Theft Issues Group August

26 - 27 Aug 2025

Poll results

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- Have you reviewed the issues marked as complete?
- Do you agree that changes made resolve these issues?
- If you answered “Partly” to question 2, which issues are not fully resolved?
- Do you have any feedback or comments on the changes made for the issues marked as complete?
- Do you agree with the addition of 11.2, 11.3 and 18.9?
- Are there any further amendments or additional text needed to resolve this issues and if so, what?
- Do you agree that detail for a service removal process should be developed outside of Schedule 8?
- Do you have any feedback or comments on the changes for issue 2?
- Do you agree that Theft in Conveyance should be added to 2.1(d) and (e)?
- Should there be a definitive list of theft data to be submitted to fulfil 2.1(d) and (e)?
- Should this list be detailed and defined in Schedule 8, or referenced in Schedule 8 and detailed elsewhere, such as a category 3 document of similar?

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- Should the data be provided as part of the TDIS submission or separate? Network Parties do not make a TDIS submission, so this is a consideration.
- Do you have any feedback or comments on the changes for issues 5 and 28?
- Do you agree with the merging of 6.8 into 5.1?
- Should there be an obligation for Network Parties and Suppliers to provide a reporting process outside of ETTOS for those who do not wish to be anonymous and/or provide photos or be updated when any metering safety issues are resolved?
- Should there be more detail about information sources that should be exploited for a thorough investigation in Section 5?
- Do you have any feedback or comments on the changes for issue 13?
- Do you agree with the addition of 7.4 and 7.5 to detail Network Party Response Times?
- Do you agree with the changes made to 7.7 (now 7.9 and 7.10) to change when the time period commences and delays?
- Should the PARC/TDIS Submission be updated to capture relevant data to report on and monitor the response times?
- Do you have any feedback or comments on the changes for issue 22?

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- Should the gas response times be changed to be the same as the electric response times?
- If aligned are the current electric response times fit for purpose or do these need changing?
- Do you have any feedback or comments on the changes for issue 23?

Multiple-choice poll

Have you reviewed the issues marked as complete?

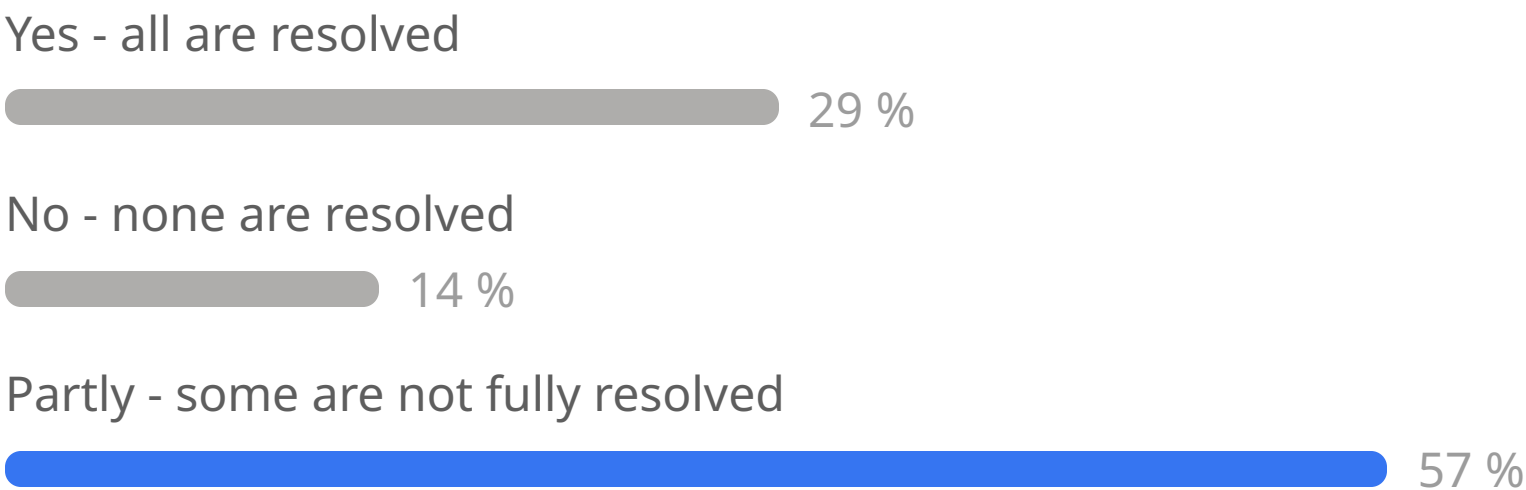
0 0 7



Multiple-choice poll

Do you agree that changes made resolve these issues?

0 0 7



If you answered “Partly” to question 2, which issues are not fully resolved?

003

- 1.7 - So, just want to make sure, the reference to a legislative document being referenced, has never existed in the time REC has been in operation?
- 6
- 6.6. we discussed that networks would only provide photographic evidence if it is safe to do so

Do you have any feedback or comments on the changes made for the issues marked as complete?

0 0 3

- Providing evidence and sharing information
- 9.4 regarding registration, why has this been removed
- I have passed this to our Compliance team to review, I am waiting for them to come back to me with feedback.

Multiple-choice poll

Do you agree with the addition of 11.2, 11.3 and 18.9?

0 0 8

Yes



100 %

No



0 %

Are there any further amendments or additional text needed to resolve this issues and if so, what?

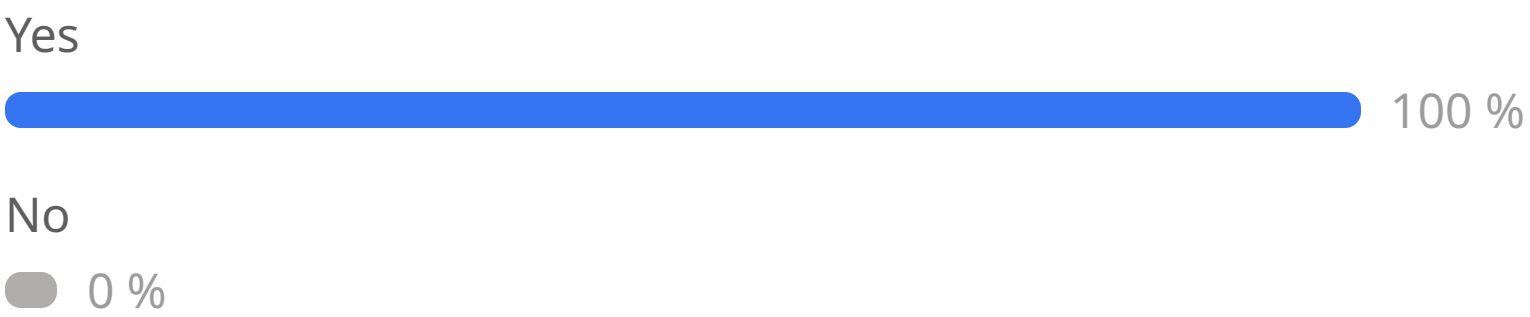
0 0 1

- Just be aware that if removing service then DNO cannot refuse to install a new one with new MPAN etc.

Multiple-choice poll

Do you agree that detail for a service removal process should be developed outside of Schedule 8?

0 0 9



Do you have any feedback or comments on the changes for issue 2?

0 0 3

- DNOs may benefit from more clarity around disconnecting as an AGENT of the Supplier when for Theft/Debt and NOT an Emergency Safety issue (ESQCR).
- guidance needed
- I agreed there should be some guidance on this

Multiple-choice poll

Do you agree that Theft in Conveyance should be added to 2.1(d) and (e)?

0 0 7



Multiple-choice poll

Should there be a definitive list of theft data to be submitted to fulfil 2.1(d) and (e)?

0 0 7



Should this list be detailed and defined in Schedule 8, or referenced in Schedule 8 and detailed elsewhere, such as a category 3 document of similar?

0 0 7

In Schedule 8

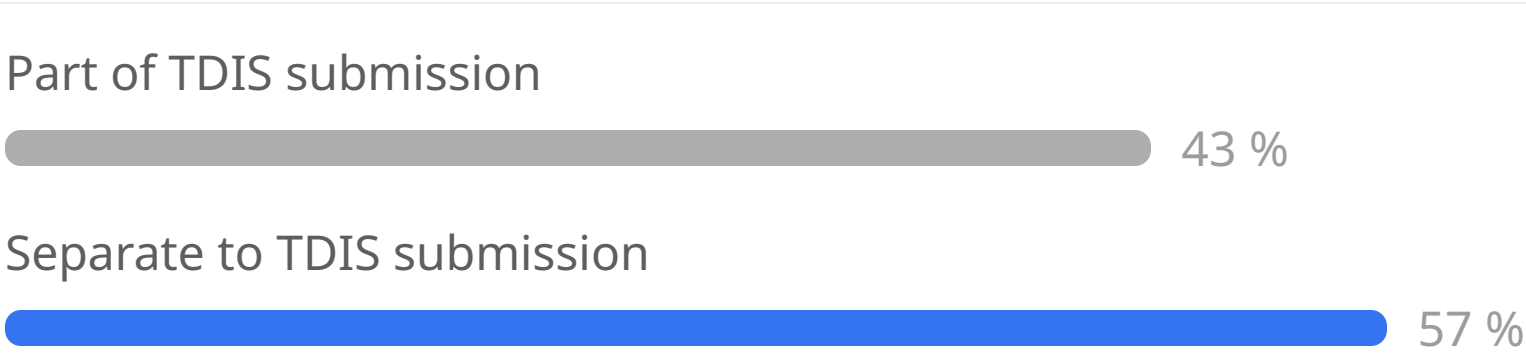
29 %

Outside of Schedule 8

71 %

Should the data be provided as part of the TDIS submission or separate? Network Parties do not make a TDIS submission, so this is a consideration.

0 0 7



Open text poll

Do you have any feedback or comments on the changes for issues 5 and 28?

0 0 1

- Rationale makes sense. Guess the issue is aligning reporting processes for suppliers/networks.

Multiple-choice poll

Do you agree with the merging of 6.8 into 5.1?

0 0 7



Multiple-choice poll

Should there be an obligation for Network Parties and Suppliers to provide a reporting process outside of ETTOS for those who do not wish to be anonymous and/or provide photos or be updated when any metering safety issues are resolved?

0 0 7



Multiple-choice poll

Should there be more detail about information sources that should be exploited for a thorough investigation in Section 5?

0 0 7



Do you have any feedback or comments on the changes for issue 13?

005

- I think industry tips shouldn't go through ETTOS, shouldn't we be using SDEP
- when will gas transporters have access to SDEP
- SDEP should be used by all parties, it is a secure way of reporting theft, and providing detailed information cross party that protects against DPA breaches
- Already been using SDEP and feel this should be the channel all parties use going forward
- There should/could be a separate reporting process for Priority 1 jobs where the tip off is from an industry expert, with the ability to provide additional info (photos etc)

Multiple-choice poll

Do you agree with the addition of 7.4 and 7.5 to detail Network Party Response Times?

0 0 7

Yes



71 %

No



0 %

Partly – agree needed but don’t agree with the proposed text



29 %

Do you agree with the changes made to 7.7 (now 7.9 and 7.10) to change when the time period commences and delays?

0 0 6

Yes



83 %

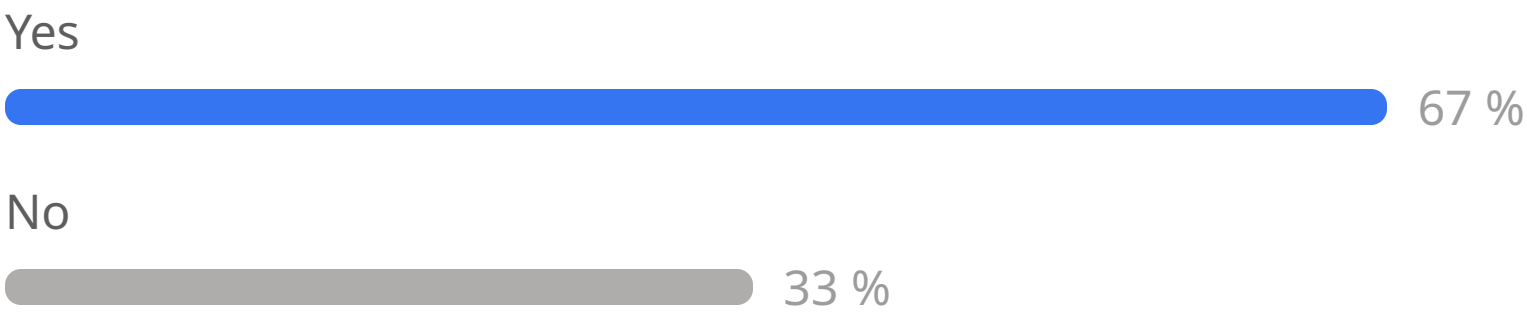
No



17 %

Should the PARC/TDIS Submission be updated to capture relevant data to report on and monitor the response times?

0 0 6



Do you have any feedback or comments on the changes for issue 22?

0 0 1

- it is important that all timescales are clearly documented, and that these are reflected in the reporting There also needs to be clear escalation process in place to enable parties to escalate when they are not getting a response they need.

Multiple-choice poll

Should the gas response times be changed to be the same as the electric response times?

0 0 6



Multiple-choice poll

If aligned are the current electric response times fit for purpose or do these need changing?

0 0 6

Fit for purpose



83 %

Needs changing



17 %

Do you have any feedback or comments on the changes for issue 23?

003

- are these lead times for supply only
- Ultimately the timescales should be linked to risk - unless there is very clear rationale why gas can be left longer than elec for first visit/job completion, then they should be the same
- Cross reference against the electric process to ensure that it all fits together and is clear on what is expected by each party and when