

# Revenue Protection 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 License Conditions (SLCs), including **SLC 0, 0A, 11B(REC) 12, 12 A 13 & 21 B**.
- Retail Energy Code (REC) – Code of Practice for Energy Theft (as per **Retail Energy Schedule 33**)
- All obligations are relating to customer communication, visit(s) to the premises, evidence handling, warrant processes, and billing accuracy.

This Revenue Protection (RP) Policy sets out how Maxen Power Supply Limited manages cases of unauthorised energy consumption, meter tampering, and other Revenue Protection related risks. The policy explains the circumstances in which Revenue Protection (RP) action may be initiated, how cases are assessed, fee’s applied, and the execution of process of settlement charges.

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 Initiation

Revenue Protection measures may be initiated when there are reasonable grounds to believe that unauthorised energy consumption, interference with the meter or metering equipment, or health and safety risk exists. Examples include but are not limited to:

- 2.1 To inspect the energy meter, ascertain the actual energy being consumed, pipes, wires and related safety equipment.
- 2.2 Evidence that the Data Collector’s/data retriever was denied access to the premises.
- 2.3 Meter has already been removed or remotely disconnected from the property.
- 2.4 No response, update, or satisfactory explanation has been received from the customer following disconnection/removal of meter.
- 2.5 Visible signs of unauthorised energy consumption or suspected tampering.
- 2.6 Reports of interference/theft received from third parties, such as **Crime Stoppers**.

Based on the above information / indicators, the matter may be treated as a Revenue Protection case, and relevant charges (including site visit/warrant and investigation costs) may apply.

## 3. Decision and Escalation of Cases

- I. Where Revenue Protection indicators are identified, Maxen Power may instruct an approved third-party Revenue Protection agent/agency to attend the premises. This is known as a **Revenue Protection First Visit**. Visits are conducted, unannounced to prevent interference and prioritise customers’ safety. The purpose of the visit is to investigate the current site position and to gather available evidences.

II. The site visit(s) does not automatically confirm theft, tampering, unauthorised consumption, or customer's liability. Such indicators may trigger further review or investigation. Any action taken will be based on the evidence(s) available and will be reasonable, necessary, and proportionate.

During site's investigation, the **Revenue Protection First Visit** may include:

- 3.1 Checking whether the premises appears to be open, closed/ceased trading, occupied, and trading;
- 3.2 Attempting to get access to the meter/meter point, or supply equipment;
- 3.3 Observing whether the access is unavailable or denied at the time of attendance;
- 3.4 Checking for visible signs of unauthorised energy consumption, bypassing of the supply, direct to mains (DTM), unlawful reconnection, illegally installed meter, or meter interference;
- 3.5 Recording external observations, photographs, site notes, and relevant safety concerns;
- 3.6 Recording information provided by persons at the premises, neighbouring occupiers, landlords, managing agents, or other relevant parties, where appropriate.

Based on the above initial investigation report and the available evidence, the case may proceed for further revenue protection escalations.

If no irregularities are identified or the business has ceased trading then no further action will be taken (unless we receive any further information).

Following the Revenue Protection visit and its findings, Maxen Power may apply for a **Rights of Entry Warrant**, where access is required to inspect the meter/meter point and installations, to confirm the site condition, record the actual energy consumption, secure the energy supply installations, to remove unauthorised equipment, or make the site safe.

Any decision to apply for a warrant will only be made after Maxen Power has reviewed the available report/evidence and is satisfied that the action is reasonable, necessary, and proportionate.

Where, during the execution of a warrant, an unauthorised meter, meter bypass, direct connection to mains, unlawful reconnection, or any other unauthorised equipment is identified, Maxen Power or its authorised Revenue Protection agents may remove such equipment and secure the supply in accordance with applicable safety requirements, industry standards, and license obligations.

All Revenue Protection (RP) accounts are carefully reviewed based on the available information and categorised depending on the level of risk and findings during warrant execution process. This classification ensures the safety, security, and integrity of the energy supply for customers, while guiding the way for appropriate course of action.

Where irregularities are confirmed following the execution of a warrant, Maxen Power will communicate the findings to the customer and provide an opportunity to accept or dispute the findings with evidence, except where immediate safety measures or legal actions are required. In such cases, a final Revenue Protection warning letter will be issued, allowing the customer an opportunity to resolve the matter amicably prior to further escalation.

If no irregularities are identified after the execution of warrant or the business has ceased trading, then, no further action will be taken (unless we receive a new information).

#### 4. Fees and Charges

Revenue Protection charges may include site visit costs, warrant-related costs, investigation costs, equipment costs, and other reasonable costs, directly incurred as a result of Revenue Protection activity.

Charges will only be applied when relevant & reasonable evidence is gathered.

The charges of a visit or warrant fee does not, by itself, confirm theft, tampering, or customer liability for unauthorised consumption.

Customers will be informed in writing of the reason for any Revenue Protection charges, the basis of the charges, and the customer's rights to dispute them.

##### 4.1 Revenue Protection Charges:

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

Disclaimer: The Revenue Protection process MAY be initiated due to refused access to the meter or caused by the non-cooperation and / or non-responsive customer. During this initiated process, visit(s) are conducted to extract reads for the actualisation of consumption, if the visits are unsuccessful, the issue MAY be escalated to the Rights of Entry warrant process. In this scenario, the rights of entry warrant fee correspondence will be issued to the customer in advance, and the relevant charges will also be applied in advance. In all other potential Revenue Protection scenarios cases, the rights of entry warrant correspondence will be issued to the customer, after the warrant has been obtained and executed, explaining the purpose and the appropriate, applied charges.

Where information relating to meter interference or tampering is received from a third party and subsequent investigations confirm that no unauthorised activity has occurred, Maxen Power may bear the reasonable costs associated with the investigation, conducted at the premises, subject to access being provided to the meter point and all outstanding invoices being paid or maintained under an agreed payment plan agreement.

However, such costs may still be charged where access to the meter or installation is refused, restricted, or obstructed by the customer, business personnel, or any other individual present at the premises during the visit, the matter may also be subject to further Revenue Protection action.

#### Additional Disconnection Charges

Maxen Power reserves the right to recover from customers any additional costs incurred as part of Revenue Protection process. Such costs will be determined by the specific work required on the day of disconnection and may vary on 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.

## 5. 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.

Once theft confirmed, the amount of energy usage, will be calculated with the historical usage data, which may include meter readings, and also on industry recorded benchmark of the consumption for the business, during the period of theft.

A settlement figure, will be calculated, based on Maxen Power's standard tariff rate, or any other agreed rate during the settlement process.

Any Revenue Protection settlement or backdated consumption calculation will be explained to the customer in writing.

The customer will be given an opportunity to dispute the calculation or to provide further evidence before further recovery action is taken, unless urgent safety, legal, or network protection action is required.

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

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

| Revenue Protection Fee/Settlement | Variable |
|-----------------------------------|----------|
|-----------------------------------|----------|

Settlement costs are communicated to the customer via phone, email and/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.

A full investigation report and associated findings can be provided to the customer upon request, customers may dispute Revenue Protection findings and/or charges.

Clear procedures exist for review by Maxen Power's complaint escalation department, if the matter remains unresolved customers have the right to escalate it 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 throughout this process and all options are stated clearly in all communications.

## **6. Staff Training and Competency**

All staff involved in Revenue Protection (RP) investigation activities receive regular training in adherence to Revenue Protection (RP) Policy and Standard Operating Procedures (SOPs) regarding health and safety issues, customer engagement, and detection of unauthorised consumption or tampering concerns.

## **7. Health, Safety, and Environmental Considerations**

Revenue Protection (RP) activities are conducted in accordance with health and safety, and environmental standards. Any hazards identified during Revenue Protection (RP) visits will be reported and escalated, instantly, to the relevant authorities.

**Customer's health and safety remain top priority for Maxen Power.**

## **8. Communication and Transparency**

Customers will be informed at every stage of the Revenue Protection process through clear, timely, and easily understandable written communication whenever Revenue Protection (RP) related charges are applied or action is taken.

Such communications include the basis for suspected or confirmed energy theft, the applicable fee's, method used to calculate charges, the customer's rights to dispute the findings, and the available reinstatement options.

All billing information will be accurate, transparent, and applied correctly.

In addition, all communications and processes must comply with the fairness and customer service standards set out in **SLC 0** and **SLC 0A**, including requirements relating to notifications, visit confirmations, applicable charges, and settlement options.

Guidance on lawful energy consumption 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](mailto:revenueprotection@maxenpower.com).

## **9. Coordination with Third Parties**

When Revenue Protection (RP) activities involve external contractors or DNOs, roles and responsibilities are clearly defined.

All third-party personnel must comply with Maxen Power's policy and adhere to **SLC 13**, health and safety standards, and data protection requirements.

## **10. Reporting and Record-Keeping**

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

**Disclaimer:** *This policy is subject to biannual review and may be updated at any time as deemed necessary to reflect regulatory requirements, industry developments, organisational priorities, and operational needs.*