Mike Wilkinson
Vice Chair
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What is Revenue Protection in the Energy Industry

❑Revenue Protection (RP) - identifying and reducing avoidable financial losses in the energy supply chain

❑£400m energy stolen per year in the UK –

3rd used to cultivate cannabis

❑Customers ultimately pay for these illegal activities

❑Combating illegal acts

❑Worldwide problem

The consequence of Energy Theft

Electricity Theft

Gas Theft

Cannabis Cultivation

Damage to Property

UK Revenue
Protection Association

UKRPA Members

Found a Tampered Gas or Electric Meter

?

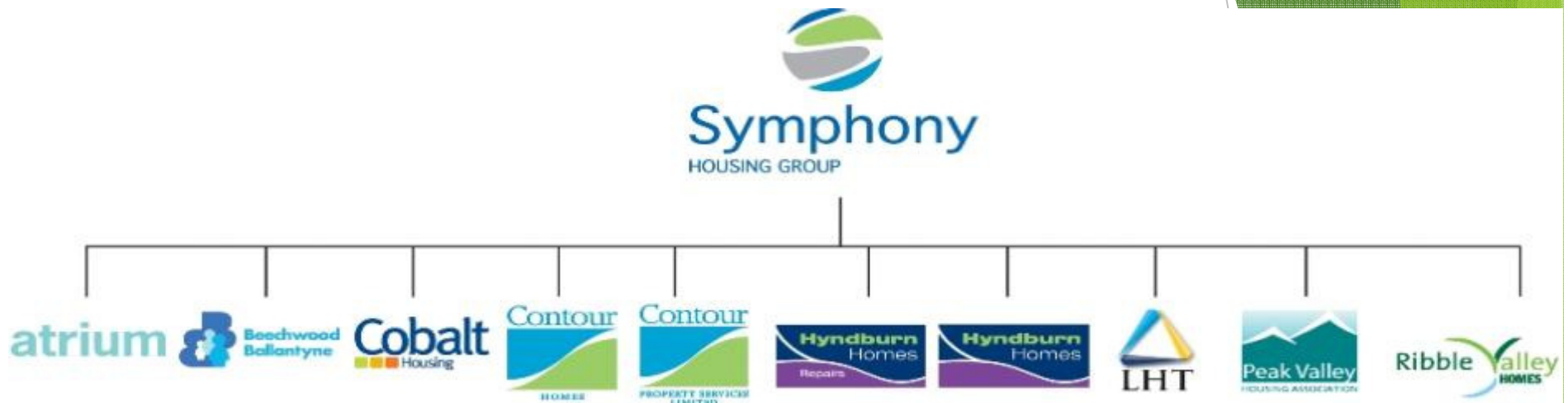| National Grid 0800 111 999	ukrpa.co.uk
Phone Northern Power Grid 0800 375 675	Phone MeterPlus 0800 915 7787

Home Office
Energy Fraud Presentation
Liverpool Housing Trust (Case Study)

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MAKING A DIFFERENCE

UKRPA
United Kingdom
Revenue Protection Association

Who are we ?

- Providing low cost housing within the NW Region
- Operates in around **30** local authorities across the NW
- Projected turnover this year is £**150**million
- Employ **1,051** staff

- Symphony HG is the **ninth** largest housing group in the country
- **Largest** housing association based solely in the NW
- Manage **43,000** properties in total

The Initiatives

- 2012 – Communal Fire - call 11.00 pm

  - ▶ *£3,000 damage*

  - ▶ *No appreciation of the fire risks within the sector seen as a utility problem*

  - ▶ *Up skilled and understanding of the fire implications and a required focus required*

▶ LHT staff and contractors regular and local contact

▶ Developed a training package for all front line staff and contractors **200** staff delivered in **1 month**

  - ▶ *How meters can be by-passed and what to look for*

  - ▶ *The dangers and implications*

  - ▶ *What action to take reporting protocol?*

▶ Raised awareness and sought to promote the dangers to others

UKRPA

- LHT receive support from the UKRPA
  - *Supported by energy providers*
  - *Appreciation of the wider context and implications*

- Worked to introduce a interoperability protocol
  - *Operating protocol*
  - *Key Contacts*
  - *Sharing information (within DPA)*
  - *Service level agreement*
  - *Escalation procedures (support)*

- Signed in September 2013

The Impact
(case study)

▶ **2012 – Pre Launch**

  ▶ *Not seen as a landlord problem*

  ▶ *'0' cases identified*

  ▶ *No understanding/recording of instances*

  ▶ *None/limited action taken against tenants*

▶ **2013 – post Launch (less than 12 months)**

  ▶ *Considered to be on the increase given welfare reforms and energy prices*

  ▶ *200 - Staff/ contractors awareness (EYES AND EARS)*

  ▶ *12 Cases identified – 3 linked to small low level cannabis farms*

  ▶ *Action taken under the tenancy agreement -eviction*

Considered to be on the increase given welfare reforms and energy prices

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NATIONAL HMO NETWORK

The Potential
(Pro-Rata Evaluation)

▶ **3,700,000** Social Rented Homes in the UK

▶ **LHT Case Study (Year 1)**

    ▶ Number of Units -10,000

    ▶ **12** cases found following the training *(there must be more)*

    ▶ *3 relating to small cannabis farms*

    ▶ Ratio scaled to 10,000 homes - 0.0011% - fraud evident

▶ 3,700,000 X 0,0011 = **4070** cases nationally

    ▶ **1117 Cannabis Farms** could to removed within **1 year**

Delivering Nationally

▶ 1,100 Federation Housing member organisations

　▶ *Interoperability seeking endorsement by National Housing Federation (NW)*

　▶ *Interoperability Protocol to be signed by all housing organisations*

　　▶ *Training for all front line staff and contractors*

▶ Aim to expand nationally

NATIONAL HOUSING FEDERATION | The voice of housing associations

UKRPA United Kingdom Revenue Protection Association

NATIONAL HMO NETWORK

What Help is Required?

▶ Collaboration is the key to success

    ▶ Multi agency approach

        ▶ *Housing Providers -NHF*

        ▶ *UKRPA –Energy Providers*

        ▶ *Home Office*

        ▶ *Police*

        ▶ *Other?*

▶ How can we take this forward?

▶ Is there additional support available?

Summary

▶ Energy Theft can cost more than money!

▶ Report anything that doesn't look right!

▶ Partnerships are crucial

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