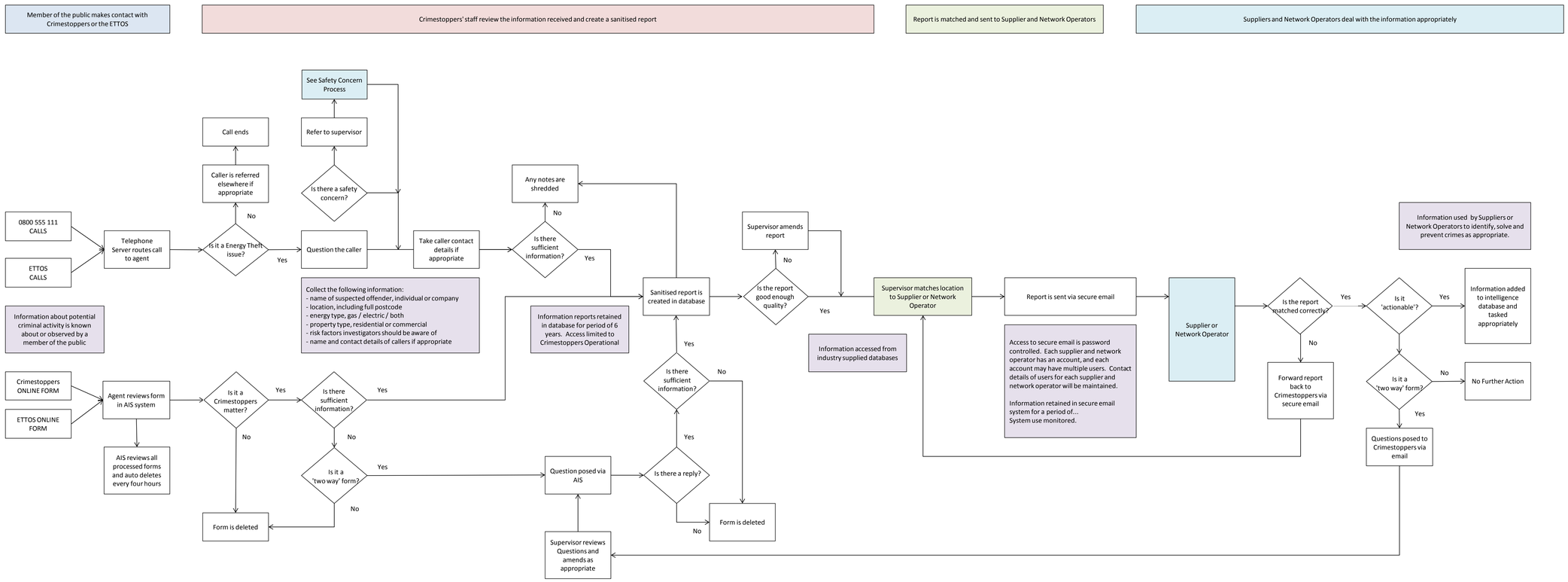
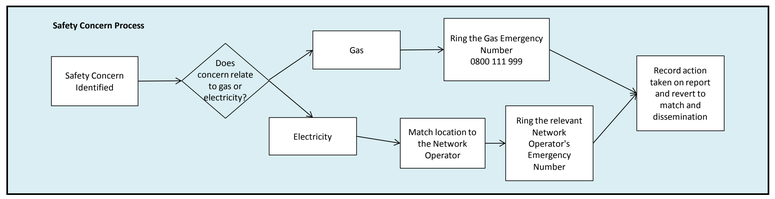
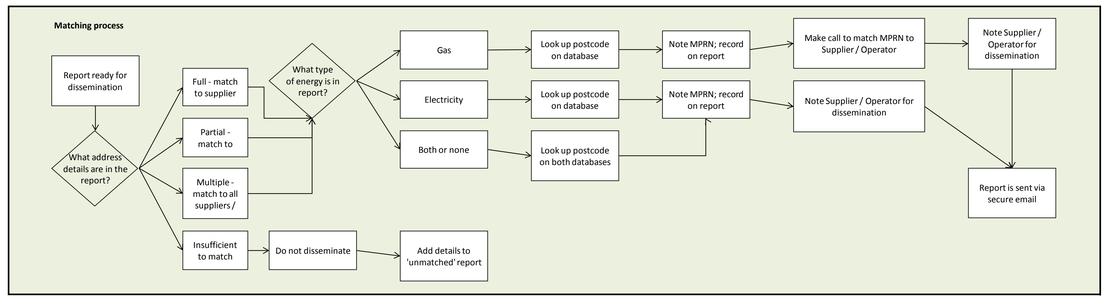

Member of the public makes contact with Crimestoppers or the ETTOS
Crimestoppers' staff review the information received and create a sanitised report
Report is matched and sent to Supplier and Network Operators
Suppliers and Network Operators deal with the information appropriately
0800 555 111 CALLS
ETTOS CALLS
Telephone Server routes call to agent
Is it a Energy Theft issue?
No
Yes
Caller is referred elsewhere if appropriate
Call ends
Question the caller
See Safety Concern Process
Refer to supervisor
Is there a safety concern?
Take caller contact details if appropriate
Any notes are shredded
No
Is there sufficient information?
Yes
Collect the following information:
- name of suspected offender, individual or company
- location, including full postcode
- energy type, gas / electric / both
- property type, residential or commercial
- risk factors investigators should be aware of
- name and contact details of callers if appropriate
Information about potential criminal activity is known about or observed by a member of the public
Information reports retained in database for period of 6 years. Access limited to Crimestoppers Operational
Sanitised report is created in database
Supervisor amends report
No
Is the report good enough quality?
Yes
Information accessed from industry supplied databases
Supervisor matches location to Supplier or Network Operator
Report is sent via secure email
Access to secure email is password controlled. Each supplier and network operator has an account, and each account may have multiple users. Contact details of users for each supplier and network operator will be maintained.
Information retained in secure email system for a period of...
System use monitored.
Supplier or Network Operator
Is the report matched correctly?
Yes
No
Forward report back to Crimestoppers via secure email
Is it 'actionable'?
Yes
Information added to intelligence database and tasked appropriately
Information used by Suppliers or Network Operators to identify, solve and prevent crimes as appropriate.
Is it a 'two way' form?
No
No Further Action
Yes
Questions posed to Crimestoppers via email
Crimestoppers ONLINE FORM
ETTOS ONLINE FORM
Agent reviews form in AIS system
AIS reviews all processed forms and auto deletes every four hours
Is it a Crimestoppers matter?
Yes
No
Is there sufficient information?
Yes
No
Is it a 'two way' form?
Yes
No
Form is deleted
Question posed via AIS
Supervisor reviews Questions and amends as appropriate
Is there sufficient information?
Yes
No
Is there a reply?
Yes
No
Form is deleted


Safety Concern Process
Safety Concern Identified
Does concern relate to gas or electricity?
Gas
Ring the Gas Emergency Number 0800 111 999
Electricity
Match location to the Network Operator
Ring the relevant Network Operator's Emergency Number
Record action taken on report and revert to match and dissemination


Matching process
Report ready for dissemination
What address details are in the report?
Full - match to supplier
Partial - match to
Multiple - match to all suppliers /
Insufficient to match
What type of energy is in report?
Gas
Electricity
Both or none
Look up postcode on database
Look up postcode on database
Look up postcode on both databases
Note MPRN; record on report
Note MPRN; record on report
Make call to match MPRN to Supplier / Operator
Note Supplier / Operator for dissemination
Note Supplier / Operator for dissemination
Report is sent via secure email
Do not disseminate
Add details to 'unmatched' report