

# Minutes

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<b>Meeting Name</b>	ETTOS Working Group
<b>Meeting Number</b>	Meeting 02
<b>Date</b>	Tuesday 14 June 2016
<b>Time</b>	10.00
<b>Location</b>	ElectraLink, Grafton House, 2-3 Golden Square, London W1F 9HR

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## Attendee

Becky Holland [BH] (part)  
 Emma Hegarty [EH] (teleconference)  
 Ian Main [IM]  
 John Lees [JL]  
 Jonathan Hawkins [JH]  
 Karen Ogborn [KO] (part)  
 Keavy Larkin [KL] (Secretary)  
 Kirsty Dudley [KD]  
 Maitrayee Bhowmick-Jewkes [MB]  
 Paul Hart [PH]  
 Piers Merritt [PM]  
 Richard Mukerji [RM] (teleconference – part)  
 Sarah Jones [SJ] (Chair)  
 Sarah Mckenna [SM] (teleconference)  
 Tim Porter [TP]  
 Tania Carrigan [TC] (part)

## Company

Becky Holland & Partners  
 SSE  
 Scottish Power  
 ElectraLink  
 Utility Warehouse  
 Crimestoppers  
 ElectraLink  
 E.ON  
 Npower  
 UK Power Networks  
 British Gas  
 Flow Energy  
 ElectraLink  
 Northern Power Grid  
 SSE  
 Crimestoppers

## Apologies

Chris Allanson	Northern Power Grid
Colin Paine	Engie
David Shepherd	BP Energy

## ADMINISTRATION – OPEN SESSION

### 1 MEETING ADMINISTRATION

- 1.1 The group noted the introductions and apologies.
- 1.2 There were two minor comments on the minutes – an errant bullet point within section 3 and an amendment to action EWG/20160510/05 to include PM as an owner of the action.
- 1.3 An update on all actions can be found in appendix 1.

### 2 PROJECT UPDATE AND PLAN

- 2.1 JL presented the project update and plan and noted that the ECOES (Electricity Central Online Enquire Service) application has been submitted and that he is awaiting an outcome from the MEC (MRA Executive Committee).
- 2.2 KD queried whether there has been an indication in the split of historical tip-offs that Crimestoppers (CS) are currently matching. JL noted that 75% were electricity only, 9% were gas only and 16% were dual fuel.
- 2.3 SJ updated the group that a Uniform Network Code (UNC) modification in relation to the gas data provision. SJ noted that there is no requirement for transporters to provide this data under Supply Point Administration Agreement (SPAA) but that Joanna Fergusson has indicated that Northern Gas will raise a SPAA Change Proposal (CP) to obligate it. SJ took an action to contact Joanna Fergusson on the status of this CP and to request a member of the ETTOS Working Group (WG) to raise it if necessary.

**EWG/20160614/01/ElectraLink**

- 2.4 JL updated the group that approximately 1/3 of organisations have not provided Single Point of Contact information (SPOC) to Crimestoppers. An action was taken to issue a reminder.

**EWG/20160614/02/ElectraLink**

- 2.5 The group were made aware that a Gas Transporter will reject DCP 264 'Introduction of Energy Theft Tip Off Line Service' because of concerns over liability.

### 3 ETTOS PROJECT RAID LOG

- 3.1 JL presented the ETTOS RAID (Risks, Assumptions, Issues and Dependencies) log to the group. The group reviewed the issues and noted the risks.
- 3.2 The group noted that risk 01, "Access to Gas Data" and risk 03, "Timely Sign-Off" are still live.
- 3.3 On risk 04, "PIA Readiness", JL noted that the Privacy Impact Assessment (PIA) is on the agenda.

### 4 APPROVAL OF THE ETTOS CHANGE GUIDELINE

- 4.1 SJ presented the ETTOS Change Guideline and noted that Crimestoppers are comfortable with the proposed process. An action had been taken to align the ETTOS Contract Change Notification (CCN) template with the Theft Risk Assessment Service (TRAS) CCN template. The ETTOS WG agreed that the Change Guideline should be taken to the SPAA Executive Committee (EC) and the DCUSA Panel for approval.

**EWG/20160614/03/ElectraLink**

- 4.2 SJ explained that a new theft group, the Theft Issues Group (TIG) is being considered by the SPAA EC and DCUSA Panel. It is proposed that the TIG will eventually become a dual fuel

standing issues group to consider issues relating to ETTOS, the Theft Codes of Practice and Incentive Schemes. The ETTOS WG confirmed that they are happy with this approach.

- 4.3 SJ noted that once the ETTOS goes live, the SPAA EC and DCUSA Panel will have to decide whether they want to nominate a project sponsor who will be responsible for managing the Service Provider, as is in operation for TRAS.

## OPEN SESSION

### 5 OUTSTANDING ACTIONS FROM ETTOS CP WG

- 5.1 The group reviewed the outstanding actions from the ETTOS CP WG and determined that most actions were now closed off.
- 5.2 SJ noted that as Project Nexus has been delayed, there could be a period of time for which Independent Gas Transporters' (IGT) data is not available. SJ asked the group whether another route to obtaining this data should be considered. The group agreed to wait for Project Nexus to go live as there should not be a significant number of leads to be disseminated to IGTs.

### 6 SECURITY QUESTIONNAIRE

- 6.1 There were no comments on the security questionnaire before the meeting. The group agreed that the questionnaire should be circulated to Crimestoppers for response.

EWG/20160614/04/ElectraLink

### 7 MARKETING UPDATE

- 7.1 Crimestoppers joined the meeting and provided an update on their marketing activity. KO introduced her Crimestoppers colleague TC, and BH from Becky Holland & Partners who have been selected as the advertising agency.
- 7.2 BH explained that they have determined 3 perpetrator types: domestic, business and organised crime. On the latter, BH explained that the type of campaign that is being proposed is not appropriate for tackling organised crime and so BH has focussed the campaign on domestic and business energy theft.
- 7.3 PM noted that there are organised elements of energy theft which could be included in the campaign, for instance there have been cases of perpetrators offering their services through advertisements and leaflets and theft in multi occupancy sites. Tip-offs from rival criminals should also be considered. The group agreed that these areas should be considered although this wouldn't be the main target audience.
- 7.4 The group discussed the 'Safe House' branding idea however the group agreed that the word 'house' was not appropriate for all kinds of energy theft and that the symbol and colours were too similar to the 'Gas Safe' brand, and further could be misleading to the aim of the service. Crimestoppers and BH took an action to consider this further, for example whether 'Safe Home' and 'Safe Business' could be more appropriate and to also think about how to cover theft in conveyance. Crimestoppers and BH also took an action to develop a message and wording that would be more appropriate to the service.

EWG/20160614/05/Crimestoppers & BH

- 7.5 The group noted that Ofgem had previously mention a potential 'amnesty' for tip-offs which would benefit the whole of industry as the risk to safety issues would be diminished. An action was taken to talk to Ofgem regarding this.

EWG/20160614/06/Crimestoppers

- 7.6 TC queried whether there is any locational data that can be utilised in order to tailor marketing spend to targeted areas. Members took an action to send Crimestoppers any location information that may have e.g. energy theft hotspot maps, noting the caveat that it will be biased based on where investigation resources are located.

**EWG/20160614/07/Members**

- 7.7 The group also took an action to send any stories to Crimestoppers that could be used in marketing material.

**EWG/20160614/08/ETTOS WG**

## **8 IMPLEMENTATION UPDATE**

- 8.1 KO updated the group that the historic gas tip-offs will be provided at the beginning of August if the UNC modification is approved. SJ noted that the UNC modification may be less straightforward than originally considered and therefore this date may be delayed further. The implication of this modification not going through will be that 20% of tip-offs will not be able to be disseminated.
- 8.2 The group agreed that Crimestoppers can send information regarding the security questionnaire and details of how to log onto the secure system to the list of SPOCs. KO took an action to do this and to copy in the ETTOS WG when sending this information. Any new SPOCs provided will be added to the system once per week.

**EWG/20160614/09/KO**

- 8.3 KO noted that contact has been made with PM and PH and that training will be delivered on 23rd June 2016. PH and PM will receive an overview of the Crimestoppers' operation and will have the opportunity to listen in on calls to gain an understanding of agent's skill levels. KO noted that confirmation of a gas transporter contact has not yet been received. The group discussed the list of questions that will be asked to callers. KO took an action to send through a list of questions to the group for their review.

**EWG/20160614/10/KO**

## **9 TELEPHONY – 0800 NUMBERS**

- 9.1 KO presented the proposed telephone numbers to the group. The group decided to reserve the numbers 0800 023 2777 and 0800 328 7777.

## **10 PIA**

- 10.1 KO updated that group that a PIA workshop has taken place and initial documentation is being prepared. The first draft will be shared with industry following this activity.
- 10.2 KO discussed the risk of storing data on the data base for an inappropriate amount of time. In theory, as this data is passed on to parties straight away, CS should not store this data for very long. KO will document a proposal within the draft PIA and circulate ahead of the next ETTOS WG meeting.

**EWG/20160614/11/KO**

- 10.3 ElectraLink will send the data retention rules that were used in the TRAS PIA to Crimestoppers for reference.

**EWG/20160614/12/ ElectraLink**

## **11 CONTRACT CHANGE NOTIFICATIONS**

- 11.1 The group discussed the 4 CCNs that have been proposed.

- 11.2 ETTOS 001 “Process for Contacting Emergency Services”, seeks to introduce a sentence into the operating model to clarify that where a tip-off is received which highlights an emergency gas or electricity concern, then Crimestoppers will request that the caller contacts the emergency gas or electricity number. The group agreed to change the CCN to say that Crimestoppers will request that the caller contacts the emergency number or Crimestoppers will put the call straight through to the emergency gas or electricity number. The group recommended this CCN for approval.

**EWG/20160614/13/KO**

- 11.3 Regarding ETTOS 002 “Increase in Number of User Permissions”, KO explained that the ETTOS Contract does not currently specify the number of user permissions allowable for each recipient. However, there is a limit to the number of licences included in the Crimestoppers proposal. Therefore, it is proposed that the number of user permissions is specified in the contract together with the cost of additional users. KO noted that it is being proposed that each company can have up to 2 users excluding the big 6 suppliers who can have up to 5 and explained that there would be a dedicated service desk to deal with any changes in users. The group were also made aware that if the SPOC and both users left, then requests would go to the SPAA and DCUSA contract manager. A review of users will be conducted once per year, however it was agreed to put a check of how many users and how many user allocations are left on the ETTOS WG agenda once the service goes live.

**EWG/20160614/14/ElectraLink**

- 11.4 It was noted that the SPAA and DCUSA ETTOS Schedule should be updated to include the specific rules regarding the allocation of user ids. However, this change should not be raised until the ETTOS CCN has been agreed

**EWG/20160614/15/ElectraLink**

- 11.5 The group questioned whether the large distribution companies should be given more users as while only a small percentage of tip-offs will be allocated to them, they will be using their accounts to verify supplier tip-offs. An action was taken to raise this at the DCUSA Panel.

**EWG/20160614/16/ElectraLink**

- 11.6 On ETTOS 003 “Gas Tip-off Dissemination Timeframe”, KO explained that the service level benchmarks in the operating model need to be changed due to the matching process proposed by Xoserve. The process will mean that dissemination will not always be possible within 24 hours. Instead, gas related tip-offs will be disseminated to the supplier within 24 hours of the match being made by Xoserve. KO explained that this would not affect safety requirements. The group recommended this CCN for approval.

- 11.7 ETTOS 004 “Secure Email Alerts”, seeks to introduce a weekly email that would be automatically generated and sent to a recipient alerting them to the fact that there are tip-offs waiting for them to view. Recipients could choose to have email alerts turned on or off. The group agreed that the alert should be sent at the beginning of the week. The group agreed to amend the CCN to include a request for an email contact and recommended this CCN for approval.

**EWG/20160614/17/KO**

## **12 DATE OF NEXT MEETING**

- 12.1 The next meeting of the EWG will convene on 12 July at the Royal Institute of British Architects - 66 Portland Place, London, W1B 1AD.

**APPENDIX A: SUMMARY OF ACTIONS****NEW AND OPEN ACTIONS**

Action Ref.	Action	Owner	Update
EWG/20160510/05	To share some pictures of meter by-passes that could be used in the launch campaign.	KD/PM	14/06/2016: Ongoing.
EWG/20160510/07	To contact GTs and request a volunteer to help deliver Crimestoppers' call centre staff training.	ElectraLink	14/06/2016: Ongoing – SJ to pick up with Richard Pomroy.
EWG/20160510/14	To consider whether test scripts are required to test specific scenarios.	KO	14/06/2016: Ongoing – KO will share scripts.
EWG/20160614/01	To contact Joanna Fergusson on the status of a CP she is developing to obligate transporters to provide data to ETTOS and to contact a member of the ETTOS WG to raise it if necessary.	ElectraLink	
EWG/20160614/02	To issue a reminder to parties to provide SPOC information.	ElectraLink	
EWG/20160614/03	To align the ETTOS CCN template with the TRAS CCN template.	ElectraLink	
EWG/20160614/04	To circulate the security questionnaire to Crimestoppers for completion.	ElectraLink	

Action Ref.	Action	Owner	Update
EWG/20160614/05	Crimestoppers and BH took an action to consider their branding proposal further, for example whether 'Safe Home' and 'Safe Business' could be more appropriate and to also think about how to cover theft in conveyance. Crimestoppers and BH also took an action to develop a message and wording that would be more appropriate to the service.	CS/BH	
EWG/20160614/06	To talk to Ofgem regarding their proposed 'amnesty' for tip-offs.	Crimestoppers	
EWG/20160614/07	To share locational information e.g. energy theft hotspot maps.	ETTOS WG Members	
EWG/20160614/08	To send any stories to CS that could be used in marketing material.	ETTOS WG members	
EWG/20160614/09	To send information regarding the security questionnaire and details for logging onto the secure email system to the current list of SPOCs.	KO	
EWG/20160614/10	To send through a list of caller questions to the group for their review.	KO	
EWG/20160614/11	To bring a proposal on data storage length to the July ETTOS WG.	KO	
EWG/20160614/12	ElectraLink will send the data protection retention rules that were used in the TRAS PIA to CS Crimestoppers for reference.	ElectraLink	

Action Ref.	Action	Owner	Update
EWG/20160614/13	Update ETTOS CCN 001 to provide the option that Crimestoppers could put the call straight through to gas or electricity emergency services.	KO	
EWG/20160614/14	To put a check of how many users and how many user allocations are left on the ETTOS WG agenda once the service goes live.	ElectraLink	
EWG/20160614/15	To draft SPAA and DCUSA CPs to reflect the rules regarding user permissions once CCN002 has been approved.	ElectraLink	
EWG/20160614/16	To raise at the next DCUSA Panel whether large distribution companies should be given more user logins as while only a small percentage of tip-offs will be allocated to them, they will be using their accounts to verify supplier tip-offs.	ElectraLink	
EWG/20160614/17	To amend ETTOS CCN 004 to include a request for an email contact.	KO	

**CLOSED ACTIONS**

Action Ref.	Action	Owner	Update
EWG/20160510/01	To amend the EWG ToR to reflect the principle that members are required to act independently (as per the TEG ToR) and to remove an errant bullet point.	ElectraLink	14/06/2016: Completed.



Action Ref.	Action	Owner	Update
EWG/20160510/02	To distribute the updated risk register with the minutes.	ElectraLink	13/05/2016: Completed.
EWG/20160510/03	To discuss the outstanding ETTOS CP WG actions at the next meeting.	ElectraLink	14/06/2016: Completed.
EWG/20160510/04	To check internally if theft data held by UKPN across its 3 networks can be shared with Crimestoppers'.	PH	14/06/2016: Completed – it has been shared.
EWG/20160510/06	PM to confirm whether he can help deliver Crimestoppers' call centre staff training on behalf of suppliers and PH on behalf of electricity distributors.	PM/ PH	14/06/2016: Completed. PM and PH to assist with the training.
EWG/20160510/08	To investigate whether sending notifications when tip offs are issued to the secure email platform would be possible and what the cost may be.	KO	14/06/2016: Completed – CCN on agenda.
EWG/20160510/09	To circulate the security questionnaire to the EWG for comments before formally submitting it to Crimestoppers' for response.	ElectraLink	20160513: Completed – no comment recieved.
EWG/20160510/10	To see whether it would be possible to clarify in the email header whether the tip off relates to commercial or residential property.	KO	14/06/2016: Completed – this will be done.
EWG/20160510/11	KO will clarify the auto deletion rules of emails on the secure platform. KO will also clarify the rules regarding the changing of secure passwords.	KO	14/06/2016: Completed – passwords will change every 3 months and the rules on the deletion will be part of the PIA.

Action Ref.	Action	Owner	Update
EWG/20160510/12	KO will clarify when user details are required by. KO will provide a timeline for tranches that late users can be added to the system.	KO	14/06/2016: Completed – users will be added every 2 weeks post go live.
EWG/20160510/13	Once details of the SPOCs are received, then KO will send them an email requesting the number of user accounts that each party requires.	KO	14/06/2016: Completed – KO to issue email.