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I0265 – THEFT ASSESSMENT CALCULATOR USAGE AND SUITABILITY ASSESSMENT – ISSUE CLOSURE REPORT

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1 SUMMARY

The purpose of this paper is to provide information on I0265 – Theft Calculator Usage and Suitability Assessment, including steps taken and progress made by the Code Manager. It also provides the reasoning for moving this REC Issue to a "Resolved" status.

2 BACKGROUND

REC Issue I0265 – Theft Calculator Usage and Suitability Assessment was raised to investigate how widely the existing Theft Assessment Calculator is being used by Parties to assess energy losses due to theft, despite REC Schedule 7 – Energy Theft Reduction & Schedule 8 – Unbilled Energy Code of Practice mandating the usage. There was evidence to suggest inconsistent application across Parties, and whilst there has only been one derogation request, anecdotal feedback indicated that other Parties are also struggling to use the Theft Assessment Calculator. It was also unclear whether the Theft Assessment Calculator is consistently applied for Theft Detection Incentive Scheme (TDIS) submissions, or if the current platform is fit for purpose across all operational environments. Gaining a comprehensive understanding of its current usage and effectiveness is crucial to determine if the Theft Assessment Calculator is delivering its intended purpose efficiently and consistently across the industry.

3 PROBLEM STATEMENT

The current lack of clarity around the usage, effectiveness, and suitability of the Energy Theft Assessment Calculator is leading to inconsistent assessments and reporting across the industry. This ambiguity hinders the identification and sharing of best practices, creates an uneven playing field among Parties, and may result in inconsistent outcomes for Consumers. Additionally, it limits the tool's potential to support robust, court-ready evidence ahead of the Energy Theft Unit (ETU) and Referral Assessment Service (RAS) launch. A lack of transparency may also discourage Parties from raising concerns, further impeding improvement and compliance.

4 PROGRESS OF I0265 TO DATE

The below Proposal Plan lays out the main steps and stages of I0265 that were undertaken by the Code Manager.

Milestone	Activity	From	To
Definition		**15 Jul-25**	**31-Oct-26**
	Solution Analysis	July	November
	Solution Development	November	October

4.1 THEFT ISSUES GROUP

To better understand industry usage of the Theft Assessment Calculator, the Code Manager engaged with the Theft Issues Group (TIG) in July 2025 where anonymous feedback was sought on the use of the Theft Assessment Calculator, barriers to their access and usability, suggestions for improvement and usage of alternative calculators. Responses to the survey identified issues with both the functionality of the tool and the data it uses and highlighted a need to engage with as many industry Parties as possible to thoroughly gather information about the usage, effectiveness, and suitability of the Energy Theft Assessment Calculator across the industry.

4.2 INFORMATION REQUEST

The Code Manager therefore conducted an information request that was open for six weeks between September and November 2025 to gather more input on problems REC Parties encounter when using the Theft Assessment Calculator. All responses to the information request were kept confidential and were not published.

Respondents unanimously acknowledged that, regardless of access issues, the Theft Assessment Calculator required improvements. Members of the July and November TIG meetings echoed similar frustrations around the main barriers preventing consistent use of the Theft Assessment Calculator. Key themes from the information request responses were provided in the November TIG meeting, minutes can be found here.

4.3 WORKING GROUPS

Following the outcome of discussions at the November TIG, the I0265 Working Group was established to support the solution development of this Issue and the future of the Theft Assessment Calculator.

Three working group sessions took place between January and March 2026 where Parties discussed barriers they faced and enhancement they would like to see. These discussions covered the below points:

- System barriers;
- Consolidating the gas and electricity calculators;
- An outdated offer for Industrial & Commercial (I&C) properties and appliances;
- Equipment and new technologies not currently covered;
- Consolidating guidance and supporting material;
- Learnings from other Parties; and

- Ways to futureproof the Theft Assessment Calculator .

Minutes of the previous working group sessions can be found on the REC Portal here.

4.4 SOLUTION REQUIREMENTS

The Code Manager developed solution requirements based on industry feedback to provide for a robust and reliable tool that can be accessed and used effectively across multiple operational scenarios and devices and that can support court-ready evidence.

The Code Manager categorised the requirements into nine different categories, identifying the fuel type and property type for each:

1. Access;
2. Usability;
3. Default profiles;
4. New technology integration;
5. Input;
6. Output;
7. Feedback;
8. Guidance; and
9. Code Change.

Each requirement was also divided by four levels (Must-have; Nice to have; Out of scope and Already integrated).

5 DECISION TO MOVE I0265 TO RESOLVED

The objectives of the original statement – seeking to review the usage of the Theft Assessment Calculator and assess its sustainability – have now been completed. The Code Manager has therefore decided to move this REC Issue to Resolved.

Further development of the requirements identified during the definition stage will be conducted by RECCo, outside of the Change Process. RECCo will liaise directly with relevant service providers to offer an enhanced tool. A final working group is to take place on 18 November 2026 to inform Parties of progress made and next steps for the Theft Assessment Calculator.