

# Implementing the Theft Charter:

## Supplier Guidance

### What is the Theft Charter?

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The Theft Charter is a cross-industry commitment to ensure a consistent approach to vulnerability when conducting energy theft investigations.

### What are the obligations under the Theft Charter?

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Energy Suppliers are required to undertake measures to investigate meter tampering. If meter tampering has occurred, Energy Suppliers must identify any vulnerable customers, make the site safe, and can then recover any associated costs.

### How should organisations implement the Theft Charter?

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In addition to implementing processes to investigate theft, obtain warrants, access premises, ensure safety, recover costs, and prevent future theft, Energy Suppliers should ensure their websites:

- Publish the latest version of the Theft Charter; and,
- Integrate the Theft Charter with wider theft and vulnerability policies and publications.

Energy Suppliers should also:

- Provide vulnerability awareness training to relevant staff;
- Signpost their customers and service partners to the Theft Charter;
- Identify and record cases of suspected customer vulnerability and discuss their customers' needs, such as any additional contacts, options to spread payments, or other metering arrangements; and,
- Make customers aware that energy theft is a criminal offence, which puts their home, family, and neighbourhood at risk.

### Once implemented, what assurance measures will be in place?

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A remote assessment will be undertaken in January, April, and July 2021 auditing Energy Suppliers' implementation of the Charter.

This will assess 10 random, representative Suppliers against the measures outlined in the Theft Charter, as summarised above.

### Any further questions?

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For answers to any further questions regarding implementing the Theft Charter, please contact SPAA at [SPAA@electralink.co.uk](mailto:SPAA@electralink.co.uk) or DCUSA at [DCUSA@electralink.co.uk](mailto:DCUSA@electralink.co.uk).