

Meeting Session	Theft Issues Group
Paper Reference	2018_0619 – Actions Update
Action	For Information

Summary of Open Actions

New and Open Actions

Action Ref.	Action	Owner	Update
TIG/20171113/10	KG to find out if the ETTOS Line could be promoted through the National Body of Surveyors.	Crimestoppers	20171211 – Ongoing 20180116 –Ongoing 20180320 – Ongoing – Crimestoppers to provide update at meeting 20180417 – Ongoing

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TIG/20171113/20	<p>ElectraLink to confirm the below with Ofgem:</p> <ul style="list-style-type: none"> What is the SPAA Annual report data used for? Industry reporting periods are not aligned - Transporters have a separate reporting requirement for April to March and not January to December as required under SPAA Annual reporting. Parties are concerned with double reporting - Information provided in the report is already provided in other industry reports. 	ElectraLink	<p>20171211 – Ongoing - Ofgem feedback requested</p> <p>20180116 – Awaiting Ofgem feedback</p> <p>20180320 – Ongoing</p> <p>20180417 – Ongoing</p> <p>20180619 –Ongoing</p>
TIG/20180220/03	ElectraLink to check when the Elexon consumption data updates are made and also if the EST can get access to the Market Domain Data (MDD) held by Elexon.	ElectraLink	<p>20180320 – in progress – awaiting Elexon response</p> <p>20180619 –Ongoing</p>
TIG _20180320/06	ElectraLink to review and add outstanding e-bulletins to the TRAS portal.	ElectraLink	20180417 – in progress
TIG _20180320/08	ElectraLink took the action to confirm whether the conversion reports can be split by commercial and residential as part of the MI review.	ElectraLink	<p>20180417 – ongoing</p> <p>20180619 – closed – This was passed to the TEG</p>
TIG _20180320/14	ElectraLink to follow up with CS regarding pending unmatched reports.	ElectraLink	<p>20180417 – in progress</p> <p>20180619 – Ongoing</p>
TIG_20180417/07	ElectraLink to issue the ETTOS escalation process to the TSG for approval and sign off.	ElectraLink	20180515 - In progress - to be submitted to the July TSG
TIG_20180515/03	<p><u>Gas Shipper and Supplier Reporting Obligations</u></p> <ul style="list-style-type: none"> ElectraLink to discuss the change with Xoserve and the Joint Office. 	ElectraLink	20180619 – in progress

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TIG_20180515/04	ElectraLink to put together a solution on Supplier/Shipper Confirmed Theft Reporting for the TIG's consideration.	ElectraLink	20180619 – in progress
TIG_20180515/07	<u>Supplier Contacts Register</u> <ul style="list-style-type: none"> ElectraLink to update the draft CP and circulate to the TIG for review. 	ElectraLink	20180619 – In Progress
TIG_20180515/15	ElectraLink to contact Suppliers to ask if they would like to champion a web page. FM and KG are to put together the email wording and issued to Parties	ElectraLink	20180619 – In Progress
TIG_20180515/16	Crimestoppers to add rolling 13 months to the report analysis table (web stats slides).	Crimestoppers	20180619 – In Progress – to be added to MI report
TIG_20180515/17	Crimestoppers to reach out to National Inspection Council for Electrical Installation Contracting (NICEIC).	Crimestoppers	20180619 – In Progress
TIG_20180619/01	Review of incentive scheme targets - ElectraLink to: <ul style="list-style-type: none"> Request the Year 3 target options information from Experian; Add review of incentive scheme targets to the July TIG Agenda and; Check Ofgem's view on retrospective adjustments to current year incentive scheme targets. 	ElectraLink	
TIG_20180619/02	ElectraLink to collate a paper showing the different theft of gas reports and data items reported and any known discrepancies for the TIG's consideration.	ElectraLink	
TIG_20180619/03	ElectraLink to update the TIG Monitoring Log.	ElectraLink	

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TIG_20180619/04	<p>ElectraLink to:</p> <ul style="list-style-type: none"> • Incorporate the First Utility document to the Best Practice Guidelines; • Provide JS with the 1st draft of the Best Practice Guidelines once finalised for review. 	ElectraLink	
TIG_20180619/05	ElectraLink to collate and tailor the definition of vulnerable customer and add to the Best Practice guidelines for the TIG's review and ultimately TSG approval.	ElectraLink	
TIG_20180619/06	ElectraLink to propose a scope for a Supplier audit for consideration at the July TIG meeting.	ElectraLink	
TIG_20180619/07	<p>ElectraLink to:</p> <ul style="list-style-type: none"> • Update the proposed ETTOS SLA slide that was presented with the correct SLA measures (as above), add the changes above and issue to the TIG for review; • Discuss proposed SLAs with Crimestoppers and; • Raise CCNs for the proposed changes 	ElectraLink	
TIG_20180619/08	ElectraLink to discuss the addition of a Key Personnel clause to the contract and to discuss the ETTOS Account Manager contingency arrangements with Crimestoppers.	ElectraLink	
TIG_20180619/09	<p>ETTOS Survey</p> <p>ElectraLink to present a dummy version of the customer satisfaction at the next TIG meeting.</p>	ElectraLink	

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TIG_20180619/10	<p>Investigating Properties Impacted by Several Parties</p> <ul style="list-style-type: none"> Members agreed to look at what is currently in place and to check with their legal advisors what can be updated or included. ElectraLink to check with the legal advisors what can be updated or included to the SPAA and DCUSA codes. 	<p>TIG Members</p> <p>ElectraLink</p>	
TIG_20180619/11	<p>New Supplier Guidelines:</p> <p>ElectraLink to send the new supplier guidelines paper out to the TIG for review and issue to the July TSG for approval.</p>	ElectraLink	
TIG_20180619/12	ElectraLink to send out proposed dates for the next Theft Best Practice Forum.	ElectraLink	
TIG_20180619/13	TIG Members to provide evidence of cases referred to the Police to support the letter.	TIG Members	
TIG_20180619/14	ElectraLink to see how the REC recharge worked.	ElectraLink	
TIG_20180619/15	ElectraLink to update the best practice guidelines document with the Ofgem document around supplier obligations and removal of meters.	ElectraLink	
TIG_20180619/16	Crimestoppers to provide an update on the comparison of Gas and Electricity Reports Graphically.	Crimestoppers	
TIG_20180619/17	Crimestoppers to update figures and commentary within the MI Report.	Crimestoppers	

Summary of Closed Actions

Agreed closed sessions

Action Ref.	Action	Owner	Update
TIG_20180320/08	ElectraLink took the action to confirm whether the conversion reports can be split by commercial and residential as part of the MI review.	ElectraLink	20180417 – ongoing 20180619 – closed – This was passed to the TEG
TIG_20180417/03	ElectraLink to circulate the DCUSA, Ofgem and UK Energy definition of vulnerable customer to the TIG for review	ElectraLink	20181515 – in progress 20180619 – Closed – added to Agenda
TIG_20180417/10	ElectraLink to provide the TIG's feedback to the DNV GL and circulate their email request to the TIG for reference	ElectraLink	20180515 – In progress 20180619 – Closed
TIG_20180417/12	Crimestoppers to map out a calendar looking an annual advertising and promotional activities and share with the TIG. BH to put together a communications plan for the TIG's feedback.	Crimestoppers	20180515 – In progress 20180619 – Closed – circulated to TIG
TIG_20180515/01	ElectraLink to add the 'Theft Incentive Scheme Audit' item to the June TIG agenda.	ElectraLink	20180619 – Closed – item added to Agenda
TIG_20180515/02	ElectraLink to update the TIG Monitoring Log.	ElectraLink	20180619 – Closed

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TIG_20180515/05	ElectraLink to add item on the TRAS escalation process to the TRAS Schedule legal text to the June TEG Agenda.	ElectraLink	20180619 – CLOSED – TEG agreed not to reference the escalation process in the legal text. To be considered when a review of the process takes place six months after implementation.
TIG_20180515/06	<u>Adding ETTOS Report Response and Read Timeliness</u> <ul style="list-style-type: none"> ElectraLink to update the draft CP and circulate to the TIG for review. 	ElectraLink	20180619 – Closed – CP updated and submitted to the June DCUSA Panel. To be issued to July Change Board.
TIG_20180515/08	ElectraLink to provide the TIG's feedback to the Supplier.	ElectraLink	20180619 – Completed – Feedback passed to John Sanderson
TIG_20180515/09	ElectraLink to pass the TIG/TEG's feedback on energy theft amnesty to Ofgem.	ElectraLink	20180619 – Closed – feedback passed to Ofgem
TIG_20180515/10	ElectraLink to add Electricity Theft Detection Incentive Scheme (ETDIS) targets to the Monitoring Log.	ElectraLink	20180619 – Closed
TIG_20180515/11	<u>GTDIS Guidance Document</u> <ul style="list-style-type: none"> ElectraLink to update the guidance document and issue with the yearly theft targets. MC to review and provide feedback. 	ElectraLink Marvin Claire	20180619 – Completed
TIG_20180515/12	Crimestoppers to provide feedback including the £129k agreed budget breakdown of current and future activities.	Crimestoppers	20180619 – Completed – Circulated to TIG
TIG_20180515/13	Crimestoppers to provide a breakdown of pending unmatched reports.	Crimestoppers	20180619 – Closed - In Progress

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TIG_20180515/14	Crimestoppers to update the graph showing conversion of gas compared to electricity reports.	Crimestoppers	20180619 –Closed - In Progress to be added to MI Report