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THEFT ISSUES GROUP
DRAFT MEETING NOTES

MEETING	**RECTIG_25_1029**
DATE	**29 October 2025, 10:00am**
LOCATION	**Microsoft Teams**

Attendee	Representing	Initials
Anne Jackson (Chair)	REC Code Manager	AJ
Aleksis Butler	BUUK	AB
Charlotte Gilbert	BUUK	CG
Andy Clasper	Cadent	AC
Melissa English	Cadent	ME
Kirsty Maddock	National Grid	KM
Amanda Monaghan	Northern Gas	AM
Laurie Edwards	Northern Gas	LE
Elaine Carr	SPEN	EC
Lisa Warnock	SGN	LW
David Mitchell	SGN	DM
Paul Hart	UKPN	PH
Jennie Smy	Drax	JS
Jen Stevenson	E.ON	JST
Colin Paine	Engie	CP
Nicole Farrier	Npower	NF
Shamil Udayar	Npower	SU
Megan Cetera	Octopus	MC
David Lewis	Scottish Power	DL
Ollie Kyriacou	Smartest Energy	OK
Raquel Fernandes	SO Energy	RF

Valeria Wright	SO Energy	VW
Virginie Veyrenc	SO Energy	VV
Charles Anarfi	SSE	CA
Danielle Gibson	SSE	DG
Katie Hogg	SSE	KH
Ben Clark	Utilita	BC
Leah Read	Valda	LR
Matt Cogram	Elexon	MC
Martin Brailsford	UK Revenue Protection Association (UKRPA)	MB
Gareth Evans	Waters WYE	GE
Lynne Fallon	Retail Energy Code Company	LF
Rebecca Lowe	Retail Energy Code Company	RL
Elizabeth Bradbury	REC Code Manager	EB
Eve Marriner	REC Code Manager	EM
Francine Peyroux-Sissoko	REC Code Manager	FPS
Glenn Sheern	REC Code Manager	GS
James Hardy	REC Code Manager	JH
Lydia Bentley	REC Code Manager	LB
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.

2 CONFIRMATION OF THE AGENDA

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

3 APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes of the meeting held on 24 September. There were no comments, and the minutes were approved as an accurate reflection of the meeting.

4 I0253 – THEFT DNO/NETWORKS NOT PROVIDING PHOTOS

LB provided Members with an update on I0253, found on slides 5-11 of the meeting pack.

LB advised attendees about the issue, which concerns Network Parties, such as Distribution Network Operators (DNOs) and Gas Transporters (GTs) not providing photographic evidence of theft when attending sites. LB outlined the new issue progression milestones, which includes a Party Impact Assessment (PIA) closing on 07 November, followed by an extended Consultation in December 2025 and January 2026.

LB explained the proposed solution introduces obligations for Network Parties to record evidence, preferably photos, or sketches if photos are not possible. LB highlighted this evidence will need to be made available to Suppliers, ideally automatically rather than upon request. LB mentioned the drafting allows flexibility for high-risk personal situations and proposes bilateral agreement on secure data transfer methods.

Discussions highlighted concerns about the practicality and fairness of requiring sketches, with several Members noting the burden on field operatives and questioning the evidentiary value of sketches, as opposed to written statements. Members agreed that photographs would be preferable, however sketches are included in the code definition. Feedback on the impact and practicality of these requirements was encouraged from Parties for the Impact Assessment.

The possibility of Suppliers having similar obligations to inform Network Parties was raised and supported for further exploration. The use of body cameras was discussed as a potential solution for evidence collection, though not currently widespread amongst Network Parties. The importance of quantifying the benefits and costs of these changes were stressed, with Suppliers asked to provide data on claims affected by lack of photographic evidence for the Impact Assessment.

5 I0265 – THEFT CALCULATOR USAGE AND SUITABILITY ASSESSMENT

FPS provided an update on I0265 – Theft Calculator Usage and Suitability Assessment, found on slide 13 of the meeting pack.

FPS advised an Information Request had been open for four weeks, with six responses being received, all acknowledging the need for the REC Theft Calculator to be improved. The Code Manager was hoping for more responses given the engagement from TIG Members during the July meeting. FPS queried whether some attendees were not able to respond to the request on time, suggesting extending the deadline if that were the case. After receiving feedback, it was agreed to **extend the Information Request until Friday 07 November 2025 at 23:59.**

Members discussed communication channels as some missed the Information Request, such as using the theft contacts on the Operational Contacts list. Although this isn't possible, Members were reminded

that Information Requests are shared on the Change Bulletin and should ensure the right operational contacts are subscribed to it. They can request to be added on the mailing list by contacting the following address: enquiries@recmanager.co.uk. The Information Request was also shared with operational contacts, the UKRPA and communicated on LinkedIn.

The Information Request can be found here. Attendees were encouraged to provide detailed feedback on the calculator suitability and weaknesses, as this will help develop a solution and form future improvements.

6 ANY OTHER BUSINESS

6.1 THEFT INFORMATION SHARING

LE raised an AOB item ahead of the meeting, regarding theft information sharing.

LE raised questions around Supplier compliance with REC Schedule 8 – Unbilled Energy Code of Practice, section 6.6, noting that particular Suppliers refuse to share information, citing data protection concerns. Members discussed what constitutes non-compliance and how information requests are communicated within Supplier organisations.

Several Members highlighted confusion over what data can be shared, especially regarding general and personal information. There was a consensus that data protection policies are interpreted differently across organisations, leading to inconsistent responses. The need for clearer guidance and training within Supplier organisations was emphasised.

Members discussed the existence of a theft contact list on the REC portal, which some were unaware of. Concerns were raised about the effectiveness and maintenance of the contact lists, with suggestions for;

- A two-tier contact system (general queries vs escalation);
- Use of organisations mailboxes rather than individual contacts to ensure continuity; and

6.2 Inclusion of network contacts, not just Suppliers.

Members stressed the importance of secure communications for sharing sensitive information, such as SDEP and password protected emails. Networks currently lack access to secure channels, complicating data exchange. A Member suggested reinstating best practice forums for sharing experiences and solutions, proposing biannual meetings. A Member emphasised the importance of safety and the need for efficient, reliable communications, especially in cases of meter tampering.

The Chair summarised the need for formalising and updating contacts lists, clarifying communication routes and data protection provisions, and providing references and guidance for data sharing under GDPR. Schedule 8 contact list development will be prioritised for the next meeting, with other topics potentially scheduled for January due to time constraints. It was agreed that this would potentially be incorporated into the Schedule 8 review, which will be returning at the next TIG meeting.

6.3 WHITE PAPER

The Chair informed Members that the white paper, previously expected, has not yet been published and it will be added to the agenda for a future meeting when it is available.

6.4 ENERGY THEFT ENFORCEMENT SERVICE PILOT

RL confirmed the Energy Theft Enforcement Service pilot is underway, with referrals raised and accepted through the REC portal. RL encouraged attendees to submit cases to support the pilot.

6.5 RECCO ANNUAL STAKEHOLDER SATISFACTION SURVEY

JH announced that the RECCo Annual Stakeholder Satisfaction Survey is live, with feedback sought on the Theft Issues Group and other REC Services. The survey closes on **18 November 2025**.

7 CHANGE UPDATE

JH provided Members with the Change Update, found on slide 17 of the meeting pack.

8 FUTURE MEETINGS

The Chair confirmed the next meeting will be held on 26 November 2025. The Chair highlighted no meeting is scheduled for December, due to holiday pressures and the following meeting will be on 28 January 2026.

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