

Safeguarding communities and revenues

How Grosvenor helps one of the UK's largest energy and services suppliers to successfully investigate energy theft.

In 2017 our client, a leader in the supply of gas and electricity in the UK, appointed Echo's wholly owned subsidiary, Grosvenor Services Group Ltd, to provide office and field based energy theft investigation services in the fight against the growing energy crime.



THE CHALLENGE

Placing energy theft at the top of the priority list

Energy theft is a growing crime, it's estimated that £400m worth of electricity and gas is stolen in the UK each year through the dangerous practices of meter tampering. Energy companies have a licence obligation to investigate theft, but best efforts can be constrained by meter engineer availability resulting from the pressing SMART roll out.

Our client needed a partner to who could investigate both data driven and tip-off energy theft leads – some requiring a same day response - to support them in keeping communities safe, reducing the financial impact of energy theft on consumer bills and hitting their Ofgem incentive target.

ACTION

An end to end service driven by continuous improvement

With a UK-wide field team at our disposal, and both debt collection and customer engagement expertise, Grosvenor was well placed to meet the challenge:

- We deployed our highly-trained core team, able to spot even the most covert tampering instances, alongside a flexible support team to add additional resource as and when needed
- We provided nationwide coverage and a same day response for priority cases where potential immediate danger to life was highlighted
- Our resource is a non-technical (not meter engineers) cost effective solution to overcome engineer bottlenecks and with the ability to manage the entire process from lead through to investigation, onsite calculation of stolen units, debt collection and, where necessary as a last resort, warrant of entry
- Our in-house revenue protection software enables seamless information transfer between our office, field agents and clients

"When it comes to energy theft, every suspected case has the potential to end lives - resolving each and every case faster therefore matters. We've invested time and resource into continuous improvement – small or large – to achieve just that. We're proud of our team, who are capable of dealing with often challenging and difficult circumstances effectively, while remaining sensitive to our client's brand reputation and on-going customer relationships."

Lloyd Birkhead

Group Managing Director,
Grosvenor Services Group

The customer-centric approach to debt collection

Grosvenor was also able to add further value through innovation and continuous improvement to both through streamlining processes and raising the public profile of the potentially catastrophic implications of meter tampering:

- We collaborated with the UK courts to reduce, where applicable, the standard UK warrant application process from 14 days to 2 days, enabling our teams to respond faster and avoid potentially life-threatening scenarios
- Creation of new letter types to avoid 'sticky accounts' as with the dangers of tampering, every case matters. The client has now implemented our letters across their operations
- We commissioned a research report into consumer awareness of and attitudes to energy theft in collaboration with Crimestoppers and promoted the findings via a national and regional PR campaign; supporting the sector to raise public awareness of meter tampering and educate consumers on the potential dangers, how to spot tamperers and confidential reporting lines

RESULTS

Industry leading performance in the fight against energy thieves

Working with our client, we've been able to prove that 75% of energy theft investigation visits can be carried out by non-technical resource with the same or better outcomes; saving money and freeing up engineers to focus on the SMART roll out. We've delivered industry-leading detection rates alongside improvements to process – bring benefits for our client, other sector suppliers and most importantly the communities we all serve.



Industry-leading confirmed tamper rate performance – electricity **consistently above the 70% target** and gas **consistently above the 50% target**; ahead of the client's in-house team and other panel members



Identification of **12.9m units of stolen energy**, equating to £1.1m



98% of engineer call outs result in **validation of positive outcome**



90% pre-warrant case completion vs. target of 85%



Estimated client cost **savings of £50k per month** (our non-technical resource vs. technical engineers)

Safeguard your revenues and communities

Grosvenor Services Group is a utilities sector specialist, working with 18 UK energy and water companies, delivering customer-facing office and field-based services. Grosvenor provides an end-to-end energy theft investigation service from lead right through to warrant via a nationwide field team skilled in revenue protection, customer engagement and debt collection.

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Customer-centric field utility services