November TIG

26 Nov - 02 Dec 2025

Poll results

slido

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- Should the Code Manager obtain operational contact information from Network Operators (in addition to Suppliers) for theft/unregistered site meters?
- Do you agree that the heading “Exchange of Information Between Energy Suppliers” is misleading or too narrow given the obligation in Clause 6.16?
- If the heading should be changed, which of the following do you support?
- Should there be a separate set of operational contacts for unregistered sites or new connection queries, distinct from theft contacts?
- If we retain a single register, should it include clearly defined sub-categories? E.g. Theft Contacts and Unregistered Site Contacts, to avoid misrouting?
- Should the contact register distinguish between different types of contacts? If so, what levels should be included? Is a two-tier structure sufficient, should this increase to 3 tiers?
- Should Clause 6.19 be updated to replace the phrase “when there are no other applicable avenues” with “where the use of SDEP may not be appropriate or possible” to provide greater clarity and alignment with operational practice?
- Do you agree that Clause 6.9 should be amended so reports are passed to the Registered Supplier or Network Party, rather than only to the Network Party?

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- Do you support relocating or restructuring this clause so that responsibilities to Suppliers and responsibilities to Network Parties sit in their respective sections?
- Would splitting out the onward-reporting requirements (to Registered Suppliers vs. to Network Parties) improve clarity?
- Do you have any other comments or suggestions for Clause 6.16?
- Do you have any other comments or suggestions on Clause 6.19?
- Do you have any other comments or suggestions on Clause 6.9?
- Do these results reflect your experience with the REC Theft Calculators?
- Do you experience other challenges that have not been discussed today? If yes, please tell us what they are.
- Are there other improvements that could be added to the REC Theft Calculators?
- Are there any other comments or feedback on this Issue you would like to share?
- Given a choice between rejecting the Change, or a non-mandatory obligation, what would you rather?
- Do you support rejecting this issue and raising in it's place a new issue to change TDIS standards
- Which would you prefer?

Multiple choice poll

Should the Code Manager obtain operational contact information from Network Operators (in addition to Suppliers) for theft/unregistered site meters?

0 1 6

Yes



100 %

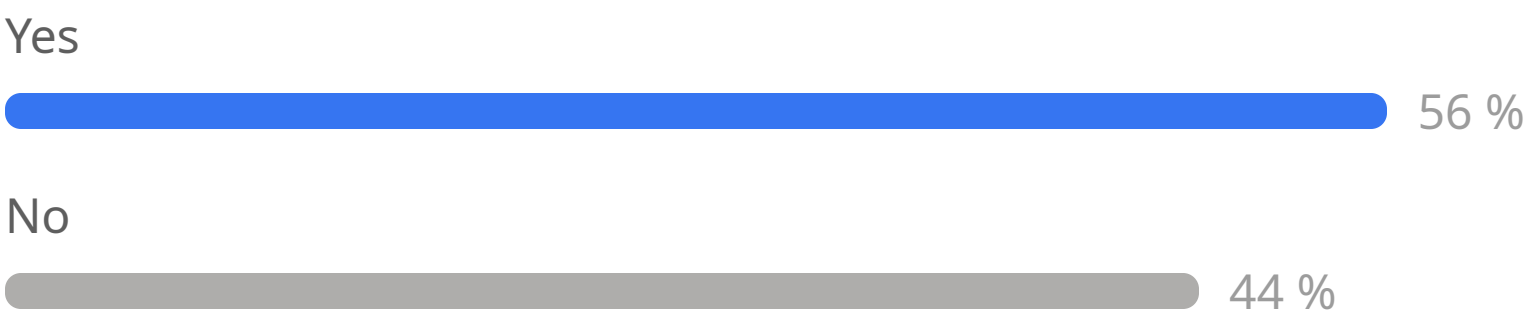
No



0 %

Do you agree that the heading “Exchange of Information Between Energy Suppliers” is misleading or too narrow given the obligation in Clause 6.16?

0 0 9



If the heading should be changed, which of the following do you support?

0 1 2

“Exchange of information between Parties and the Code Manager”,



67 %

“Exchange of information for Theft and Unregistered Site matters”



17 %

Keep the current heading but add a sub-heading specific to exchange of information with the Code Manager)



17 %

Multiple choice poll

Should there be a separate set of operational contacts for unregistered sites or new connection queries, distinct from theft contacts?

0 1 5

Yes

100 %

No

0 %

Multiple choice poll

If we retain a single register, should it include clearly defined sub-categories? E.g. Theft Contacts and Unregistered Site Contacts, to avoid misrouting?

0 1 3

Yes



100 %

No



0 %

Multiple choice poll

Should the contact register distinguish between different types of contacts? If so, what levels should be included? Is a two-tier structure sufficient, should this increase to 3 tiers?

0 1 5

Two-tier structure



93 %

Three-tier structure



7 %

The contact register should not distinguish between different types of contact.



0 %

Multiple choice poll

Should Clause 6.19 be updated to replace the phrase “when there are no other applicable avenues” with “where the use of SDEP may not be appropriate or possible” to provide greater clarity and alignment with operational practice?

0 1 4

Yes



93 %

No



7 %

Multiple choice poll

Do you agree that Clause 6.9 should be amended so reports are passed to the Registered Supplier or Network Party, rather than only to the Network Party?

0 1 8

Yes



100 %

No



0 %

Multiple choice poll

Do you support relocating or restructuring this clause so that responsibilities to Suppliers and responsibilities to Network Parties sit in their respective sections?

0 1 8



Multiple choice poll

Would splitting out the onward-reporting requirements (to Registered Suppliers vs. to Network Parties) improve clarity?

0 1 7

Yes



100 %

No

0 %

Do you have any other comments or suggestions for Clause 6.16?

0 0 1

- No all good with suggestions

Do you have any other comments or suggestions on Clause 6.19?

004

- Organisational mail boxes for initial contact with Code Managers for escalation
- Would support SDEP usage if it was more widely available to all parties
- SDEP is not available to Gas networks, we use CMS via shippers. Access to submit Shipperless and Unregistered queries etc. would be ideal
- Smaller organisations will likely have a singular form of contact for a range of sites - would they be required to double down on their name and contact details if it was split as suggested?
- Would this be regularly reviewed to ensure contacts listed are accurate at the time of review?

Do you have any other comments or suggestions on Clause 6.9?

0 0 1

- Is the review proposing to separate all obligations by party type?

Multiple choice poll

Do these results reflect your experience with the REC Theft Calculators?

0 1 5

Yes

100 %

No

0 %

Do you experience other challenges that have not been discussed today? If yes, please tell us what they are.

0 0 8

- All concerns already shared
- All points have been addresses
- No
- No
- No
- No, the points shared covered all concerns
- No
- No

Are there other improvements that could be added to the REC Theft Calculators?

005

- Agree that alternatives should not include macros on excel that have been identified as cyber security risk on other templates used across the industry
- Can't think of anything further than what was already submitted on initial survey
- Xoserve are currently reviewing their Theft calculator, collaboration with them for a universal theft tool
- Could the Regions be changed to match the ECOEs GSP groups so that we can better match them to the right area of the country
- A general point, which I assume will be looked into as part of development, is that the calculator should not exist in the from of an excel spreadsheet, as it is too restrictive a format across devices.

Are there any other comments or feedback on this Issue you would like to share?

003

- Will we be considering a matrix for fines rather than calculating individual site usage?
- Appreciate that this is being looked into, as the theft calcs are an area of energy theft which are stifled in terms of innovation due to the mandatory use of the excel spreadsheet and the minimal updates made over the years
- Not currently but would be good to see what improvements are made and can then suggest further improvements possibly in another workshop call like this one

Multiple choice poll

Given a choice between rejecting the Change, or a non-mandatory obligation, what would you rather?

0 2 8

Reject the Change

25 %

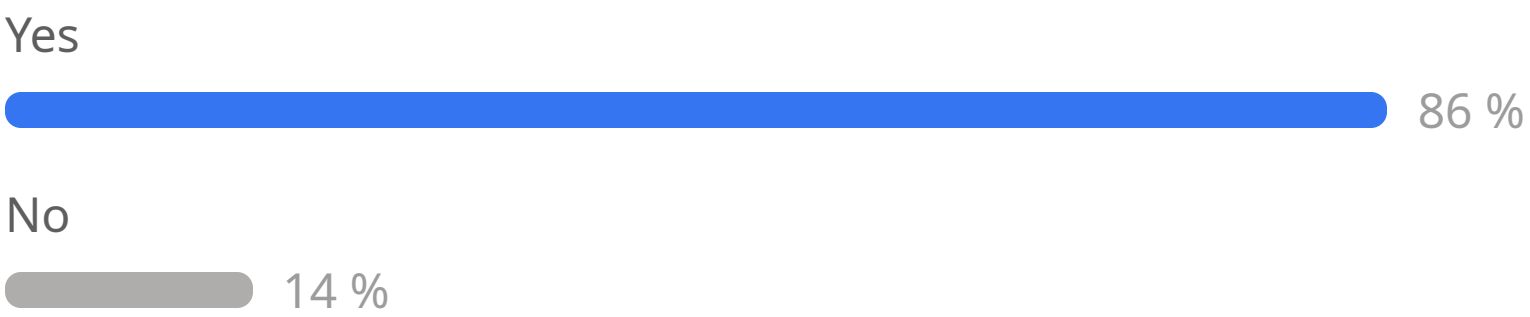
Non-Mandatory Obligation

75 %

Multiple choice poll

Do you support rejecting this issue and raising in it's place a new issue to change TDIS standards

0 2 8



Multiple choice poll

Which would you prefer?

0 2 7

Reject 253, replace with TDIS Review

41 %

Retain 253 as non-mandatory with TDIS Review as well

59 %