

Our commitment to the Theft Charter

PFP Energy has signed up to the Theft Charter, a cross-industry commitment to ensure a consistent approach to vulnerability when conducting energy theft investigations. PFP Energy, as well as all suppliers in the market, undertake measures to investigate meter tampering. If meter tampering has occurred, energy suppliers must identify any vulnerable customers, make the site safe, and then recover any associated costs.

Further information

What this means for you

If you'd like to find out more about what this means for you, you can find the guidance here:

<https://pfpenergy.co.uk/app/uploads/2019/03/Theft-Charter-Duel-Fuel.pdf>

Helpful links

You can also visit the below websites for further information:

[DCUSA Website – Guidance and Information](#)

[SPAA Website – Guidance and Information](#)