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ElectraLink launches UK's first nationwide, dual fuel service to tackle theft

9 May 2019 – ElectraLink is pleased to announce that, after a successful pilot, we are launching the [National Revenue Protection Service \(NRPS\)](#) to help tackle the problem of theft in the energy industry.

As managers on behalf of the energy industry of the [Theft Risk Assessment Service \(TRAS\)](#) and [Energy Theft Tip-Off Service \(ETTOS\)](#), ElectraLink is a leader in solving problems related to energy theft. Theft has been identified as a significant, nationwide challenge to revenue streams in the UK energy market. Theft can also be dangerous, with health and safety hazards emerging from meter tampering.

The NRPS is an end-to-end, dual fuel service which will ensure suppliers comply with their license conditions to investigate, identify, prevent and deter energy theft and will work towards making significant cost and resourcing reductions. The service is the first of its kind in the UK, processing incidents involving both electricity and gas meters. We believe the service will be most beneficial for smaller and challenger suppliers and provides SMETS1 and SMETS2 solutions.

The service will include both field-based and desktop investigations. ElectraLink is partnering with support service vendor, [Haste](#), for on-site investigations.

Michelle Simpson, Head of Services for TRAS, said: “At our [Engagement Day event](#) on Wednesday, 3 April 2019, we ran a poll among attendees which asked if the energy industry is doing enough to tackle and prevent theft. 89% of respondents, from across the energy industry, believed that, as an industry, there is more we could do.

“Along with the phenomenal work that has already come out of TRAS, the NRPS will set suppliers on course for tackling theft and plugging leaks in their revenue streams. As the country's first dual fuel revenue protection service, the NRPS promises extensive coverage and delivers on all aspects of revenue protection. We look forward to working with more clients to improve their operations, reduce costs to themselves and consumers, and protect the public from dangerous tampering practices.”

Services additional to the NRPS include our Theft Advisory Service, desktop analysis, on-site debt recovery and pre-disconnection visits.

The [NRPS pilot](#) ran from October 2018 to March 2019 with four suppliers, processing over 200 jobs and achieving 100% of service level agreements for category A, B and C jobs. Notably, 90% of tampers were located and rectified.

The average revenue lost through electricity theft is £1,162 per domestic supply point per annum, rising to £7,225 per commercial supply point. Gas theft averages £816 per domestic supply point per annum and £6,263 per commercial supply point.

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NOTES TO EDITORS:

About ElectraLink

ElectraLink is a central body regulated by Ofgem at the heart of the UK energy market. We are owned by the DNOs and are responsible for operating the Data Transfer Service that underpins the UK energy market and we ensure that this solution remains secure, low cost and facilitates vibrant competition. Our management of the DTS provides us with unique access to a wealth of energy market data which allows us, with the permission of the users of the DTS, to support industry to develop solutions, facilitate innovation and reduce costs to consumers.

ElectraLink has over 20 years of demonstrable experience in procuring and operating large, complex services and systems on behalf of the energy industry. The consistent and reliable delivery of the DTS has supported the evolution of the UK energy market, underpinning competition and growth in the market through flexible, secure and trusted data transfer. We have also delivered complex and large-scale industry contracts, such as the Theft Risk Assessment Service (TRAS), in order to solve energy industry problems.

ElectraLink also provides expertise to several energy industry codes which set the 'rules' for the gas and electricity markets. Our reputation for impartiality and energy market expertise makes us an ideal partner in the implementation and change management of energy market governance arrangements.

<https://www.electralink.co.uk/>

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