



SCOTTISHPOWER

# REVENUE PROTECTION SERVICES

The Energy Regulator, Ofgem, estimates electricity and gas theft costs the energy industry in excess of £440 million per annum in the UK. Whilst this is a vast sum and impacts every energy company who are obligated to proactively detect and investigate cases of reported theft, the main issue is the potential safety risk. Energy theft is a criminal act and every electricity or gas tamper carries an inherent safety risk potentially resulting in serious injury or death from electrocution/explosion to the perpetrator, occupants of the property (who are often vulnerable), contractors, neighbouring properties and landlords.

Scottish Power has a full-time dedicated team known as Revenue Protection Services, who investigate all reported cases of energy theft. Acting on reports received from various sources or working in partnership with external agencies (Police, Housing Associations etc), Scottish Power's field engineers will visit residential and commercial properties to carry out a full inspection of the meter and associated

**If you suspect there is something untoward in regards to the electricity or gas installation at your property or at a neighbouring property, please do not hesitate to contact Scottish Power Revenue Protection Services on**

**08000  
741976**

**or email**

**Revenue.Protection  
@scottishpower.com**





equipment and will remedy the matter and remove the risk. Our engineers will come across some very harrowing cases where there is a substantial risk of fire or explosion and have witnessed severe injuries that have been sustained by parties perpetrating the crime and innocent individuals who have inadvertently come in contact with the illegal supply.

At Scottish Power we fully appreciate the challenges faced by landlords where energy theft could be taking place at their property unbeknown to them and are more than willing to assist in any way we can. Our team carries out awareness sessions to various groups highlighting what to look for and action to take. We are also on hand to visit properties to carry out a full inspection on request where there is suspected theft or signpost to the relevant energy supplier.

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**£400m per annum in the UK.**



**IMAGE 1**

shows a flat in Glasgow that was burnt out due to meter interference.



**IMAGE 2**

shows a meter board that was recovered from a flat in Glasgow where the electricity supply was interfered with resulting in a fatality.



**IMAGE 3**

shows the remains of a property following a gas explosion in Yorkshire due to meter interference.

