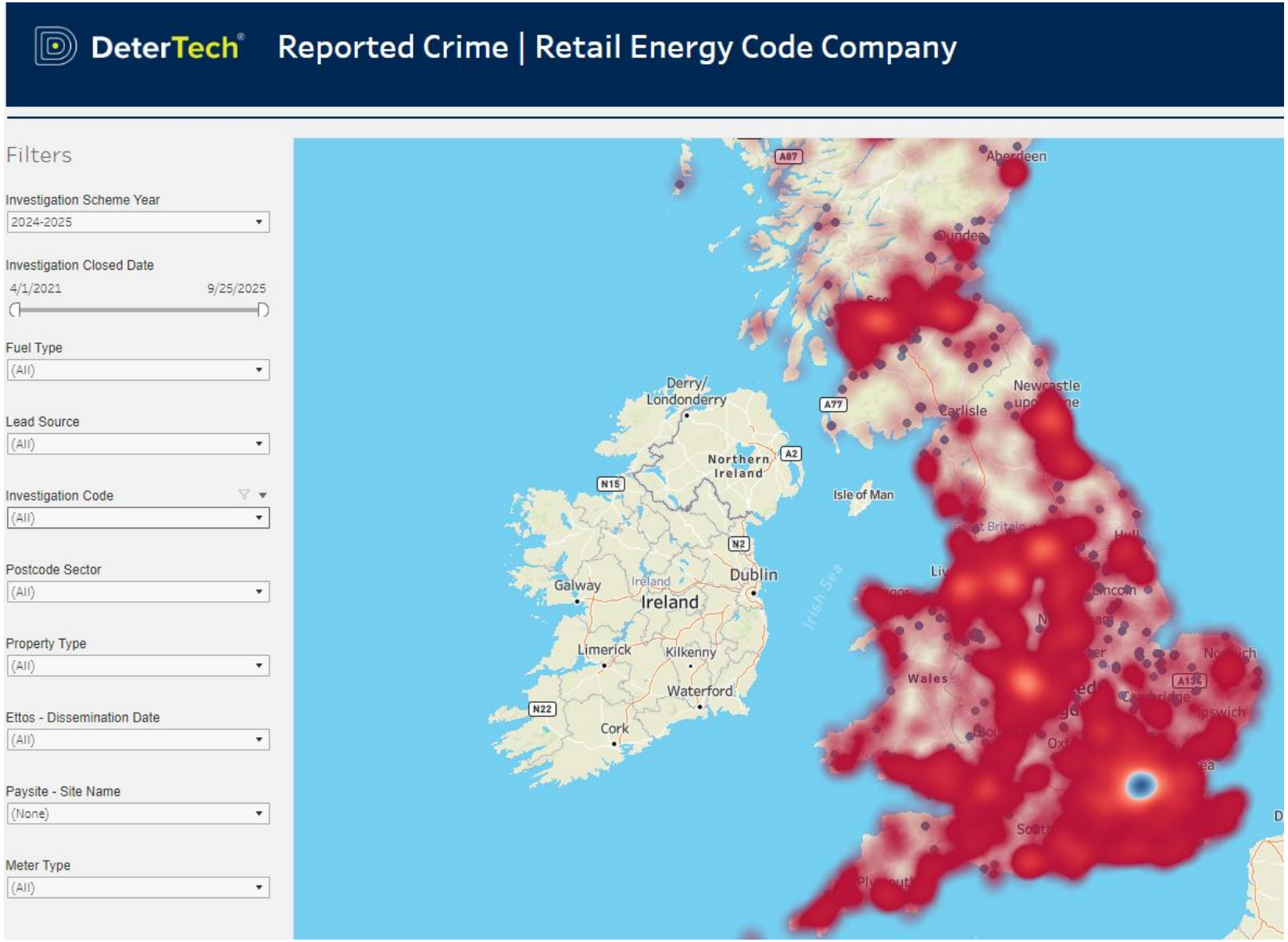
- TDIS
- ETTOS
- PaySites

Exploring

- Theft In Conveyance
- Theft % by Populated Area
- Energy Theft Criminal Data

Open-Source

- Indices of Multiple Deprivation
- Crime Data
- Consumer Data
- Any other relevant public domain data



Theft Data Portal (Detertech)

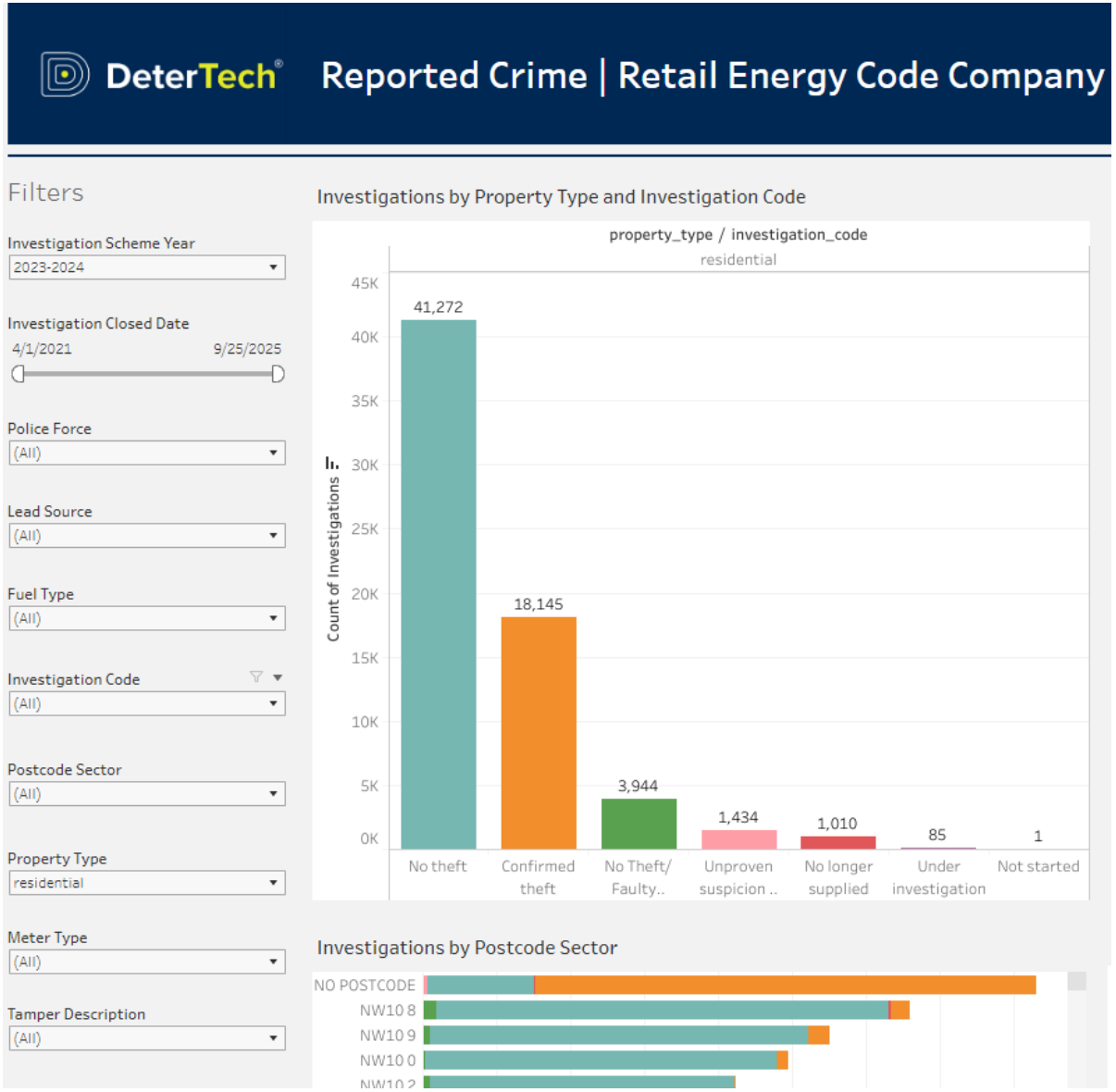
Key Benefits

- GB Heatmap
- GB Trend Analysis
- Targeted Marketing Campaigns

Future Intelligence Analysis

- Referral Assessment Service
- Energy Theft Unit - Police Partnership

[Our Proposal for a Dedicated Energy Theft Unit - Retail Energy Code Company]



Theft Data Portal (Detertech)

QUESTIONS?

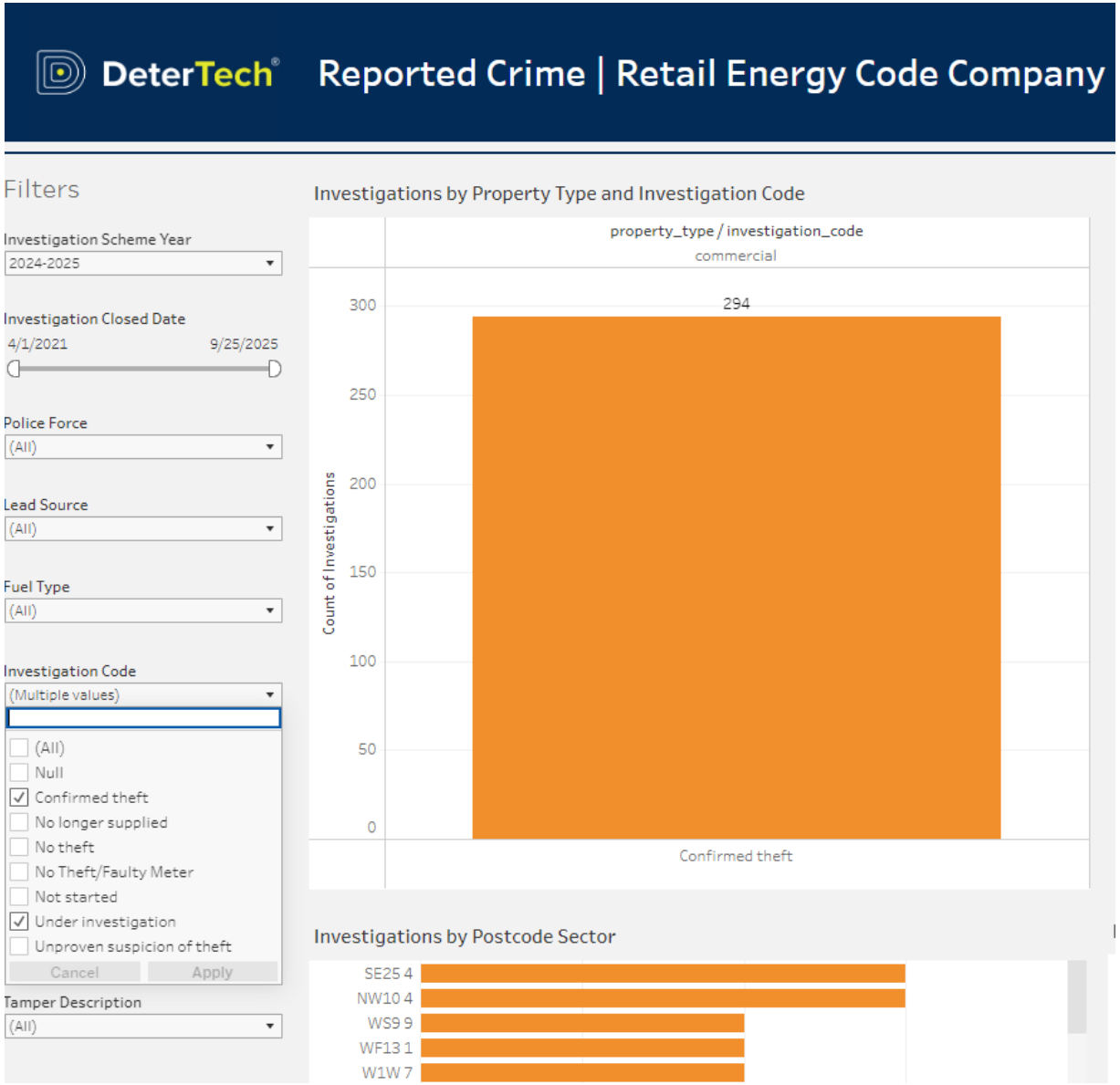
Request Log-In

and

Any Suggestions

to:

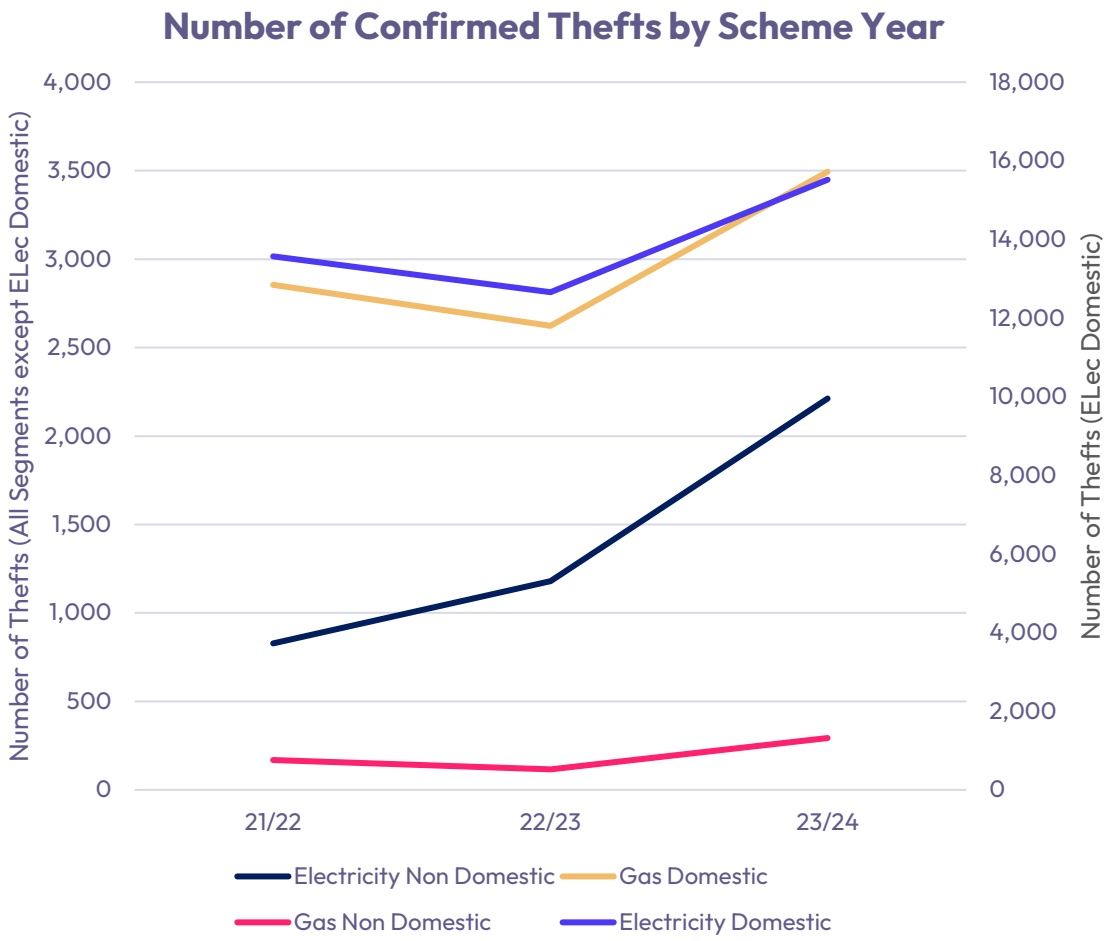
Theft@retailenergycode.co.uk

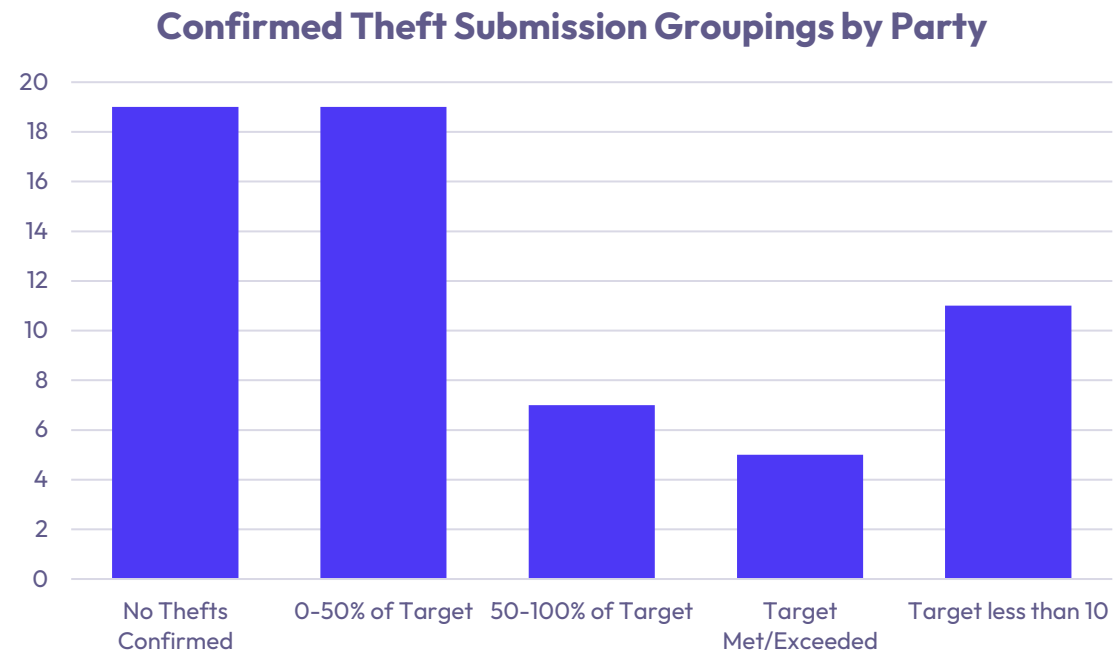


Theft Detection Incentive Scheme Update

Andrew Waghorn

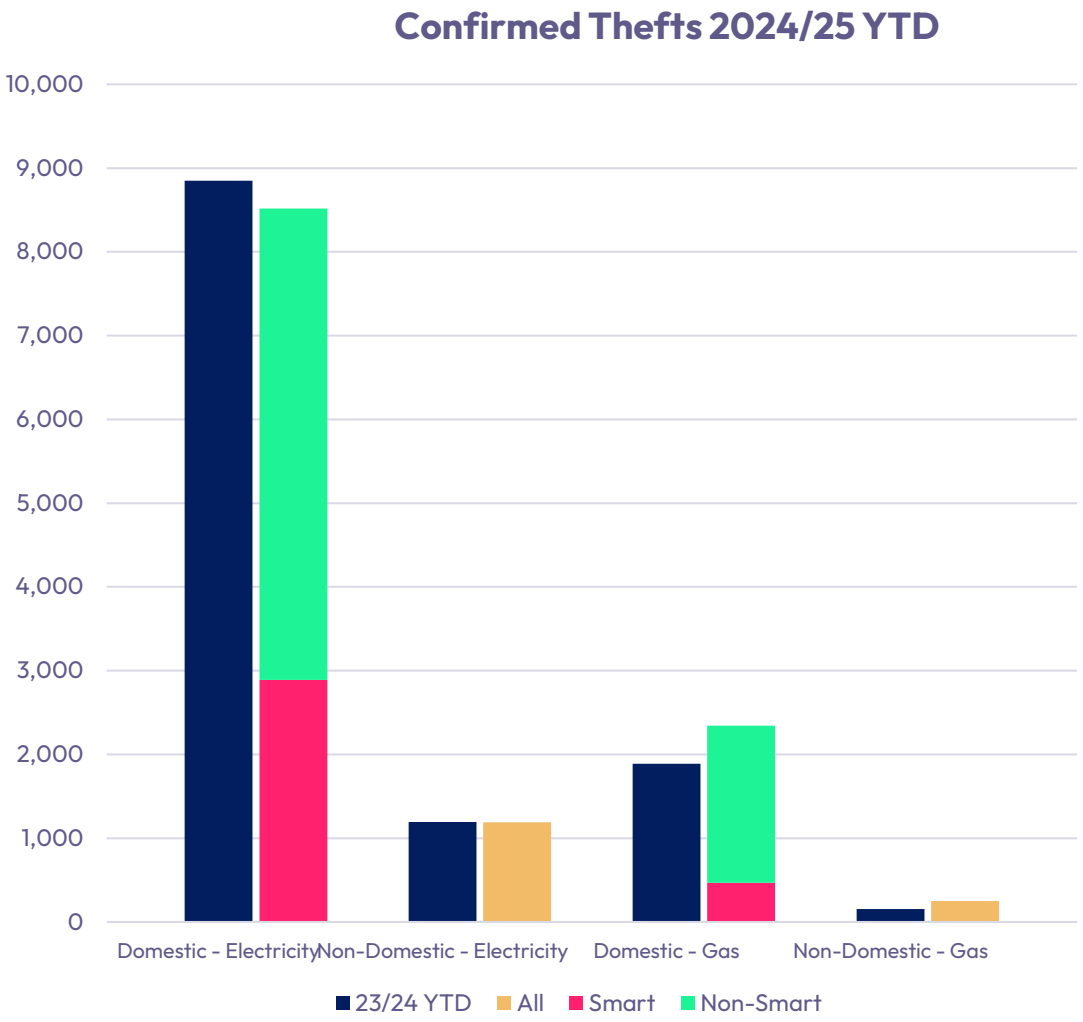
TDIS Scheme Update – 23/24 Outturn

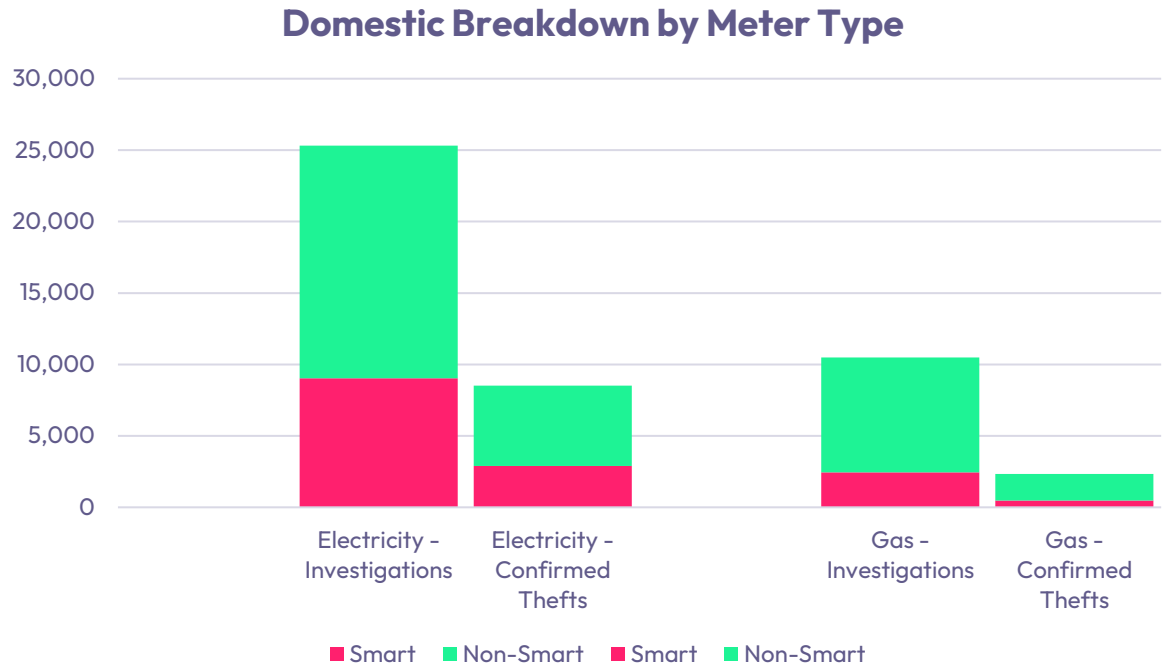




- Broadly increasing number of thefts reported year-on-year
- Overall 53% of target achieved in 23/24

TDIS Scheme Update – 24/25 Update

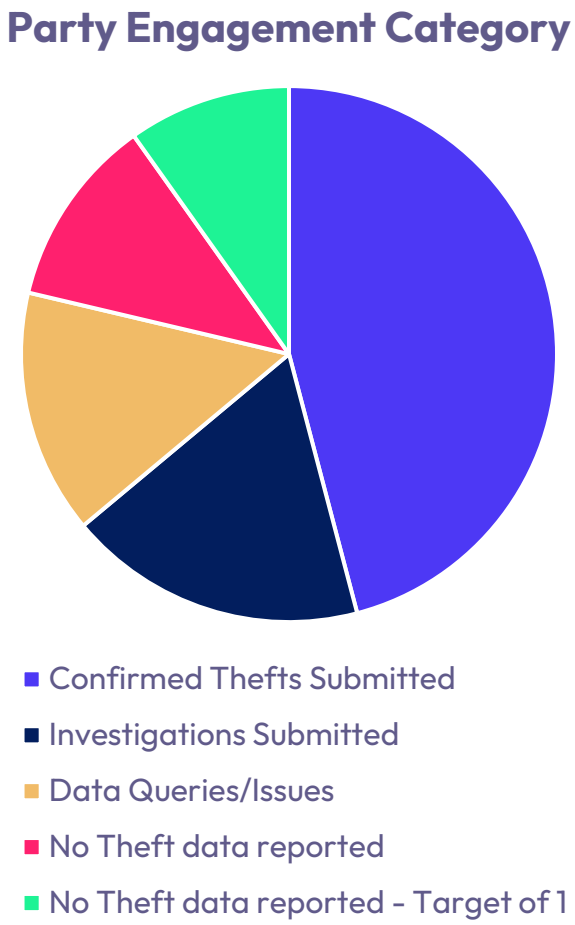




- Position broadly similar YoY
- Domestic segment shows significantly higher theft in non-Smart meters

Performance figures reflect latest Code Manager data – subject to change following resolution of open data queries

TDIS Scheme Update – 24/25 Update



Analysis by Party per Theft Targets – in some cases results are different for parties in the same corporate group who are not grouped for Performance Assurance

Some reminders on reporting:

- Report data in 1341 format, including new segment field
- Report investigations as soon as they are opened, updating based on investigation process in subsequent months
- Data should be submitted in line with the TDIS Reporting timelines
- Details of accepted / rejected thefts can be accessed / downloaded from your TDIS dashboards

DPI Derogation – Theft Year 2025/26

- Portfolio share data is calculated based on market share data obtained from CSS
- Previously identified data quality issues with DPI data have not yet been resolved
- DPI impacts on the domestic/non-domestic market share split and hence can impact target calculations if incorrect
- Given market share data is based on December position, the Code Manager has requested a similar derogation apply for the 2025/26 Theft Target calculation as was applied for the current year:
    - The Code Manager will share market share data as per CSS once available (Target 8 January 2026).
    - Parties who believe this is not an accurate reflection of their supply portfolio will have an opportunity to submit an adjustment that will be applied for target calculations (and subsequent debit/credit calculations).
    - Responses will be required by **7 February 2025** and will be required to be accompanied by a **declaration** regarding the accuracy of the data provided.
    - Responses should ideally be provided by MPID and must be provided at a Party level if MPID splits are not possible.
    - The submission can only adjust the number of meters split between domestic / non-domestic. **NO change in the overall number of registered meters can be made**.
- Suppliers with a non-domestic only licence do not need to take any action as their portfolio is already assumed to be entirely non-domestic.

REC Change R0173 Impacts

Considerations for parties if R0173 is approved:

- Changes to data submission formats:
  - New fields for ETTOS reference, theft investigation type and fuel type
  - Removal of unnecessary fields
- Ability to relate investigations to ETTOS leads may require other process/system changes
- New reporting will apply for April 2025 period onwards – i.e. from 2 June 2025
- TDIS Dashboards will be updated to report Completed but Unconfirmed Theft and more information on ETTOS Lead matching/reporting
- Increased Performance Assurance expected – combination of sample testing and targeted assessment of processes/controls operated by suppliers through RFI PATs

Theft Target Methodology

- TTM is required to be updated each year, following closure of the prior year.
- Call for Evidence was issued in early October, with November response date.
- Code Manager currently finalising analysis of responses and other information and drafting updated TTM for Category 3 Consultation.
- Consultation expected to be issued following PAB (16 December), with response deadline of 24 January 2025.
- Changes expected to be relatively limited, and to include:
  - Some adjustments to TDV – based on information from call for evidence and consideration of inflation
  - Adjustment to Smart/Non-Smart target split based on current market data.
- As per call for evidence no intent to change segments, overall target or allocation method (given prior year changes and impacts of R0173).

REC Portal User Experience Updates

Rachel Norberg

recco

Live Demo

Q&A Session 3

Q&A Session

Please use Teams to raise your hand, or type your questions in the meeting chat

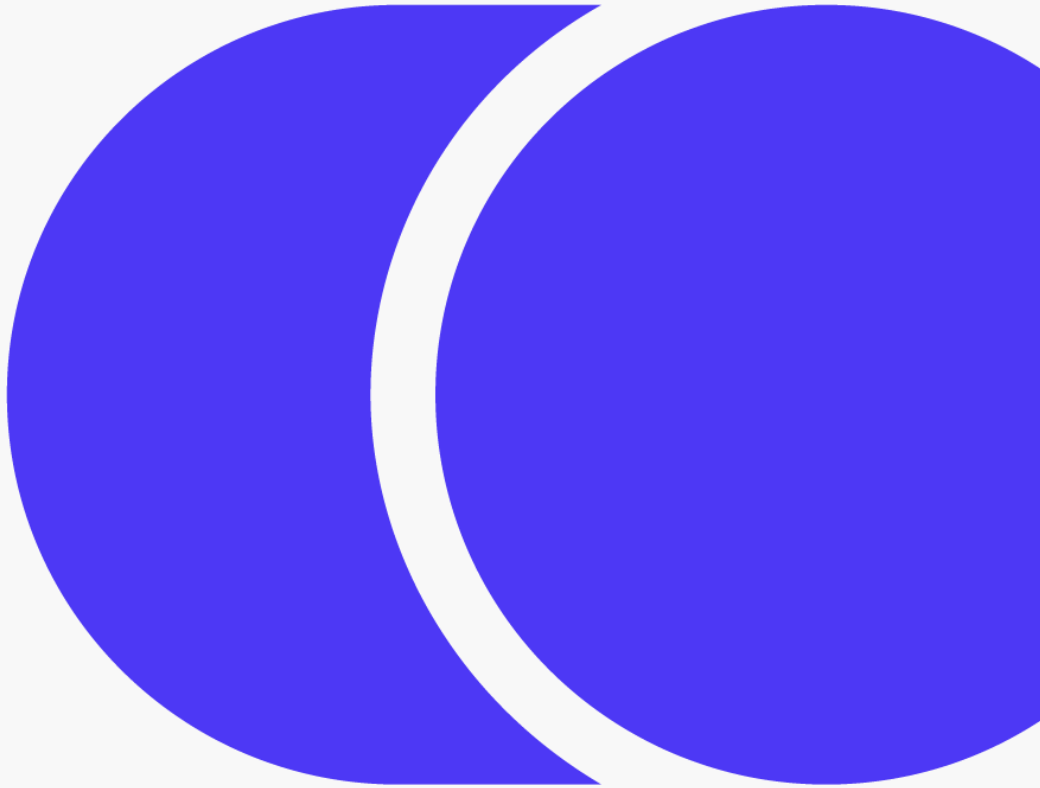




recco

Part 4

Attendee Sharing Session



Share your successes and challenges....

1. Do you have any energy theft related successes you would like to share?

2. What challenges is your organisation experiencing when it comes to preventing, detecting and resolving energy theft.



Please raise your hand or add to chat.



Add a like reaction to anything you agree with.

AOB

AOB

Recording Energy Theft Forums

Would you prefer for future Energy Theft Forums to be:

a) Recorded and shared online, so that those not able to attend can view; or

b) Not recorded

Note, headline reports and minutes will continue to be produced

Thank you for Attending

Please share your feedback using the form link in the meeting chat:

https://forms.office.com/e/9qnYfm4t5X