



UNITED KINGDOM REVENUE PROTECTION ASSOCIATION

UKRPA Newsletter #12

April 2016

Quick Issues:

New UKRPA Strategy agreed for 2016/17—new areas of focus for the Association.

Conference places are now available—take a look at our long list of confirmed speakers!

Notes on recent withdrawal of revenue protection services by DNOs

Inside this issue:

Word from the Chairman	1
New Strategy	3
DNO Withdrawal	4
Response to BBC Article	4
Fraud Report Enhancements	4
Conference Speakers Confirmed	5

UKRPA.co.uk

A word from the Chairman...

As we launch our UKRPA strategy for 2016/17, I am feeling a little philosophical! So I start this quarter's newsletter with a quote from Jeff Bezos (and if you don't know who he is, then look him up!).

"What we need to do is to lean into the future; when the world changes around you and when it changes against you —what used to be a tail wind is now a head wind - you have to lean into that and figure out what to do because complaining isn't a strategy"

There is a serious message here. One that we have taken to heart in framing this year's UKRPA strategy as we wrestle with that head wind:

- Successful prosecutions continue to elude us — we shall build on our analysis from 2015 to establish new pathways.
- Stepping up to the TRAS will bring greater focus to energy theft. How do we as UKRPA members meet this challenge?
- Early discussions with DECC on their smart metering risk assessment has highlighted the need for greater interaction with the programme.
- Reports to the UKRPA theft line continue to grow at a phenomenal rate year on year — how do we maintain that momentum?

- Finally, the growth in new entrants to the market and how to support these organisations meet their theft regulatory and safety obligations?

Please do take time to have a look at our strategy. It is packed with a range of activities and actions designed to meet this head wind for 2016/17.

We noted recently a BBC report on energy theft and drug production in Merseyside. We felt compelled to respond in a press release to 'put the record straight'. We highlighted the work of a UKRPA member, working side-by-side with Merseyside police which has been instrumental in the reported rise in Merseyside of cannabis detection rates.

Partnership initiatives (such as these), are to be applauded. Just think what could be achieved if this model were to be replicated across all regional police forces across the UK. So, perhaps Merseyside is not quite the crime hotspot it might be otherwise be portrayed to be.

The UKRPA means business. We are growing. Join us, or at least come to this year's June UKRPA Conference, to examine in close detail many of these challenges.

I look forward to seeing you there.



Tony Thornton
UKRPA Chairman

New Membership Year — the Perfect Time to Join Us

The new UKRPA membership year is underway—and it's going to be a busy one! With our upcoming National Conference, seminar planned for the autumn, drive to secure more successful prosecutions, and the launch of our new strategy (see pg.3), UKRPA membership has never been better value.

For your membership fee, you will have access to the UKRPA's quarterly discussion forum with industry experts, ad hoc specialist

workgroups, escalation points to a network of expertise, input into responses to Government consultations and the development of TRAS, great discounts for UKRPA events and more.

You'll also be respected as an industry player committed to leading the fight against the illegal abstraction of electricity and gas.

Membership is only £1,285 for associate members, £2,660 for full members. Contact UKRPA@gemserv.com for an application form.

THE UKRPA NATIONAL REVENUE PROTECTION CONFERENCE RETURNS



29—30 June 2016

Woodside, Kenilworth

Speakers from UKRPA, National Policing, Merseyside Police, EDMI, Red Island Consulting, Eversheds LLP, Northern Ireland Electricity, the International Utilities Revenue Protection Association, Experian, SmartMOp and more!

[Book your place](#)

[Sponsor the event](#)



New UKRPA Strategy Agreed

The UKRPA hosted its annual General Meeting in April, where our members agreed the brand new strategy for 2016/17.

We also reflected on the many achievements of the past year, noting that 2015/16 was another landmark year within Revenue Protection, especially following the launch of the Theft Risk Assessment Service (TRAS). Our members were integral to its development, and we look forward to exploring the success of its first few months at the UKRPA National Conference in June.

The UKRPA fraud reporting helpline has gone from strength to strength, with a new record high during 2015/16, up 30% on the previous year. What's more, we've recently added new functionality to the online form to help us understand what is motivating the public to report energy theft and adding the ability to upload photographic evidence.

UKRPA members benefit from the excellent stakeholder relationships the association has with Ofgem, DECC, the Home Office, National Policing and many other parties of strategic importance. We will be exploring and developing new routes of collaborative working into 2016/17.

Our members often struggle with securing successful prosecutions for energy theft, as a UKRPA Freedom of Information request to the Crown Prosecution Service found. We're working closely with solicitors Eversheds LLP to explore whether private prosecutions may be another avenue worth pursuing.

We hosted another successful seminar: a sell-out event with excellent feedback returned. Improving standards within the industry has always been a bedrock of the UKRPA's purpose, and we are developing a forward looking seminar plan for this year and beyond.

The UKRPA has developed into a more forward looking organisation. The UKRPA launched its Twitter account in September 2015. It already boasts well over 300 followers. We will continue to forge new ways to get our message out, including via our social media presence which is now helping to spread the

word across the UK and internationally — tampering with energy meters is dangerous.

We have ambitious plans for 2016/17. The focal point is the forthcoming National Conference, now just two months away. A really exciting line up of speakers has been confirmed — more details can be found on page 5.

We will build on our prosecution work from 2015, establishing focused work packages to seek improvements and alternatives to assist our members achieve successful prosecutions.

The launch of TRAS in March 2016, will help define the revenue protection landscape as we move forward. The UKRPA's members have been fully engaged in its development and are committed to its success. We will ensure that, we have a good insight to the progress of TRAS on behalf of our members, and we will continue to develop our statistical understanding of the theft landscape.

The more channels there are available for customers to report theft, the better. Complementing the work of TRAS, the UKRPA will continue to build on its existing fraud reporting service. UKRPA members can be assured that this will continue to complement meeting their licence obligations across theft, and also support and emphasise their commitment to a much greater social good. UKRPA membership is therefore a badge that highlights member organisations as forward thinking and aligned with public responsibilities.

With respect to smart metering, the UKRPA will build on its 2015 engagement with the roll out programme, working with DECC and Ofgem to ensure that the risks are understood.

In the spirit of seeking new ways to provide additional value to our membership, this year we shall be developing best practice training briefs across a range of revenue protection aspects issues. For the first time, our members will have access to collaboratively produced models of how best to meet obligations— particularly beneficial to those companies newly entering the market.

It promises to be another busy year; we hope that you will join us and be a part of it.

Withdrawal of DNO Services

In recent weeks, two Distribution Network Operator companies withdrew their provision of revenue protection services previously offered to suppliers.

Suppliers will no longer be able to use UK Power Networks or Northern Powergrid to undertake revenue protection investigations in line with DCUSA arrangements.

There are alternative options for Suppliers who

require support in fulfilling their obligations.

Many UKRPA Members are able to provide a nationwide, outsourced revenue protection service.

For more information, please contact the UKRPA secretariat, who will be able to put you in touch with appropriate parties. We will be publishing more detailed guidance in due course.

UKRPA Responds to BBC Report

On 31st March, the BBC [reported](#) that one-fifth of those prosecuted for electricity theft across England and Wales resided in Merseyside.

Taken in isolation this could be misleading. Is the BBC suggesting that Merseyside represents a particular 'hot spot' for energy theft, or is there something more fundamental afoot?

We responded to the BBC report in a Press Release, highlighting the work of one of our members who have worked in partnership with Merseyside Police for the past three years. This collaborative initiative, the first of its kind in the UK, provides a cross discipline approach in the detection and safe dismantling of cannabis cultivations.

Ian Main, UKRPA Vice Chair and Scottish Power's Revenue Protection Service said "Having an electrician embedded within the police unit means that we can make a property safe for police to enter, quickly and efficiently. The knowledge that we build up through this partnership is invaluable when dealing with electricity theft and its association with cannabis farms".

The UKRPA's own analysis has highlighted that, the electricity stolen in the production of illegal drugs accounts for around one-third of the total illegally abstracted electricity across Great Britain.

The UKRPA commends the initiative, and welcomes further close working initiatives between its members, energy suppliers and regional police forces.

Enhanced Fraud Reporting

New functionality has been added to the UKRPA online fraud report, to allow the public to confirm what motivated them to report the theft incident and to facilitate the upload of photographic evidence of compromised supplies.

These new features will help the UKRPA be better informed.

By understanding what encourages members of the public to report energy theft in the first place, will assist the UKRPA to better target messaging. For example, is it the impact on their bill? Social responsibility towards crime?

Or concerns about safety? The information will be collated, assessed, and then used in the design of media engagement, website messaging, and targeting.

The ability to upload photographic evidence will ensure that those reporting theft can provide all the evidence. This not only supports a better theft reporting experience, but also helps Revenue Protection Officers and their teams be better armed with what to expect when attending a compromised premise. It will reduce time spent on site when seeking out the compromised supply (reduces costs) and helps to mitigate the on site risk for operatives.

Bulgarian Thieves Face Tougher Sanctions

Sofia—April 2016

In Bulgaria, energy thieves are charged a standard fee per MWh of electricity illegally consumed.

In a new step to clamp down on perpetrators, the Bulgarian Energy and Water Regulatory Commission (KEVR) has announced plans to treble the price paid for electricity in theft situations.

Currently, thieves are charged an additional BGN 67 (£27) for each MWh of electricity stolen. Under new plans, the charge will be increased to an additional BGN 202 (£81) per MWh.

According to a Eurostat survey, Bulgaria has the lowest domestic electricity prices in Europe at

BGN 223 per MWh (£90, compared to £201 in UK).

Despite low energy prices, CEZ Distribution Bulgaria reported in 2015 that BGN 10.6m (£4.25m) of electricity has been stolen over a three period. These findings provided the catalyst for CEZ to train 900 of its officers to identify electricity theft and carry out a targeted programme of mass inspections.

CEZ called for stronger sanctions to provide an effective deterrent; now the regulator looks to have listened as they propose new plans aimed at reducing the prevalence of the illegal abstraction of electricity.

Conference Speakers Confirmed!

Speakers have now been confirmed for the UKRPA National Revenue Protection Conference on 29—30th June 2016, at Woodside Conference Centre, Kenilworth.

UKRPA Chairman, Tony Thornton, with over 37 years of energy market experience, will act as Master of Ceremonies for the day.

Gary O'Rourke, Chief Inspector from Merseyside Police will be joining us to provide an update from the initiative with Scottish Power to safely dismantle cannabis farms. He will note how the investigation into cannabis cultivations often provides a window into a deeper world of organised criminal activity.

David Duke from Red Island Consulting explains the importance of keeping your wits about you when it comes to data security; particularly key given the incoming info from the smart metering programme.

Sticking with a theme, Mike Somersmith from meter manufacturer EDM1 will let us know how smart meters are being designed to help suppliers detect and prevent meter tampering.

The meter operator SmartMOp, already rooted in the heart of the smart programme, will be providing us with invaluable insight on the typical (and occasionally atypical) challenges faced by engineers installing meters as part of the roll out.

Andy McCormack—7th Dan Black Belt Senior Instructor from McCormack Training—will put us through our paces, as we learn how we can best prepare to defend ourselves when faced with violent customers.

We will learn how the Theft Risk Assessment Service—or TRAS—is getting along after its first few months of operation. What challenges have been encountered

during the early stages? What are the plans for the future development of TRAS?

We are delighted to welcome back Assistant Chief Constable Bill Jephson from the Hertfordshire Constabulary. Mr Jephson also acts as National Policing's lead for cannabis related crimes, and will provide delegates with insight into how the crime landscape is changing. National Policing are keen to further engage with energy suppliers to understand how the two industries can work collaboratively to reduce incidences of crime.

We will be hearing from Katy Safe of GeoSafe, who have launched a social initiative to recycle equipment used for cultivating cannabis to the benefit of communities.

John L Kratzinger is the Vice Chair of the International Utilities Revenue Protection Association (IURPA), in addition to his role at PECO Energy in Philadelphia. He is flying over to give an overview of IURPA strategy and the challenges faced by revenue protection teams across the United States.

We will hear from Polly Sprenger of law firm Eversheds LLP, who will explain that prosecutions via the Crown Prosecution Service is not the only way!

Northern Ireland Electricity will provide illustrative anecdotes highlighting some key differences to the way the industry works in Great Britain.

And attendees will have the opportunity to grill a panel of UKRPA Committee members on any subject of their choice (within reason...)!

All in all, it's shaping up to be another unmissable Conference. Download a booking form by clicking [here](#).

Revenue Protection Industry Calendar

15th April 2016	UKRPA General Meeting
29th—30th June 2016	UKRPA National Conference
15th July 2016	UKRPA Forum
October/November 2016	UKRPA Seminar

To advertise your event in the quarterly UKRPA Newsletter, please [contact the UKRPA](#).



Gemserv Limited
8 Fenchurch Place
London
EC3M 4AJ

Phone: 020-7090-1070
Fax: 020-7090-1001
E-mail: ukrpa@gemserv.com

Our industry operates within a regulatory framework that seeks to strike a balance between consumer protection at one end of the spectrum (such as vulnerability), and a desire to drive increasingly proactive theft investigative practices. The approach to theft detection, investigation and resolution has historically been fragmented across the industry with varying industry practices and no real joined up approach between electricity, gas and water.

Against this backdrop, the UKRPA is uniquely positioned to provide a UK industry wide input to the evolving market arrangements, ensuring that the experiences and expertise of its members is brought to the forefront of the revenue protection industry's discussions.

UKRPA Membership

Full and Associate membership opportunities are open to companies working in the revenue protection arena, in and around the United Kingdom. For more information regarding benefits of membership, please visit our website www.ukrpa.co.uk

UKRPA Members



Written By: Paul Roche
Tony Thornton