

RETAIL ENERGY CODE



Energy Theft Reduction
User Guide
August 2021

WELCOME

RETAIL ENERGY CODE

The REC Code Manager administers the Theft Detection Incentive Scheme (TDIS) on behalf of RECCo, and this includes working with RECCo to determine theft targets, administering monthly and annual reporting, and escalating issues where Energy Theft Tip Off Service (ETTOS) reports are not accessed in line with the Unbilled Energy Code of Practice.

This guide will help you understand the Energy Theft Reduction process under the REC, your responsibilities, including how to upload theft files to the REC Portal to enable the REC Code Manager to calculate whether you've met your theft target.



DETERMINATION OF THEFT TARGET

RECCo will procure a Theft Estimation Methodology indicating the likely scale of electricity theft in Great Britain. This methodology will be periodically reviewed in consultation with interested persons. Once established, the methodology shall be used to inform determinations made pursuant to the Code, such as the proportionality and potentially the efficacy of measures to mitigate energy theft, including the scale and scope of any future theft detection incentive schemes.

RECCo will also continue to procure a Theft Assessment Calculator, produced by the Energy Savings Trust, to determine the likely amount of gas or electricity involved in each individual instance of theft.

The Theft Target Methodology will be established by the REC Board and used to determine your targets for identifying instances of theft. The targets will be used in relation to the TDIS, and will be consulted upon once every 2 years. The objective of this methodology is to set targets that result in a net benefit to consumers as compared to taking no action, taking into account the likely cost of identifying a Confirmed Energy Theft.



*Please notify your OAM as soon as possible if your theft target needs to be adjusted to take into account a change in your customer book

How does your theft target impact your incentive payments?

$$\text{Theft Target} \times \text{Theft Detection Value} = \text{Incentive Payment (£)}$$

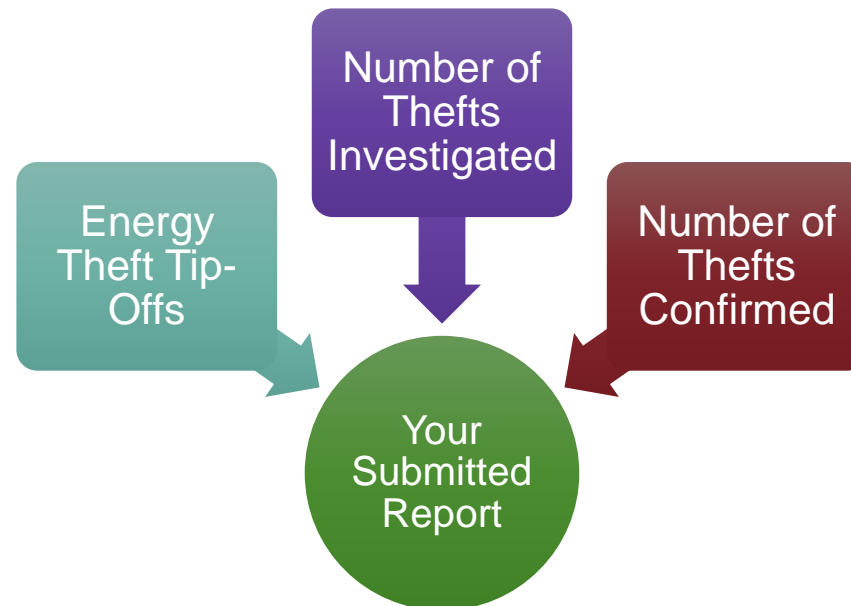
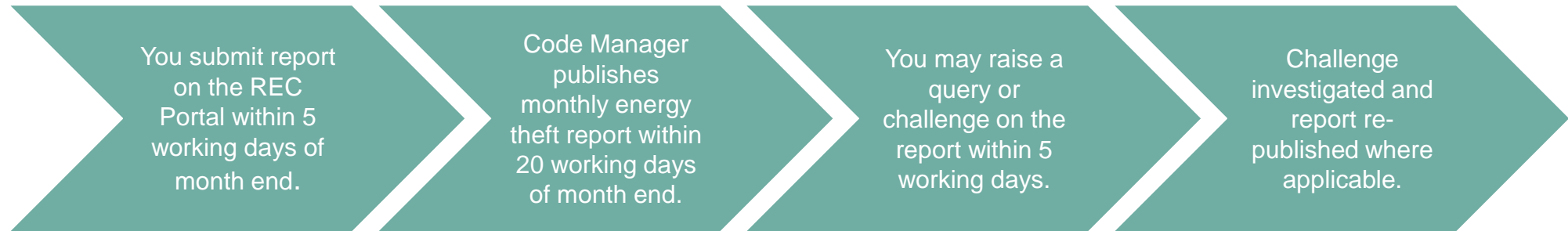
If you have a smaller customer base but would still like to participate in the incentive scheme, you can still opt in by notifying your OAM.

Once you have acceded to the REC and have built up your customer base, the Code Manager will notify you of your theft target and potential incentive payments.

MONTHLY TARGET REPORTING

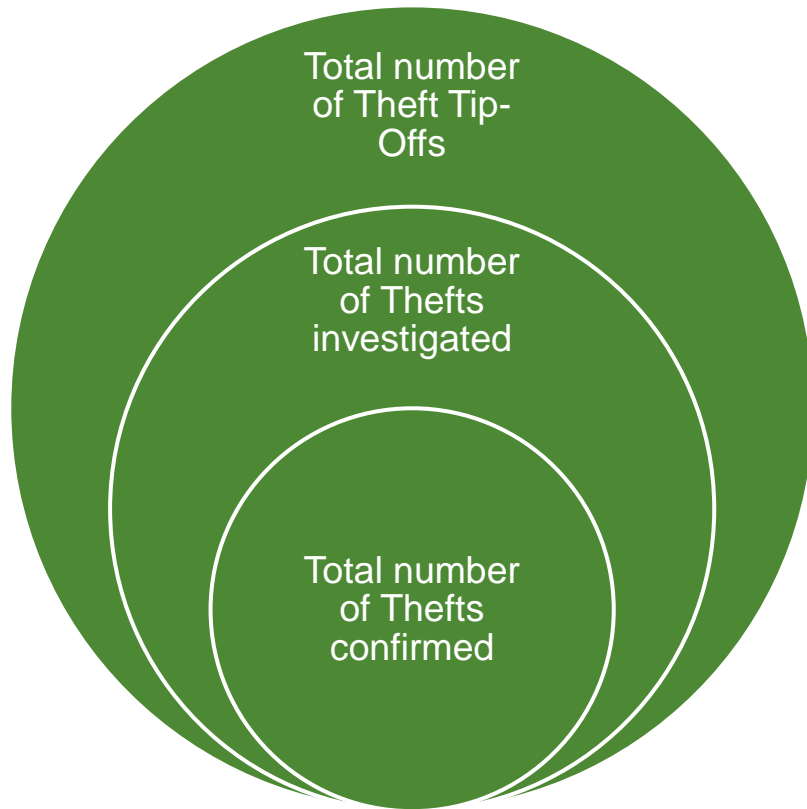
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Each month you are required to submit theft files to the REC Code Manager so that the REC Code Manager can administer the incentive scheme. The files submitted are the same files you currently submit to Experian as part of the TRAS arrangements, and the data within these files will be used to determine the size of your incentive payments.



ANNUAL REPORTING

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The REC Code Manager will create an annual report, collating all the monthly reports, to determine whether you met your Theft Target.

Each Confirmed Energy Theft will earn you an incentive payment, which will be notified to you 144 days after the end of the scheme year.

The annual calculation determines whether you are in a debit or credit position and how much you will pay/receive for that year.

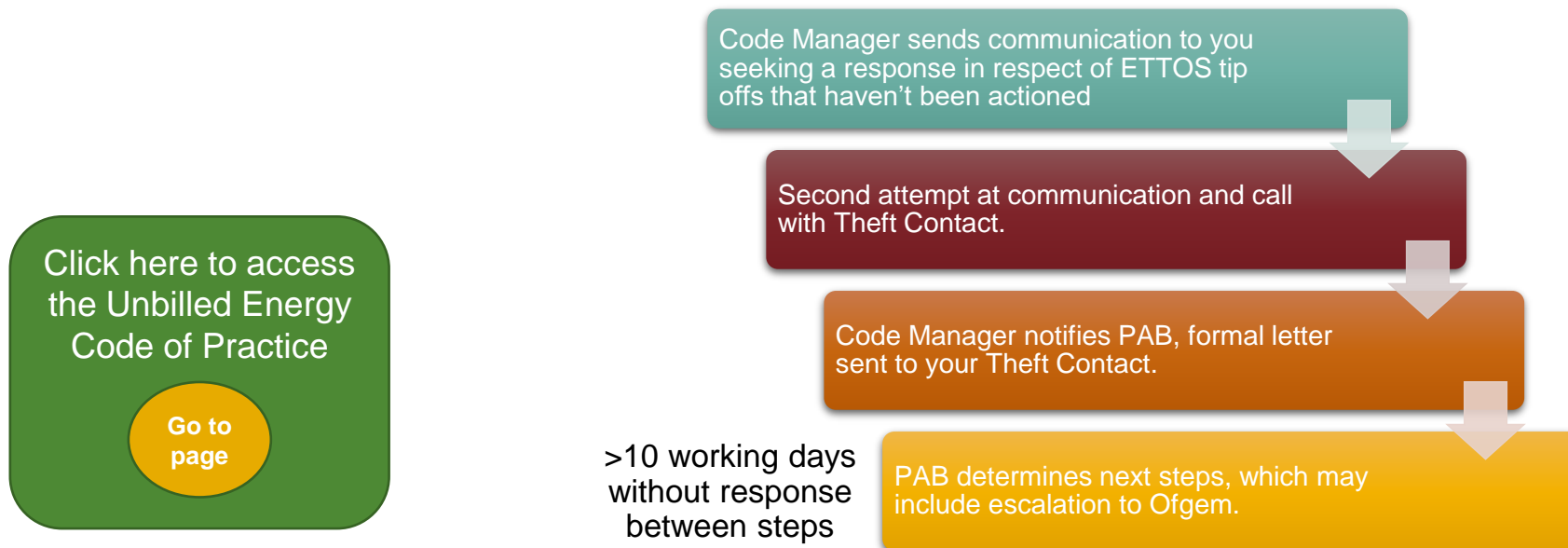
You will be informed of your debit/credit amount within 144 days after the end of the Scheme Year.

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ETTOS

ETTOS

The Energy Theft Tip Off Service (ETTOS) will continue to operate as part of the REC. As required by the Unbilled Energy Code of Practice, Energy Suppliers are required to read any tip-offs received within 10 Working Days. Where a GT or a DNO receives a tip off from ETTOS, it must notify ETTOS of the relevant supplier in relation to the tip off within 10 Working Days, as required by the Unbilled Energy Code of Practice. If you do not respond to ETTOS tip offs, the following escalation process will be followed:



USING THE REC PORTAL

SUBMITTING ENERGY THEFT FILES

Navigate to party operations

The screenshot displays the Retail Energy Code web application interface. On the left is a vertical navigation menu with the following items: My Dashboard, Party Operations (highlighted in blue), Change and Release, Committees, Knowledge and Service Desk, and Digital REC and EMAR. A green arrow points from the 'Party Operations' menu item to the main content area. The main content area features a search bar at the top, a user profile for 'RPA USER', and a 'Participant Management' section. This section contains six cards: Applications, Performance Assurance (highlighted in orange), and Withdrawing from the REC in the top row; and Qualified Parties Register, REC Party Register, and Operational Contacts in the bottom row. A green callout box with the text 'Click on Performance Assurance' and a downward-pointing arrow is positioned over the 'Performance Assurance' card. Below the Participant Management section is a 'Useful Documents' section containing a document titled 'Test 1'.

SUBMITTING ENERGY THEFT FILES

The screenshot displays the Retail Energy Code web application interface. On the left is a vertical sidebar with the logo and navigation links: My Dashboard, Party Operations, Change and Release, and Committees. The main content area features a top navigation bar with links for Home, Quick Links, Data Dashboard, Trends, Guidance, Training, RFIs & Queries, Forms, and Surveys. Below this is a secondary navigation bar with 'Calendar Management' and 'Your Files' (the latter is underlined). In the top right corner, there is a notification bell with a '6' badge and a user profile dropdown for 'RPA USER'. The main content area includes a search bar with a 'Filter and Order' dropdown, a search input field, and icons for help and menu. A green callout box with the text 'Click here' and a large green arrow points to the 'Upload File' button in the top right of the main content area.

SUBMITTING ENERGY THEFT FILES

Calendar Management Your Files

Upload Performance Assurance files

Process Area *

- Please select...
- Please select...
- Annual Maintenance
- Energy Theft**
- Metering
- Performance Assurance - Data Upload
- Smart Metering Installation Information
- Other

Select a file

(*) Field required

Submit

Upload Performance Assurance files

Process Area *

Energy Theft

File Type *

- Commercial Consumption File
- Commercial Consumption File
- Commercial Outcome File**
- Residential Consumption File
- Residential Outcome File
- Other

Select a file

(*) Field required

Submit

SUBMITTING ENERGY THEFT FILES

Calendar Management Your Files

Upload Performance Assurance files

Process Area *

- Please select...
- Please select...
- Annual Maintenance
- Energy Theft**
- Metering
- Performance Assurance - Data Upload
- Smart Metering Installation Information
- Other

Select a file

(*) Field required

Submit

Click here to select Energy Theft as the relevant process area

Upload Performance Assurance files

Process Area *

Energy Theft

File Type *

- Commercial Consumption File
- Commercial Consumption File
- Commercial Outcome File**
- Residential Consumption File
- Residential Outcome File
- Other

Select a file

(*) Field required

Submit

Select the type of theft file you wish to upload

SUBMITTING ENERGY THEFT FILES

My Dashboard
Party Operations
Change and Release
Committees
Knowledge and Service Desk
Digital REC and EMAR

Assurance files

August 2021

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

dd/mm/yyyy

Party Uploading *

Select a file

(*) Field required

Submit

Select the date of your submission

My Dashboard
Party Operations
Change and Release
Committees
Knowledge and Service Desk
Digital REC and EMAR

Upload Performance Assurance files

Process Area *
Energy Theft

File Type *
Commercial Consumption File

Description

Date Uploaded *
dd/mm/yyyy

Party Uploading *
RPA

Select a file

Enter the name of the organisation on behalf of whom you are submitting the files

SUBMITTING ENERGY THEFT FILES

The screenshot shows the 'Upload Performance Assurance files' form. The 'Process Area' is set to 'Energy Theft' and the 'File Type' is 'Commercial Consumption File'. The 'Description' is 'Theft files' and the 'Date Uploaded' is '03/08/2021'. The 'Party Uploading' is 'RPA'. A callout box with a green arrow points to the 'Select a file' button, with the text: 'Click this button to open the file explorer to navigate to the file you want to upload'. A 'Submit' button is visible at the bottom right.

The screenshot shows the 'Upload Performance Assurance files' form with the 'Select a file' button now containing the text 'TEST - Commercial Consumption_File.txt'. A callout box with a green arrow points to the 'Submit' button, with the text: 'Click this button to submit your file'. The 'Date Uploaded' field is highlighted in blue.

FURTHER AREAS OF SUPPORT

The Code Manager also provides further support to the industry.

If you would like to find out more click on the boxes below.



Rebecca Mottram
Industry Stakeholder
and Governance Lead
/ PAB Secretary

Rebecca's primary role is PAB Secretary and will be the single point of contact for the PAB. She is responsible for leading PAB processes and interactions, such as the Change Process, appeals and escalations, and Derogation and Sandbox applications. She will also be the RPA lead for industry stakeholder training and guidance.

Key contact



Anton Moden
Assurance Lead

Anton is the single point of contact bringing the work the analytics, regulatory and PAF specific workstreams together. He is a key contact for PAB related matters, and will focus on establishing relations with the PAB. He will also be the designated point of contact for escalations from any of the three workstreams.

Key contact

**The REC
Knowledgebase**

LINK TO FOLLOW