

**Christopher Osborne**

---

**From:** Hughes, Seamus <Seamus.Hughes@economy-ni.gov.uk>  
**Sent:** 16 June 2016 13:59  
**To:** Christopher Osborne  
**Cc:** Wightman, Stuart; Marten, Lucy  
**Subject:** RE: RHI application processing

Good afternoon Chris

Thank you for your email.

In terms of an update I can advise that Ofgem have been making steady progress but as you will appreciate the large spike in applications prior to the November 2015,(around 900) scheme changes and the smaller spike, (some 300), in the run up to RHI suspension on 29 February has had an impact on processing times. To date, of the 2128 applications in the system at 29 February 1532 have been accredited with 596 remaining to be processed.

If there are communication difficulties being experienced by individual members I would be grateful if you could provide details to me so that I can follow up directly with Ofgem. I would also stress again that applicants should respond quickly to any queries from Ofgem to help minimise any processing delays.

1

Regards

Seamus

Seamus Hughes  
Energy Efficiency  
Department for the Economy  
Netherleigh  
Massey Avenue  
Belfast, BT4 2JP  
Tel: 028 9052 9532 (ext: 29532)  
TextRelay: 18001 028 9052 9532  
Web: [www.economy-ni.gov.uk](http://www.economy-ni.gov.uk)

Please consider the environment - do you really need to print this e-mail?

-----Original Message-----

**From:** Christopher Osborne [mailto:[christopher@ufuhq.com](mailto:christopher@ufuhq.com)]  
**Sent:** 15 June 2016 09:53  
**To:** Hughes, Seamus  
**Cc:** Wightman, Stuart  
**Subject:** RE: RHI application processing  
**Importance:** High

2

Good morning Seamus.

I trust you are well.

I am writing for an update on the application backlog, what is the latest position? I am still getting a number of calls from UFU members who have not heard anything as yet.

We are also hearing about communication problems with OFGEM and this is not the first time that these have arisen. Take for example one of our members who decided to ring OFGEM 6 weeks ago about his application which was submitted in November 2015 only to be told that there was a problem with the dates on his application, this was a mistake at the OFGEM. He rang again last week to be told that matters were in hand and that he should wait until they get in touch with him. The member is not feeling confident that his case is being handled competently .

Should an applicant have a problem with their application, they should have been to contact OFGEM to have it rectified, yet so bad was the line of communication, problems appear to go undetected until forward thinking members call to seek progress. This is not an effective line of communication and not ideal when an applicant has so much riding on the outcome.

I would appreciate an update and also an indication as to what can be done in relation to OFGEM, once this process has concluded, the UFU will wish to raise the problems encountered at OFGEM and in particular the very poor communication procedure.

3

Many thanks

Chris Osborne

-----Original Message-----

From: Hughes, Seamus [mailto:Seamus.Hughes@economy-ni.gov.uk]

Sent: 05 May 2016 15:43

To: Christopher Osborne

Cc: Wightman, Stuart

Subject: RHI application processing

Chris

Ofgem is making good steady progress in clearing the application backlog, handling them in the order submitted. Around 96 applications were processed during April and 150 more are expected to clear this month with similar numbers each month going forward. I would also advise that DETI paid for additional Ofgem resource to assist with application processing.

It would be helpful for you to advise your members to respond quickly to any application queries from Ofgem to help minimise any processing delays.

I hope this is helpful to you.

4

Regards

Seamus

Seamus Hughes  
Energy Efficiency Branch  
Department of Enterprise, Trade & Investment Netherleigh Massey Avenue Belfast, BT4 2JP  
Tel: 028 9052 9532 (ext: 29532)  
TextRelay: 18001 028 9052 9532  
Web: [www.detini.gov.uk](http://www.detini.gov.uk)

Please consider the environment - do you really need to print this e-mail?

-----Original Message-----

From: Hughes, Seamus  
Sent: 04 May 2016 11:50  
To: 'Christopher Osborne'  
Cc: Wightman, Stuart  
Subject: HPRM: RE: RHI

Good morning Chris

5

Thank you for your email. As you will appreciate Ofgem has been under considerable pressure dealing with the backlog due to the spike in applications prior to the November 2015 scheme changes and again in the run-up to the RHI suspension at the end of February 2016, but they are working through them as quickly as they can. I have asked for a progress update this morning and will advise you on this in due course.

The matter is also on the agenda for discussion at our next monthly teleconference meeting with Ofgem scheduled for 17 May 2016.

I hope this is helpful to you in the meantime.

Regards

Seamus

Seamus Hughes  
Energy Efficiency Branch  
Department of Enterprise, Trade & Investment Netherleigh Massey Avenue Belfast, BT4 2JP  
Tel: 028 9052 9532 (ext: 29532)  
TextRelay: 18001 028 9052 9532  
Web: [www.detini.gov.uk](http://www.detini.gov.uk)

6

Please consider the environment - do you really need to print this e-mail?

-----Original Message-----

From: Christopher Osborne [mailto:christopher@ufuhq.com]

Sent: 04 May 2016 10:35

To: Wightman, Stuart; Hughes, Seamus

Subject: RHI

Importance: High

Good afternoon Stuart and Seamus.

I have just spoken to one of our members who been speaking to poultry farmers who have had their boilers installed yet are still to receive their first RHI payment. They had their paper submitted well in advance of the deadlines and are now awaiting payment.

There is 100 in total that he heard of (with one boiler manufacturer), but the worrying aspect here is that 40 of these growers have been waiting for over 6 months and the terms of their loan agreements with their banks was that they are subject to 6 month referrals and this has left many in potentially difficulties as they have to pay loans off yet have received no income.

Would it be possible to give me an update on where are at regarding RHI accreditations and payments?

7

Many thanks and I look forward to hearing from you.

Chris Osborne  
UFU Senior Policy Officer