



Revenue Protection (RP) POLICY

1. Purpose and Scope

The purpose of this policy is to ensure that Maxen Power Supply Limited (“we”, “our”, “us”) conducts all Revenue Protection activities lawfully, consistently, and in compliance with:

- Ofgem Supply Licence Conditions (SLCs), including SLC 12, 13, 21B, O and OA
- Retail Energy Code (REC) – Code of Practice for Energy Theft (as per Retail Energy Code)
- All obligations relating to customer communication, evidence handling, warrant processes, and billing accuracy.

This Revenue Protection (RP) Policy sets out how Maxen Power Supply Limited manages cases of unauthorised energy use, meter tampering, and other related risks. The policy explains the circumstances in which Revenue Protection action may be taken, how cases are assessed, the fees that apply, and the process for settlement.

We aim to ensure fairness, transparency, and the safety of all customers while protecting the integrity of the energy network.

2. Conditions for Revenue Protection Action

Revenue Protection measures may be taken when there are reasonable grounds to believe that unauthorised energy use, interference, or risk exists. Examples include:

- A meter has been removed or remotely disconnected from the property.
- No response, update, or explanation has been received from the customer or access to premises was denied after reasonable attempts to make contact.
- Visible signs of unauthorised use or suspected tampering.
- Repeated refusal of access to the meter.
- Reports received from third parties or through Crime Stoppers.

Where these circumstances apply and no communication is received or access to premises is restricted, the matter may be treated as a Revenue Protection case, and relevant charges (including warrant and investigation costs) may apply.

3. Decision and Escalation of Cases

Following any Revenue Protection (RP) visit or investigation, findings will be formally reviewed, and appropriate next steps will be determined. All physically removed or remotely disconnected meters of the previous month will be escalated for a Revenue Protection first visit. If no irregularities are identified, no further action will be taken for a period of three to six months (unless we receive a report of illegal intervention).

Where irregularities are observed but not conclusive, the matter will remain open for further clarification.

In cases where tampering is confirmed or meter access is denied during a Revenue Protection visit, we may apply for a Rights of Entry Warrant. Where an illegal connection is confirmed after the execution of warrant, a final warning letter will be issued, providing an opportunity to resolve the matter amicably before further escalation.

4. Account Review and Categorisation

All Revenue Protection (RP) accounts are carefully reviewed based on the available information and categorised as Category A or Category B, depending on the level of risk and findings. This classification ensures the safety, security, and integrity of the energy supply for customers, while guiding the appropriate course of action.

Category A covers severe cases such as direct-to-mains connections, large-scale tampering, or health and safety concerns, which require immediate Distribution Network Operator (DNO) involvement in order to secure the site.

Category B applies to cases of tampering or bypassing that do not involve health and safety concerns; they are addressed through meter removal and site securing.

5. Fees and Charges

RP Visit Fee (Standard Charges): £75

- Applied once an account is referred to a third-party per site visit.
- Visits are unannounced to prevent interference and prioritise customer safety.
- A letter is issued after the visit, confirming the purpose and charges.

RP ISO Fee (Standard Charges): £500

- Applied where a warrant is required after confirmed tampering or illegal intervention.
- A letter is issued confirming the purpose and charges.

List of Costs Associated with Subsequent Process	Charges
Revenue Protection Site Visit	£ 75.00
Rights of Entry Warrant (This includes all our fees with third-party)	£ 500.00

Where meter readings are provided on time and bills are paid in full or maintained under an agreed payment plan, Maxen Power will cover the reasonable costs associated with any investigation carried out following information received from the industry or a third party, provided that no tampering or signs of interference with the meter or installation are found. Please note, the above-mentioned costs will apply if access to the meter or installation is denied, or if there are any obstructions caused by the customer, business personnel, or any individual present at the premises during the visit.

Additional Disconnection Charges

Maxen Power reserves the right to recover from customers any additional costs incurred as part of the disconnection or Revenue Protection (RP) disconnection process. Such costs will be determined by the specific work required on the day of disconnection and may vary on a case-by-case basis. Customers are fully responsible for the payment of these costs in addition to the standard charges outlined in this policy. Maxen Power will provide written notification of any such additional charges, either by email or letter, after they are applied to the customer's account and the required action has been taken.

6. Billing and Settlement Process

The billing and settlement process for confirmed cases of energy theft will be conducted in a fair and transparent manner. Evidence of unauthorised consumption or tampering will be gathered and recorded in accordance with established Revenue Protection (RP) guidelines. Once confirmed, the amount of energy used will be estimated by reference to historical usage data, meter readings, and industry benchmarks, taking into account the period of theft. A settlement figure will then be calculated based on Maxen Power's standard tariff rate, or any other rate agreed during the settlement process.

This figure may also include additional costs incurred, which may comprise:

- Interest
- Damage repair
- Investigation costs
- Administrative or legal fees

Settlement costs are communicated to the customer by phone, email, or letter.

- Payment options or plans may be offered in line with company policy.
- Customers are encouraged to clear any outstanding account balances first.
- Payments are managed transparently and ethically.
- Customers are advised on lawful energy use and how to avoid future issues.
- Additional monitoring may be applied, where required.

Revenue Protection Fee/Settlement	Variable
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A full investigation report and associated findings can be provided to the customer upon request, customers may dispute RP findings or charges. Clear procedures exist for review by complaint escalation department, if the matter remains unresolved customers have the right to escalate to the Energy Ombudsman or other independent bodies. We prefer to guide customers towards relevant authorities in case of escalations and disputes. Dedicated customer support is available and stated clearly on all communications.

7. Staff Training and Competency

All staff involved in RP activities receive regular training in adherence to RP SOP regarding health and safety, customer engagement, and detection of unauthorised use or tampering concerns.

8. Health, Safety, and Environmental Considerations

RP activities are conducted in accordance with health, safety, and environmental standards. Any hazards identified during RP visits will be reported and escalated promptly. Customers' safety remains a top priority for us.

9. Communication and Transparency

Customers are informed at each stage of an RP investigation (in accordance with SLC as Maxen Power must comply with SLC 12A/12.A by providing customers with clear, timely and intelligible written communication whenever RP-related charges are applied. This includes the basis for suspected or

confirmed theft, the method of calculating charges, the customer's rights to dispute, and reinstatement options. All billing information must comply with SLC 21B and SLC 21BA (where applicable), ensuring accuracy, transparency and correct application of charges. All communications and processes must meet the fairness and customer standards set out in SLC 0 and SLC 0A.), including initial notifications, visit confirmations, applicable charges, and settlement options. Guidance on lawful energy use and the prevention of future issues is provided. Customers are also informed of the available reinstatement options; they can contact the relevant team on **02079 303030** or email at revenueprotection@maxenpower.com

10. Coordination with Third Parties

When RP activities involve external contractors or DNOs, roles and responsibilities are clearly defined. All third-party personnel must comply with company policy and adhere to SLC 13, health and safety standards, and data protection requirements.

11. Reporting and Record-Keeping

Accurate records are maintained for all RP activities, including visits, reports, settlements, and warrants issued, ensuring accountability and compliance with industry standards.