

8. **ETTOS Service Description and Recipient Obligations**

8.1 A full description of the Energy Theft Tip-Off Service is set out in the ETTOS Contract. The Energy Theft Tip-Off Service can be summarised as follows:

- (a) The ETTOS Service Provider makes itself available to receive tip-offs.
- (b) The ETTOS Service Provider seeks to match the tip-off to a Supplier and if the ETTOS Service Provider can match the tip-off to a Supplier, then the ETTOS Service Provider notifies the Supplier of the tip-off.
- (c) If the ETTOS Service Provider cannot match the tip-off to a Supplier, then the ETTOS Service Provider notifies the relevant Transporter of the tip-off.
- (d) If the ETTOS Service Provider cannot match the tip-off to a Supplier or a Transporter, then the ETTOS Service Provider logs the tip-off as unmatched.
- (e) In addition to the above, where the ETTOS Service Provider identifies that there is a Serious Safety Concern (as defined in Schedule 33), then the ETTOS Service Provider contacts the National Gas Emergency Service.

8.2 Each ETTOS Recipient shall:

- (a) provide a single point of contact for the ETTOS Service Provider to manage the exchange of information between the ETTOS Service Provider and that ETTOS Recipient in respect of the Energy Theft Tip-Off Service;
- (b) (subject to provision of the relevant details by the ETTOS Service Provider) establish and maintain an account by which it can access the online portal made available by the ETTOS Service Provider for the purposes of the Energy Theft Tip-Off Service (and the ETTOS Recipient accepts that the ETTOS Service Provider may validly send information to the ETTOS Recipient via such portal);
- (c) not request or retain more accounts or account logins in respect of the portal referred to in paragraph (b) above than that ETTOS Recipient reasonably needs [and in accordance with the allocation rules in Appendix A](#); and

- (d) provide reasonable support to the ETTOS Service Provider in relation to publicising the Energy Theft Tip-Off Service (provided that no ETTOS Recipient shall be obliged to incur material cost in so doing).
- 8.3 Where a Supplier receives a tip-off for a premises for which it is the gas supplier, the Supplier shall ensure that it is investigated in accordance with Schedule 33 (Theft of Gas Code of Practice).
- 8.4 Where a Supplier receives a tip-off for a premises for which it is not the gas supplier, then it shall notify the ETTOS Service Provider (including details of the correct gas supplier, if known).
- 8.5 Where a Transporter (whether it is a Large Transporter or a Small Transporter) receives a tip-off for a premises for which it is the gas distribution transporter, the Transporter shall:
 - (a) identify the full address and notify this to the ETTOS Service Provider;
 - (b) identify the gas supplier and notify this to the ETTOS Service Provider;
 - (c) (where applicable) comply with its obligations under Schedule 33 (Theft of Gas Code of Practice);
 - (d) if none of the above apply, then feed back to the ETTOS Service Provider that no action can be taken, with the reason the tip-off could not be matched, so that the tip-off can be logged as unmatched.
- 8.6 Where a Transporter receives a tip-off for a premises for which it is not the gas distribution transporter, then it shall notify the ETTOS Service Provider (including details of the correct distributor if known).
- 8.7 The results of any tip-off investigations initiated by Suppliers should be fed into the TRAS Service Provider in accordance with Schedule 34 (Theft Risk Assessment Arrangements).

Appendix A

ETTOS Secure Email User allocation

1. Each ETTOS Recipient shall be granted access to the Service Providers online portal described in clause 8.2. Each user of the online portal requires an individual account and log on details. Accounts are allocated in accordance to the following rules;
 - Large Domestic Suppliers may have up to 5 user accounts
 - Large Transporters may have up to 5 user accounts
 - All other ETTOS Recipients may have up to 2 user accounts
2. Each ETTOS Recipient shall receive a single allocation of users across both SPAA and DCUSA. Where an ETTOS Recipient is both a SPAA and DCUSA party the allocation under the Agreement granting the highest number of users shall apply.
3. In addition to the allocation of user set out above, ETTOS Recipients may request further users at their own cost by agreement directly with the Service Provider.