

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 Party and if the ETTOS Service Provider can match the tip-off to a Supplier Party, then the ETTOS Service Provider notifies the Supplier Party of the tip-off.
- (c) If the ETTOS Service Provider cannot match the tip-off to a Supplier Party, then the ETTOS Service Provider notifies the relevant DNO/IDNO Party of the tip-off.
- (d) If the ETTOS Service Provider cannot match the tip-off to a Supplier Party or a DNO/IDNO Party, 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 Category A electricity safety concern (as defined in Schedule 23), then the ETTOS Service Provider contacts the DNO/IDNO Party that operates the relevant network.

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 set out 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 Party receives a tip-off for a premises for which it is the electricity supplier, the Supplier Party shall ensure that it is investigated in accordance with the Revenue Protection Code of Practice.
- 8.4 Where a Supplier Party receives a tip-off for a premises for which it is not the electricity supplier, then it shall notify the ETTOS Service Provider (including details of the correct electricity supplier, if known).
- 8.5 Where a DNO/IDNO Party receives a tip-off for a premises for which it is the electricity distributor, the DNO/IDNO Party shall:
  - (a) identify the full address and notify this to the ETTOS Service Provider;
  - (b) identify the electricity supplier and notify this to the ETTOS Service Provider;
  - (c) (where applicable) comply with its obligations under the Revenue Protection 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 DNO/IDNO Party receives a tip-off for a premises for which it is not the electricity distributor, 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 Supplier Parties should be fed into the TRAS Service Provider in accordance with Schedule 25 (Theft Risk Assessment Service).

## Appendix A

### 1. ETTOS Secure Email User allocation

1.1 Each ETTOS Recipient shall be granted access to the Service Providers online portal described in clause 8.2 of this Schedule XX. Each user of the online portal requires an individual account and log on details. The ETTOS Contract provides that each Authorised Recipient is entitled to a maximum number of user accounts as follows:

(a) A Supplier Party who is (in aggregate with its Affiliates) Registered to 1,000,000 or more Metering Points and/or Supply Points (in each case) at a Premises shall be entitled to a maximum of 5 user accounts. This entitlement will continue for so long as the Supplier is (in aggregate with its Affiliates) Registered to at least one Metering Point and/or Supply Point (in each case) at a Premise.

(b) DNO Parties shall be entitled to a maximum of 5 user accounts

(c) All other ETTOS Recipients shall be entitled to a maximum of 2 user accounts

1.2 In Paragraph 1.1 of this Appendix A, references to “Supply Points” are to gas Supply Points, as defined in the SPAA; “Registered” means, in respect of Supply Points, Registered, as defined in the SPAA

1.3 The Secretariat shall monitor the number of Metering Points and Supply Points for which each Supplier is Registered based on the data received pursuant to Clause 27.6 of the MRA, and the data received pursuant to the provision of the SPAA equivalent to this Paragraph 1.3 Appendix A. The Secretariat shall share the data received pursuant to Clause 27.3 of the MRA with the SPAA Secretariat to the extent necessary to establish whether a Supplier Party has reached or exceeded the threshold set out in Paragraph 1.1 (a). Where a Supplier exceeds the threshold set out in Paragraph 1.1 (a) the Secretariat shall notify the Supplier and the ETTOS Service Provider of such event.

### 2. Additional ETTOS Secure Email User Accounts

2.1 An ETTOS Recipient may request provision of additional user accounts in excess of the allocation set out in Paragraph 1.1 of this Appendix A.

2.2 Additional User Accounts will be charged to DCUSA at the following rates:

- i. A one off licensing charge of £125 per single additional user account
- ii. An annual maintenance charge of £62 per single additional user account

2.3 These charges will be invoiced quarterly in arrears. There is no refund for cancelling additional user accounts, or in the event that the standard number of user accounts to which an ETTOS Recipient is entitled increases.

2.4 Each quarter the ETTOS Service Provider will recalculate the number of additional user accounts (i.e. number of user accounts held by an ETTOS Recipient less the standard allocation set out in Paragraph 1.1 of this Appendix A) and invoice accordingly with a schedule of additional users per ETTOS Recipient.