

**ETTOS Monthly Update report - End of June 2016****Project Management**

- Contract

The four changes were raised at the SPAA/DCUSA meeting:

- 1) Amend the operating model to clarify that Crimestoppers will ask the caller to contact the emergency services.
 - **Rejected** for Gas Transporters, however; there is potential to apply this process to Electricity calls and this would be discussed at the next WG Meeting on 12/07/16.
- 2) Clarify the number of Secure Email Users included in the contract and propose addition users (with associated costs)
 - **Pending** - To be included in the ETTOS Schedules within SPAA and DCUSA; John Lees will draft changes for review at the next working group meeting.
- 3) Amend the operating model to clarify that gas tip offs will not be issued within 24hrs outside business hours as data will not be available from Xoserve to identify the relevant recipient
 - **Agreed.**
- 4) Include a notification to the recipient when a tip-off is issued
 - **Agreed** - There was a request for the notification email to be sent to a generic address. This is not possible and it needs to be sent to the names user for security and audit purposes.

Data Sharing

- PIA

The PIA is complete and a meeting has been scheduled with Crimestoppers' Director of Operations to get this signed off.

- ECOES

We now have live access to ECOES.

- Gas Data

Test data has been supplied. We await receipt of the full data file which is expected by 08/07/16.

**Historical Reports**

The 2000 historical reports are ready to be matched. We will be able to match the electricity reports. Julie Black will provide John Lees with a progress update on the matching for the working group meeting on 12/07/16.

Gas reports can be matched once the data is received.

Dissemination of the reports is reliant upon completion of the secure email testing.

I.T and Infrastructure/Email

The build of the secure email system is in progress and is due for completion and testing w/c 25/07/16.

Crimestoppers have made contact with the SPOC's and will be contacting Contract Managers where an operational contact has not been provided.

A change request (CCN002) was raised in relation to the user licences and associated costs, at the meeting with SPAA/DCUSA on 27th June 2016. The group were happy with the proposal but felt the allocation rules should be included in the ETTOS schedules within SPAA and DCUSA. John Lees will update the CNN in line with the decisions once the minutes are received.

A change request (CCN004) was raised in relation to email alerts. There was a question around the email address used for the notification and the panel requested for it to be sent to a generic email account. Crimestoppers IT Consultant confirmed that the notification address must be the same as the user account. Julie Black has taken an action to discuss this further and provide more information for the working group meeting on 12/07/16.

Telephony

08000232777 have been procured. Internal set up and testing has begun.

Training

A training session was held at the Bureau on 23rd June 2016 and was delivered by Piers Merritt (British Gas) and Paul Hart (UK Power Networks). Both will re-attend one month post-launch to hold a Q&A session.

**Marketing**

- We have evolved the brand stamp from “Safe House” to “Stay energy safe”, and created a roundel representing the new brand. We have two possible versions of this as per the attached PDF, and would be interested in knowing whether the Project Team has any view on the call to action in the centre of the roundel.
- The ad executions now focus on the potential for harm within everyday scenarios, and we have presented one commercial and one domestic scenario for the Project Team’s information, also as attached.
- We have been working closely with OFGEM and they will lead on launch PR.
- We will shortly be making contact with the marketing leads to understand what collateral and assets they will need for launch and beyond.

Version Control

Date	Changed by	Changes	Status	Distribution
30/06/16	JB		Final	