RETAIL ENERGY CODE

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REC ISSUE SUBMISSION FORM (COPY)

1 PERSONAL DETAILS

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COMPANY *(Optional)*	RECCo
COMPANY TYPE *(Optional)*	Code Body/Administrator
TELEPHONE NUMBER *(Optional)*	
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2 ISSUE SUMMARY

ISSUE TITLE *(Mandatory)*	Theft Calculator Usage and Suitability Assessment
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	Currently, it is uncertain how widely the existing Theft Assessment Calculators are being used by Parties for assessing energy losses due to theft, despite Schedules 7 & 8 mandating the usage. There is evidence to suggest inconsistent application across Parties, and whilst there has only been one derogation request, anecdotal feedback indicates that other Parties are also struggling to use the calculator. It is also unclear whether it is consistently applied for Theft Detection Incentive Scheme (TDIS) submissions, or if its current platform is fit for purpose across all operational environments. Gaining a comprehensive understanding of its current usage and effectiveness is crucial to determine if the calculator is delivering its intended purpose efficiently and consistently across the industry.

WHAT IMPACT IS THIS HAVING? *(Mandatory)*	The lack of clarity on the calculator's usage and suitability may be impacting the industry in several ways: 1. Inconsistency in assessments - Without understanding current usage patterns and effectiveness, there is a risk of inconsistencies in how energy theft is assessed and subsequently reported in TDIS. 2. Best Practice sharing - It prevents the identification and sharing of best practices related to energy theft assessment, limiting opportunities for collective improvement and efficiency. 3. Uneven playing field - An unclear understanding of the tool's performance across various platforms and user scenarios can lead to an uneven playing field among Parties in their approach to energy theft. 4. Future preparedness - Without this foundational data, it is challenging to ensure the calculator can provide robust, consistent, and potentially court-ready evidence, which will be increasingly important with the impending establishment of the Energy Theft Unit (ETU) and Referral Assessment Service RAS). 5. Customer detriment - Whether a customer is charged for stolen energy may vary from Supplier to Supplier, potentially leading to inconsistent outcomes for consumers. 6. Reluctance to report issues - Parties may be failing to raise their issues or concerns with the tool due to fear of being put under the spotlight or highlighting potential REC Schedule breaches.
WHAT DO YOU CONSIDER TO BE AN EFFECTIVE SOLUTION? *(Mandatory)*	It is expected that there will be a collaborative information gathering exercise to thoroughly assess the current Theft Calculator. This includes collecting data on specific use cases, frequency of use, and devices (such as laptops or mobile devices), evaluating whether its current functionalities align with industry needs for assessing energy theft and TDIS submissions, and reviewing the suitability of its current platform to identify preferred future delivery mechanisms (e.g. web or app-based). This approach aims to inform potential enhancements or a comprehensive upgrade, ensuring a consistent and reliable tool that can be accessed and used effectively across multiple operational scenarios and devices for the benefit of all Parties.

IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE ISSUE THAT WOULD BE USEFUL? *(Optional)*	The main reason this issue is being explored is due to a current live derogation related to the lack of functionality of the new device with the existing theft calculator. Beyond this, this issue is set against the backdrop of ongoing industry discussions about the future of energy theft management and the establishment of a dedicated Energy Theft Unit. Providing robust, consistent, and legally defensible data is crucial for the unit's success and for effective energy theft prosecution. Previous discussions with Parties have highlighted diverse experiences and limitations with the current calculator, especially concerning platform accessibility. These have contributed to inconsistent approaches to assessing losses, which ultimately impacts the accuracy and reliability of the Theft Estimation Methodology (TEM) and in turn the annual cost of energy theft to every household. While a "quick fix" was proposed to address an immediate need, it was deemed potentially detrimental to industry-wide efficiency and consistency. This REC Issue aims to gather the foundational data needed to inform any future development or comprehensive overhaul of the theft assessment calculators. This ensures any investment creates a level playing field and a tool that supports best practices and consistency in TDIS and RAS assessments for all Parties.
DOES THIS ISSUE RELATE TO AN EXISTING ISSUE RAISED OR AN EXISTING CHANGE PROPOSAL? IF SO, PLEASE PROVIDE DETAILS OF THE ISSUE OR CHANGE PROPOSAL.	This Issue may complement improvements to the TDIS and RAS submissions.

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS ISSUE? *(Mandatory)*	☒ All ☐ Electricity ☐ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME)

	☐ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS ISSUE HAVE FOR THESE CONSUMERS? *(Mandatory)*	☐ Switching experience ☐ Billing accuracy ☒ Trust and confidence ☒ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☒ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	n/a

4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Schedule 1 - Interpretations and Definitions Schedule ☐ Schedule 3 - Accession Agreement ☐ Schedule 4 - Company Governance ☐ Schedule 5 - Change Management ☐ Schedule 6 - Performance Assurance ☒ Schedule 7 - Energy Theft Reduction ☒ Schedule 8 - Unbilled Energy Code of Practice ☐ Schedule 9 - Qualification and Maintenance ☐ Schedule 10 - Charging Methodology ☐ Schedule 11 - Prepayment Arrangements ☐ Schedule 12 - Data Access ☐ Schedule 13 - Transfer of Consumer Data ☐Schedule 14 - Metering Operations ☐ Schedule 15 - Metering Accreditation ☐ Schedule 17 - Secure Data Exchange ☐ Schedule 18 - Green Deal Arrangements ☐ Schedule 19 - Market Exit and Supplier of Last Resort ☐ Schedule 22 - Market Stabilisation Charge

	☐ Schedule 23 - Registration Services ☐ Schedule 24 - Switching Data Management ☐ Schedule 25 - Central Switching Service ☐ Schedule 26 - Switching Service Management ☐ Schedule 27 - RMP Lifecycle Schedule ☐ Schedule 28 - Related Metering Points ☐ Schedule 29 - Address Management ☐ Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues ☐ Schedule 31 – Prepayment Method Levelisation Reconciliation
ADDITIONAL INFORMATION *(Optional)*	

OPERATIONAL DOCUMENTS *(Optional)*	☐ Consolidated Metering Code of Practice (CoMCoP) ☐ Cross Code Steering Group Terms of Reference ☐ Performance Assurance Board Terms of Reference ☐ Performance Assurance Report Catalogue ☐ REC Change Panel Terms of Reference
ADDITIONAL INFORMATION *(Optional)*	

SERVICE SPECIFICATION *(Optional)*	☐ Central Data Service Provider Further Services Service Definition ☐ Central Switching Service Definition ☐ CSS Certificate Authority Service Definition ☐ Electricity Enquiry Service - Service Definition ☐ Electricity Retail Data Service Definition ☐ Gas Enquiry Service Definition ☐ Gas Retail Data Service Definition ☐ Green Deal Database Service Definition ☐ Secure Data Exchange Service Definition ☐ Switching Operator Service Definition
ADDITIONAL INFORMATION *(Optional)*	

API TECHNICAL SPECIFICATION *(Optional)*	☐ EES API Technical Specification ☐ GES Meter Asset Enquiry API Technical Specification ☐ GES Supply Point Switching API Technical Specification ☐ GES Supply Point Enquiry API Technical Specification
ADDITIONAL INFORMATION *(Optional)*	

THE DATA SPECIFICATION *(Optional)*	☐ Data Access Matrix ☒ Data Item Catalogue ☒ Market Message Catalogue ☒ Standards Definition ☐ Supply Number Format
ADDITIONAL INFORMATION *(Optional)*	

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Central Data Service Provider Further Services ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Electricity Enquiry Service ☐ Electricity Retail Data Service ☐ Electricity Theft Tip Off Service ☐ Gas Enquiry Service ☐ Gas Retail Data Service ☐ Green Deal Central Charging Database ☐ Secure Data Exchange Service ☐ Switching Operator
ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☐ AMR Service Providers ☐ Data Aggregators ☐ Data Collectors ☐ DCC ☐ Distribution Network Operators ☐ Energy Suppliers ☐ EES Users

	☐ Gas Transporters ☐ GDCC Users ☐ GES Users ☐ Green Deal Finance Parties ☐ Green Deal Providers ☐ Meter Asset Providers ☐ Metering Equipment Managers ☐ Shippers ☐ Third Party Intermediaries ☐ Virtual Lead Party ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	.

OTHER INDUSTRY CODES? *(Optional)*	☐ Balancing & Settlement Code (BSC) ☐ Distribution Code Use of System Agreement (DCUSA) ☐ Smart Energy Code (SEC) ☐ Uniform Network Code (UNC) ☐ Independent Gas Transporter Uniform Network Code (IGT UNC)
ADDITIONAL INFORMATION *(Optional)*	

DOES THIS ISSUE IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	No
ADDITIONAL INFORMATION *(Optional)*	

5 ISSUE PROGRESSION

DO YOU BELIEVE THIS ISSUE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED	No

UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OF THIS ISSUE? *(Option)*	Intention to have a refined solution to be assessed by industry prior to September 2025
ARE THERE ANY REQUIRED TIMESCALES FOR THE IMPLEMENTATION OF THIS ISSUE? *(Option)*	September 2026
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THIS ISSUE WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	