

# Theft Overview for the Performance Assurance Committee

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Michelle Simpson

ElectraLink Ltd.

Email: [michelle.simpson@electralink.co.uk](mailto:michelle.simpson@electralink.co.uk)

Tel: 07770 702950

# Theft Risk Assessment Service (TRAS)

# What is TRAS ?

- **T**heft **R**isk **A**ssessment **S**ervice
  - Under direction from Ofgem, new licence obligations effective from Feb 2016 were placed on suppliers to detect, prevent and investigate theft.
  - TRAS is a data analytics service
  - Using data provided by suppliers and augmenting it with 3<sup>rd</sup> party data e.g. credit history.
  - The Service will derive potential Consumption Outliers that Experian then overlay with additional data to determine a theft risk score.
  - TRAS has now been in live operation since April 2016 and is producing Qualified Outliers.
  - We are currently in a period of stabilisation and refinement



# Code Obligations

- Theft Risk Assessment Arrangements
  - DCUSA Schedule 25
  - SPAA Schedule 34

Suppliers are required by the SPAA and DCUSA industry codes to submit defined data items, split by residential and commercial, to the TRAS Provider on a monthly basis.



# Energy Theft Tip Off Service (ETTOS)

# ETTOS

The ETTOS went live in September 2016.

ETTOS allows tip offs regarding suspected energy theft, received from the general public, to be sent to the relevant supplier or network operator based on the address provided in the tip off.

**Crimestoppers** provide:

- the stay energy safe line open 24- hours, 7 days a week – **0800 023 2777**
- website for members of the public to report suspected energy theft online: <https://www.stayenergysafe.co.uk>

# Code Obligations

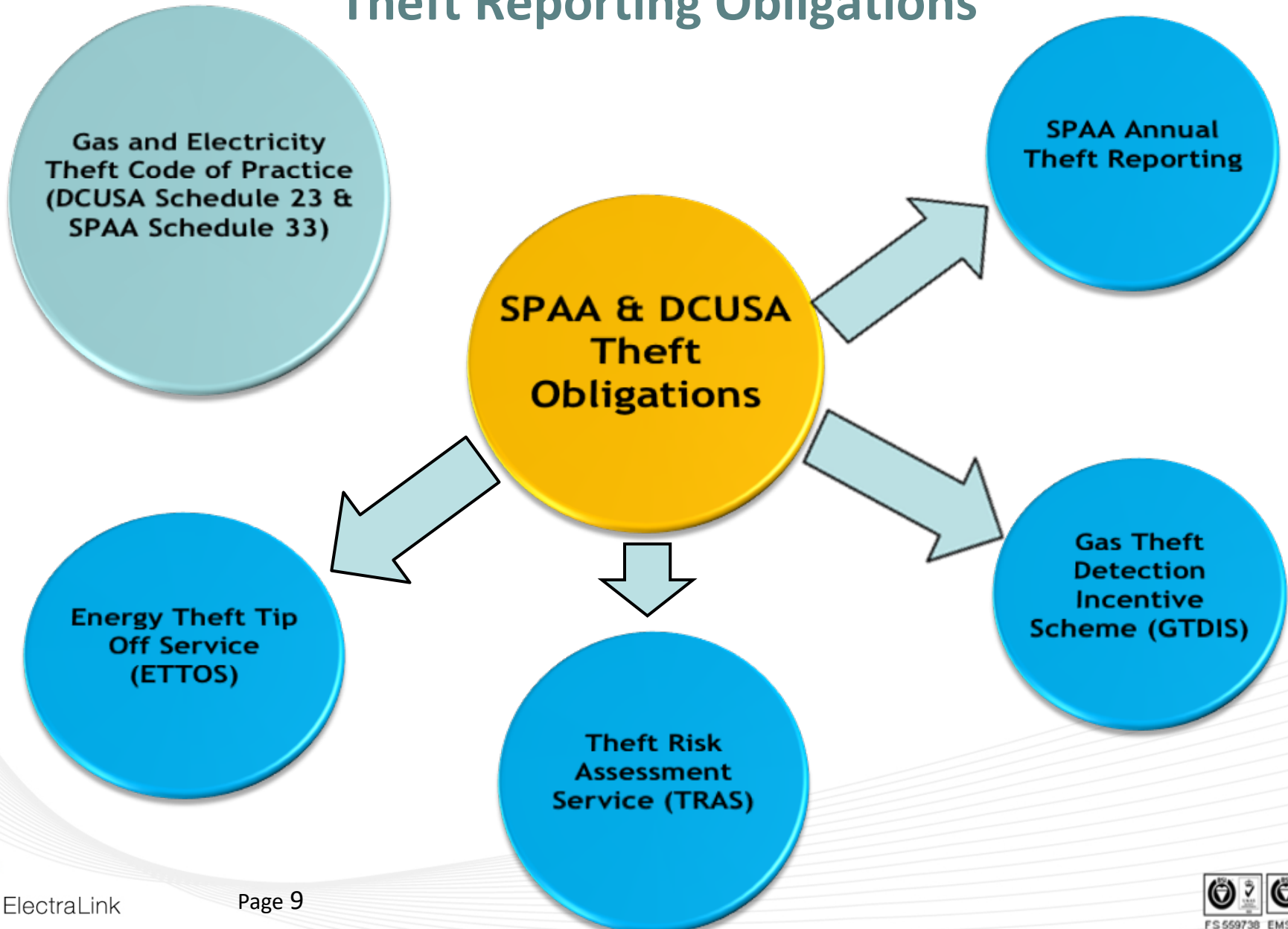
- Energy Theft Tip Off Service
  - DCUSA Schedule 26
  - SPAA Schedule 37
- Suppliers and network operators are required to provide a nominated single point of contact (ESPOC) for ETTOS matters.
- The ESPOC manages the interface between your party and Crimestoppers.



# Reporting and recording of Theft Data



# Theft Reporting Obligations





# Theft Code of Practice

## SPAA Schedule 33 and DCUSA Schedule 23

The Schedules set out obligations and best practice for Parties in detecting, investigating, resolving and preventing Theft of gas and electricity.

- Communication between Parties where Theft of Gas and Electricity is suspected or confirmed
- Cut off and Disconnection of Supply where Theft of Gas and Electricity is suspected or confirmed
- Treatment of Vulnerable Customers where Theft of Gas is suspected or confirmed
- Investigation Procedures
- Assessing unrecorded units



# Recording of Theft Data

- Suppliers provide monthly submissions of confirmed theft data by channel to Experian
- The files contain the number of confirmed thefts, and an assessment of the lost energy, recorded in kWh
- Shipper details are not recorded in the file submissions
- 21,075\* confirmed thefts with energy values reported in supplier files for the period of April 2016 to April 2017 (13 months)
- 176,262,156\* total kWh reported in supplier files for the period of April 2016 to April 2017
- \*Note, these are unaudited figures provided by Experian.