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5th October 2010

Letter to Ofgem,

Theft of Gas – Development of a National Revenue Protection Service (NRPS)

Request for Information (RFI)

As you are aware suppliers have been reviewing the issue of theft of gas – aiming to find ways to improve the detection and investigation of theft. In 2009 UNC Mod 245 concluded with two recommendations – the Supplier Energy Theft Scheme (SETS) preferred by one supplier and the National Revenue Protection Service (NRPS) preferred by the remaining suppliers. Both solutions have been taken forward with UNC modifications being raised.

The NRPS solution requires the development of a commercial service and supporting governance arrangements and the Gas Forum has agreed to sponsor the development of this work by establishing a workgroup. The GF NRPS Work Group has so far agreed a basic operating model, and to further our understanding of how the NRPS could work, it has pulled together a Request for Information (RFI) document which is aimed at parties interested in providing all, or elements of, the NRPS. We would like to ensure that the document is available to the widest possible audience and so with that in mind we would appreciate it's inclusion on the Ofgem website since it is a recognised resource tool for industry issues.

The Request for Information (RFI) is available to download from the Gas Forum website by following this link:

<http://www.gasforum.co.uk/NRPS+Workgroup>

The group welcomes responses from interested parties, whether they can provide the full end-to-end service or individual service lines. The deadline for responses is **29th October 2010**

The NRPS is a good example of suppliers working collectively to develop a solution fit for the whole industry (which is capable of being multi-utility), recognising the need to deliver a consistent approach irrespective of supplier boundaries and with appropriate safeguards in place for vulnerable customers.



We appreciate that since the industry is reviewing theft arrangements in both gas and electricity that Ofgem intend to conduct an Impact Assessment in 2011 on the issue of theft, and we are more than happy to share the outputs of the RFI to assist in that activity.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Colette Baldwin', with a horizontal line underneath.

Colette Baldwin - Chair of the NRPS Project Group