RETAIL ENERGY CODE

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STATUS	**FOR DISCUSSION**

I0253 – DNOS/NETWORKS NOT PROVIDING IMAGES

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1 PURPOSE

The purpose of this paper is to gather feedback from the Change Issues Group on I0253 – DNOs/Networks not providing images.

2 BACKGROUND

This Issue was initially discussed within the Theft Issues Group (TIG) in January 2025 and is being presented as an item to the July TIG meeting as part of the solution development phase.

An Energy Supplier has raised an issue with providing supporting evidence to confirm Energy Theft to qualify for the Theft Detection Incentive Scheme (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 obliged to record photographic evidence of the Energy Theft, the responsible supplier may 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

3 DISCUSSION

The Code Manager is asking the Theft Issues Group to provide thoughts and expertise into this problem statement and any feedback that could help to formulate a solution to this issue.

The Code Manager is therefore asking the following questions:

- Do members currently receive images from DNOs/GTs?
- Do members think this is currently a problem with both fuels?
- What are members views of the current Confirmed Energy Theft process?
- Are members actively using SDEP for Data Transfers when sharing images?
- Does the issue of DNOs not providing images directly impact suppliers and their ability to make a TDIS claim?
- Are there any other issues you would like the Code Manager to consider as part of this solution?