



The cost-of-living crisis

Inflation, energy crisis, price cap, fuel poverty and vulnerability are words UK residents cannot escape right now. This includes the warning that things are going to go from bad to worse and households are faced with impossible choices. This sends alarm bells throughout the revenue protection community as it is when household budgets are stretched that desperate people turn to illegal practices. The UKRPA understands that stopping these practices will be a difficult and ongoing battle, but one that is essential for the safety of our communities.

The UKRPA intends to reduce meter tampering and energy fraud in many ways including.

- 1) Disseminating information and identifying routes for consumers to get help with their bills.
- 2) Engaging with media platforms to minimise the spread of misinformation and avenues that promote illegal practices.
- 3) Providing revenue protection awareness training so that tamperers can be identified, and the extreme dangers are known.
- 4) Promoting avenues to report energy theft.

There has been a notable increase in false or dangerous information being circulated by word of mouth or on social media platforms. This misinformation spreads rapidly and it is dangerous.

In the past month, the UKRPA has approached three social media giants with reports of a break of community standards under the category of illegal activities or fraud. One of the platforms removed the post swiftly however, it seems that there is still a long way to go in engaging with some platforms as the understanding of the criminality and safety associated with meter tampering is not there.

Misinformation can seem authentic and the UKRPA urges consumers to reach out to organisations such as Citizens Advice, Ofgem, the Association of Meter Operators, the Retail Energy Code or your Energy Supplier where there is uncertainty. Please also contact the UKRPA where you notice sources of misinformation so these can be reported.

For resources to support consumers in paying their bills, visit our [Frequently Asked Questions](#) page or [Report Energy Fraud here](#).

Join us in our mission to protect communities and combat meter fraud.

Elise Handy, UKRPA Secretary

Managed by



Gemserve



UKRPA
8 Fenchurch Place, London, EC3 4AJ

T: +44 (0)20 7090 1032
E: ukrpa@gemserve.com
www.ukrpa.co.uk