



LET'S PUT A STOP TO ENERGY THEFT TOGETHER



GROSVENOR
SERVICES GROUP LTD

part of Echo Managed Services

REVENUE PROTECTION SERVICES



EVERY YEAR, ENERGY THEFT COSTS US ALL £440 MILLION*



*source: stayenergysafe.com (crimestoppers)



**39% of people are unaware
of the safety risks posed
by energy theft****



**1 in 4 consumers would
turn a blind eye to
meter tampering****



**44% of people are worried
about the potential personal
repercussions of reporting
energy theft****

**source: Grosvenor Services Consumer Research 2018

Meter cheating is a growing problem, costing suppliers and customers alike, and generating serious safety concerns.

No doubt, it's an issue you're all too aware of, and one you're under increasing pressure from your regulator to detect and resolve. But, truly tackling the problem can seem like an uphill struggle. That's where we can help.



A UK LEADING ENERGY THEFT INVESTIGATION SERVICE

Let us help you tackle the problem head on. We're already supporting other energy companies to investigate, and we'd love to help you. Whether you've identified suspected theft and abstraction via TRAS, ETOS or an alternative source, we'll help you detect trends and advise on the most effective use of field resource.



We can action your field-ready cases or, as an end-to-end solution, also manage your initial office-based investigations; determining which need field investigation

1



We schedule and deploy our UK wide specialist investigation team

2



We conduct a full on-site investigation, detecting and remedying theft and abstraction

3



We work with your engineers to isolate the issue and make safe



We assess theft value and commence payment collection



We fully close each case and provide feedback. We can also store or send back the meter; it's your choice

Our service not only protects your revenues and ensures you are regulatory compliant; it safeguards your customer relationships too.

And, by proactively investigating energy theft together, we can identify other criminal activities, keep people safe and discourage future tampering.

4

5

6

WHO WE ARE

We are a utility sector specialist, working with no fewer than 34 UK energy and water companies; delivering customer-facing office and field based services including debt collection, revenue protection, vulnerability visits, and warrants, disconnection and reconnection.

When you need to contact customers in their own homes, asking another company to step in can put your brand and customer relationships at risk; but that's where

we're different. We are customer service specialists, even in more volatile situations, winning various awards for our approach including Utility Week's 2017 customer facing team of the year and The Credit Awards 2017 outsourced debt collection provider of the year.

Of course, not all investigations uncover illegal activity. Here, we specialise in managing the situation in a sensitive and empathetic manner, ensuring that investigation activity is handled in the right way, minimising any risks to your customer relationships.



OUR RESULTS



78% positive outcomes for reactive electric accounts



89% of accounts are resolved pre-warrant stage



94% average client-verified quality score



18 days average account completion time



12k accounts managed per year



97.2% of engineer call outs result in validation of positive outcome



1.6m units of stolen energy identified per month



50% positive outcomes for reactive gas accounts



2 day warrant process developed and implemented





FROM BEGINNING TO END...

A specialist system

We tailor our system, built specifically for energy theft investigation, to your requirements. Set up to receive complex live data feeds throughout the day, we analyse the data you send and utilise our field scheduling tool to assign both high priority cases (where there is a likely safety issue) and standard priority cases, to the right investigators at the right time.

The right people

Our team of 100+ field investigators cover all areas of the UK enabling us to respond effectively and swiftly to your needs, often with an urgent same day response. We're not just quick, we're also highly prepared. Our investigators are fully trained in energy theft investigations, equipped with specialist tools and skilled in spotting even the most covert instances of tampering.

Full investigation

Investigating successfully may take one or more visits to the customer property dependent upon meter location, whether access to the property can be gained, and whether a warrant is required. As well as being trained in identifying meter tampering, our investigators are also highly skilled in identifying a range of customer vulnerabilities and acting on this in line with your requirements.

...WE DO IT ALL.

Ensuring safety

Through the delivery of our full range of services, we are experienced in working day in day out with engineers, locksmiths, dog handlers and the police. Where we uncover illegal activity, we won't leave your customer's premises until your chosen engineers, the network operator or the national grid have arrived and made the site safe. We liaise with all parties to ensure the investigation is successfully resolved.

Case closure

We provide real-time feedback from site, updating you on important details and the investigation outcome; be it illegal or non-illegal. Where required, we collect all crucial evidence, seal and either store or return the meter in question, and complete any police reports needed.

Warrant application and execution where required

Store or return suspect meters

100% UK mainland coverage

Priority cases visited same day

Full customer data cleanse and update



**WORK WITH US AND YOU CAN
BE SURE YOUR CUSTOMERS
ARE IN SAFE HANDS**

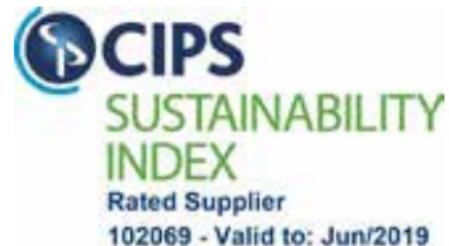




INVESTORS
IN PEOPLE | Silver
Until 2021



Best Outsourced
Collections Provider





ISSUES WITH ENERGY THEFT? LET'S GET IT SORTED.



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