

Meeting between Utility Warehouse and the AUGE (Engage Consulting)

8th September, 2020

Attendees

Utility Warehouse:

- Nick Schoenfeld (Chief Financial Officer)
- Naomi Anderson (Head of Revenue Assurance and Industry Codes)
- Ryan Stephenson (Revenue Assurance Manager)

Engage Consulting:

- Chris Hill (AUGE Service Delivery and Industry Liaison Lead)
- Jonathan Kiddle (Subject Matter Expert Lead)

Points of discussion

- Utility Warehouse stated that its revenue protection activities were conducted based on a mixture of proactive and reactive approaches, underpinned by data received from ETTOS and MOPs.
- UW has observed little theft from smart meters, with the majority of theft taking place from non-smart.
- UW has also observed that theft is generally committed by customers who refuse to engage, i.e. refusing access to the property etc.
- The AUGE mentioned that it has observed that theft data issued by CMS and TRAS does not always match, possible reasons for this were discussed.
- It was discussed that, while there would appear to be fewer thefts at larger sites, these may have a similar impact on UIG to the greater numbers of thefts at smaller sites due to the significant difference in consumption between the two types of site.
- The AUGE stated that, given the point above, it was keen to review the number of outstanding reads in EUC 09 and the relative contribution of this to UIG.



- The AUGE asked what proportion of theft from Pre-Payment Meters observed by UW was fiscal theft, i.e. payment is not made for the gas consumed but the meter accurately records the amount resulting in no contribution to UIG. UW agreed to review the available data and update the AUGE at a later date.

