Electricity Revenue Protection Information and Meter Tamper Reporting

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UNITED KINGDOM
Revenue Protection Association

Revenue Protection

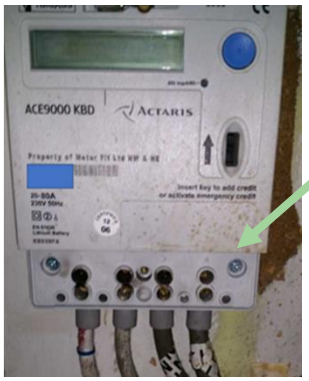
Illegal abstraction of electricity, and interference with electricity meters, pose a substantial safety risk to life and property for all parties including the perpetrators, homeowners, tenants, Distributor and meter operatives, contractors, neighbouring properties and the emergency services.

Meter interference is an offence under the Electricity Act 1989 and under the Theft Act 1968. Energy theft is also estimated to cost the industry upward of £400 million per year.

When visiting site and working at the meter point (supply point), it is essential to report any tamper or interference identified.

Common Electricity Meter Tampers

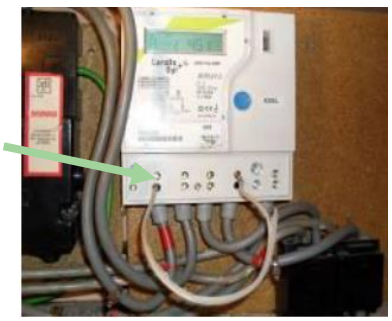
Common electricity meter tampers include:



Missing terminal covers which can indicate the occurrence of a tamper as individuals with authorisation to work on meters should not leave the cover missing. There are likely to be other signs of a tamper here too.



A meter bypass where an earth wire has been used to bypass the electricity between the live terminals to prevent electricity being registered through the meter. The bypass wire can be fitted under the terminal cover or between the meter tails.





Meter completely bypassed where the meter is no longer connected to the power supply. For a SMETS meter, the most recent alerts will indicate a loss of power followed by a loss of comms.



Damage and melting of cables which suggest they have been tampered with, or the connection has previously been bridged.



Physical damage to prepayment meters, including broken displays or casings. This type of tamper bypasses the disconnect switch when the meter has run out of credit.

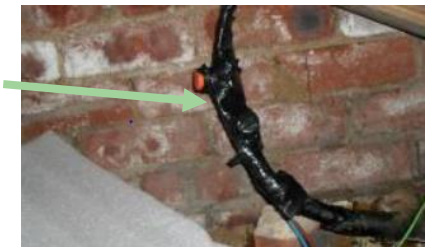
Reversed meter tails preventing the meter from recording electricity usage. In this image the tails are reversed as terminal 4 is incorrectly connected to the incoming live connection and the consumer unit is connected to terminal 1.





Reversed meter which prevents the meter from recording electricity usage. In this image the neutral connection in the meter is being used for the live tails.

Illegal connections such as spliced cables before the meter, which as shown here can create a new unmetered or unregistered connection.





Illegal connection where a private meter is installed, which is not billed by an electricity Supplier. This may have rogue seals and not match the MSN on record.

Loose or dropped tails, which could be due to poor installation but can signify that there has previously been a bypass.



Reporting Electricity Theft

Serious safety risks are involved in electricity meter tampering; it is therefore essential to report any identified incidences of interference with electricity supplies.

Any suspected form of tampering should be reported directly to the Supplier's Revenue Protection team as per parties' contractual obligations. If you see someone tampering with a meter or are unsure who the Supplier is, the UKRPA runs an energy theft reporting line, which can be used to report such instances. The details to utilise this service are as follows:

Online Form - https://ukrpa.co.uk/report-energy-fraud/

Telephone - 020 7090 1070

Email – UKRPAFraudReports@Gemserv.com

If the tamper is immediately dangerous, please report the incident to the relevant Distributor. Once reported, please also report it to the Supplier, or the UKRPA if you are unaware of the Supplier.