



Energy Theft

As an energy supplier, ENGIE is legally obligated to investigate the theft of energy actively.

We recognise the importance of identifying where customers may be facing challenging circumstances whilst undertaking our investigations. However, energy theft is dangerous and criminal activity. We will investigate premises where we have reason to suspect that it is taking place.

Energy theft is a crime. If you suspect someone is committing energy theft or has tampered with your meter, report it immediately by contacting Crimestoppers on 0800 023 2777.

For more information and advice on energy theft, go to www.stayenergysafe.co.uk

Theft Risk Assessment Service

With a view to promoting a safer, fairer market for consumers, the industry regulator, Ofgem, has created rules for energy companies that require them to play an active role in detecting, investigating and preventing the theft of energy. Energy theft increases costs for customers, as well as presenting a risk to safety as a result of illegal interference with meters, pipelines or cables.

The new rules form part of the energy supply licences of energy companies and include a requirement for energy suppliers, including ENGIE (formerly GDF SUEZ), to establish an industry wide Theft Risk Assessment Service (TRAS) to help target investigations more effectively.

As part of our legally binding obligations under the TRAS and as required by standard licence condition 12A, ENGIE is compelled to provide a data extract of our entire customer portfolio to the TRAS on a monthly basis via Experian's Secure Transport System. This is a highly secure method of transferring data, widely used by the banking and credit industry.

The data to be provided will include:

- your address details;
- your account information including last billed amount;

- any arrears status;
- monthly consumption history; and,
- technical details of the metering at your premises.

Experian will analyse your data along with all other energy customers' data in order to create profile trends for use in fraud and theft assessment to prevent and detect theft of energy.

Should you have any questions, please contact our Customer Service Team on 0800 170 1112 or at customer.service@engie.com.

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