RETAIL ENERGY CODE

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THEFT ISSUES GROUP
DRAFT MEETING MINUTES

MEETING	**RECTIG_25_0226**
DATE	**26 February 2025, 09:30**
LOCATION	**Microsoft Teams**

Attendee	Representing	Initials
Anne Jackson (Chair)	REC Code Manager	AJ
Jenna Smith	Cadent Gas	JS
Laurie Edwards	Northern Gas	LE
Amanda Monaghan	Northern Gas	AM
Lisa Warnock	SGN	LW
Paul Hart	UKPN	PH
Karishma Bansal	Centrica	KB
Clare Manning	E.ON	CM
Jen Stevenson	E.ON	JS
Martin Lane	EDF	ML
Nicola Farrier	Npower	NF
Shamil Udayar	Npower	SU
Megan Cetera	Octopus	MC
Victoria Burkett	SSE	VB
Clare Kane	SSE	CK
Carole Coleman	Tomato Energy	CC
Anne Stevens	United Gas & Power	AS
Matt Cogram	Elexon	MC

Aiyesha Andrade	Retail Energy Code Company	AA
Jon Dixon	Retail Energy Code Company	JD
Lynne Fallon	Retail Energy Code Company	LF
Rebecca Lowe	Retail Energy Code Company	RL
Maria Pearson	Retail Energy Code Company	MP
Paul Sutherland	Retail Energy Code Company	PS
Rosalind Timperley	REC Code Manager	RT
Andrew Waghorn	REC Code Manager	AW
James Hardy	REC Code Manager	JH
Andy Knowles	REC Code Manager	AK
Eve Marriner	REC Code Manager	EV
Flo Monea	REC Code Manager	FM
James Rees (Secretary)	REC Code Manager	JR

1 WELCOME, INTRODUCTION AND CONFIRMATION OF AGENDA

The Chair welcomed attendees to the ninth meeting of the Theft Issues Group (TIG). The Chair informed Members apologies had been received from Alan Cookson, with an alternate attending on their behalf.

2 CONFIRMATION OF THE AGENDA

RECTIG Members noted the contents of the agenda, one additional item of business was raised.

3 APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes of the meeting held on 29 January 2025. There were no comments, and the minutes were approved as an accurate reflection of the meeting.

4 REVIEW OF ACTIONS LOG

The Chair provided Members with an overview of the below actions on the Action Log:

RECTIG_24_1127_01: RECCo to investigate establishing a workshop to discuss the strategic review and prioritisation of theft project. - Open

JD explained that previously members expressed an interest in having a face-to-face workshop, which RECCo would be happy to facilitate. JD advised the idea is to have a hybrid workshop, which would give Members the opportunity to attend the workshop, even if it wouldn't be face-to-face. JD informed Members no date has been confirmed as of yet for the workshop. JD highlighted when a date has been scheduled, Members will be given the opportunity to raise the topics they would want covered.

RECTIG_25_0129_08_01 – The Code Manager to clarify the meaning of 'Cut-Off Disconnection' as a defined term in the REC – Closed.

JH informed Members this will be included in the Solution Development review for I0187 - Schedule 8 Review and Best Practice Guidance Development. JD explained once the solution development has been completed, the 'Cut-Off Disconnection' term can be added into Rec Schedule 1 as a defined term. Members agreed this action can be closed.

RECTIG_25_0129_08_02 – The Code Manager to reach out to DNO's to understand their appetite for receiving a report for settlement purposes. - Open

JH informed Members there has been a delay in reaching out to DNO's on this topic, however it will commence shortly.

JS mentioned that a DNO had reached out to them recently, regarding this report. JS asked whether some DNO's had been contacted, which could have prompted this. AW explained this topic was discussed at the last REC Issues Group (RIG), which could have promoted the DNO's to contact Suppliers.

LF highlighted all DNO's need to be contacted to determine whether they want to receive this report, to ensure consistency.

5 STRATEGIC REVIEW AND PRIORITISATION (WHITE PAPER)

JD informed Members a post-meeting paper will be issued detailing the updated objectives and timescales for this initiative. JD highlighted TIG members will have the opportunity to provide feedback and ideas on the initiative until 14 March 2025. JD explained this will give RECCo enough time to take the feedback on board and bring the topic back to TIG for the March meeting.

AG asked where the proposed workshop fits into the timescales. JD explained the workshop could be useful if it was to take place at the end of April, to test out the proposals and go through the feedback received by Members on the initiative. AG asked whether this would fall outside of the Consultation period. JD advised the Consultation period would have closed by then, however further engagement will be sought from Members up until implementation.

6 I0234 – INTRODUCTION OF AN ENERGY THEFT REFERRAL ASSESSMENT SERVICE (RAS) UNDER THE REC

PS provided Members with an update on I0234 – Introduction of an Energy Theft Referral Assessment Service (RAS) Under the REC, found on slides 9-18.

PS provided Members with the Referral Information and Evidentiary Requirements, which was issued as a pre-meeting paper for this meeting. TIG Members were invited to provide their thoughts on this topic.

LW noted mandatory fields on forms are particularly useful, it enables parties to obtain as much information as possible. LW highlighted vital information could be missed if parties aren't mandated to complete particular information. MC agreed with this comment, advising having more mandatory fields on the form will be useful. MC mentioned any information that parties can easily obtain could be made mandatory. LF explained as the first referrals are raised, it will show what information is easily available to parties. LF noted it will be the responsibility of the party to determine whether they want a case to be investigated, even if they are not able to provide all of the mandatory information. This will provoke discussions with the party and the RAS, to identify how that particular case can be progressed.

JS asked if the form is being completed by a Supplier, would they need to input who the Network Operator is for a particular MPAN. LF confirmed a Supplier should be able to identify who the Network Operator is for their MPANs; therefore, this information would need to be provided as mandatory.

JS asked if the plan was for this to be piloted before it is rolled out fully. LF explained any ideas and suggestions from Members will be welcomed, and if that suggestion is around piloting the roll out of the Energy Theft Unit (ETU) and the RAS, then that will be considered. LF informed Members the plan is to include as much information in the initiative before go-live, to ensure there is clarity on the requirements. LF mentioned the plan is not to start updating documents and products relating to this initiative immediately post go-live, unless the change needed was urgent.

LW asked if past cases can be used to build the requirements for this initiative. LF highlighted this would be beneficial, however they are aware that Suppliers resources are pushed to the limit and that would include them looking at historical data to try and identify old theft cases. PS mentioned a workshop could be arranged with parties to go through a case study, which would be beneficial to identify what the requirements will be.

CM noted the referrals will contain a customer's personal data and asked if the REC portal will be used as the mechanism for the referrals to be raised. PS confirmed that is yet to be verified, however the REC portal is a potential mechanism being explored.

FM provided Members with an overview of the timescales for I0234. FM advised this change is currently through the solution development phase, which is due to end at the end of February. FM mentioned the plan is for this change to be issued for an Authority Determination on 21 May 2025, with a proposed implementation date of June 2025.

7 CHANGE UPDATE

FM provided an update of the changes and issues that have been raised relating to theft, found on slide 20.

JH informed Members further feedback had been received from parties on I0187 – Schedule 8 Review and Best Practice Guidance Development. JH explained the Code Manager will now review the feedback and progress to solution development at the end of March. JH asked if any other TIG members wish to provide feedback, can they submit this before 18 March 2025.

8 FUTURE MEETINGS

The Chair advised that the next meeting of the TIG would be on 26 March 2025 from 09:30 to 12:00.

9 ANY OTHER BUSINESS

9.1 REQUESTING PHOTOS FROM DNO'S

JS informed Members of an issue they have faced historically, around requesting a photo from a DNO after they have been on site and conducted their meter work. JS advised there are certain scenarios of DNO's not providing the photos to Suppliers, which causes issues for Suppliers not being able to upload them to the Theft Detection Incentive Scheme (TDIS). JS noted a potential solution could be that it is made mandatory that if a DNO has taken a photo whilst out on site, they share that with the Supplier.

AK mentioned it would be useful if a new issue is raised on this topic. AK explained this would enable the Code Manager to investigate this process and try to identify a solution to help DNO's and Suppliers. JS agreed to raise an issue for further investigation.