RETAIL ENERGY CODE

Unbilled Energy Code of Practice

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RETAIL ENERGY CODE

SCHEDULE 8

Unbilled Energy Code of Practice

Version: ~~2.4~~2.5 Effective Date: ~~23 August 2024~~ 6 November 2026

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	N/A
Metering Equipment Managers	N/A
Non-Party REC Service Users	N/A

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Version published for December 2020 industry consultation
0.2	N/A	Updated to reflect consultation responses – guidance (including non-published material) and references to non-REC obligations removed, will form separate guidance document.
0.3	N/A	Updated to reflect legal and other comments.
2.0	1 September 2021	Publication of final consolidated version
2.2	31 January 2022	R0012
2.3	4 November 2022	R0036
2.4	23 August 2024	R0121
2.5	6 November 2026	[R0253]

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6 Information exchange between Parties

Provision of Information from Network Parties to Suppliers

6.1 Network Parties and Energy Suppliers must have an appropriate mechanism in place to enable individuals to inform them of suspected Energy Theft.

6.2 If a Network Party becomes aware of any suspected incidents of Energy Theft, and where the Network Party is providing information to the Energy Supplier (or other equipment owner) in accordance with Condition 27 (Theft, damage and meter interference) of the Electricity Distribution Licence or Condition 7 (Provisions of Information Relating to Gas Illegally Taken) of the Gas Transporter Licence, then the Network Party shall provide such information not later than the next Working Day after becoming aware of the same.

6.3 When the Network Party carries out a Disconnection on the grounds of safety due to damage or interference arising as a result of Energy Theft, then the Network Party shall inform the Supplier of such Disconnection as soon as reasonably practicable (especially where Vulnerable Consumers are affected), and in all cases not later than the next Working Day following such Disconnection.

6.4 If the Network Party (or its Revenue Protection Agent) becomes aware of any suspected or actual incidence of Energy Theft which is not Theft in Conveyance, the Network Party shall ensure that the Supplier is notified of such incidence and provided with all relevant information known to the Network Party (or its Revenue Protection Agent) promptly and in all cases not later than the next Working Day after becoming aware of the same. Neither the Network Party (nor its Revenue Protection Agent) shall undertake any future visits or attempt to remedy the situation unless requested and authorised by the Supplier.

6.5 Where Paragraph 6.4 applies, the Network Party shall make all reasonable endeavours to record photographic evidence of the actual or suspected Energy Theft (provided that it is safe to do so). If it is not possible to record such photographic evidence, the Network Party shall make all reasonable endeavours to produce a sketch (or similar visual representation) of the actual or suspected Energy Theft. The Network Party shall make such photographic evidence or visual representation available to the relevant Energy Supplier either upon request or proactively. Unless another appropriate and mutually acceptable means of exchange is to be used (in compliance with Paragraph 6.6), the Network Party shall send this via the Secure Data Exchange Platform.

6.6 Where an exchange of data is required, Parties shall pass the data between themselves with the appropriate levels of security, considering both the nature of the information being shared and the Data Protection Legislation.

6.7 If a Network Party or Energy Supplier discovers suspected Energy Theft for which they are not responsible, they shall endeavour to collect sufficient evidence whilst at site to

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enable the responsible Party to progress an investigation. Any evidence passed should be subject to a Parties own data protection policy.

6.8 Network Parties and Energy Suppliers shall monitor analytical sources of Consumer data and identify trends in Consumer behaviour as part of their desktop review, which will enable them to categorise leads and to decide whether or not to continue investigation of a lead.

6.9 Network Parties and Energy Suppliers shall publicise a telephone number for receiving reports of suspected Energy Theft, which shall be the number identified as being the Energy Theft Tip-Off Service.

6.10 If an Energy Supplier receives a report of suspected Energy Theft relating to one or more Consumers for whom the Energy Supplier is not responsible for investigating reports of theft, then the Energy Supplier shall record the details and pass these through to the Network Party by the end of the next Working Day.

Provision of Information from Energy Suppliers to Network Parties

6.11 Where the Energy Supplier is providing information to the Network Party in respect of incidents arising as a result of Energy Theft, the Energy Supplier shall provide such information not later than the next Working Day after becoming aware of the same.

Provision of Information by Parties to Revenue Protection Agents

6.12 The Network Party or Energy Supplier responsible for investigating a case of suspected Energy Theft shall provide its Revenue Protection Agent with the relevant information required for investigation of a case (where known), including:

(a) Consumer name;

(b) address;

(c) MPAN/MPRN;

(d) reason for suspicion;

(e) any known or suspected vulnerability status; or,

(f) any known or suspected potential hazards.

6.13 The Network Party or Energy Supplier shall also ensure that the Revenue Protection Agent is provided with up-to-date contact details that can be given to the Consumer during a site visit.

Provision of information by a Revenue Protection Agent to Parties

6.14 Parties shall ensure that any Revenue Protection Agent they appoint will appropriately deal with any safety issues that are identified during the course of any visit to a

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consumers premises, and inform the Party that appointed them of the situation as soon as reasonably practicable (and not later than the next Working Day).

6.15 Each Revenue Protection Agent shall prepare a report containing relevant information regarding the incident and send it to the Party that appointed them as soon as reasonably practical, being no later than the next Working Day after the investigation is completed.

6.16 Where a Revenue Protection Agent has carried out a Cut-Off Disconnection, the Revenue Protection Agent shall immediately notify the Party that appointed them and advise the method of Cut-Off or Disconnection, and whether the Consumer is a Vulnerable Consumer.

Exchange of information between Energy Suppliers

6.17 Each Supplier shall provide the Code Manager with such theft contact as may be requested from time to time, including:

(a) Energy Supplier name;

(b) MPID;

(c) Contact name/department, telephone and email for primary contact; and

(d) Contact Name, telephone and email for escalation contact.

6.18 The Code Manager shall publish the theft contacts in the form of a register on the REC website and/or the REC Portal, and shall update the published register with the information received from Energy Suppliers from time to time.

6.19 Each Energy Supplier shall carry out an annual review, or when otherwise requested to do so by the REC Code Manager, of the information contained in its theft contacts register and shall ensure that its register remains accurate and up to date.

6.20 Energy Suppliers and Network Parties shall use the relevant contact details set out in the published theft contacts register when there are no other applicable avenues to report matters relating to the identification of theft, revenue protection activities and/or untraded energy.

6.21 Where any incorrect information is identified in the published theft contacts register, this may be notified to the Code Manager or the relevant Energy Supplier's Contract Manager. Where the Code Manager receives any such notification, it shall notify the relevant Supplier. Each Supplier shall ensure that updated information is provided to the Code Manager within 10 Working Days of the Supplier correctly being notified of an error.

General provisions concerning the exchange of information

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6.22 Energy Suppliers and ~~DNOs~~ Network Parties may raise queries and otherwise securely exchange personal data relating to a Consumer with other Energy Suppliers and DNOs in respect of Energy Theft, via the Secure Data Exchange Portal using Market Messages PT0075 Theft General Query (Elec) and PT0076 Theft General Query (Gas).

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