

Losses Discretionary Reward

Q&A Response

Tick if this answer has been provided verbally: ☐

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| DNO | Electricity North West Limited | Question Number | ENWL-12 |
| Question date | 28-Apr-16 | Answer date | 04-May-16 |
| Criteria and sub-criteria (if relevant) | Innovative approaches to losses management and actions taken to incorporate these approaches into business as usual activities | | |
| Submission section | 5.3 | | |
| Question | ENWL, section 5.3, noted that they believe that they are leading the industry in understanding and managing non-technical losses. What best practice activity and innovative thinking gives you the lead and separates you from other DNOs? How is this this above and beyond business as usual? | | |
| Answer | <p>The view that we are leading the way has come from discussions at various industry forums such as the UKRPA. Electricity North West (and our predecessor companies) has a long history of championing the management of theft and we are one of a few DNOs that still have a revenue protection service that we offer to suppliers. We also note that in Ofgem "RIIO-ED1: Final determinations for the slow-track electricity distribution companies Overview", Ofgem stated that, "We have also allowed ENWL's expenditure on electricity theft reduction initiatives as they are also well-justified." and that there were no similar statements for the other DNOs. We believe this is because our activities are above and beyond the business as usual activities of other DNOs.</p> <p>Not all suppliers operating in our area choose to use our revenue protection service; four suppliers choose to use their own resources to investigate meter interference in our area. Even so, our revenue protection service dealt with 1 200 cases and identified 27 GWh of lost units last year, valued at £1.3m.</p> <p>We recognise that there are processes that we manage that can help combat theft and there are other agencies that we can share knowledge with to help minimise theft. For example we have implemented the following internal processes to uncover potential theft:</p> <ul style="list-style-type: none"> • The identification of connections without associated addresses from our network diagrams, • The systematic investigation of new MPANs unregistered for more than nine months, • The investigation of cancelled connection projects, | | |

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| | <ul style="list-style-type: none"> • The investigation of supplier and customer requests for new MPANs when a connection already exists, • Identification of addresses where there is no MPAN from customer enquiries to the helpdesk, and • Monitoring the receipt of meter readings received for disconnected MPANs. <p>On our website we have an option available for the public to report suspicious circumstances that may be associated with the theft of electricity. This has uncovered a variety of theft situations, particularly illegal connections. It is clear to us that other network operators are not as vigilant as Electricity North West.</p> <p>We have known for many years that other agencies have significant knowledge of the theft of electricity so we have established close working relationships with the local police forces, fire authorities and Environmental Health within our footprint, as it is these agencies that are generally at the forefront of managing the consequences of electricity theft. We offer training to these agencies to help them identify cases of meter interference and participate in joint initiatives to tackle unlawful activities in specific areas. There are numerous examples in the local press and through our internal communications of Electricity North West working with these other agencies (see attached internal Yammer posts).</p> <p>In addition, we are the only DNO to issue a code of practice to meter operators, made available through the MOCOPA¹ website, which contains information on service terminations and specifically what to look for (through the use of photographs) and how to contact Electricity North West.</p> <p>We believe that we are at the forefront in investigating cases of theft in conveyance. Last year we successfully closed 106 cases. Other DNOs appear reluctant to divulge what they are doing in this area but we understand that this is because it is minimal, mostly reactively responding to external reports of illegal connections. We have hosted colleagues from another network operator who were keen to learn what we do to tackle theft in conveyance.</p> <p>The recent RRP returns on electricity theft for the first year of RIIO should give an indication of the volumes of cases and units being dealt with by each DNO.</p> |
| Is the answer confidential? | No |

¹ MOCOPA: Meter Operator Code of Practice Agreement – a multiply party agreement that governs the relationship between meter operators and network operators at service terminations.

Attachments

All Company



Karen Ainsworth – October 9, 2015 at 10:27am

Revenue Protection spent a really productive afternoon with Lancashire Fire and Rescue Services at Blackburn Fire Station yesterday. We delivered a presentation about all aspects of the work we do and the risks of meter tampering to the general public and blue light services. This was followed by a more hands-on session with actual tampered meters that had previously been removed.

cc: Clive Wilkinson and Martin Deehan



All Company



Karen Ainsworth – June 16, 2015 at 11:53am

Revenue Protection were out and about yesterday, this time briefing some of the crew from Lancashire Fire and Rescue Services at their station in Garstang. It's always good to share best practice and develop multi-agency working groups to raise awareness about theft of electricity. Joint initiatives highlight the hard work of all parties and also bring in additional income for the business.

