



UNITED KINGDOM REVENUE PROTECTION ASSOCIATION

Quarterly Newsletter:

Autumn 2013

Quick Issues:

- UKRPA Responds to Ofgem's Electricity Theft Consultation
- LHT Become First Signatory to UKRPA Interoperability Protocol
- 9/12 takeaways found to tamper their energy supply
- 8th October: UKRPA Seminar—book now!!!

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A Word from the UKRPA Chairman...

"Boy, have we been busy. Following Ofgem's launch of the electricity theft proposals on 3rd July 2013, we undertook a number of radio interviews extolling the virtue of working together (Government, Regulator, landlords, Suppliers and the public), in order to drive a step change in the effective detection and investigation of energy theft. We responded on 27th August highlighting our concerns that the gas and electricity TRAS were being developed independently and that governance was falling under two distinctly different codes for what should be a single Dual Fuel TRAS procurement

and governance approach (the UKRPA response is available [HERE](#)).

I am also pleased to announce our first signatory to the UKRPA Interoperability Protocol — the Liverpool Housing Trust (see below 'in the Spotlight') - we look forward to closer working relations with them – it is hoped that this key initiative will cascade quickly across the whole of the NW of England (tomorrow the world). Indeed, it is of note how UKRPA members share intelligence; there are many examples, including the 'sting'

carried out by Blackburn's Environmental Health department supported by ENWL who have linked up with British Gas to target illegal energy supplies in that area (see page 2). In that vein, we are holding our first ever energy theft seminar on 8th October, so if you want to come along for this free event, please contact the UKRPA before places completely run out – it promises to be a very engaging session.



Tony Thornton
UKRPA Chairman

In the Spotlight: Housing Trusts

We are pleased to confirm that, following months of extensive drafting and liaison, the UKRPA have signed an Interoperability Protocol with the Liverpool Housing Trust. The aim of the protocol is aimed at improving the interaction and support between both housing associations and energy companies. The first of its kind across the UK, the Protocol improves working practices in the pursuit of defined revenue

protection objectives as well as improved safety standards. The Protocol seeks to raise awareness through greater levels of education and provide a means of escalation for both energy companies and housing associations and trusts.

Tony Thornton, UKRPA Chairman, said: "Energy theft affects us all. This is an important initiative and I thank the Liverpool Housing

Trust for their help and support in getting us this far, leading to the launch of this first Protocol. I have no doubt that the Protocol will be an invaluable tool in the detection and investigation of energy theft within the rented housing sector and will lead to improved and safer working conditions for housing association staff. I look forward to its extension to other like minded landlords and housing associations."

**9 out of 12
takeaway
restaurants
were found to
be tampering
with their
supply...**



Blackpool: the scene of
ENWL's Investigations

**“Due to the
success of
these joint
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Revenue Protection Lessons to Takeaway

Towards the end of last year, UKRPA member Electricity North West Limited (ENWL) were alerted by Blackburn's Environmental Health department that a previously de-energised supply point, a takeaway, had illegally reenergised their supply less than 24 hours after originally being de-energised by their supplier on the basis of debt. The premises were attended by ENWL as well as Environmental Health personnel in order to once again de-energise the supply point.

Having been impressed by Blackburn's Environmental Health department, ENWL Revenue Protection agents arranged to embark on an official 'sting' with Lancashire Environmental Health Enforcement Officers. A joint operation was carried out in October, with 7 takeaways being investigated, resulting in 4 properties being de-energised for meter tampering and with an additional property being de-energised on safety grounds.

On the back of the successful operation in October, ENWL's Revenue Protection department teamed up with Environmental Health Enforcement Officers in the Blackpool area to undertake an additional operation which saw the investigation of 12 premises, 9 of which were de-energised as a result of interference. Following the success of the joint operation, both parties agreed to convene on a monthly basis in order to carry out further investigations in the Blackpool area.

To date this joint working arrangement has so far led to 73 takeaways being investigated, which also led to the identification of 32 instances of

interference, of which 26 were de-energised. It is estimated that these cases alone (not including the two initial investigations) contributed to the loss of **766,563** units in DuoS.

The operations have gathered a lot of interest from the local community, with a number of local newspapers featuring the story. Due to the success of these joint operations, ENWL are in the process of setting up a Memorandum of Understanding (MOU) with a number of Environmental Health Organisations/ Departments.

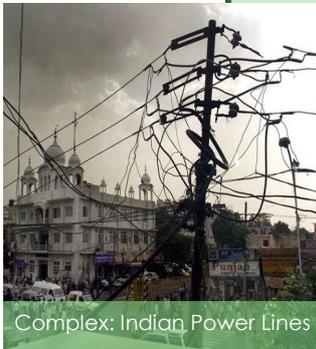
UKRPA Executive Committee member Karen Ainsworth commented that *“word is fast spreading in the North West about this type of work, through Press Releases, briefings and meetings I go to, as a result we are being asked to widen our area of work. While many DNO's and Suppliers have carried out multi-agency work for many years now, the high success rate is capturing the attention of many.*

I am currently in discussions with teams in Stretford, Gorton and Wigan to begin work with them there and we are continuing our work on a monthly basis in Blackpool.”

Theft in Conveyance

ENWL have also noticed an increase in the number of kitchens at large, well established restaurants having their supplies connected directly to the main, whilst having their lower consumption operations (such as offices and bars) connected to the meter, giving the illusion that all is well. In the last year ENWL have identified 3 such premises and are in the process of establishing a project to tackle this.

Revenue Protection Abroad



Complex: Indian Power Lines

India currently experiences electricity distribution losses significantly above the world average, with a depleted network infrastructure which leaves an estimated 300 million people in the country without power; around 25% of the total population.

In a novel attempt to reduce losses caused by illegal extraction, distribution companies in one region of India have recently introduced a scheme offering a monetary reward for the reporting of information about energy theft.

The North and South Bihar Distribution Companies have promised cash sums ranging from Rs 500 (£5) to Rs 25,000 (£25) for accurate information pertaining to the theft of electricity, with the assurance that informants are to remain entirely anonymous.

The reward scheme is part of a large operation in the Bihar region aiming to tackle illegal abstraction, which has already seen legal action instigated against over 4,000 suspected parties, in an effort to minimise the losses against its network.

Berlin Utilities Forum

Tom Doran, NIE's Learning and Development Manager was a guest speaker at the Revenue Assurance Forum for Utilities held in Berlin at the end of June. Tom presented on revenue protection and the hidden costs associated with this criminal activity. Tom commented that *"interference and abstraction of electricity is like a virus. It has spread across Europe and beyond and is*

picking up speed. We recognise the symptoms but the medicine isn't strong enough to stop or deter the spread."



Tom and Itzick Michaeli in Berlin

Our Website

As part of the UKRPA's drive to continually improve our service we will shortly be integrating a survey on our website to gauge your thoughts on what can be improved (if anything). Please take some time out to complete the survey—your opinion matters!

UKRPA Seminar: 8th October 2013!



The UKRPA 2012 Bi-annual Conference

Following the recent announcement in the last edition of the newsletter, the UKRPA is pleased to confirm the date of the first UKRPA seminar will be Tuesday 8th October 2013 in London. Registration is now closed to the public, however UKRPA members may still be eligible for additional places – could those still wishing to attend please contact the UKRPA Secretariat.

The seminar will give attendees an insight into matters for consideration in relation to energy theft, ranging from safety issues within properties to practical and operational issues that the UKRPA aims to help resolve. The day will explore a number of implications of energy theft for organisations ranging from the police and fire services to housing associations.

For those of you that have missed out on this year's UKRPA headline event, fear not, the UKRPA Conference will be taking place next year. This conference is a must for all parties involved in any revenue protection, metering public service and any related industries. The anticipated change within the industry in the near future dictates that this event should not to be missed!



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Protecting Revenue; Saving Lives

The energy 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 and gas.

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 affiliate 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



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