

Theft Steering Group

23 April 2019 10:00-15:00

The Office Group, 10 Bloomsbury Way, Holborn, London WC1A 2SL.

Attendee	Company
Kevin Woollard [KW]	SPAA EC and DCUSA Panel
Clare Hemmens [CH]	SPAA EC
Kirsty Dudley [KD] (teleconference)	SPAA EC
In Attendance	
Stefan Leedham [SL] (Chair)	ElectraLink
Michelle Simpson [MS]	ElectraLink
Justina Grey [JG] (Secretariat)	ElectraLink
Mark Pearce [MP]	ElectraLink
Mark England [ME] (part meeting)	Experian
Michael Spencer [M SP] (part meeting, teleconference)	Experian
Jonathan Dixon [JD] (part meeting, teleconference)	Ofgem

Apologies	Company
Julia Haughey	DCUSA Panel
Steve Mulinganie	SPAA EC

OPEN SESSION

1. Introductions and Apologies

- 1.1 The group noted the introductions and apologies.
- 1.2 The Chair confirmed that the meeting was quorate.

2. Open Session - Experian Presentation of Annual Review

- 2.1 ME, an Experian representative provided the Theft Risk Assessment Service Year 3 Annual Review. The Theft Steering Group (TSG) noted updates on the undermentioned items:

Highlights from 2018/19

TRAS Growth:

- 27 (+36%) additional Suppliers onboarded to TRAS in the year.

Performance and Value:

- Operational delivery was consistently strong, and all SLAs were met in the year.
- Assessed losses identified by the service exceed £4.9m
- Theft detection:
 - TRAS-identified theft volumes increased significantly
 - Residential continues strong upwards trend in identification rates
 - Commercial improvements, with focus on new model development

Supplier Engagement:

- Ongoing Hunter training programme established for both new and existing Suppliers
- Investigation effort increasing (+44% more sites visited by suppliers compared to Year 2)

Compliance / GDPR / Audit:

- Positive overall feedback from external audit, with all actions resolved

- Service is GDPR compliant to date, with annual reviews in place
- Support provided for other industry initiatives through the year (Theft Target and Value for Money reviews)

Key Improvements delivered in year

- Generation 3 scorecards
- Electricity Theft Detection Scheme reporting
- Development and supplier testing of new Commercial model

Plans for 2019/20

- Initiatives inflight for 2019/20 delivery:
 - Pre-payment Proof of Concept
 - Aperture Data Quality Review
 - Commercial Coverage Expansion
 - Supplier event
- Focus areas beyond 2019/20:
 - Renewal of TRAS technology platform
 - Adoption of Machine-learning techniques
 - CIFAS (Credit Industry Fraud Avoidance System) membership

2.2 A member asked whether the suppliers that entered into administration caused any issues. In response, ME stated that Experian had been in conversation with ElectraLink to document the processes that are needed for the various scenarios. MS added that an end to end process was currently being pulled together from the perspective of both ElectraLink and Experian.

- 2.3 The Chair asked what would occur if there was an unexpected growth in the number of suppliers who needed to be onboarded onto TRAS. ME responded by informing the group that this scenario would increase Experian's workload.
- 2.4 A member asked whether no vend data could be used to address vulnerability. It was agreed that this would be discussed with TEG
- 2.5 Members discussed whether changes could be made to improve data submission quality. It was agreed that Experian would discuss ways of making programming manual changes to improve data submission quality.

ACTION: TSG_20190423/01: Experian Presentation of Annual Review

Experian to:

- Look at how use of No Vend data could be used to address vulnerability – discuss with TEG
- Discuss possible ways of making Programming Manual Changes to improve data submission quality

3. Presentation of a 5-year proposal for the TRAS

- 3.1 M SP, an Experian representative explained to the group that the purpose of the presentation of a 5-year proposal for TRAS was to inform the Request for Proposal (RfP) decision-making process by explaining:
- How Experian can continue to deliver the TRAS beyond the existing TRAS contract;
 - Why TRAS will remain important and effective in the energy industry;
 - What will be included in the new TRAS contract; and
 - The costs associated with operating TRAS beyond the current contract (31st March 2020)
- 3.2 The TSG noted updates on the undermentioned items:

The future TRAS2 would provide:

- All operational functionality provided in the current TRAS;

- Any new functionality implemented in TRAS before the end of the current contract under ongoing discussions and via change control procedures in the current TRAS contract, this would include if implemented:
 - Improvements to the Commercial outlier detection through increased matching and scoring thresholds
 - Adding Pay As You Go Energy (PAYGE) information and incorporation during the next TRAM scorecard refresh
 - Address quality improvements to raise Commercial and Residential matching rates
- Migration to and operation of the new hardware platform including costs of hardware and on-going hardware support.
- Use of improved modelling techniques on the new Experian Large Data Platform and tools for doing so.

Costs

- Experian had sought to keep costs as low as possible despite the need for the hardware upgrade and forecast RPI at 3% for the next 12 months.
- For delivering TRAS2 services outlined in 1 to 4 above from 2021, the Annual Charge would be £3,585,000 (plus VAT).

- 3.3 A member questioned why engagement with the DCC was considered within the report, when it was Suppliers who received TRAS data rather than the DCC. In response M SP stated that the engagement of the DCC was dependent on whether suppliers would wish to source the smart meter readings and provide them through to TRAS as appropriate.
- 3.4 A member asked for clarification on the comparison of the current cost of TRAS with the cost of TRAS after 2021. They highlighted that the calculation of the cost of TRAS after 2021 of £3.54m pa did not include CCN charges, whilst the current cost of TRAS (£3.4m pa) included CCN charges, hence not a like for like comparison. M SP agreed that the £3.54m pa did not include CCN charges.
- 3.5 A member asked whether the £3.54m pa base cost for TRAS was inclusive of the £300k pa for the platform. ME confirmed that this cost was inclusive of the enquiring and running of the platform.

- 3.6 A member asked whether the IBM integrated analytics system was available in a public cloud format. ME clarified that the IBM system was available in a public cloud format. The cost of migrating the existing TRAS system which was hardware based to a cloud-based solution was advantageous, however after 3 years there would be an escalation in costs for the cloud. In addition, other factors and risks would have to be considered such as the security issues when moving to a cloud-based solution. Compliance issues and security issues when moving Experian data into an external cloud-based solution would also have to be taken into account.
- 3.7 A member suggested that operating the TRAS using a public cloud solution could be beneficial as the operational running costs were likely to be lower when operating in a public cloud, rather than operating a physical piece of hardware as TRAS was currently. Experian added that they were looking into various options and had not discounted using a cloud-based solution for the future of TRAS.
- 3.8 A member asked for clarification on when the current TRAS hardware for TRAS would no longer be able to be used. ME stated that the hardware would come out of support hence not be able to be used after March 2021.

4. Any other Experian Business

- 4.1 There was no other Experian Business

5. Open Session - Ofgem view of Value for Money Assessment

- 5.1 JD informed that the group that Ofgem accepted that the theft arrangements were relatively young thus could be further improved. Ofgem supported some of the recommendations presented by BDO and were reluctant to discard the theft arrangements at this stage. As long as there continued to be a positive Value for Money Assessment, then Ofgem's view was that the theft arrangements were worth continuing but were happy to look again at the theft arrangements and modify based on industry requirements.
- 5.2 JD explained to the group that TRAS would not be removed unless it could be replaced by a better system. In the context of the TRAS Value for Money and the ETTOS Value for Money, Ofgem's view was that these should continue unless there was a better replacement or alternative.
- 5.3 The group were informed that Ofgem had been working on the REC which was to replace SPAA. The current timeline had not been established, however a fixed date would be provided for the theft governance changes for REC and these would occur in advance of the switch-over target date of 1 April 2021.

- 5.4 A member asked whether the percentage of theft within shrinkage was being calculated and whether Ofgem was working with colleagues within large and small GTs so that theft could be differentiated between normal shrinkage caused by factors such as line loss factor. JD replied that Ofgem were looking to take a holistic view of the theft arrangements rather than focusing on what the current Supplier obligations are and how to enhance them. This would include factoring in how losses were being measured elsewhere in the system. JD explained that the REC was an example of this holistic approach, as it not only brought in gas and electricity Suppliers but also GTs and DNOs. Shrinkage would not be moved over to the REC, however there would be some obvious touch points between the two. It was expected that the reporting of this energy loss and how it was accounted for would be consistent, even if conducted under two governance regimes.
- 5.5 The Chair suggested that the a high level plan to include handover to REC be included in the Theft Strategy Proposal.

ACTION: TSG_20190423/02: Ofgem view of Value for Money Assessment
ElectraLink to:

- **Include production of high-level plan to include handover to REC in proposal**

6. New ETTOS and TRAS Direction

- 6.1 JD informed the group that Ofgem would need to issue a new ETTOS and TRAS Direction and the group discussed some of the background and context of the existing and new TRAS and ETTOS Direction.
- 6.2 A member commented that currently, the Direction stated that a contract would be awarded for no more than 5 years, thus March 2021 would be the end date.
- 6.3 A member asked what the time scale would be for the implementation of the new TRAS and ETTOS Direction, and if there was potential for a gap between the Experian contract and the TRAS contract expiry and the implementation of a new contract/system. JD responded by informing the group that Ofgem would be reluctant to remove the obligations as they stood unless there was a sure replacement. It was accepted that there was a possibility of a gap between one service ending and another service being operational, however Ofgem would want to ensure that there was a clear strategic direction in terms of how it would be taken forward.

7. Overview of Theft Strategy Review

- 7.1 JD informed the group that Ofgem were looking at tidying up the governance space more generally by looking at the Supplier theft licence conditions, and the Network Operator Licence conditions to see if there is anything that could be removed and/or be moved to Code. The theft arrangements are an area that can be revisited with the aim of looking at the outcomes of the theft arrangements, as Ofgem was trying to robustly measure how much theft there is in the market, and to quantify it better than had been done historically.

CLOSED SESSION

8. Closed Session - Theft Strategy Review Proposal

- 8.1 MS presented the Theft Strategy Review Proposal to the group, which set out several proposed work packages which had been identified and agreed with Ofgem.
- 8.2 Eight work packages and associated costs were set out to the group. MS informed them that Ofgem supported the scope of the work packages as it recognised the opportunity to maintain the momentum of cross-industry initiatives within a defined and collaborative theft strategy. The Theft Strategy Review Proposal set out a breakdown of estimated effort and costs for the work packages that had been identified. Members fed in their views of the work packages.
- 8.3 A member asked why the theft strategy review proposal referenced unidentified gas analysis when it did not sit under the governance of the Theft Steering Group. The Chair responded by stating that the proposal was not looking at UIG being invested by others, however would be looked at as part of ensuring there was an appropriate value attached to the Gas incentive scheme.
- 8.4 A member raised a concern that the work packages were too general and should be more specific. The member also asked whether legal advice should be gained for work package 05 Theft Amnesty Scheme, to double check it was lawfully allowed to grant a grace period or amnesty when a prosecution was not taking place.
- 8.5 A member asked whether any legal advice had been sought on work package 08 Private Prosecution Case Strategy. MS replied that legal advice had been sought on whether it was viable within SPAA and DCUSA, and it was confirmed that it was not legally viable. MS advised the group that Ofgem were looking at the possibility of the private prosecution case strategy being facilitated via themselves.
- 8.6 A member asked whether ElectraLink had the resources to manage the work packages as many of them were occurring simultaneously. MS replied that there was a plan in place to manage the work

packages and a meeting between MS and the DCUSA and SPAA Contract Mangers was scheduled in order to discuss the responsibilities from a theft prospective. MS advised the group that between the Theft Team and the Business Development Team, the work would be manageable. MS added that one of the constraining factors could be the view of the industry as some consultations for the work packages would be needed, and this may add delays from a time prospective.

- 8.7 A member queried whether ElectraLink would invoice after each work package had been delivered or after all work packages had been delivered. The Chair confirmed that ElectraLink would invoice after all the work had been delivered however it would be accrued on the SPAA and DCUSA budgets when the work occurs.
- 8.8 A member queried the meaning of work group attendance on work package 06 Faster Switching. MS clarified that this referred to a conversation between ElectraLink and Ofgem regarding the appointment of a forum to discuss the right to object due to a theft investigation. Various scenarios had been forwarded to Ofgem in relation to at what point a switch could be objected to, based upon a theft investigation. However, these scenarios needed to be posed to a wider working group. MS informed the group that JD was in the process of identifying which working groups this could be taken to for further discussion.
- 8.9 A member asked whether the description could be expanded on work package 06, so that it was more transparent about what was being discussed.
- 8.10 A member queried whether work package 07 Fraud Verification would require legal advice. MS explained to the group that there were two different aspects to this, the CIFAS part of it and JD had asked how theft data could be used for suppliers to identify fraud as part of their other processes, such as new customer set ups.

ACTION: TSG_20190423/03: Theft Strategy Review Proposal

ElectraLink to:

- **Meet with The Energy Savings Trust in order to reduce the quote.**
- **Update the Theft Issues Log to include the Theft Calculator.**
- **Include full review of all TIG/TEG/TSG/SPAA and UNC Joint Theft Reporting Workgroup to add other strategic items to phase 2 scope.**

9. Minutes and Actions

- 9.1 The minutes of the March 2019 Ex Committee meetings were approved without amendment.
- 9.2 The TSG reviewed the open actions, which were approved.

10. TSG Issues Log

- 10.1 MS explained to the group that ElectraLink had agreed to take over the support of the calculator due to a poor service being received from the Energy Savings Trust (EST). One of the actions resulting from this cost proposal was to compose a specification document which would help with future procurements, however EST experienced colleagues had not been available to help compile this document thus the specification document was not complete.
- 10.2 MS informed the group that a contract procurement decision would be needed in May 2019. ElectraLink had sourced a quote from EST which was £30 000 to create a specification document and for a 12-month support service however the ElectraLink charge for 2018/19 was £10 000. ElectraLink were not confident in solely undertaking the changes to the theft calculator required in 2021 as it is a highly complicated tool and had arranged to have further discussions with EST in order to reduce the £30 000 quote.
- 10.3 A member asked whether EST would document the process taken to develop the theft calculator. MS responded that the quote for £30 000 included this.
- 10.4 A member asked for confirmation of whether the theft calculator was on the TIG issues log and if there were any other issues to be added to the TSG Log from other areas. MS confirmed that this was the case for the calculator however would complete a thorough review of the TIG and TEG issues log before any future TSG meetings to ensure that items were not missed.

ACTION: TSG_20190423/04: TSG Issues Log

ElectraLink to:

- **Add the theft calculator onto the TSG issues log;**
- **Complete a thorough review of the TIG and TEG issues log and update the TSG Issues Log before any future TSG meetings;**
- **Circulate the TSG Issues log.**

11. Theft Change Register

11.1 The group agreed to receive a post ex committee update on the CP's in the Theft Change Register.

ACTION: TSG_20190423/05: Theft Change Register

ElectraLink to:

- Update the status of the CP's and circulate.

12. TRAS Contract Audit

12.1 MS explained to the group that an audit was undertaken in 2018 by BDO to assess the extent to which Experian are conforming to the contract in place with SPAA and DCUSA. The 2018 audit did not identify any major issues that required attention, but there were a small number of recommendations. For 2019 it was proposed that the audit is undertaken again by BDO against a similar scope. This was expected to deliver a number of benefits including:

- Minimal procurement cost;
- Re-use of similar scope would lead to no significant uplift in costs from previous year; and
- Direct comparison against the 2018 audit findings.

12.2 MS informed the group that the costs were estimated at £5,000

12.3 MS asked the group to note the following:

- If external Contract Lawyer time is required this will be charged on a time and materials basis;
- Additional time above 4 Man Days will be charged on a time and materials basis; and
- This proposal excluded the external auditor costs.

12.4 A member asked for clarification on the extra 4 man-days that may be required. In response, MS stated that it was estimated that the audit should not take more than 4 days, however if more time was required, the TSG would be consulted first.

12.5 The TRAS Contract Audit was approved by KD and CH and was to be ratified by KW.

ACTION: TSG_20190423/06: TRAS – TRAS Contract Audit
ElectraLink to ratify with KW:

- TRAS Contract Audit Proposal

13. TRAS-CCNs for Approval

13.1 The group reviewed the following TRAS CCNs recommended by the TEG for the TSG's approval:

TRAS184– Amendment of Contract Manager Definition

13.2 TRAS 184 seeks to amend the current definition of the SPAA & DCUSA Contract Manager thus broadly aligning to a definition currently within the DCUSA contract.

TRAS185 – Measuring TRAS QO Performance

13.3 TRAS185 seeks to provide a report showing by Supplier and in aggregate, the total number of unique Qualified Outliers submitted to the Supplier since the onset of the service, the number and % of accessed Qualified Outliers and at which investigation stage these were currently residing (number and % at each stage).

13.4 The TSG were quorate approved TRAS 184 and TRAS 185.

14. ETTOS Right to Audit Tip Offs

14.1 MS explained to the group that in accordance to clause 8 of the ETTOS Schedules, Suppliers and Distributors/Transporters were required to investigate Energy Theft Tip Off Service (ETTOS) reports in line the Theft Code of Practice guidelines. The Theft Issues Group (TIG) previously identified that it was difficult to prove investigation of tip-offs received through ETTOS as there was no process to monitor this. To address this concern, DCP 331- Right to Audit ETTOS Tip Off Investigations and SCP 454 - Right to Audit ETTOS Tip Off Investigations, were raised to amend DCUSA and SPAA to state that the SPAA EC and DCUSA Panel reserved the right to conduct an audit of any investigation undertaken by a Supplier and/or Transporter/DNO/IDNO following a tip-off under the Energy Theft Tip-Off Service.

14.2 MS informed the group that the TIG noted that BDO had a reasonable level of knowledge of TRAS and ETTOS and how Supplier operational processes work, having conducted the GTDIS/ETDIS Audit.

As such, the TIG recommended that BDO be approached directly to provide a proposal. This would minimise costs of a full procurement exercise for a relatively simple audit.

14.3 MS informed the group that the scope of the audit was proposed to TIG as follows:

- The audit will be of Suppliers only and not Transporters and Distributors;
- The recommended sample size is to audit 100 tip offs which is roughly 5%. BDO will be asked to confirm that this is a sufficient sample size in their proposal;
- Reports are not broken down by Gas and Electricity or Domestic or I&C, therefore, the sample will be taken from all Supplier reports (i.e. the aggregate number);
- The random sample will ensure that there is a de-minimis level of one report to ensure that all Suppliers who have received thefts in the period are audited. BDO will be asked to provide a sampling methodology in their proposal;
- The audit will test compliance with SPAA Schedule 37 and DCUSA Schedule 26 (ETTOS);
- Process to be audited as per Code Schedules SPAA 37,33 and 34/DCUSA 26, 23 and 34 (ETTOS/Code of Practice/TRAS).

14.4 MS informed the group that if the TSG chose to exercise its right, the next steps would be to engage with BDO to establish the associated costs of carrying out an audit. This would include establishing how much additional expenditure would be incurred for auditing a higher number of ISRs per Supplier and preparing a timeline for approval. This would set out all required steps and include engagement activities and legal support requirements. ElectraLink would then report back to the TSG (or subject to timing, the DCUSA Board and SPAA Board) with the above items, setting out the associated costs.

14.5 KD and CH approved the proposal and instructed ElectraLink to proceed with the next steps, once ratified by KW.

ACTION: TSG_20190423/07: ETTOS Right to Audit Tip Offs

ElectraLink to ratify with KW:

- **ETTOs Right to Audit Tip Offs**

15. ETTOS CCNs for Approval

15.1 The group reviewed the following ETTOS CCNs recommended by the TIG for the TSG's approval:

Contractual

ETTOS012– New SLA Measures to ensure the quality and efficiency of the ETTOS Service

15.2 ETTOS012 seeks to change SLAs/KPIs within the ETTOS Contract. It incorporates and supersedes the undermentioned CCNs:

- 'New SLA measures to Improve Quality, Speed, Accuracy and Efficiency' (TRAS008),
- 'New Key Performance Indicator – Average Customer Survey Score' (TRAS009),
- 'Accuracy of Management Information to support ETTOS Escalation process' (TRAS010) and;
- 'Key Personnel Contract Changes' (TRAS011)

15.3 The CCN was approved by KD and was to be ratified by CH and KW.

ETTOS014 – Addition of ETTOS Contract Change Form to contract CCN

15.3 ETTOS014 seeks to add a Contract Change Form to the ETTOS contract to formalise the way that operational and contractual changes are progress and authorised.

15.4 The CCN was approved by KD and CH and was to be ratified by KW.

ETTOS015 – Defining suspected energy theft in ETTOS Contract Change Form to contract CCN

15.5 ETTOS015 seeks to add the definition of 'relevant to energy theft' to Schedule 1 section 2.

15.6 The CCN was approved by KD and CH and was to be ratified by KW.

ETTOS017 – Replacement for CCN002 Secure email licences

15.7 ETTOS017 reflects the true costs for user licenses and user management of these licenses for all partners. This provided them with access the secure portal to pick up their reports generated. It supersedes CCN002.

15.8 The CCN was approved by KD and CH and was to be ratified by KW.

Operational

ETTOS016 – Measurement of ETTOS performance – reconciling leads to confirmed thefts

- 15.9 ETTOS016 seeks to undertake a one-off exercise carried out whereby ETTOS leads were passed to Experian to match against Supplier data to determine the performance of the ETTOS.
- 15.10 MS suggested that review for this CCN was delayed as it relied upon the TRAS190 CCN, hence should be taken forward with TRAS190
- 15.11 The group agreed to delay the review of ETTOS016.

ACTION: TSG_20190423/08: ETTOS CCN's for approval
ElectraLink to ratify with KW:

- ETTOS012
- ETTOS014
- ETTOS015
- ETTOS017

16. Review of GTDIS/ETDIS Guidance and calculations documents

- 16.1 MS invited the TSG to approve a review of the Gas Theft Detection Incentive Scheme (GTDIS) and Electricity Theft Detection Incentive Scheme (ETDIS) guidance documents to ensure that recent CPs that impact upon the schemes were reflected within the documents. The cost of would be £1,675 (split 41/59 between SPAA and DCUSA).
- 16.2 **The TSG were quorate and approved the GTDIS/ETDIS Guidance and calculation documents.**

17. TRAS and ETTOS Escalation Process – Quarterly Update

- 17.1 The group noted the contents of the TRAS and ETTOS Escalation Process – Quarterly Update.
- 17.2 It was agreed that due to the paper being presented to both the DCUSA Board and SPAA Executive Committee, it would be left on the TSG agenda as a standard item and taken as read for future meetings.

18. EnergyUK Article

- 18.1 The TSG agreed to discuss this paper at the next TSG Ex – Committee Meeting due to Items on the agenda being incorrectly classified as ‘For Information’ rather than ‘For Decision’, hence these papers required further review by members.

19. Increasing Supplier Engagement

- 19.1 The TSG agreed to discuss this paper at the next TSG Ex – Committee Meeting due to Items on the agenda being incorrectly classified as ‘For Information’ rather than ‘For Decision’, hence these papers required further review by members.

20. Supplier Theft Best Practice Guidelines Review

- 20.1 The TSG agreed to discuss this paper at the next TSG Ex-Committee Meeting due to Items on the agenda being incorrectly classified as ‘For Information’ rather than ‘For Decision’, hence these papers required further review by members.

21. ETTOS/TRAS Re-procurement

- 21.1 MP presented the proposal for the ETTOS/TRAS Re-procurement. MP explained to the group that the current services were provided under contract by Experian and CrimeStoppers. These contracts were due to expire on 31st March 2020 and notice would need to be given by September 2019 if the contracts were to be extended by a further 12 months.
- 21.2 MP informed the group that the recent Value for Money assessments undertaken by BDO, the RFI process undertaken with reference to the potential provision of a future new service and the proposals from service providers to extend existing contracts had all been taken into consideration when outlining the potential options for re-procurement. MP also added that earlier during the meeting, Ofgem confirmed that there was an ongoing requirement for TRAS looking forwards.
- 21.3 MP informed the group of the options available for extending existing contracts and for the potential to procure a future service, which are undermentioned:
- Option 1 – Extend existing contracts for 12 months with potential for early termination;
 - Option 2a – Enter into new five-year contracts with existing providers;
 - Option 2b – Procure TRAS service with a preferred ETTOS service provider;
 - Option 3 – Procure ETTOS and TRAS.

- 21.4 MP informed the group that the procurement of new services would be a complex undertaking and therefore there was a significant risk associated with commencing this activity within the current contractual timescale. ElectraLink would recommend that the option to extend for 12 months (Option 1) is agreed at this time with a full procurement proposal to be made for consideration in the Autumn of 2019.
- 21.5 A user commented that JD had confirmed that Ofgem could provide ElectraLink with some grace in order to extend the TRAS beyond the 5-year period.
- 21.6 A user added that JD had confirmed that a gap in the provision of the TRAS service would also be considered on the condition that there was a clear plan to implement a replacement.
- 21.7 A user commented that extending the existing contracts for 12 months would tie in with the support for the physical TRAS system. MS added that the extension of the existing 12 months of the current TRAS system would be on exactly the same terms and be available at no extra cost.
- 21.8 A user asked how long the 5 year offer from Experian would last and whether a like for like comparison of costs could be provided.
- 21.9 MP suggested that a workshop be arranged with Experian to discuss technical platform options for an extended 5-year service and to agree the management and transfer of data older than 3 years to ElectraLink.
- 21.10 The TSG approved Option 1 for ETTOS/TRAS Re Procurement.**

ACTION: TSG_20190423/09: Presentation of 5-year proposal for TRAS
ElectraLink to:

- Attend a workshop with Experian in Nottingham to discuss technical platform options for an extended 5-year service.
- Attend a workshop with Experian to agree the management and transfer of data older than 3 years to ElectraLink.

22. Joint TIG and TEG Meeting Proposal



- 22.1 MS explained to the group that at the October 2018 meeting, Theft Steering Group (TSG) members supported a long-term plan to combine the Theft Issues Group (TIG) and TRAS Expert Group (TEG) meetings providing all agenda items could be covered in the day. Since then, ElectraLink have held seven joint meetings proving to be successful and beneficial for members of both groups.
- 22.2 MS informed the group that the members of TIG and TEG agreed with combining the groups due to an overlap occurring and the some of the same subjects being discussed in both meetings. It was noted that most members of both groups were staying for both meetings and were supportive in combining the issues discussed in both groups.
- 22.3 The combining the two groups would be beneficial due to the aspects below:
- Reduction of duplication in agenda items
 - Reduction of travel cost for members in both groups
 - Reduction of administrative work for ElectraLink
 - Less updates
 - Quoracy
 - Use of additional/extra meetings within the contract for other purposes
- 22.4 A user asked what the name of the new group would be. MS confirmed that the current TIG & TEG members would decide on a name.
- 22.5 **The TSG approved the Joint TIG and TEG Meeting proposal providing that the Terms of Reference were updated and a name for the group is chosen.**

ACTION: TSG_20190423/10 Joint TIG&TEG meeting proposal
ElectraLink to:

- **Update the Terms of Reference and ask TIG/TEG members to name the new group.**

23. Theft Strategy Review Proposal

- 23.1 The group agreed to approve the paper subject to amendments being made by MS. MS would then send to the group members for final approval.

ACTION: TSG_20190423/11: Theft Strategy Review Proposal

ElectraLink to:

- Seek legal advice required for 05 Theft Amnesty Scheme;
- Expand the description of work package costs and assumptions on the document for 06 Faster Switching;
- Consider prioritisation of work packages and update overall proposal paper and re-issues to include approval for costs of work package 9;
- Consider alternative frameworks for Private Prosecution Case.
- Add in Performance Assurance Framework work package to Theft Strategy proposal

24. Any other Business

- 24.1 There was no other Business

25. Date of Next Meeting

- 25.1 The next meeting of the TSG will be an ex committee meeting. It will convene on 03 May 2019, 9.15am -10.15am, planned as a teleconference meeting. The next quarterly meeting will be held on 23 July at 10am.

