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THEFT ISSUES GROUP
DRAFT MEETING NOTES

MEETING	**RECTIG_25_0924**
DATE	**24 September 2025, 10:00am**
LOCATION	**Microsoft Teams**

Attendee	Representing	Initials
Anne Jackson (Chair)	REC Code Manager	AJ
Nabaz Javonhari	BIP Group	NJ
Charlotte Gilbert	BUUK	CG
Melissa English	Cadent	ME
Kirsty Maddock	NGED	KM
Elaine Carr	SPEN	EC
Lisa Warnock	SGN	LW
David Mitchell	SGN	DM
Paul Hart	UKPN	PH
Olga Batsari	Wales & West Utilities	OB
Dani Watt	British Gas	DW
Jennie Smy	Drax	JS
Martin Lane	EDF	ML
Jen Stevenson	E.ON	JST
Nicole Farrier	E.ON	NF
Shamil Udayar	E.ON	SU
David Lewis	Scottish Power	DL
Alex James	Smartest Energy	AJa
Matthew Walker	SO Energy	MW

Raquel Fernandes	SO Energy	RF
Charles Anarfi	SSE	CA
Danielle Gibson	SSE	DG
Mark Jones	SSE	MJ
Carole Coleman	Tomato Energy	CC
Aaron Bell	UGP	AB
Anne Stevens	UGP	AS
Edward Lindley	UGP	EL
Kevin Grant	UGP	KG
Ben Clark	Utilita	BC
Jacqui Fellows	Valda	JF
Leah Read	Valda	LR
Halimah Magaji	Yu Energy	HM
Joshua Medland	Yu Energy	JM
Alasdair Jenkins	Elexon	AJe
Josie Lewis	Xoserve	JL
Lynne Fallon	Retail Energy Code Company	LF
Rebecca Lowe	Retail Energy Code Company	RL
Paul Sutherland	Retail Energy Code Company	PS
Aiyesha Andrade	Retail Energy Code Company	AA
Ollie Bowden	REC Code Manager	OB
Rosalind Timperley	REC Code Manager	RT
Francine Peyroux-Sissoko	REC Code Manager	FPS
James Hardy	REC Code Manager	JH
Mica Thomas	REC Code Manager	MT

Paul Witton-Dauris	REC Code Manager	PWD
James Rees (Secretary)	REC Code Manager	JR

1 WELCOMES AND INTRODUCTIONS

The Chair welcomed attendees to the meeting of the Theft Issues Group (TIG) and encouraged open discussion, engagement and questions. Slido was introduced as a tool for anonymous questions and gauging group sentiment. Apologies were received from Jon Dixon (RECCo).

2 CONFIRMATION OF THE AGENDA

RECTIG Members noted the contents of the agenda. Three Any Other Business (AOB) items were raised ahead of the meeting and Members were informed that they could raise further AOB later if needed.

The Chair advised they will be taking Members through the White Paper update.

3 APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes of the meeting held on 27 August. There were no comments, and the minutes were approved as an accurate reflection of the meeting.

4 I0187 – SCHEDULE 8 REVIEW AND BEST PRACTICE GUIDANCE DEVELOPMENT

RL provided an overview of I0187 – Schedule 8 Review and Best Practice Guidance Development, found on slides 6-31 of the meeting pack. The aim of this discussion is to review and update REC Schedule 8, which hasn't been revised since the REC go-live. The goal is to address outstanding issues and improve clarity and consistency in theft investigations.

Key discussion area 1: Clause 2.1J – Competent Individuals

The current wording states 'investigations must be conducted by persons with appropriate skill, experience and authorisation.

The proposed update is to add clarity by specifying that investigations should be conducted by individuals with;

- Technical and investigation skills;
- Knowledge of relevant Energy legislation; and
- REC Party authorisation

There was agreement from TIG Members to include 'theft and conveyance' in the clause. There was clarification that the terms 'unregistered consumers' and 'theft and conveyance' differ, especially between electricity and gas.

Key discussion area 2: Accreditation vs Guidance

There were mixed views from TIG Members on this area, some supported a formal accreditation process to ensure consistent standards. However, others preferred a guidance document outlining minimum expectations, which would avoid overly prescriptive requirements.

TIG Members raised concerns around accreditation, with it potentially quickly becoming outdated due to evolving theft targets. Existing third-party Providers already have training schemes and accreditation could be costly and burdensome for Networks and Suppliers.

Key discussion area 3: Minimum Standards (Clause 2.1K)

There were several discussion points;

- Should REC Schedule 8 define minimum standards more clearly?;
- Should these standards be subject to audit (similar to metering audits)?; and
- Should there be a common approach across Networks and Suppliers?

The consensus from TIG Members was that REC Schedule 8 lacks clarity on minimum standards. There was strong support for introducing an audit process, however there were mixed views on whether a prescriptive common approach is needed, or if flexibility should remain.

Key discussion area 4: Follow up Actions and Investigation Outcomes

TIG Members noted that two new clauses have been proposed;

- Clause 11.2 – Follow up actions when supply is cut-off or disconnected; and
- Clause 11.3 – Actions when theft is suspected but not confirmed.

TIG Members were in support of including follow up actions, even after confirmed thefts. They recognised that actions should be case dependant and suggested renaming the section to ‘Outcome of Investigation and Follow up Actions’.

Key discussion area 5 – Assessment Clauses 12.1 – 12.4

The proposed updates are;

- Include theft and conveyance and unregistered sites;
- Clarify when zero kWh assessments are valid; and
- Provide guidance on billing and invoicing post-assessment

TIG Members agreed that suspected theft with evidence of loss (cannabis farms) should be assessed. Faulty meters may require separate treatment due to billing implications.

Key discussion area 6 – Theft Charter (Annex A)

The issues raised were;

- Should the Theft Charter include Network Parties and cover theft and conveyance?
- Should annual audits and regular reviews be enforced?

There were mixed views from TIG Members on whether the Theft Charter is still fit for purpose. There was general support for expanding its scope and enforcing reviews. Suggestions were made to clarify legal and procedural aspects for vulnerable customer and warrant processes.

The Chair confirmed the Slido questions will remain open for 5 working-days to gather further feedback. Due to technical issues within the meeting, the questions have been reissued and can be found here. Additional mechanisms will be explored to capture responses to questions not included in Slido. Potential new issues may be raised to explore accreditation and minimum standards further.

5 I0265 – THEFT CALCULATOR USAGE AND SUITABILITY ASSESSMENT

FPS provided an overview of I0265 – Theft Calculator Usage and Suitability Assessment, found on slide 33 of the meeting pack.

FPS introduced the upcoming Request for Information (RFI) to gather feedback on the Theft Calculator. The issues that have been identified include data accuracy, functionality and relevance to modern energy use-cases. The RFI will be published on 26 September and will be open until 24 October 2025.

6 WHITE PAPER UPDATE

The Chair provided an update on the White Paper, informing Members it is nearing completion and will be published before the next TIG meeting on 29 October 2025. Feedback has been incorporated, and the final edits are underway.

7 CHANGE UPDATE

MT provided an overview of the Change Update, found on slide 36 of the meeting pack.

No comments were received by Members on this agenda item.

8 FUTURE MEETINGS

The Chair informed Members next meeting is scheduled for **Wednesday, 29 October 2025**. Meetings will continue monthly on the last Wednesday of the month.
The December meeting timing may need to be reviewed due to the holiday period.

9 ANY OTHER BUSINESS

9.1 ENERGY THEFT REFERRAL ASSESSMENT SERVICE PILOT

PS informed Members the pilot is on track for go-live in late October 2025. Referrals will be accepted through the REC Portal or Secure SharePoint.

9.2 CRIMESTOPPERS API INTEGRATION

AA informed Members there is a proposal to offer API based delivery of Energy Theft Tip-off Service (ETTOS) reports. There was positive interest from Members, with the proposal being optional, not mandatory.

9.3 I0253 – THEFT DNO/NETWORKS NOT PROVIDING PHOTOS

MT informed Members I0265 is being progressed by the Code Manager with the Electricity implementation, the Gas has been delayed, pending a related change. The Code Manager will continue to provide updates as required.

The Chair thanked attendees for their input and closed the meeting.