



ElectraLink Spring
Webinar Series

Energy Theft Data Analytics

Understanding current and future provisions



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ElectraLink

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Overview of Theft Arrangements



Overview of theft arrangements



TRAS

TRAS is a data analytics service for GB, which assesses the risk of energy theft at consumer premises

ETTOS

ETTOS allows tip offs regarding suspected energy theft, received from the general public, to be sent to the relevant Supplier or network operator for investigation.

GTDIS and ETDIS

Both Schemes operate in such manner that Suppliers' are allocated 'targets' each Scheme Year, based on their supply point count. There is a target allocation of 'confirmed thefts' for both domestic and non-domestic sites. Suppliers are incentivised to investigate and confirm thefts within the Scheme.

National Revenue Protection Service



Our highly skilled staff will process job requests from suppliers of suspected Energy Theft and administer and validate an output report.

An onsite investigation team will then address any tampers found and will act as necessary, including:

- Installing a new meter, disconnecting the meter, re-sealing or replacing as required
- Up to four non-warranted visits
- Obtaining warrants
- Dog handlers
- Locksmith
- Meter recycling

Each supplier will have access to their own a centralised portal to track the progress of each job, review the findings with clear charges being made based on the outcome of the theft investigation.

Implications of the Retail Energy Code



Implications of the Retail Energy Code



The REC is a new dual fuel code that Ofgem are creating with the aim of governing the CSS, wider switching and registration arrangements and all other regulatory retail requirements which will enact code consolidation.

TRAS

The REC Board shall ensure that new TRAS arrangements are provided as soon as reasonably practicable, with the preferred solution(s) having been consulted upon as part of the RECCo Theft Reduction Strategy.

ETTOS

Generally the ETTOS provisions have been carried across like-for-like to the REC on 1 April 2021.

Theft Code of Practice

The Gas and Electricity Theft Codes of Practice, contained in SPAA Schedule 33 and DCUSA Schedule 23 respectively, will transfer to REC in September 2021 as part of REC v2.0.

Incentive Schemes

The Scheme as drafted is expected to run for 12 months beginning 1 April 2021, being replaced with a revised incentive scheme from 1 April 2022, alongside a replacement for the existing TRAS.

Theft Analytics



Direction of Theft Analytics



Some Suppliers have asked us how they will identify theft leads in the absence of a TRAS for 12 months plus. Other leads that should continue to be investigated are:

- Crimestoppers under the ETTOS regime
- From Meter Readers
- Leads from the UKRPA
- Shipper-identified leads
- Police led leads as a result of cannabis farming or cyber crime

We have seen that some larger Suppliers have their own in-house sophisticated theft analytics and may well not see any deterioration in theft identification in the absence of TRAS as a lead source.



But what if you don't have your own capability?

Through our NRPS consultancy service, we have worked with Suppliers to define end to end processes and associated policies, and we have helped them through the identification of data could be utilised in the analytics - from basic to sophisticated, including the blending of a wide range of internal and external data items.

Data Analysis

Our approach to theft data analytics centres on:

-  **Robust Interpretation**
Supplier held data can provide a supporting role in understanding where theft occur. As a minimum we need meter reads, EACs and AQs to calculate consumption patterns, which of course will improve due to increased reads from SMART meters.
-  **Data Stewardship**
Ensuring that data is collected, stored, utilised and disposed of with the upmost security and cautiousness.
-  **Expert Analysis**
Recognising key factors that may determine thefts whilst ensuring that correlation does not imply causation
-  **Deep Market Understanding**
Market leader in data products, such as the DTS and EMPRIS, as well as regulatory provisions

We develop services and tools based upon what our customers need and ask us for.



Desktop Analysis

- This could be used as a stopgap until the new TRAS is implemented, or a complete replacement, if the next iteration of TRAS is 'opt-in'.
- Suppliers can receive theft leads from a number of areas.
- The Desktop Analysis Service allows for a robust, end-to-end process to investigate, prioritise, analyse and collate suspected theft data each month, utilising the Supplier CRM/Billing system to determine possible reasons for low consumption. In conjunction to this, we will also use external data sources (public data) to give a more holistic view of the property and occupant.

Automating Data Analytics

- In the future, we are looking at developing service offerings that involve the automated analytics of data to produce leads. This will follow our carefully curated approach to 'manual' data analytics.

Summary of today's session



1

Parties should continue to use ETTOS as normal

2

RECCo will be acquiring a new TRAS

3

In house analytics and automated data analytics will be key

4

NRPS can aid suppliers with their theft obligations



Please get in touch with us if you have any further questions or wish to discuss the content in more detail:

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