

Tackling Energy theft

QUESTION 1	Yes I would agree with proposals for a new licence		
Question 2	Yes I would agree with the drafting proposals		
Question 3	Yes there should be alternative methods of payment	I would stress that customers that are in this category find it hard to pay and should be identified sooner to avoid large debts. Offering pre-payment meters with large recoverable debts will only encourage tampering of meters. It is important that tampered meters are followed up sooner.	
Question 4	Yes the proposed licence should be implemented ASAP		
Question 5	Yes This is the right approach to conducting a draft		
Question 6	Main impacts	Someone as "Grasp the nettle" There is a major problem in the field. There has to be an understanding that some customers will be disconnected, however these should be kept to a minimum. When I was working for Yorkshire Electricity I meet customers on a daily basis to get payment or disconnect their supply, MOST customers thanked me after disconnection, because it was a relief to them not to get further into debt.	
Question 7	Which proposed policy measures should be implemented	One of the main problems is that suppliers see any work on Revenue theft as a direct hit on the bottom line profit, mainly because the customer usually has a debt to start with so any identification of theft will only add to this. I was involved	
Question 8	Alternative proposals and measures	Measures are vital to make sure that every company is working to the same end. The current A, B, C categories are not adhered to and field staff are not sure of what they are. The level of debt that is being carried by suppliers should also be declared. There are three areas to look at 1, The actual debt that customers know they owe. 2, Customers who know their supplier but say that they are with another supplier 3, The actual cost of theft	

Question 9	DNO's should not be included in the incentive scheme	Incentives are all very good but must be managed well, and timely. Incentives are not standard across the industry at the moment neither is reporting, some suppliers do not send D Flows to trigger action, knowing that there will be extra costs involved against their customers.	
Question 10	DNO's should have licence conditions	Yes and a very robust method of management reporting.	
Question 11	Alternative proposals	Smart meters should help enormously with managing theft. Following installation there are bound be problems but these will be ironed out just like Token Meters, However the Government will not believe the level of theft, which I would estimate around £1b pounds for both gas and electricity	