



DCUSA and SPAA Request for Information

Dissemination of Energy Theft Tip Offs

Executive Summary:

The 'Energy Theft Tip Off Line' (ETTOL) service is being established to enable members of the public to report suspected theft. Tip Offs will be reported via a single, 24-hour national free-phone telephone service or a dedicated website.

A Tip Off Line Subgroup has been established under the TRAS Programme to agree the detailed requirements specification for the service.

This Request for Information (RFI) is seeking views from Gas Transporters and Electricity Distribution Network Operators (DNOs) and Suppliers regarding the proposed process for disseminating Tip Offs to Network Operators where the relevant Suppliers cannot be identified by the ETTOL service provider.

1 PURPOSE

- 1.1 This document is a Request for Information (RFI) issued to Suppliers, Distribution Network Operators (DNOs), Independent DNOs (IDNOs), Gas Transporters, Citizens Advice, the Authority and any other interested Parties, seeking industry views on the process for receiving Energy Theft Tip Offs. Respondents are invited to consider the questions set out in section 4 below and submit comments using the form provided as Attachment 1 to energy-tras@electralink.co.uk by **close of business 08/01/2016**.

2 BACKGROUND OF THE ENERGY THEFT TIP OFF LINE

- 2.1 An Energy Theft Tip Off Line (ETTOL) is one of the measures being put in place to tackle energy theft. The ETTOL is being delivered under a separate contract to the main Theft Risk Assessment Service (TRAS) and is being progressed as an independent workstream (workstream 5) under the overall TRAS Programme.
- 2.2 Workstream 5 was initiated to consider how the ETTOL service could be implemented as a separate agreement between SPAA Ltd, DCUSA Ltd and the Tip Off Line Provider. The TRAS Working Group Tip Off Line Subgroup was established to agree the requirements for the service.

3 TIP OFF LINE OPERATING MODEL

- 3.1 The overall requirement is to establish and operate a single, 24-hour, 7 days a week, national Energy Theft Tip Off Line (ETTOL) (a free-phone telephone service) and also a website for members of the public to report suspected energy theft online.
- 3.2 Once Tip Offs have been received by the Tip Off Line Provider, these will be disseminated to the relevant Supplier for investigation. Where a Postcode Address Format (PAF) valid address is available then it should be possible to identify the relevant Supplier using the Electricity Central Online Enquiry Service (ECOES) and/or Gas Data Enquiry Service (DES). It is expected that a PAF valid address should be available for approximately 90% of Tip Offs.

- 3.3 **Where it is not possible to identify the relevant Supplier, but the approximate location of the potential theft is available, it is proposed that the Tip Off be issued to the relevant Gas Transporter or Electricity DNO.**
- 3.4 Gas Transporter and Electricity DNO requirements relating to the detection and investigation of potential theft are set out in Standard Condition 7 of the Gas Transporter Licence Condition and Standard Condition 27 of the Standard Distribution Licence respectively. Further obligations will be set out in industry Codes to detail the steps Network Operators will be required to take when issued with a Tip Off, namely that on receipt of a Tip Off, the Network Operator will be required to investigate the potential energy theft and provide information to the relevant Supplier if possible.
- 3.5 Any remaining Tip Offs that cannot be issued to either the relevant Supplier or the relevant Network Operator will not be disseminated. However the number of unmatched Tip Offs will be reported to SPAA and DCUSA and potentially further work can be carried out in collaboration with the ETTOL service provider to identify actionable information that can be investigated further. A process for feeding information on theft investigations back to the ETTOL service provider is also being considered to enable future improvements to the service.
- 3.6 As there are no Gas Transporters or Electricity DNOs currently participating in the Tip Off Line Subgroup, this RFI has been issued to SPAA and DCUSA Parties seeking views on the proposed approach.

4 CONSULTATION QUESTIONS

- 4.1 The Tip Off Line Subgroup is seeking responses to the following consultation questions.

No.	Question
1	Do you agree that where the relevant Supplier cannot be identified, Tip Offs should be issued to the relevant Gas Transporter and/or Electricity DNO? If not, please provide rationale.
2	If you do not believe that Tip Offs should be issued to the relevant Gas Transporter and/or Electricity DNO, please provide details of an alternative approach for dealing with Tip Offs that cannot be matched to the relevant Supplier.

3	Do you agree that obligations on Gas Transporters and Electricity DNOs to investigate theft or identify the relevant Supplier should be included in the relevant industry Codes? If not, please provide rationale.
4	If you agree that obligations on Gas Transporters and Electricity DNOs should be included in the relevant industry Codes, please confirm which Codes you believe are most appropriate for the gas and electricity obligations respectively?
5	Do you have any other comments?

4.2 Responses should be submitted using Attachment 1 to energy-tras@electralink.co.uk no later than **08/01/2016**.

4.3 Responses, or any part thereof, can be provided in confidence. Parties are asked to clearly indicate any parts of a response that are to be treated confidentially.

5 NEXT STEPS

5.1 Responses to the consultation will be reviewed by the TRAS Working Group.

5.2 If you have any questions about this consultation, please contact Sarah Jones by email at energy-tras@electralink.co.uk.

ATTACHMENTS

- Attachment 1 – Response form