

Minutes

Meeting Name	DCP 054 Working Group	Meeting Number	006
Meeting Date	22 April 2010	Meeting Time	14:00
Venue	Npower, 2 Princes Way, Solihull	B91 3ES	

Attendee

Angela Mann
 Andrew Wallace
 Anne Jackson
 Danielle King
 Helena Runesson
 Sasha Pearce
 Alex Burford (Secretary)

Company

E.ON UK
 Ofgem
 SSE Energy Ltd
 E.ON UK
 SPAA Ltd
 NPower
 ElectraLink Ltd

1. ADMINISTRATION

- 1.1 No apologies were received.

2. MEETING SCOPE AND OBJECTIVES

- 2.1 Members noted that the purpose of the meeting was to discuss the Code of Practice for theft in Electricity and Gas. It was agreed that the group will focus on the framework of the Code and Practice and consider areas which can be addressed jointly.
- 2.2 The group noted that the CoP should include the key principles set out in UKRPA Manual (Manual of Information and Guidance on Revenue Protection Procedures and Practice). The group noted that the manual may contain sensitive information and considered whether it should be made available to the whole industry. The Working Group noted that the DCUSA website is password protected and that the manual could be published in a closed session of the DCUSA website and considered this a potential solution. The Working Group agreed to consider the matter further at the DCP 054 meeting on 28 April 2010.

3. CODE OF PRACTICE DISCUSSION

- 3.1 The Working Group reviewed the frame work of the Code of Practice as developed by SP and further developed the objectives and principles of the CoP. The Working Group agreed the objectives and the following high level principles for inclusion in the CoP:
 - **Make safe.** Where theft is discovered and the meter or pipe work has been interfered with, the supply should be made safe immediately. This may include disconnection of the meter or disablement of the supply. Safety is paramount.
 - **Costs are to be borne by those that steal.** Suppliers should pursue the thief for the assessed value of gas/electricity stolen and the costs of the associated investigation. Parties should use reasonable endeavours where possible to prevent theft and seek to recover costs from the guilty parties.

- **Seek to identify and prevent any further offences.** Parties should ensure that effective measures are in place to prevent further theft occurring.
- **Collect and reporting of trend data.** It is important that trend data and management information relating to types of theft is shared throughout the industry.
- **Networks collate and issue data in a usable format.** Once data is collected, it is important that it is then collated in to usable reports and provided back to the industry.
- **Enable theft reporting.** Parties should have mechanisms in place to enable members of the public to report theft.
- **Ensure that vulnerable customers are treated in an appropriate manner.** Parties should be mindful of industry best practice for the management of customer relationships and in particular the needs of vulnerable customers.
- **Investigation by qualified individuals.** Theft of gas/electricity should only be investigated by a qualified and competent individual.
- **Standardisation.** Minimum standards should be adopted in the delivery of revenue protection services and in the experience of the consumer.

3.2 The Working Group considered the collation and reporting of data and noted that customer's personal data (such as whether the customer is being investigated for theft) cannot currently be shared amongst Suppliers. AM noted that a customer may be investigated for theft of energy during a Change of Supply and noted that the incumbent Supplier would not be able to inform the new Supplier of a suspected theft of gas or electricity. The group noted that illegal activity could be prevented if Suppliers are able to exchange customer's personal data and agreed to consider the matter at the DCP 054 Working Group meeting.

4. NEXT STEPS

4.1 The Working Group agreed to develop the CoP further at its sub-group next meeting and members took an action to develop different sections of the CoP for review at the next meeting: The following members of the group took actions to develop the following sections of the CoP:

- Scenarios - DK and AM
- Sources of information - DK and AM
- Collection and Retention of Evidence (to include handling of case materials) - AM
- Assessment of Unrecorded Units - AJ

- Suppliers' policies - AJ
- Reports - AJ
- Data Requirements - SP

- 4.2 The group agreed to review and develop the procedures for inclusion in the CoP at the next sub-group meeting. SP took an action to provide the group with the current processes set out in the draft Electricity CoP to aid discussions at the next meeting.

Action: SP

5. ANY OTHER BUSINESS

- 5.1 There was no other business raised at the meeting.

6. DATE OF NEXT MEETING

- 6.1 It was agreed that a sub-group meeting will convene in the w/c 10 May 2010. ElectraLink took an action to confirm the date and venue.

Action: ElectraLink

Post meeting note: The date for the next sub-group meeting was agreed to take place on the 20 May 2010, to be held at ElectraLink at 10:00am.

APPENDIX A – ACTIONS**OPEN ACTIONS**

No.	Action	On	Due
006/01	<p>Draft the following sections of the CoP:</p> <ul style="list-style-type: none">• Scenarios• Sources of information• Collection and Retention of Evidence (to include handling of case materials)• Assessment of Unrecorded Units• Suppliers' policies• Reports• Data Requirements	DK and AM DK and AM. AM AJ AJ AJ SP	TBA
006/02	Provide the group with the current processes set out in the draft Electricity CoP to aid discussions at the next meeting.	SP	TBA
006/03	Confirm the date and venue of next meeting.	ElectraLink	TBA