

Energy Theft Reduction:

*Proposal to partner
with City of London
Police to create an
Energy Theft Unit*

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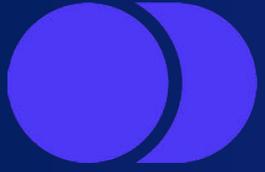
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Executive Summary

Executive Summary

Energy theft is a significant challenge for the industry, increasing costs for consumers and threatening public safety. While industry parties undertake activities to prevent, detect and investigate theft consistent with their licence obligations, feedback suggests that they can find it hard to engage and secure the support of the police to pursue investigations. This lack of police engagement and low level of prosecutions contribute to a low level of deterrence.

Taking lessons from other sectors such as banking and insurance, RECCo has been engaging with the City of London police on proposals to establish and fund a dedicated unit to investigate and prosecute energy theft and associated crimes. It is hoped that this will not only strengthen the energy industry's ability to effectively respond to detected energy theft but also, with the support of our ongoing awareness campaign, alter perceptions of the risk of being caught and, therefore, prevent future energy theft.

The dedicated police unit, which, for ease of reference, we refer to in this paper as the Energy Theft Unit (ETU), would be based partly on other funded units, such as the Insurance Fraud Enforcement Department (IFED). IFED is

funded by the insurance industry via the Association of British Insurers. Formed in 2012, IFED has investigated over £350m of insurance fraud, arrested and interviewed over 2,700 suspects and secured over 1,000 convictions and cautions.

We propose to start with what the City of London has identified as the minimum viable resource and staffing levels for such a dedicated unit and assess future requirements based on its results. Taking further lessons from insurance, we also propose to coordinate, triage, and quality-assure referrals to the funded unit via an industry-led Referral Assessment Service, ensuring resources are targeted appropriately. This will involve strategic collaboration, clear objectives, performance measurement, technology deployment, and building scalable capacity.

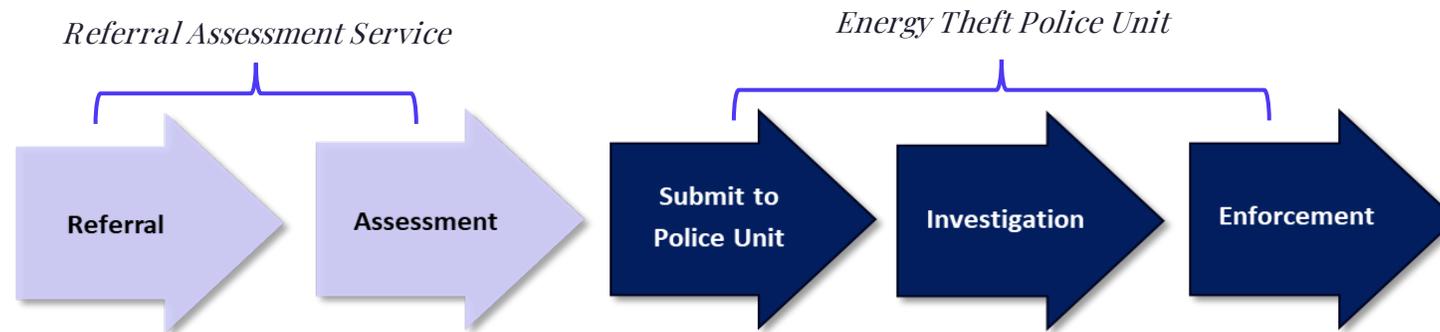
By addressing energy theft head-on, we aim to protect the energy supply system and ensure public safety.

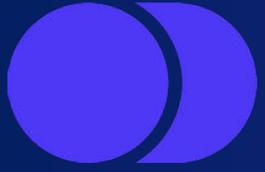
Executive Summary

This Strategic Outline Case outlines key components to establish and operationalise this dedicated unit, leveraging partnerships and regulatory frameworks to enhance detection, prosecution, and prevention measures. Key focus areas include:

- **Strategic Collaboration:** RECCo aims to collaborate closely with regulatory bodies, energy companies (REC Parties), law enforcement agencies and other stakeholders to develop a unified approach to combating energy theft.
- **Clear Objectives:** The ETU will have objectives to reduce energy theft and its associated risks, aligned with industry priorities and regulatory requirements.

- **Performance Measurement:** Key performance indicators (KPIs) will be established to track progress and measure the effectiveness of the strategy.
- **Technological Solutions:** Leveraging technology and data analytics will enhance detection capabilities and operational efficiency.
- **Capacity Building:** Recognising the dynamic nature of energy theft, the strategy prioritises building and maintaining capacity to scale the dedicated unit.





Introduction

About RECCo

Our mission statement

We will facilitate the *efficient* and *effective* running of the retail energy market, including its systems and processes. We'll do this through promoting *innovation*, *competition*, and delivering *positive consumer outcomes*.

Data and Digitalisation

Championing a 'digital by design' ethos, leveraging technology to help innovation

Our People

A dedicated team of motivated experts realising the RECCo vision

Procurement and Financial Management

Delivering value for money and driving efficiencies

The Retail Energy Code

REC serves as the primary set of rules for energy suppliers selling to UK consumers, consolidating governance arrangements into a single, consumer-centric code introduced in 2019.

Service Excellence

Providing a best-in-class governance model, adapting to meet evolving industry needs

Stakeholder Engagement

Earn and sustain stakeholder trust through openness, honesty and transparency



REC Parties and Non-party Service Users

Regulator and Government

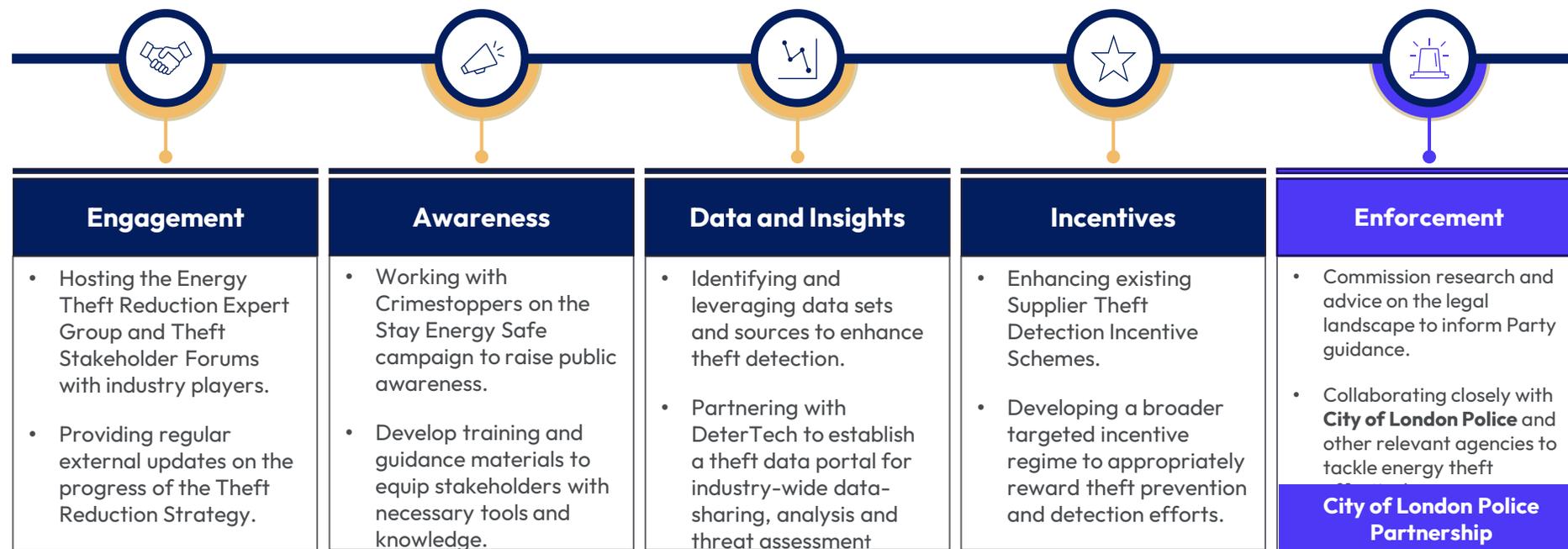
Other Key Stakeholders

Introduction

Our Energy Theft Reduction Strategy

The Energy Theft Reduction Strategy aims to empower REC Parties to prevent, detect, and respond effectively to energy theft. Currently, RECCo provides tools and services such as the Energy Theft Tip-off Service (ETTOS) operated by Crimestoppers, the Theft Estimation Methodology (TEM), and the Theft Detection Incentive Scheme (TDIS) and facilitates the sharing of best practices through the Energy Theft Reduction Expert Group (ETREG).

These areas focus on collaborating with industry parties, raising awareness through campaigns like Stay Energy Safe, leveraging data-driven analytics and insight, enhancing incentives, and strengthening enforcement measures.





Strategic Case

- Problem Statement
- Existing Arrangements & Policy Analysis
- Strategic Objectives
- Building Block - Key Criteria for Case Assessment

Strategic Case

Problem statement

Energy theft presents multifaceted challenges for the industry, including inconsistent police enforcement and reporting. This may in part be due to limited awareness of energy theft-related crimes within law enforcement and difficulty in engaging effectively with energy suppliers and network parties but is also due to competing priorities.

These factors contribute to low deterrence and sparse successful prosecutions, exacerbating the prevalence of energy theft, particularly concerning organised crime involvement and exploitation of vulnerable consumers.

This situation highlights the need for a holistic approach to effectively combat energy theft, addressing gaps in enforcement, awareness, and collaboration within the current regulatory framework.

This paper describes how a dedicated police unit will be able to tackle energy theft with the support of a **REC Referral Assessment Service**.

Safety

- Impact of energy theft on infrastructure integrity, posing safety risks that could lead to injury and fatalities.

Exploitation

- Need to protect vulnerable consumers, potentially impacted by the cost of living crisis, that may be exploited by professional enablers of energy theft or organised crime groups.

Resources

- Limited resources and capacity within law enforcement agencies to address energy theft effectively.

Expertise

- Difficulty in detecting and prosecuting energy theft due to the covert nature of the crime and lack of specialised expertise.

Awareness

- Challenges in raising awareness among consumers about the consequences of energy theft and the importance of reporting suspicious activities.

Collaboration

- Need for proactive measures to strengthen collaboration between industry stakeholders and law enforcement agencies to combat energy theft comprehensively.

Strategic Case

Existing arrangements and policy analysis

Lack of reporting structure

- No obligations or authority for REC Parties to investigate energy theft across multiple suppliers.
- Absence of mechanism for combining intelligence on energy theft
- Challenges in engaging law enforcement due to lack of awareness and sufficient resource.
- Lack of consistency in reporting of health and safety incidents that may be attributable to meter tampering or other interference.

Stakeholder Engagement and Commitment

- Desire from REC parties to establish better engagement with the police.
- Stakeholder engagement through Accelerated Solutions events, Energy Theft Forums, and ETREG.
- Commitment to creating a pathway for enforcement and prosecution.

Policy and Legal Framework

- Legal framework, includes but not limited to, Electricity Act 1989, Gas Act 1986, Theft Act 1968 and Fraud Act 2006
- Gaps in prosecution strategy necessitating policy changes.
- Effective prosecutions and enforcement procedures are essential to maximise the use of existing sentencing and penalty options
- Need for improved coordination between regulatory authorities and law enforcement agencies.

Implications and Urgency

- Implications of energy theft on public safety, exploitation of vulnerable consumers and energy pricing.
- Urgency in addressing existing gaps and strengthening enforcement measures.
- Importance of promoting public awareness and stakeholder engagement in combating energy theft.

Strategic Case

Strategic Objectives

The proposed unit's overarching goal is to *reduce energy theft* and *mitigate associated health and safety risks*.

The proposed partnership with the City of London Police seeks to emulate successful collaborations in insurance, intellectual property, and banking industries. By adopting similar models, we can harness law enforcement expertise and resources to tackle the urgent issue of energy theft.

The City of London Police operates several industry-funded units, such as the:

- Insurance Fraud Enforcement Department (IFED)
- Police Intellectual Property Crime Unit (PIPCU)
- Dedicated Card and Payment Crime Unit (DCPCU)

The unit's overall objectives would be:

- To increase detection rates;

- To improve prosecution outcomes;
- To provide effective deterrents, and;
- To raise public awareness about the consequences of energy theft.

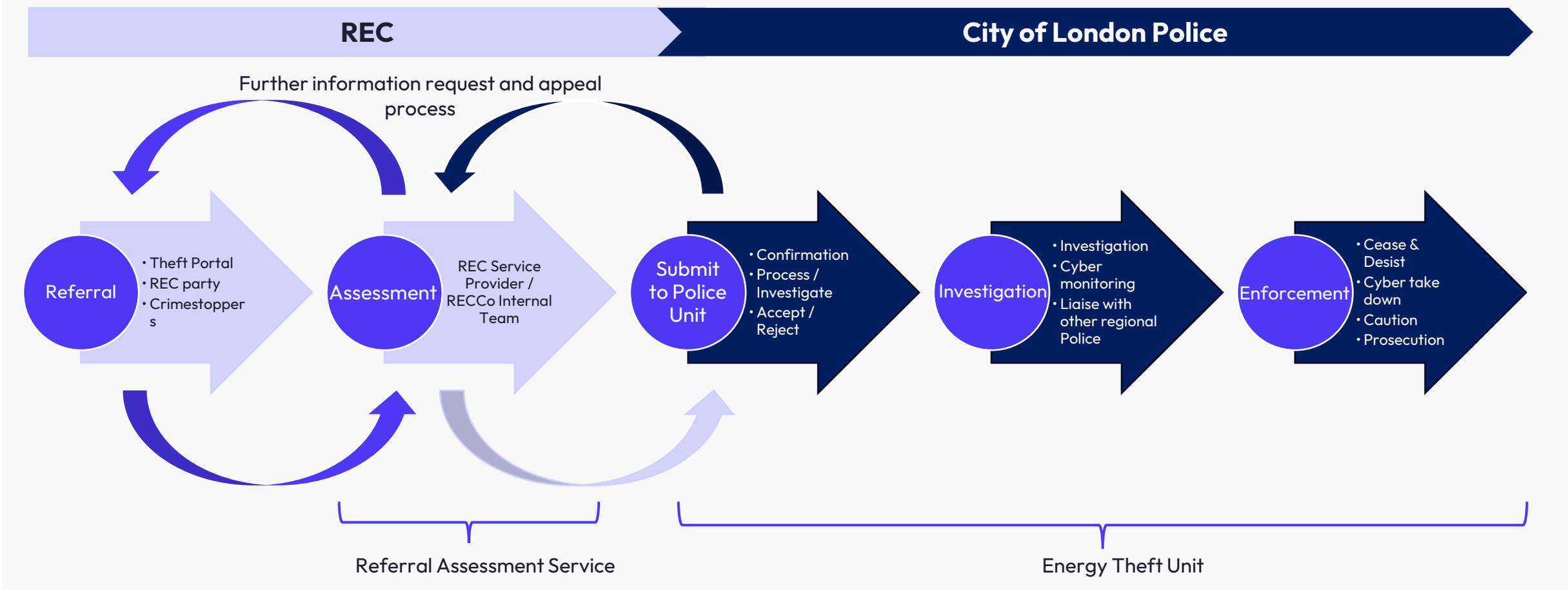
Key performance indicators will be established to measure the effectiveness of these objectives.

By enhancing regulatory measures, leveraging technology, and fostering collaboration among stakeholders, the dedicated unit aims to create a more resilient and secure energy supply system. This comprehensive approach will not only combat energy theft but also strengthen the overall integrity of the energy sector. Our Theft Reduction Strategy will help reduce the costs associated with energy theft. Energy Suppliers currently pass this cost on to consumers as a component of the pricing tariffs.



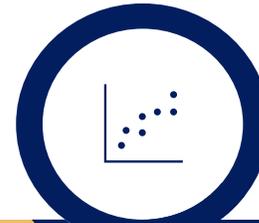
Strategic Case

High-level process flow



Strategic Case

Proposed key criteria for assessment



Severity of Energy Theft:

- Evaluation based on threats identified in the Energy Theft Strategic Threat Assessment.
- Alignment with CoL Police's National Lead Force Priorities.
- Assessment of complexity using the PIP Level, as determined by the Investigation Introduction (College of Policing).

Evidential Assessment:

- Consideration of the timing of the offence.
- Evaluation of available or obtainable evidence supporting the allegation.

Offender Assessment:

- Identification of named suspects.
- Assessment of the scale of the offence, ranging from:
 - individual suspects in their own property
 - individual suspect over multiple properties
 - professional enabler offering a service
 - organised crime groups.
- Exploration of links to other criminal activities.

Victim Assessment:

- Identification of victim types, including Energy Suppliers/Network Operators, members of the public, and vulnerable individuals.
- Evaluation of community impact.
- Consideration of the number of victims involved.

Harm/Impact to Victims

- Assessment of public risk levels, including potential risks, ongoing risks, and escalated risks.
- Evaluation of financial implications, including the volume and value of stolen kWh and financial gain from stolen energy use.
- Consideration of reputational damage to both referring parties and the City of London Police.

Marketing and Provision of Unauthorised Work:

- Identification of unauthorised services advertised and charged for, such as installation of gas and electricity services.
- Evaluation of false claims regarding meter replacement or removal.
- Assessment of meter tampering services offered for profit.



Economic Case

- Cost-Benefit Analysis
- Regulatory Framework
- Success Metrics

Economic Case

High-level cost-benefit analysis

Energy theft has a large economic impact on the energy sector, consumers, and the broader economy, leading to financial losses for suppliers and distributors. A [report](#) commissioned by RECCo estimated that Energy Theft costs between £0.9bn and £1.4bn every year, adding up to £50 to each consumer's bill.

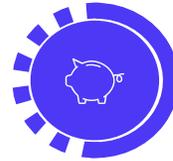
A thorough cost-benefit analysis is crucial to gauge the economic impact, considering direct and indirect costs like revenue losses, safety hazards, and erosion of consumer trust.

This analysis will guide informed investment in prevention and enforcement measures, balancing potential benefits like increased revenue recovery and enhanced public safety against implementation costs to ensure economic viability.



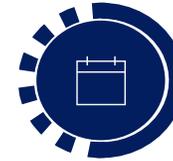
Cost

The proposed initiative, costing approximately £1.6million; recoverable through RECCo charges and equating to around 3 pence per year Registered Meter Point.



Economic

Economic benefits include preventing property damage, recovering theft value from compensation and confiscation orders, disrupting the online promotion of energy theft, and tackling professional enablers, who often target vulnerable consumers.



Long-term

Long-term benefits include reducing unidentified gas and electricity non-technical losses, which would lead to accurate settlements and, therefore, lower tariffs for consumers.



Crime

Enhanced awareness and cooperation between REC Parties and police forces, as well as the sharing of energy theft information, can support efforts to combat serious and organised crime and protect vulnerable consumers.



Safety

By reducing instances of tampering, there is a decrease in safety incidents such as electrocution, fires and explosions. This will prevent injuries, fatalities, and property damage, ultimately enhancing public safety.

Economic Case

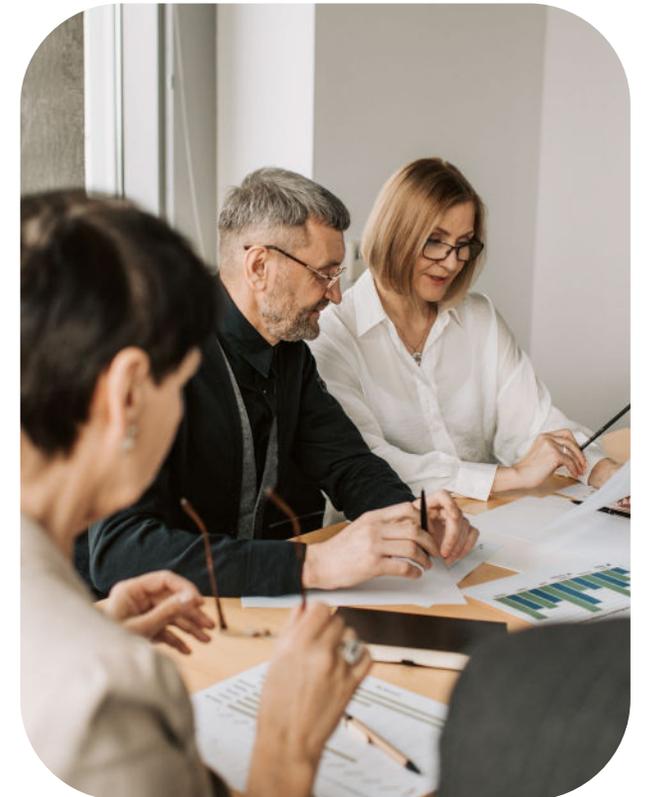
Regulatory Framework

Proposed regulatory measures involve establishing an independent investigation unit to efficiently address energy theft, providing guidance to industry and RECCo's referral assessment unit, and ensuring evidence meets prosecution thresholds.

Existing legislation, including the **Electricity Act 1989**, **Gas Act 1986**, **Theft Act 1968** and **Fraud Act 2006**, provide a legal framework for addressing energy theft. However, gaps and deficiencies in coordinating authorities around the regulatory framework need to be addressed to strengthen enforcement and deterrence measures.

Enhancing regulatory measures will require close collaboration between regulators, energy companies, and law enforcement agencies. By working together, stakeholders can develop more effective strategies for detecting, prosecuting, and preventing energy theft.

Energy theft poses significant risks to life and property, As part of our wider Theft Reduction Strategy, we aim to develop a credible and evidence-based measure of the industry's efforts towards tackling energy theft and its impact on public safety. While this will be the primary objective of our strategy, we will also develop and consult on a methodology to assess the direct economic benefit of theft detection on a per-case basis.



Economic Case

Measuring Success

These initiatives will lead to a more secure energy infrastructure, reducing financial losses associated with stolen energy. By preserving revenue streams, minimising disruptions, and improving safety measures in the energy sector, the economy stands to benefit from increased stability and sustained growth. **This will reduce the cost of energy to the end consumer.**

Comparable industry funded police units have had a significant impact in the financial sector. For instance, since being formed in 2012 the Insurance Fraud Enforcement Department (IFED) investigated over £350m of insurance fraud, arrested and interviewed over 2,700 suspects and secured over 1,000 convictions and cautions. However, whilst such units may provide lessons, we do not necessarily consider that they should be used as a benchmark, and propose instead to develop targeted Critical Success Factors and metrics along the lines below:

Critical Success Factors (CSFs):

1. Reducing threats, harm and risks;
2. Building stakeholder relationships;
3. Delivering visible deterrents;
4. Implementing proactive disruptive tactics;
5. Police-backed education campaigns.

Success Metrics:

- The number of:
1. Effective media campaigns.
 2. Cease and desist orders;
 3. Cautions;
 4. Arrests;
 5. Prosecutions;
 6. Convictions.





Commercial Case

- Market Analysis
- Collaboration and Partnerships

Commercial Case

Market Analysis

Understanding the energy market and relevant legislation, including the Electricity Act 1989 and Gas Act 1986, is essential to combat energy theft effectively. Collaboration among stakeholders, including energy companies, regulators, and law enforcement agencies, is crucial for developing strategies to deter fraudulent behaviours.

Establishing a dedicated team within the City of London police would address a gap in the energy industry's current ability to effectively investigate and pursue prosecutions related to energy theft. It would independently investigate, target, disrupt, and prevent energy theft, enhancing enforcement efforts through collaboration with industry stakeholders and law enforcement agencies.

We have considered alternatives to the police-backed Energy Theft Unit, such as TV Licensing, the National Crime Agency (NCA), and the Federation Against Copyright Theft (FACT). Our high-level assessment is shown opposite.

Agency	Description	Justification
	BBC sourced a private organisation to fulfil TV licensing collection, management and administration on their behalf.	Unsuitable: This is provided by a for-profit organisation, which has faced recent media scrutiny regarding TV licensing enforcement.
	The National Crime Agency's mission is to protect the public from serious and organised crime by targeting and pursuing those criminals who pose the greatest risk to the UK.	Unsuitable: They do not participate in funded or sponsored agreements. Also, the scope of the energy theft crimes were deemed insufficient for the NCA.
	FACT investigates and takes action against illegal content providers and provides information about the risks of engaging with piracy and illegal content. Its partnership with Crimestoppers UK allows for the anonymous reporting of crime and illegal activity.	Unsuitable: A for-profit organisation that relies on partnerships for enforcement.
	City of London Police (CoLP) are a national lead force for economic crime. As part of this role, the CoLP has a number of innovative partnerships in place to police particular economic crimes or assist an organisation in meeting specific goals in the counter-fraud sphere.	Most suitable: The funded unit model is mature, effective and deemed fit for the purpose of RECCo's requirements.

Commercial Case

Collaboration and partnerships

Collaboration and partnerships play a pivotal role in strengthening the commercial case for combating energy theft. The collective effort can significantly reduce energy theft by fostering effective collaboration between regulators, energy companies, law enforcement agencies, and other stakeholders.

Strategies for building partnerships include:

- Regular information sharing;
- Joint enforcement operations, and;
- Collaborative awareness campaigns.

However, challenges such as information silos and jurisdictional complexities must be addressed to facilitate seamless collaboration.

Identifying potential challenges and implementing mitigation strategies will help overcome barriers to effective collaboration. By leveraging stakeholders' collective expertise and resources, the impact of combating energy theft can be maximised.

As an example, the prevalence of fraud and cybercrime underscores the importance of partnership approaches to managing economic crime. The City of London Police has established innovative partnerships to address economic crimes, serving as a model for collaborative efforts in combating energy theft. This partnership approach enhances coordination, resource allocation, and effectiveness in tackling energy theft and related criminal activities.





Financial Case

- Funding Strategies
- Budget and Resource Allocation

Financial Case

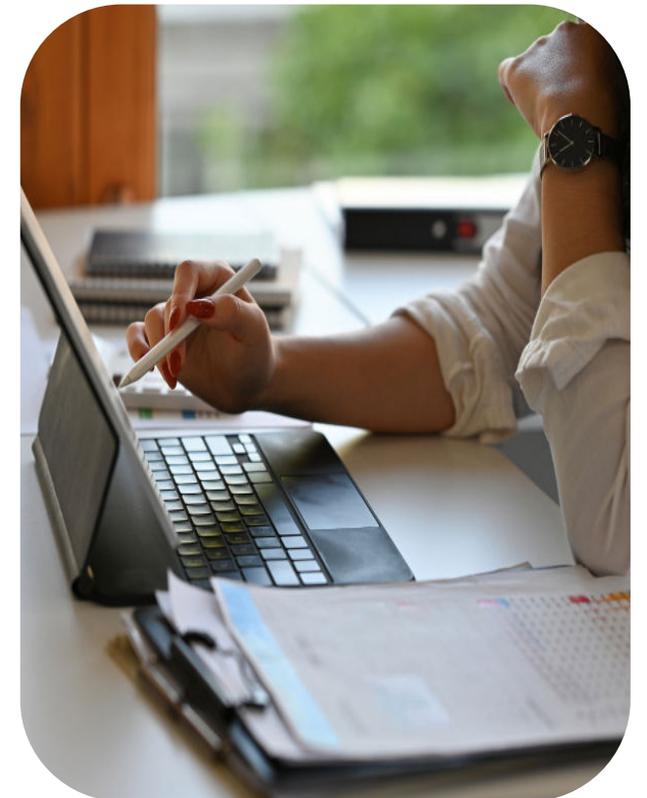
Funding Strategy

Establishing and operating a dedicated unit to combat energy theft requires adequate financial resources to support personnel, technology investments, training programs, and operational expenses. The funding arrangements must ensure the sustainability and effectiveness of the proposed strategy while minimising the financial burden on stakeholders.

To ensure the financial viability of the proposed strategy, RECCo plans to implement a sponsored services agreement funded by the energy industry. This agreement, similar to the existing Energy Theft Tip-Off Service (ETTOS), would involve Energy Suppliers contributing funds relative to their market share as a recoverable cost pursuant to [Clause 9 of the main body of the Retail Energy Code](#). The estimated minimum annual budget required for the initial task force is **£1.6 million** (ex VAT) per year (2024 prices) to cover setup costs and staffing, with an initial three-year commitment.

As set out in the strategic case, we also consider that it will be appropriate to establish a Referral Assessment Service (RAS), which will help coordinate industry activities and ensure procedural rigour ahead of escalation to the police unit. The activities and associated costs of such a referral service will be subject to further consultation, but we anticipate that those costs would be recovered under the same methodology as those of the police unit.

Our proposal for the police unit has been based in part on the example of the Insurance Fraud Enforcement Department (IFED). To date, IFED has recovered assets of over £3 million under the Proceeds of Crime Act. Whilst a similarly constituted team focused on energy theft may also have powers to recover assets, it would be speculative at this stage to include any such monies within the benefits case of the unit.



Financial Case

Budget and resource allocation

Our Forward Work Plan for 2024/27 includes financial projections for that three-year period. While this included provision for projects, these are reviewed each year and, as such, only the £500k currently allocated for the 2024/25 theft reduction programme is shown opposite. Our priorities for this programme are to improve theft related incentives, data insights and enforcement.

The budget allocated to **Theft Services** reflects the costs of the Energy Theft Tip-off Service ('ETTS') and the supporting marketing and awareness campaign. It also covers the development of a 'proof of concept' theft portal and the monitoring and analysis of energy theft related material on social media. We also confirmed that we would evaluate the requirement for a theft data analytics service and/or a theft investigation and prosecution service, the progression of which would be subject to a robust business case demonstrating positive consumer outcomes.

The Theft Services forecast for 2025/26 and 2026/27 include a £1m provision for that theft investigation and prosecution service. More recent estimates from the City of London police suggest that the minimum funding requirement for such a unit would be £1.6m. For the purposes of this Strategic Outline Case, we have also assumed a three-year commitment to funding the ETU from 2025-28, with an inflationary adjustment of 5% each year.

At this stage, we have not included indicative costs for the Referral Assessment Service as the nature and scale of that service will be subject to further consultation with industry stakeholders prior to inclusion in the Outline Business Case which we expect to consult upon this summer.

Current RECCo Budget – Theft Projects and Services

RECCo budget projections	2024/25 Budget £'000	2025/26 Budget £'000	2026/27 Budget £'000	2027/28
Theft Programme	500	500	1,000	TBC
Theft Services	1,469	2,840	2,908	TBC
Total	1,969	2,840	2,908	TBC

Forecast – Police Partnership

Police Unit & RAS CostsBC	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Operational	-	1,600	1,680	1,764
RAS	-	TBC	TBC	TBC
Total	100	1,600+	1,680+	1,764+



Management Case

- Organisational Structure
- Technology and Data Analytics
- Capacity Building and Training
- Risks for Future Management
- Performance Management
- Stakeholder Management

Management Case

Organisational Structure

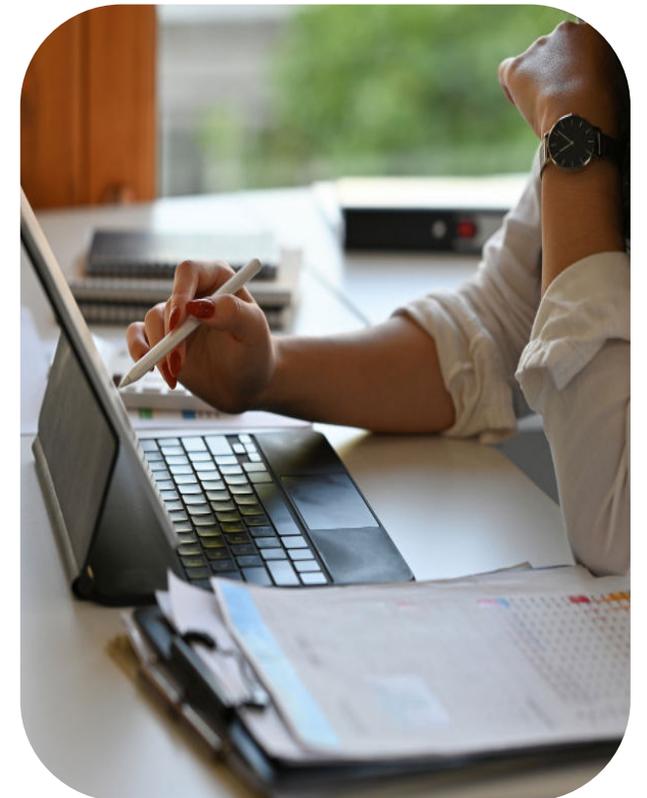
The organisational structure for the proposed Energy Theft Unit would be developed in collaboration with the City of London police and complemented by the Referral Assessment Service. The ETU will consist primarily of police officers and support staff responsible for investigation, enforcement and data analytics. This could be extended to include public outreach and social media monitoring. The ETU, supported by the RAS, will act as a focal point to facilitate increased coordination between industry parties and other agencies, improving upon information gathering and sharing to create enhanced insights and actionable intelligence.

Roles and responsibilities within the unit will be clearly defined to optimise efficiency and effectiveness. By streamlining processes and promoting collaboration, the unit will be better equipped to address the multifaceted challenges of energy theft.

Capacity Building and Training

Relevant training programs are essential for equipping personnel with the skills and knowledge required to combat energy theft effectively. Appropriate training curricula within organisations should cover areas such as investigation techniques, legal procedures, data analysis, and public outreach.

The ETU will help identify where the energy industry's response to energy theft can be strengthened through capacity building and training, ensuring that personnel are well-prepared to tackle the challenges of energy theft now and in the future. This could, for instance, take the form of REC guidance and procedures around evidence handling, through to the development and delivery of tailored training courses.



Management Case

Technology and data analytics

Technology and data analytics play a crucial role in detecting and preventing energy theft. Investments in technology infrastructure and data analytics capabilities are essential for enhancing detection rates and improving regulatory outcomes.

By leveraging existing and future initiatives for data and insights, REC parties and the ETU will be able to grow and optimise their response to energy theft.

For instance, RECCo is currently working in partnership with [Detertech](#) (formerly Smartwater group) to develop a new data portal to gather and present information about energy theft, including heat mapping, its relationship with other societal factors, etc. While this will be a stand-alone project intended to facilitate greater insights into threats and where to target resources, it is expected that some of the insights generated will help inform future collaboration, including with the ETU once established.

Subject to feedback on the Strategic Outline Case, as part of the further development of these proposals we will clarify the roles and responsibilities of the ETU, the RAS, RECCo and REC Parties. We anticipate that this would suitably include network operators as well as energy suppliers as the scope of the unit would include theft in conveyance, as well as at or beyond the meter. This would include the use and sharing of relevant data, demonstrating adherence to the General Data Protection Regulation (GDPR) and other application legislation and regulations.



Management Case

Risks for Future Management

Risk	Description
Ineffective Prosecution	The effectiveness of the enforcement service hinges on successful prosecution of offenders. If the collaboration between REC Parties and the police fails to achieve successful prosecution where appropriate, the deterrent effect of the service may be compromised, leading to continued energy theft activities.
Lack of Consistency	Ensuring a nationally consistent, robust, and proportionate police and prosecutorial response is essential for combating energy theft uniformly across different Energy Suppliers and Network Parties. Inconsistencies in enforcement practices could undermine the effectiveness of the service and result in disparate outcomes for offenders.
Insufficient Deterrent Effect	While increased theft detections and prosecutions are expected to act as a visible deterrent, the effectiveness of this deterrence relies on effective communication and publicising of the enforcement service. If the messaging fails to convey the severity of consequences for energy theft, potential offenders may not perceive it as a significant risk, leading to continued illicit activities.
Volume of Quality Referrals	The success of the enforcement service depends on the quality of information captured during investigations and the satisfaction of evidential requirements. Inadequate frontline investigation practices or insufficient evidence may result in fewer or lower-quality referrals, reducing the chances of successful prosecutions and deterrence.
Public Perception	Public perception plays a crucial role in shaping the effectiveness and acceptance of the enforcement service. If the service is perceived as solely driven by profit protection or unfairly targeting vulnerable consumers, it may face backlash from the media and the public. Mitigating this risk requires careful marketing and communication strategies to ensure transparency and alignment with public interest.
Limited Jurisdiction	The ability of the enforcement service to investigate cases nationally across multiple Energy Suppliers and Network Parties is critical for tackling organised criminal activity effectively. However, jurisdictional complexities and legal limitations may hinder the service's reach, potentially allowing energy theft operations to evade scrutiny and prosecution.
Inconsistent Cease and Desist Orders	The issuance of cease and desist orders by the enforcement service requires consistency and authority to be effective. If there are inconsistencies in the application of such orders or a lack of authority, offenders may perceive them as mere warnings without significant consequences, undermining the service's deterrent effect.

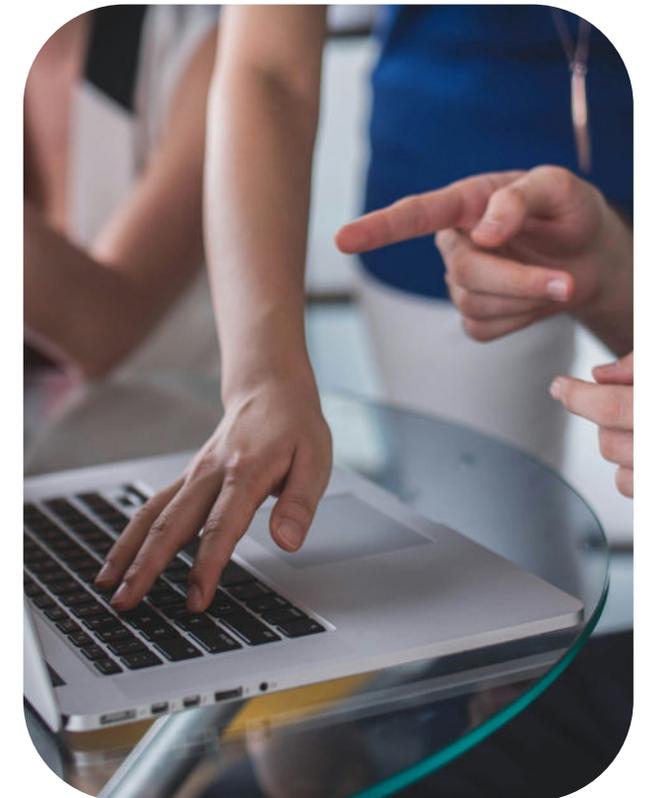
Management Case

Performance Management

Performance management systems should facilitate ongoing monitoring and evaluation of anti-theft activities, enabling stakeholders to identify strengths, weaknesses, and areas for improvement. By establishing a culture of accountability and continuous improvement, decision-makers can optimise the impact of anti-theft efforts and ensure the efficient allocation of resources. Additionally, stakeholder engagement and communication mechanisms should be integrated into performance management frameworks to foster transparency and accountability in anti-theft initiatives.

As noted within the Economic Case, we would expect to confirm the Critical Success Factors and supporting metrics that will provide visibility and accountability to funding parties regarding the efficacy of the ETU and supporting RAS. This will not only inform ongoing improvements to the service's efficacy but also any future decision on whether to extend the partnership beyond the initial three years and/or the unit's scalability.

Consistent with the principle that tackling energy theft is primarily about public safety rather than revenue protection, we will also seek to develop a credible and evidence-based measure of the impact the industry's efforts have had on improving public safety. Again, we consider that the existence of the ETU will facilitate data gathering and coordination efforts to achieve that goal.



Management Case

Stakeholder Management

Stakeholder management is critical for the success of any strategic initiative, including combating energy theft. Engaging stakeholders ensures their buy-in, cooperation, and support, leading to more effective outcomes. In particular, we will seek to improve the consistency and availability of reporting on incidents relating to activities such as meter tampering, strengthening our efforts to raise awareness of the associated risk to safety.

To manage existing stakeholders effectively, engagement approaches must be tailored to their specific interests and concerns. For example, energy companies may benefit from collaborative partnerships, while regulators require ongoing dialogue and consultation to align strategies with regulatory goals.

Tailored and comprehensive communication plans will be employed to raise awareness and garner support from diverse audiences. Leveraging various channels, such as traditional media and social platforms, helps disseminate key messages and foster a sense of collective responsibility. Raising awareness of the creation of the unit and supporting ongoing messaging around safety risks will add to the deterrent against energy theft.

By prioritising stakeholder engagement and implementing tailored strategies, organisations can build strong partnerships and drive sustained cooperation in combatting energy theft.

STAKEHOLDERS		
REC Parties	Regulators/industry	Others
Energy Suppliers	Ofgem	Regional Police Forces
Network Operators (Electric Distribution and Gas Transporters)	Code Bodies (Uniform Network Code, Distribution Connection and Use of System Agreement, Balancing and Settlement Code, Smart Energy Code)	CPS/COPFS
Meter Equipment Managers	REC Code Managers	UKRPA
Energy Theft Reduction Expert Group (ETREG)		Crimestoppers
		Consumer Groups

We want your feedback!

This document forms the first of three planned consultation phases on this project, with the next phases being subject to support for the principles contained in this proposal:



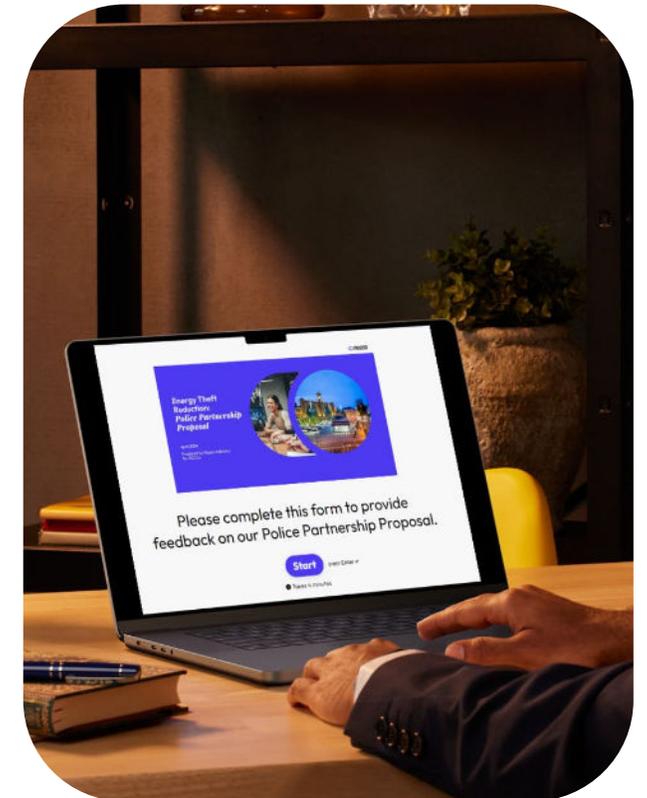
Please take a moment to provide your feedback on the proposal by using the link below.

The feedback form takes only 4 minutes to complete and will provide valuable guidance to make this idea a reality. Let's work together to combat energy theft.

Click to complete:

<https://orsnoq1e00j.typeform.com/to/RGX5ojJZ>

Or scan the QR code:



Get in touch

✉ theft@retailenergycode.co.uk

Useful links

- [New report estimates energy theft costs consumers up to £1.4bn yearly - Retail Energy Code Company](#)
- [A round-up of our second energy theft forum – November 2023 - Retail Energy Code Company](#)
- [We've finalised our Strategy & Forward Work Plan document for 2024-27 - Retail Energy Code Company](#)

