Theft Investigations for TDIS Purposes Guidance Document

Purpose of this document

This document is intended to clarify what constitutes a Theft Investigation for the purposes of inclusion in your monthly theft files submission.

Each month you are required to submit theft files to the REC Code Manager so the REC Code Manager can administer the Theft Detection Incentive Scheme.

Your submission should include all Theft Investigations, not just those resulting in a confirmed theft outcome as detailed in REC Schedule 7, Annex 3, Paragraph 6.2. Submission should be made as soon as an investigation is open, and this requirement applies to all suppliers including those with a zero theft target.

Energy Theft Leads

Energy Theft Tip-offs or leads come from a number of sources. Any received from a source outside your own business should have an investigation opened/raised to provide an audit trail of the actions taken. If you already have an open investigation for the MPxN referred to in the tip-off, the details of the new tip-off source should be added to the current, open investigation notes, in order to provide the audit trail and a new investigations is not required.

NB. ETTOS tip-offs are specifically called out in REC Schedule 7, Annex 1, Paragraph 8.4. Investigations opened as a result of receiving an ETTOS lead must have the lead source as 'Crimestoppers'. However, for reconciliation purposes, the Performance Assurance process will match an open investigation from any other lead source, for the specified MPxN, with an ETTOS lead.

Each investigation must be allocated a unique reference number and for the purposes of your theft file submissions, this is the 'Supplier Investigation ID'.

Once an investigation is opened, it must be included in the appropriate segment/sector file for your next monthly theft files submission with the appropriate 'Current Investigation Code'.

Self-generated or data driven leads

Where data analytics or other internal processes are used to generate potential leads it may not be feasible to raise an investigation for every output entry. However once pre-screening has reduced the output to manageable numbers requiring desk top analysis, these leads should have investigations raised in the same way as tip-offs or leads from external sources.

Desktop or pre-visit reviews

Each Supplier will have their own process for reviewing the detail and validity of the tip-offs/ leads received into their business. Not all tip-offs/leads will require a field investigation, some because of recent visits where it has been established no tampering or theft is taking place,

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others because you already have an open/ongoing investigation. The cases that you decide do not require any further action can be closed down and included in your next monthly file submission with the appropriate 'Current Investigation Code'

NB. It is possible that an investigation may be opened and completed in the same month, particularly where, at desk top review the decision is taken that no further action is required. For the avoidance of doubt this should still be included in the file submission.

FAQs

Q If we receive an ETTOS lead, what lead source code should be used for our TDIS submission?

A ETTOS lead investigations are submitted with a lead source of Crimestoppers

Q If we receive an ETTOS lead but we already have an open investigation for the address and fuel type but with a different lead source, do we need to raise a new investigations with a lead source of ETTOS?

A No, you should update details of the ETTOS report onto your internal systems to provide an audit trail of the actions taken for that ETTOS lead but Performance Assurance will match the ETTOS lead to your open investigation by the MPxN.

Q If we receive an ETTOS lead but we have recently closed down an investigation for the same address and fuel, do we need to raise a new investigation?

A You will need to review these situations on a case-by-case basis. If you need to review the previous investigation history and actions and consider how the account has been conducted since your investigation was concluded or there is any suggestion that tampering has occurred since your previous investigation closure, a new investigation should be raised.

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