



ETTOS - Access to Crimestoppers Secure Email System

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Issue

Reports of energy theft generated by the Energy Theft Tip-Off Service (ETTOS) will be matched to a relevant supplier or network operator, and sent to them via Crimestoppers' secure online email system. Companies are given password controlled to this email system.

The current budget allows for each company to have one user for the secure email web portal. The 'big six' energy suppliers (tier one) have been allocated a further two users each. Four users have been allocated for new entrants to the market, totalling 100.

In order to provide both security and resilience for the secure email web portal industry members have identified that they need more named users than were originally catered for in Crimestoppers' budget.

Impact Assessment

We propose increasing the number of users for the secure online email system to allow:

- Each supplier and network operator to have up to two named users able to access their account on the secure online email system.
- The 'big 6' energy suppliers will have access to a further three users each, totalling up to five users each.
- The Gas Transporters and the electricity Distribution Network Operators will also have access up to five users each. At any given time up to ten spare users licences will be allocated for new entrants to the market or to manage additional requests from suppliers or network operators.

We are therefore proposing for additional funding to be made available to support the purchase of additional user licences. The exact number purchased will be determined by the quantity requested by the companies, subject to the rules outlined above.

An estimate of the costs should the full licence allocation be taken up is outlined below:

- Purchase and set up of 170 user licences for the secure online email system = £17,000
- Management of the additional users, £595 per month = £7,140 per annum

This is for all the companies who are party to the ETTOS contract, so the costs would be split between SPAA and DCUSA as per the contract.

Background

During discussions with industry representatives as they set the service requirements (Nov 2015 - Jan 2016) we considered that some of the larger companies would require more than one log in for this system. For 84 companies we considered 100 users were reasonable.



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At the first ETTOS Working Group meeting, 10th May 2016, we recognised that in order to provide secure service, each company would have to have a named user, not a generic password available to a number of people.

[This CCN was discussed at a joint SPAA EC / DCUSA Panel on the 27th June 2016. The meeting agreed to the increase in user allocation and also the proposed costs however, they felt that the user allocation rules should sit within the SPAA and DCUSA rather than the contract. The CCN legal drafting has therefore been updated to reflect this decision and corresponding SPAA and DCUSA CPs are being progressed.](#)

We realised that as a minimum companies would need at least two named users on the system to provide resilience. We have recognised that Tier 1 companies, GTs and DNOs may require more users. All companies can request further users, up to a total of 450, at their cost.