

Meeting Session	Theft Steering Group
Paper Reference	2019_0423 - Actions
Action	For Information

New and Open Actions

Action Ref.	Action	Owner	Update
TSG_20190423/01: Experian Presentation of Annual Review	Experian to: <ul style="list-style-type: none"> 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 	Experian	
TSG_20190423/02: Ofgem view of Value for Money Assessment	ElectraLink to: <ul style="list-style-type: none"> Include production of high-level plan to include handover to REC in proposal 	ElectraLink	

Action Ref.	Action	Owner	Update
TSG_20190423/03: Theft Strategy Review Proposal	ElectraLink to: <ul style="list-style-type: none"> 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. 	ElectraLink	
TSG_20190423/04: TSG Issues Log	ElectraLink to: <ul style="list-style-type: none"> 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. 	ElectraLink	
TSG_20190423/05: Theft Change Register	ElectraLink to: <ul style="list-style-type: none"> Update the status of the CP's and circulate. 	ElectraLink	

Action Ref.	Action	Owner	Update
TSG_20190423/06: TRAS – TRAS Contract Audit	ElectraLink to ratify with KW: <ul style="list-style-type: none"> TRAS Contract Audit Proposal 	ElectraLink	
TSG_20190423/07: ETTOS Right to Audit Tip Offs	ElectraLink to ratify with KW: <ul style="list-style-type: none"> ETTOs Right to Audit Tip Offs 	ElectraLink	
TSG_20190423/08: ETTOS CCN's for approval	ElectraLink to ratify with KW: <ul style="list-style-type: none"> ETTOS012 ETTOS014 ETTOS015 ETTOS017 	ElectraLink	
TSG_20190423/09: Presentation of 5-year proposal for TRAS	ElectraLink to: <ul style="list-style-type: none"> 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. 	ElectraLink	
TSG_20190423/10 Joint TIG&TEG meeting proposal	ElectraLink to: <ul style="list-style-type: none"> Update the Terms of Reference and ask TIG/TEG members to name the new group. 	ElectraLink	

Action Ref.	Action	Owner	Update
TSG_20190423/11: Theft Strategy Review Proposal	ElectraLink to: <ul style="list-style-type: none"> • 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 	ElectraLink	
TSG/20180424/12	ElectraLink to write <ul style="list-style-type: none"> • specification document for the theft assessment calculator. 	ElectraLink	<p>20180724 – in progress</p> <p>20181023 – In progress – ElectraLink in process of writing document.</p> <p>20190122 - In progress - engaging with the EST on this activity.</p> <p>20190423 – Contract renewal to be discussed at May DCUSA and SPAA Board meetings (Roz to produce paper)</p>

Action Ref.	Action	Owner	Update
TSG_20190325/03	Take the Value For Money Reports and Impact Assessment reports back for review and consideration, and provide their views for discussion at the April TSG	TSG	Ofgem attended the April meeting and presented their views.
TSG_20190423/02	Joint TIG&TEG meeting proposal, The terms of reference to be updated, to define who is responsible for the actions.	ElectraLink	Austin

Agreed Closed Actions

TSG/20190122/06	ElectraLink to check the SPAA EC February agenda to determine if a TSG meeting could be held on the same day.	ElectraLink	COMPLETE - 20190423
TSG/20190122/07	<p>TSG Issues Log.</p> <p>ElectraLink to:</p> <ul style="list-style-type: none"> Check the scheme payment arrangements with the Finance team. There needs to be a Board level report on the scheme payments. <p>Update the TSG Issues Log.</p>	ElectraLink	COMPLETE – this item was covered off at the February and March SPAA Board meetings
TSG/20190122/05	ElectraLink to carry out a post survey for reasons why some organisations opted not to respond to the TRAS and ETTOS Procurement RFI.	ElectraLink	COMPLETE – covered off at the ex-committee TSG meeting on 25 March 2019

TSG/20180424/12	ElectraLink to write <ul style="list-style-type: none"> Add theft assessment calculator to TSG timeline 	ElectraLink	COMPLETE – 20190122 – item 3 completed – theft calculator added to timeline
TSG/20180724/02	TRAS contract extension benefits Experian to put numbers together on what a client would normally be charged for the additional value add TRAS services.	Experian	COMPLETE – 20181023 – In Progress - Experian to provide updated paper for TSG review. 20190122 – Completed - included in Experian pack. TSG agreed to go through numbers offline.
TSG/20180724/03	TRAS Market test scoping exercise ElectraLink to draft an RFI for the TSG's consideration.	ElectraLink	COMPLETE – 20181023 – Paper presented at October meeting COMPLETE – 20190122 - RFI agreed ex committee
TSG/20180724/14	Secretariat and Supplier Audit ElectraLink to approach the auditor Moore Stephens and create a specification document for the Audit.	ElectraLink	COMPLETE – 20181023 <ul style="list-style-type: none"> Completed - Secretariat Audit Completed and report issued to TSG. In progress - Supplier Audit in progress COMPLETE – 20190122 – Specification document completed

TSG/20181023/01	<p>Independent Review of Theft Targets - Confirmed Theft Figures</p> <p>ElectraLink to clarify the total Confirmed theft numbers for Gas Scheme Year 1.</p>	ElectraLink	<p>COMPLETE – 20190122 – Paper Updated - For Gas Scheme Year 1, there were a total of 3994 confirmed thefts against an industry target of 6000 (67%).</p> <p>COMPLETE – 20190122</p>
TSG/20181023/02	<p>Independent Review of Theft Targets</p> <p>ElectraLink to:</p> <ul style="list-style-type: none"> Approach the suggested independent reviewer Moore Stephens to see if they can carry out an independent review of the theft targets, and if so develop the service specification request and request a proposal for TSG. 	ElectraLink	<p>COMPLETE – 20190122 – First point – service specification completed, and proposal submitted to TSG. TSG agreed ex-committee to appoint Moore Stephens</p>
TSG/20181023/03	<p>Freedom of Information Request</p> <p>ElectraLink to:</p> <ul style="list-style-type: none"> Look at the Terms of Reference of the TIG and TEG and to determine if this in the vires of the Codes. Should the TSG choose to progress with this further work will be required on the proposal. 	ElectraLink	<p>COMPLETE – 20190122 - The Freedom of Information request is in the vires of the SPAA and DCUSA codes. Revised proposal to presented at SPAA and DCUSA January meeting.</p> <p>DCUSA Board approved - Pending SPAA EC approval at January meeting.</p>

TSG/20181023/04	<p>Private Prosecution</p> <p>ElectraLink to:</p> <p>Look at the Terms of Reference of the TIG and TEG and to determine if this in the vires of the Codes.</p>	ElectraLink	COMPLETE – 20190122 – Activity not in the vires of the DCUSA and SPAA
TSG/20181023/06	ElectraLink to Update the TSG Issues Log.	ElectraLink	COMPLETE – 20190122
TSG/20181023/07	<p>TRAS Escalation Process – Quarterly Update</p> <p>ElectraLink to:</p> <p>Update the table presented showing the different stages of acceding Suppliers to help differentiate between Parties that have recently acceded to the SPAA and DCUSA and those that have been in operation for a longer period. Repeat escalation should also be made clear within the table.</p>	ElectraLink	COMPLETE – 20190122 - Report updated as requested
TSG/20181023/08	<p>TRAS161 - Increase in number of registered Suppliers - expansion of Experian dedicated team.</p> <p>ElectraLink to ask for work drivers and the justification for the additional £66k annual fee being requested by Experian.</p>	ElectraLink	COMPLETE – 20190122 - Costs declined by TSG.

TSG/20181023/10	<p>Re-Procurement of TRAS and ETTOS</p> <p>ElectraLink to provide to TSG ex-committee for review and approval:</p> <ul style="list-style-type: none"> • A list of organisations to be approached for the RfI • Request for Information • Request for Proposal (VfM) • Updated timeline for RfI and VfM decision making 	ElectraLink	COMPLETE – all documents circulated, and timeline updated.
TSG/20181023/11	<p>TIG and TEG Combined Meeting</p> <p>ElectraLink to:</p> <ul style="list-style-type: none"> • Look at the impact this could have on the TRAS and ETTOS Service Provider monthly KPI reports provided to TIG and TEG meetings, and budgets. <p>Put forward a paper on the description of how the group will work for the TSG's consideration.</p>	ElectraLink	COMPLETE - 20190122 – to be presented at January TSG.
TSG/20181023/12	<p>TSG Decision Making Arrangements</p> <p>ElectraLink to:</p> <ul style="list-style-type: none"> • Map out a theft decision timeline for the TSG's consideration • Issue 2019 meeting dates to TSG members. • Add a paper for SPAA and DCUSA meetings. 	ElectraLink	COMPLETE -20190122

TSG/20181023/13	<p>Utility Week Discussion Document</p> <p>ElectraLink to look at how ETTOS information is published within the ETTOS contracts. Crimestoppers should inform the TSG should they wish to publish information on the ETTOS Service.</p>	ElectraLink	<p>COMPLETE -20190122 – informed SPAA and DCUSA are to be notified before publishing ETTOS data.</p> <p>But the contract is silent on these matters.</p>
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TSG/20181023/14	<p>Sharing of individual Supplier Data with Experian</p> <p>ElectraLink to discuss the issue with the TEG to help determine if individual supply point information should be shared with Experian.</p>	ElectraLink	<p>COMPLETE - 20190122 – legal advisor feedback received. Please see below:</p> <p>We have considered the query in your email below, and advise that SPAA Ltd can disclose the data of individual Suppliers to Experian. This is on the understanding that there is (as indicated in your email) a legitimate need for Experian to see individual Supplier data for the purposes of the Theft Risk Assessment Service Arrangements.</p> <p>Paragraph 6.4 of SPAA Schedule 34 provides that: SPAA Ltd may disclose each Supplier's Supplier Data to ... the TRAS Service Provider ... insofar as is necessary for the purposes of the Theft Risk Assessment Service Arrangements.</p> <p>A Change Proposal to amend the SPAA is not therefore necessary.</p> <p>Experian's contract imposes confidentiality obligations in respect of the data it receives, and gives Suppliers 3rd party rights to sue Experian in the event that it breaches these obligations.</p>
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SPAA

DCUSA

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TSG_20180724/11	<p>TRAS161 – Increase in number of registered Suppliers - expansion of Experian dedicated team</p> <p>ElectraLink to:</p> <ol style="list-style-type: none"> 1. Formulate a response to Experian in conjunction with the legal advice referencing TRAS161. Making it clear that onboarding is separate from the CCN request. 2. The TSG want to know what contractual provision Experian is relying on for not onboarding new Suppliers. If Experian can't oblige, SPAA and DCUSA want reference to a contract clause. If not, then Experian should continue to onboard new Suppliers. If there is a clause to justify Experian's position, how does the TSG consider this? 3. Consider the next steps if Experian do not comply with the onboarding process. Exo not onboarding Suppliers is no seen as Critical service 4. Engage with Ofgem to make them aware of the issue. It's important to know what Ofgem could do and how Ofgem would react should 	ElectraLink	COMPLETE - 20190122 – All items 1- 4 closed
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	this lead to a breach procedure. Ofgem informed.		
TSG/20181023/02	<p>Independent Review of Theft Targets</p> <p>ElectraLink to:</p> <p>Put Gas Scheme Year 3 Methodology decision on hold. A decision will be made after completion of the independent review.</p>	ElectraLink	<p>20190122 – Second Point – On Hold - GTDIS Year 3 decision on hold</p> <p>COMPLETE – At its March meeting, the SPAA EC agreed no change to the methodology for year 3.</p>
TSG/20181023/09	<p>CCNs for Approval</p> <p>ElectraLink to ensure the proposed legal text for TRAS124,126,128 and 138 is consistent with the Contract Change Notice wording.</p>	ElectraLink	<p>20190122 – In progress – 124 and 128 required legal text amendments. Awaiting Experian feedback.</p> <p>COMPLETE -20190423 - We have received the proposed text, can confirm it is consistent and have redlined the contract accordingly (Closed)</p>
TSG/20190122/01	Experian to discuss data impacts of smart metering with the Technical Working Group.	Experian	COMPLETE – on Experians May TWG workshop agenda

TSG/20190122/02	<p>TRAS171 - Commercial Coverage Expansion Model – Internal Testing Complete</p> <p>Experian to update the CCN stating that the approach used to identify high risk keywords in business name has been reviewed to ensure that any elements which could be deemed as profiling have been removed.</p>	Experian	COMPLETE
TSG/20190122/03	<p>Future Platform Business case</p> <ul style="list-style-type: none"> Experian to carry out an impact assessment of the contract extension in the first instance ahead of an ex-committee TSG meeting in March. <p>Experian to consider how a new platform could impact the TRAS contract arrangements.</p>	Experian	COMPLETE - It was included in the April TSG Papers.
TSG/20190122/04	ElectraLink to take a proposal to train Directors on theft to the SPAA and DCUSA Boards.	ElectraLink	COMPLETE - 20190423 – Proposal agreed with SPAA and DCUSA Boards.
TSG_20190325/02	<p>Send Ofgem the contractual information and Value for Money assessment.</p> <p>Send Ofgem the contract information consisting of the contract end dates with Experian and CrimeStoppers with the options to extend.</p>	ElectraLink	COMPLETE - This was sent to Ofgem in April