

SUMMARY OF THE MANUAL OF INFORMATION AND GUIDANCE ON REVENUE PROTECTION PROCEDURES AND PRACTICE

Content

Ref	Section	Content	Comment
1	Revenue Protection Policy	Sets out aspects of a Supplier's policy with regard to treatment of customers and other matters which must be clear to RP parties acting on that Suppliers behalf. Includes guidance with respect to treatment of vulnerable customers.	First part specific to electricity. Vulnerable customer part also applicable to gas and taken from the April 2006 ERA/ENA Report.
2	Conduct of Investigations	Sets out procedures which should be followed, taking account of PACE, during the conduct of an investigation - for instance the need to caution the customer where legal proceedings may subsequently result.	Applicable to gas and electricity.
3	Evidence	Explains the different kinds of evidence and how such evidence should be collected and stored so as to avoid compromise if it is later needed in Court.	Applicable to gas and electricity. It is proposed to augment it with specific references to digital evidence
4	Assessment of disputed units	Suggests three methods by which the amount of 'stolen units' may be calculated following detection of theft.	Specific to electricity. The April 2006 ERA/ENA Report recommended that this be reviewed.
5	Powers of Disconnection and Recovery of Costs	Sets out the basis of the legal right to disconnect when theft is discovered and to not reconnect 'until the matter is remedied'. This latter includes recovery of all associated costs.	Applicable to gas and electricity.
6	Impact of the Human Rights Act on Use of Warrants	Explains the basic provisions of the Human Rights Act and indicates the procedure to comply with it in regard to obtaining and using ex-parte warrants	Applicable to gas and electricity.
7	Impact of the Data Protection Act on Exchange of Information	Explains the basic provisions of the Data Protection Act and provides a chart indicating the acceptability (or not) of various exchanges of data between RP parties and others	Chart written for the electricity case but principles applicable to gas.
8	Qualification and Training of Staff	Indicates the technical (where appropriate) and other qualifications which RP staff should have. Draws attention to the NVQ in Revenue Protection.	Applicable to electricity but principles applicable to gas.

9	Safety of Staff	Reviews various aspects of physical safety of RP field staff, such as how to deal with aggressive persons, dogs and drug related dangers. Also has general tips to minimise dangers.	Applicable to gas and electricity.
10	Sealing and the use of Ancillary Security Equipment	Identifies industry requirements for sealing of meters and associated equipment, indicates seal types and provides principles of seal management. Also covers 'auxiliary security devices' which can help prevent/deter interference. An Attachment indicates vulnerability of meters and supply equipment to various forms of attack.	Specific to electricity. Not yet complete – needs review
11	Smart Metering	Explains what a smart meter is as an introduction to a Position Paper developed by the UKRPA which suggests technical features which smart meters should have to assist in detection of interference.	Currently there is a technical Appendix specific to electricity meters. A similar Appendix for gas meters is under development.

Attachments

A	General Theft Legislation relevant to RP Work	Mainly summarises the Theft Act 1968, but mentions other relevant legislation (Criminal Damage, Criminal Law)	Applicable to gas and electricity. As in the April 2006 ERA/ENA Report
B	Electricity Legislation and Licence Conditions relevant to RP Work	Provides references to parts of the Electricity Act and to Supply and Distribution Licence Conditions relevant to RP	Applicable to electricity. As in the April 2006 ERA/ENA Report (which has similar chart for gas)
C	RP Process Diagrams	Not available	Developed by the ERA/ENA Working Group
D	Ofgem Policy Statement on Theft and Interference	Update of the OFFER Policy Statement on Theft and Interference first issued in 2002.	The content has been incorporated or reflected in either the RP Code of Practice or the Manual