RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0212 - PROTECTING CRIMESTOPPERS AND THEIR CONTACTS

DOCUMENT VERSION	1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	BIG BANG

RESPONSIBLE COMMITTEE	CHANGE PANEL	**CHANGE PATH**	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	**URGENCY**	STANDARD
IMPACTED STAKEHOLDERS	ENERGY SUPPLIERS, DISTRIBUTION NETWORK OPERATORS, GAS TRANSPORTERS		

LEAD ANALYST	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

This proposal seeks to clarify how the information shared with Energy Suppliers, Distribution Network Operators and Gas Transporters can be used and shared. The aim of which is to protect Crimestoppers' reputation, their anonymity guarantee and the welfare of those who contact Crimestoppers/Stay Energy Safe.

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BACKGROUND

1 SUMMARY

Crimestoppers is an independent charity that gives people the power to speak up and stop crime. The charity has worked closely with the energy sector since 2016 to raise awareness of the dangers of tampering with electricity and gas meters. Stay Energy Safe, in partnership with Crimestoppers, aims to raise awareness of Energy Theft and keep people safe by educating them on the dangers it poses, the signs to spot, and encourage people to report it, 100% anonymously.

Crimestoppers is a trusted voice and plays a vital role in operating the Energy Theft Tip Off Service (ETTOS) on behalf of RECCo. The team at Crimestoppers have a significant impact, obtaining tips offs, whether over the phone or online, writing reports and securely relaying these almost instantaneously to the right Energy Supplier or Network Operator so that they may investigate potential cases.

Whilst Crimestoppers don't believe a breach has taken place, they believe there has been some incidents over the last 12 months, where suppliers have shared more information than deemed necessary and could have put anonymity of the service at risk. Therefore, Crimestoppers have proposed amendments to Schedule 7 – Energy Theft Reduction to reinforce the obligations and potential consequences for a breach of the agreement in place. This seeks to ensure the safety of the public and to protect the reputation of the Stay Energy Safe brand.

I0212 was raised as an Issue to allow for a legal review of the proposed solution and legal text by REC Legal Advisors. Following this review, the Issue progressed directly to a Change Proposal without the need for solution developed. This legal review was completed in October 2024.

2 PROBLEM STATEMENT

Disclosure of the information passed on from the charity, outside of the relevant energy company teams, can pose a serious risk to those who have reported suspected Energy Theft, could jeopardises the trust and confidence the public have in the service, and damage the reputation of the charity and the Stay Energy Safe brand.

3 IMPACTS

CONSUMERS	REC SERVICE PROVIDERS	RECCO / REC CODE MANAGER
All Consumers	Crimestoppers	Performance Assurance

REC PARTIES AND SERVICE USERS
Energy Suppliers
Distribution Network Operators
Gas Transporters

REC DOCUMENTS / PRODUCTS
Schedule 7 – Energy Theft Reduction

MHHS DESIGN
No Impact

MHHS DATA SPECIFICATION
No Impact

MHHS CODE DRAFTING
No Impact

4 CROSS-CODE IMPACTS

No Cross-Code impacts have been identified.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**14-January-25**	**03-March-25**
	Solution Review	January	March
Change Proposal		**03-March-25**	**29-April-25**
	Business Case Assessment	March	March
	Consultation	March	April
	Final Determination	April	April
Voting		**29-April-25**	**29-April-25**
	Appeal Window	April	May

6 STAKEHOLDER ENGAGEMENT

This proposal had been raised as an Issue with a proposed solution which has been reviewed by the Code Manager and is currently under a legal review. As the Change Proposal is only enforcing the current practices in the industry, the Code Manager will not conduct a Party impact assessment.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	1	27	27
	Retail Markets Impact	Innovation and Market Arrangements	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		3	9	28
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		2		17
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	117

Priority Status	MEDIUM
Change Proposal Type	STANDARD

The priority status for this Change Proposal is medium based on a weighted prioritisation score of 117 and has been assessed as a Standard Change.

SOLUTION

8 PROPOSED SOLUTION

The proposed solution seeks to add clarification of the importance of maintaining Stay Energy Safe's/Crimestoppers' anonymity promise, together with the vital importance of maintaining customers and the public's safety.

9 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to I0212 is currently under legal review and it will be published on REC Portal in due course.

10 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

10.1 RISKS AND ISSUES

No risks or issues have been identified.

10.2 ASSUMPTIONS AND DEPENDENCIES

No assumptions or dependencies have been identified.

11 APPENDIX

CHANGE PROPOSAL	Link

12 GLOSSARY

TERM	DEFINITION
Energy Theft	Energy Theft Includes: (a) circumstances described in Paragraphs 5(1) (Restoration of connection without consent) and 6(1)(a) (Damage to electrical plant etc) of schedule 6 to the Electricity Act (in so far as they relate to an electricity supplier; (b) circumstances described in Paragraph 6(1)(b) (Damage to electrical plant etc) of schedule 6 to the Electricity Act; (c) circumstances described in Paragraph 11(1) (Interference with meters) of schedule 7 to the Electricity Act; (d) circumstances described in Paragraphs 10(1)(a) and 11(2) of schedule 2B to the Gas Act (in so far as they relate to a gas supplier); and (e) circumstances described in Paragraphs 10(1)(b) and 10(1)(c) of schedule 2B to the Gas Act.
Energy Theft Tip-Off Service (ETTOS)	is described in Annex 2 of the Energy Theft Reduction Schedule.