



Department for
Energy Security
& Net Zero

Call for evidence on energy theft

Closing date: 20th October 2023



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Any enquiries regarding this publication should be sent to us at: smartmetering@energysecurity.gov.uk

Introduction

1. In response to the Smart Metering Implementation Programme's Mid-Point Review (MPR) consultation on targets for 2024 and 2025, some energy suppliers proposed that we introduce a new smart meter installation requirement in the case of energy theft.
2. The purpose of this call for evidence is to gather qualitative and quantitative evidence to understand more about:
 - Meters most typically fitted when a meter requires replacement owing to cases of energy theft,
 - Reasons why, currently, a smart meter is not installed in the case of energy theft.
3. This information will enable HMG to better understand the nature of this issue and help shape any policy design. It will also help inform a decision on whether and potentially when any powers would need to be exercised under Section 88 of the Energy Act 2008.

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Scale

4. We would specifically like to learn more about the extent to which energy theft occurs and the extent to which meters are replaced with smart, traditional, or advanced meters to inform the scale of the potential issue.
5. When answering the following questions, it is requested that where possible, information is provided from 2018 to the most recent 12-month period. This will enable the Department to understand trends. The information is also requested to cover, where relevant, an energy supplier's domestic and non-domestic portfolio.

Question 1

Of the premises with traditional meters that you have in your domestic and non-domestic portfolios, how many premises have been identified as having confirmed cases of energy theft?

Question 2

Of the premises with smart or advanced meters that you have in your domestic and non-domestic portfolios, how many premises have been identified as having confirmed cases of energy theft?

Question 3

How many meters were replaced as a result of energy theft?

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Question 4

How many of the meters replaced as a result of energy theft are replaced with (a) smart, (b) traditional or (c) advanced meters? And (where relevant) how is this split across your domestic and non-domestic portfolios? (Totals and proportion).

Reasons for any possible intervention

Question 5

What are the reasons for smart or advanced meters not being installed as a result of energy theft? Please consider both consumer and non-consumer related factors.

General Information

Issued: 14/07/2023

Respond by: 20/10/2023 close of play

Enquiries and/or response to: smartmetering@energysecurity.gov.uk

Call for Evidence reference: Call for evidence on energy theft

Audiences: The government welcomes responses from anyone with an interest in the policy area. We envisage that the call for evidence may be of particular interest to those with an interest in smart metering in Great Britain and reducing cases of energy theft. We also believe it would be of interest to those with an interest in consumer protection.

Territorial extent: This call for evidence applies to the gas and electricity markets in Great Britain. Responsibility for energy markets in Northern Ireland lies with the Northern Ireland Executive's Department for the Economy.

How to respond

Respond by email to: smartmetering@energysecurity.gov.uk

When responding, please state whether you are responding as an individual or representing the views of an organisation.

Your response will be most useful if it is framed in direct response to the questions posed, though further comments and evidence are also welcome.

If responding by email, please use the 'call for evidence reference' above in the subject line.

Confidentiality and data protection

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Information you provide in response to this call for evidence, including personal information, may be disclosed in accordance with UK legislation (the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004).

If you want the information that you provide to be treated as confidential, please tell us but be aware that we cannot guarantee confidentiality in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not be regarded by us as a confidentiality request.

We will process your personal data in accordance with all applicable data protection laws. See our privacy policy.

We may summarise all responses and we may publish this summary. If we do this, the summary will include a list of names or organisations that responded, but not people's personal names, addresses or other contact details.

Quality assurance

This call for evidence has been carried out in accordance with the government's consultation principles.

If you have any complaints about the way this call for evidence has been conducted, please email: smartmetering@energysecurity.gov.uk

If you need a version of this document in a more accessible format, please email smartmetering@energysecurity.gov.uk. Please tell us what format you need. It will help us if you say what assistive technology you need.

