

EMAILS FROM "CONCERNED CITIZEN": TIMELINES

Date	Time	Timeline for Email sent to the Minister's Personal Account	Timeline for email sent to DETI
26 August 2013	05.22	Janette O'Hagan sends email to the Minister's personal email address.	
	11.18		Janette O'Hagan sends similar e mail to DETI generic mailbox asking to meet Minister, but omitting the sentence containing the concern re RHI
	18.32	Minister forwards email from personal account to her Private Secretary	
27 August 2013	08.03		Greg McGeown forwards email to Private Office (generic)
	08.53		Private Office (generic) forwards email to Gillian Cahoon (Private Office)
	10.52		Gillian Cahoon forwards email to CEO's Office Invest NI – is it an Invest NI issue?
	11.31		Gary Cushnahan (Invest NI) replies to Gillian Cahoon – Energy Division should lead.

Date	Time	Timeline for Email sent to the Minister's Personal Account	Timeline for email sent to DETI
27 August 2013 (continued)	12.12		Gillian Cahoon sends INV case to F Hepper for advice and draft reply (INV/712/2013)
	13.02	Private Secretary forwards email to other Private Office staff (Gillian Cahoon and Valerie Stevenson)	
	13.08	Gillian Cahoon emails Fiona Hepper re INV/712/2013 “Another version of this request sent to the Minister's constituency office” – but does not forward the email	
2 September 2013	11.43		Fiona Hepper sends advice to Private Office –decline and offer meeting with officials
5 September 2013	11.46		Private Office sends decline letter to Janette O'Hagan
	11.50		Private Office sends decline letter to Fiona Hepper
	18.20		Email from Janette O'Hagan to Fiona Hepper's secretary seeking to arrange meeting

Date	Time	Timeline for Email sent to the Minister's Personal Account	Timeline for email sent to DETI
9 June 2014	14.27		Email from Janette O'Hagan to Fiona Hepper's previous secretary raising concerns about RHI tariffs incentivising recipients to use heat inefficiently.
11 June 2014	12.24		E mail from Davina McCay to Janette O'Hagan – Fiona Hepper and Peter Hutchinson have moved. Intention is to review elements of non domestic RHI, including tariffs, in the next few months.
11 June 2014	14.26		E mail from Janette O'Hagan to Davina McCay. Looking forward to hearing how things progress.
11 March 2015	14.23		E mail from Janette O'Hagan to Davina McCay. Repeating concerns about RHI tariffs incentivising inefficient use of heat.
11 March 2015	15.18		Davina McCay forwards email to Seamus Hughes.

Date	Time	Timeline for Email sent to the Minister's Personal Account	Timeline for email sent to DETI
12 March 2015	11.54		Email from Seamus Hughes to Janette O'Hagan. Review of Scheme underway – tiered funding not proposed as a specific measure under the review by may be introduced at a later date as a cost control measure.
12 March 2015	19.50		Email from Janette O'Hagan to Seamus Hughes restating her belief in the need for tiered tariffs.

Coyne, Terence

From: Aiken, Glynis
Sent: 27 August 2013 13:02
To: Cahoon, Gillian; Stevenson, Valerie (DfE Private Office)
Subject: FW: heatboss - helping businesses get greener and more efficient

From: Arlene Foster [<mailto:arlene@arlenefoster.org.uk>]
Sent: 26 August 2013 18:32
To: Aiken, Glynis
Subject: Fwd: heatboss - helping businesses get greener and more efficient

Arlene Foster MLA

Sent from my iPad

Begin forwarded message:

From: Janette O'Hagan <janette@okotech.co.uk>
Date: 26 August 2013 05:22:23 CDT
To: arlene@arlenefoster.org.uk
Subject: heatboss - helping businesses get greener and more efficient

Hello Arlene,

my name is Janette O'Hagan and I'm co-founder of a local company called Okotech that has developed innovative energy efficient heating controls called heatboss. We won last year's Propel Company of the Year, so maybe you're aware of us, but just in case...

We developed heatboss specifically for retrofit into existing non-domestic buildings to make their heating smarter. heatboss is quick and easy to install and means that our clients only heat the rooms that they need at the time that they want and to the temperatures that suit each room's needs. By using heatboss, our current customers are saving on average 30% of their heating bill.

We've been focusing on the local care home market, as their heating requirement and subsequently their bills are huge, so it was a good place to start and get established in, but we've also got further plans to branch into adjacent markets such as hospitality, education, other healthcare and government buildings.

I wondered if you would be free any time to hear about what we do and for us to ask some advice on how we align the energy efficiency that we deliver with the sustainability delivered by RHI? Given the benefits of RHI we find that many of our potential customers are no longer worried about becoming more efficient, because they are now more sustainable. I firmly believe that the two should go hand in hand and would like to be part of making that happen.

I look forward to hearing back from you. I've attached one of our most recent case studies for your reference.

Many thanks,
Janette

Many thanks,
Janette

heatboss by  **Okotech Ltd**

T: +44(0)28 9422 8141

M: Personal information redacted by the RHI Inquiry E: janette@okotech.co.uk W: <http://www.okotech.co.uk/>

A: Unit 1, Farranshane House, 1 Ballygore Road, Antrim, Co. Antrim, BT41 2RN Northern Ireland

Invest 
Northern Propel Company
Ireland **of the Year 2011**

This e-mail is from Okotech Ltd, Northern Ireland. It contains information which is confidential and which may be privileged. It is for the exclusive use of the intended recipient. Any dissemination, distribution, copying or use of this communication or any attachment to it without prior permission of the addressee is strictly prohibited. If you have received it in error, please inform us by e-mail at info@okotech.co.uk

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Trading as heatboss, Okotech Ltd. is a limited company registered in Northern Ireland with registered number N1607115.

Please consider the environment before printing this email.

Coyne, Terence

From: Cushnahan, Gary (InvestNI) on behalf of ceo [ceo@investni.com]
Sent: 27 August 2013 11:31
To: Cahoon, Gillian
Subject: RE: FAO of Arlene Foster - helping businesses get greener

Gillian

We are very familiar with the company – a client with whom we have a good ongoing relationship. However this request is specifically around the Renewable Heat Incentive (the RHI referred to) and this should therefore be issued to Energy Branch to lead on – we will of course be able to provide part input if required.

Gary

From: Cahoon, Gillian [mailto:Gillian.Cahoon@detini.gov.uk]
Sent: 27 August 2013 10:52
To: ceo
Subject: FW: FAO of Arlene Foster - helping businesses get greener

Simon – before I issue formally would this be one for yourselves or Energy?

Thanks

Gillian Cahoon

Private Office
 Department of Enterprise, Trade & Investment
 Netherleigh
 Massey Avenue
 Belfast, BT4 2JP
 Tel: 028 9052 9440 (ext: 29440)
 Textphone: 028 9052 9304
 Web: www.detini.gov.uk



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

From: Private Office DETI
Sent: 27 August 2013 08:53
To: Cahoon, Gillian
Cc: Aiken, Glynis; Stevenson, Valerie (DETI Private Office)
Subject: FW: FAO of Arlene Foster - helping businesses get greener

Private Office

Private Office
 Department of Enterprise, Trade & Investment
 Netherleigh
 Massey Avenue

Belfast, BT4 2JP
 Tel: 028 9052 9209 (ext: 028 9052 9209)
 Textphone: 028 9052 9304
 Web: www.detini.gov.uk



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

From: McGeown, Greg **On Behalf Of** DETI Mail (DETI)
Sent: 27 August 2013 08:03
To: Private Office DETI
Subject: FW: FAO of Arlene Foster - helping businesses get greener

The e-mail below was received in the DETI generic mailbox and in for the attention of the Minister.

Greg McGeown

Information Management Unit
 Department of Enterprise, Trade & Investment
 Netherleigh
 Massey Avenue
 Belfast, BT4 2JP
 Tel: 028 9052 9294 (ext: 29294)
 Textphone: 028 9052 9304
 Web: www.detini.gov.uk



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

From: Janette O'Hagan [<mailto:janette@okotech.co.uk>]
Sent: 26 August 2013 11:18
To: DETI Mail (DETI)
Subject: FAO of Arlene Foster - helping businesses get greener

Hi there,

my name is Janette O'Hagan and I'm co-founder of a local company called Okotech that has developed innovative energy efficient heating controls called heatboss. We won last year's Propel Company of the Year, so maybe you're aware of us, but just in case...

We developed heatboss specifically for retrofit into existing non-domestic buildings to make their heating smarter. heatboss is quick and easy to install and means that our clients only heat the rooms that they need at the time that they want and to the temperatures that suit each room's needs. By using heatboss, our current customers are saving on average 30% of their heating bill.

We've been focusing on the local care home market, as their heating requirement and subsequently their bills are huge, so it was a good place to start and get established in, but we've also got further plans to branch into adjacent markets such as hospitality, education, other healthcare and government buildings.

I wondered if Arlene would be free any time to hear about what we do and for us to ask some advice on how we align the energy efficiency that we deliver with the sustainability delivered by RHI?

I look forward to hearing back from you. I've attached one of our most recent case studies for your reference.

Many thanks,
Janette

Annual savings:

£ 20%

CO₂ 17 tonnes

680



SUMMARY

NAME Braefield Private Nursing home

OWNERS The Care Circle

NUMBER OF RESIDENTS 50

LOCATION N. Ireland

CONTACT Martin Doran

POSITION Director

HEATBOSS INSTALLATION 17/7/12

OBJECTIVES

1. To reduce the ever increasing heating costs
2. To ensure that all residents and staff are comfortable
3. To reduce the maintenance costs by avoiding call-outs

OUTCOMES

1. Annual savings of 20% on the heating costs
2. Customised control and better maintained comfort levels in all rooms
3. Remote access enabling maintenance team to access and control the heating from anywhere

CUSTOMER COMMENTS

"...We are extremely impressed by the heatboss system -it enables us to only control the heating in each room individually - so now we only heat the rooms that we need at the specific times that we need them and each room can be heated to it's own specific target temperature - so all of our staff and residents can have the temperature where they are just how they like it."

"...heatboss is controlling around 50% of the radiators in the building and providing us with savings of 20% per annum."

"...We would highly recommend Okotech and it's heatboss product to care providers, and indeed other business with multiple rooms, as a solution to ever increasing heating costs."

Martin Doran, Director, Care Circle Ltd.

BENEFITS

- The installation took just one day so the residents and staff were not disrupted
- We are saving 20% on our heating costs
- heatboss helps us to do our part for sustainability
- Now we only heat the rooms that we need at the specific times that we need them
- heatboss enables customised comfort levels for all our residents
- Okotech are attentive in every detail and available to assist at any time



THE CARE CIRCLE GROUP

Case Study: June 13

With the help of heatboss, Braefield Nursing Home has achieved significant energy and carbon savings and the residents have customizable comfort levels.

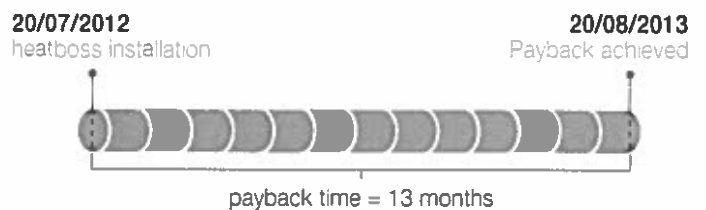
Provision of year-round heating within a care home is a necessary expense to ensure that all of the residents, with their diverse needs, remain comfortable. The Care Circle have felt the rising costs of heating fuel over the last 10 years across their five sites within Northern Ireland, so they were interested to see what heatboss could achieve. In July 2012 heatboss was installed within a wing of Care Circle's Braefield Private Care Home. The installation took just one day and heatboss is now

controlling around 50% of the radiators in the building and providing Care Circle with savings of 20% per annum. The results can be seen in the bills and they've also been verified by University of Ulster's Centre for Sustainable Technologies. The following shows the projected heating costs for Braefield up to 2020, both with and without heatboss. The savings are clearly evident and will grow as the cost of heating fuel continues to rise.

BRAEFIELD (OLD WING) PROJECTED ENERGY COSTS WITH AND WITHOUT HEATBOSS



Care Circle Group now plan to roll heatboss out across their other care homes too. So that all their sites can experience the benefits - the savings it makes, the ease of use and remote access to their heating controls, and the flexibility of controlling each room's temperature to suit the needs of each individual.



HOW HEATBOSS SAVES

When the heatboss rooms are off:

The heat is only on where and when it is needed instead of heating everywhere 24/7/365

When the heatboss rooms are on:

heatboss turns the heat off as soon as a room is within 0.5°C of its target temperature and maintains this.

Even non-heatboss rooms:

As the heatboss rooms turn off quicker, the excess heat within the system causes the boiler to turn off quicker too.



Coyne, Terence

From: DfE Private Office
Sent: 02 September 2013 11:48
To: Cahoon, Gillian
Cc: Aiken, Glynis; Stevenson, Valerie (DfE Private Office)
Subject: FW: Invitation INV/712/2013 : Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI
Attachments: INV 712 2013 - Okotech.DOCX

From: McCoy, Laura **On Behalf Of** Hepper, Fiona
Sent: 02 September 2013 11:43
To: Private Office DETI
Cc: Sterling, David; McCutcheon, Joanne; Hutchinson, Peter; Aiken, Glynis; DG_DETI Press Office; Neth_Energy
Subject: FW: Invitation INV/712/2013 : Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI

Private Office

Please see attached quick advice from Fiona Hepper for the attention of the Minister.

Regards,

Laura McCoy

Personal Secretary
 Department of Enterprise, Trade & Investment
 Netherleigh
 Massey Avenue
 Belfast, BT4 2JP
 Tel: 028 9052 9200 (ext: 29200)
 Textphone: 028 9052 9304
 Web: www.detini.gov.uk



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

From: Cahoon, Gillian
Sent: Tuesday, August 27, 2013 01:08 PM
To: Hepper, Fiona
Cc: Dolaghan, Paul; Neth_Energy; Sterling, David; Thomson, David; Aiken, Glynis; Stevenson, Valerie (DETI Private Office); DG_DETI Press Office; Ingram, James
Subject: RE: Invitation INV/712/2013 : Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI

Another version of this request sent to the Minister's constituency office.

Gillian Cahoon

Private Office
 Department of Enterprise, Trade & Investment
 Netherleigh
 Massey Avenue
 Belfast, BT4 2JP
 Tel: 028 9052 9440 (ext: 29440)

Textphone: 028 9052 9304
 Web: www.detini.gov.uk



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

From: gillian.cahoon@detini.gov.uk [mailto:gillian.cahoon@detini.gov.uk]

Sent: 27 August 2013 12:12

To: Hepper, Fiona

Cc: Dolaghan, Paul; Neth_Energy; Sterling, David; Thomson, David; Aiken, Glynis; Stevenson, Valerie (DETI Private Office); DG_DETI Press Office; Cahoon, Gillian; Ingram, James

Subject: Invitation INV/712/2013 : Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI

DEPARTMENT OF ENTERPRISE, TRADE AND INVESTMENT

INVITATION - URGENT

Reference: INV/712/2013

Invitation From: Janette O'Hagan

Subject: Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI

Referred To: HEPPER FIONA (MRS) (Energy Branch)

Date Referred: 27/08/2013

ACTION REQUIRED

Please provide advice and draft reply for signature by Minister. To be with Private Office by noon on 03/09/2013.

Gillian Cahoon (Private Office)
 Netherleigh House Tel:- Ext 29440

Copied To For Information:

cc Energy

Cahoon Gillian (Miss)

Ingram James (Mr)

DETI MINISTER INVITATION CASES - ADVICE PROFORMA

Completed by: Fiona Hepper
Energy Division

Ext: 29215

Date: 2 September 2013

INVITATION NUMBER:	INV 712/2013
INVITATION FROM:	<p>Janette O'Hagan, Okotech.</p> <p>Okotech are a local company specialising in the development and supply of innovative energy efficient heating controls. Their product "heatboss" supports the efficient management of heating demand and has been supplied to a number of local care homes. Okotech have an ongoing relationship with Invest NI and recently won Propel Company of the Year.</p>
EVENT / MEETING:	Request to meet with representatives of Okotech to learn more about the company and discuss potential linkages with the RHI and their products.
DATE OF EVENT / MEETING (IF KNOWN)	The meeting would be held at a time of the Minister's convenience.
PROPOSED VENUE:	Meeting would take place at either Parliament Buildings or Netherleigh.
REASONS TO ACCEPT / DECLINE THE INVITATION	Decline and offer a meeting with officials.
ANY OTHER RELEVANT INFORMATION	N/A
FOI STATUS OF ADVICE	This submission should be fully disclosable.
RECOMMENDATION IF MINISTER SHOULD ATTEND / MEET (YES/NO)	No
PRIVATE OFFICE COMMENTS	
SPECIAL ADVISOR'S COMMENTS	
MINISTER'S DECISION	

Annex A**DRAFT LETTER (DECLINE)**

Janette O'Hagan
Okotech

Email: janette@okotech.co.uk

Dear

Thank you for your email of 27 August 2013, providing information on your company and the product you have been promoting to support energy efficiency in the local care home market. Given my Department's role in advising consumers on how best to manage energy demand and costs, I was pleased to learn of the success of your Heatboss product and your work with Invest NI.

Unfortunately, due to diary commitments, I am unable to meet with yourself to discuss how your product might align with the Northern Ireland Renewable Heat Incentive. However, my Head of Energy Division, Fiona Hepper is content to arrange a meeting with yourself and members of her Renewable Heat team if you would find this helpful.

To make the necessary arrangements I would be grateful if you liaised directly with Fiona's secretary, Laura McCoy (028 9052 9200 or laura.mccoy@detini.gov.uk).

ARLENE FOSTER MLA
MINISTER OF ENTERPRISE, TRADE AND INVESTMENT

Coyne, Terence

From: Ingram, James
Sent: 05 September 2013 11:46
To: janette@okotech.co.uk
Cc: Cahoon, Gillian; Stevenson, Valerie (DfE Private Office); Aiken, Glynis
Subject: INV712-13 Letter to Janette O'Hagan
Attachments: INV712-13 Letter to Janette O'Hagan.pdf

Please see attached letter on behalf of Arlene Foster, MLA.

James Ingram

Private Office
Department of Enterprise, Trade & Investment
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9504 (ext: 29504)
Textphone: 028 9052 9304
Web: www.detini.gov.uk



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

From the Office of the Minister



Department of
**Enterprise, Trade
and Investment**
www.detini.gov.uk

NETHERLEIGH
MASSEY AVENUE
BELFAST
BT4 2JP
Tel: 028 90 529452
Fax: 028 90 529545
E Mail: private.office@detini.gov.uk
INV 712-13

Janette O'Hagan
Okotech
janette@okotech.co.uk

05 September 2013

Dear Janette

Thank you for your email of 27 August 2013, providing information on your company and the product you have been promoting to support energy efficiency in the local care home market. Given my Department's role in advising consumers on how best to manage energy demand and costs, I was pleased to learn of the success of your Heatboss product and your work with Invest NI.

Unfortunately, due to diary commitments, I am unable to meet with yourself to discuss how your product might align with the Northern Ireland Renewable Heat Incentive. However, my Head of Energy Division, Fiona Hepper is content to arrange a meeting with yourself and members of her Renewable Heat team if you would find this helpful.

To make the necessary arrangements I would be grateful if you liaised directly with Fiona's secretary, Laura McCoy (028 9052 9200 or laura.mccoy@detini.gov.uk).

Yours sincerely

Arlene Foster MLA
Minister of Enterprise, Trade and Investment

Email Message

From: james.ingram@detini.gov.uk [SMTP: james.ingram@detini.gov.uk]
To: Hepper, Fiona [Irrelevant information redacted by the RHI Inquiry]
Cc: Dolaghan, Paul [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry]
 Sterling, David [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry] Thomson, David [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry] Aiken, Glynis
 [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry] Stevenson, Valerie (DETI Private Office)
 [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry] DG, DETI Press Office [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry] Cahoon, Gillian
 [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry] Ingram, James [Irrelevant information redacted by the RHI Inquiry]
 [Irrelevant information redacted by the RHI Inquiry]

Sent: 5/09/2013 at 11:50
Received: 5/09/2013 at 11:50
Subject: CLOSING Invitation – Ref. Number: INV/712/2013 : Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI

Attachments: INV712-13 Letter to Janette O'Hagan.pdf

DEPARTMENT OF ENTERPRISE, TRADE AND INVESTMENT

CLOSING - Invitation

Reference: INV/712/2013
 Raised By: Janette O'Hagan

Subject: Request to meet to hear what Okotech does and to ask for some advice on how to align energy efficiency with the sustainability delivered by RHI

Answer: Please see attached decline letter issued to Janette O'Hagan today.

Copied To For Information:
 cc Energy; Cahoon Gillian (Miss); Ingram James (Mr)

Coyne, Terence

From: Janette O'Hagan [janette@heatboss.co.uk]
Sent: 12 March 2015 19:50
To: Hughes, Seamus
Cc: Wightman, Stuart
Subject: Re: Meeting with Fiona Hepper

Hi Seamus,

thanks for getting back to me.

I believe that the tiered funding in NI needs to ensure that people who avail of non domestic RHI don't just waste fuel for the sake of earning money on the RHI repayments. I had spoken to Fiona Hepper and her team about this 2 years ago. She'd advised me then that they didn't think that businesses would abuse the system, but we see it time and time again when out on client sites. To assume that this isn't happening is not acceptable in my view. This doesn't happen in GB as the higher rate RHI repayment only covers a certain amount (~around 75% of a 40 hr week) of their usage and the remainder of usage is at a lower rate - thus encouraging efficiencies.

I've tried to speak to each person who has subsequently taken on the RHI role and Davina had acknowledged that when she was looking after Renewable Heat she intended to review elements of the non-domestic RHI, including tariffs. She had said that the issues that I was raising were on the RHI team's radar and would be dealt with. It's really disappointing to hear that that's not the case any more, other than possibly in the future for budgetary controls. The rest of us, who are actually trying to save energy, money and the environment have an uphill struggle against such legislation. I understand that it is a renewable resource, if replanted, but really should it be being wasted for profit?

Kind regards,
Janette

On 12 Mar 2015, at 11:54, Hughes, Seamus <Seamus.Hughes@detini.gov.uk> wrote:

Good morning Janette

Davina McCay has forwarded your email to me.

In terms of the non –domestic RHI I can advise that the phase 2 review is now underway but the final policy has yet to be determined. The phase 2 review will see the extension of the RHI to new technologies and tariffs, and these should be in place late in 2015. With regard to tiered funding, whilst this is not being proposed as a specific issue under the review it may be introduced at a later date as a budgetary control measure.

I hope this is helpful to you.

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

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

From: McCay, Davina
Sent: 11 March 2015 15:18
To: Hughes, Seamus
Subject: FW: Meeting with Fiona Hepper

Davina McCay

Energy Efficiency Branch
Department of Enterprise, Trade & Investment
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9535 (ext: 29535)
Mob: Personal information redacted by the RHI Inquiry
TextRelay: 18001 028 9052 9535
Web: www.detini.gov.uk

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

From: Janette O'Hagan [<mailto:janette@heatboss.co.uk>]
Sent: 11 March 2015 14:23
To: McCay, Davina
Subject: Re: Meeting with Fiona Hepper

Hi Davina,

I hope that you don't mind me emailing you again. The last time that you had responded to me, you had advised that a review of the RHI non-domestic tariffs was to happen in the latter half of 2014. I am really keen to hear how progress is being made on that and if we can expect any developments soon please?

As I'd mentioned before, the RHI non-domestic tariff as it is currently set in NI has a huge adverse impact on us, as it means that potential clients which have moved to biomass are no longer interested in making any efficiencies. I completely understand the need for the RHI and am delighted at the number of jobs that it has created within the province, but the tariffs need to include a motivation to save here, as is the case in the RHI tariffs across the water. For example, I had spoken to a company that installed a biomass boiler for a local company recently and they told me that their client would get a payback in 2 years (with the RHI payments) if he kept the heat on 24/7 Vs over 3 years if he kept the heat on the hours that it was needed (8hrs a day 5 days a week). In anyone's eyes this is completely wrong and motivates further waste.

I understand that this is only one small element of your remit Davina but I am really passionate about this issue, not just because it impacts our business, but because of its impact on the environment - unnecessary waste of any resource should not be allowed and it should certainly not be encouraged.

Kindest regards,

Janette

On 11 Jun 2014, at 14:26, Janette O'Hagan <janette@heatboss.co.uk> wrote:

Hi Davina,

thank you very much for taking the time to get in touch. I really appreciate the time taken and your openness.

It is most comforting to know that these issues are on your radar and I look forward to hearing how things progress over the coming months.

Many thanks,
Janette
<heatboss2.png>

T: +44(0)28 9422 8141

M: Personal information redacted by the RHI Inquiry **E:** janette@heatboss.co.uk **W:** www.heatboss.co.uk

A: Unit 1, Farranshane House, 1 Ballygore Road, Antrim, Co. Antrim, BT41 2RN
Northern Ireland

On 11 Jun 2014, at 12:24, McCay, Davina <Davina.McCay@detini.gov.uk> wrote:

Janette

First of all, apologies for the delay in coming back to you. You may or may not be aware that both Peter and Fiona have moved on to new work areas outside of DETI and Energy Division. Peter moved on last month so it's possible that your email arrived after his departure.

I am now looking after Renewable Heat and we intend to review elements of the non-domestic RHI, including tariffs within the next few months. I'm sorry I can't tell you anything more definitive than that at the moment, but I wanted to let you know that the issues you have raised are on our radar.

I hope this is of some help to you. I will keep you up to date with any developments when we are in a position to do so.

Regards

Davina

Davina McCay
Sustainable Energy
Department of Enterprise, Trade & Investment
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9535 (ext: 29535)
Mob: Personal information redacted by the RHI Inquiry
TextRelay: 18001 028 9052 9535

Web: www.detini.gov.uk

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

From: Janette O'Hagan [<mailto:janette@heatboss.co.uk>]
Sent: 09 June 2014 14:27
To: McCoy, Laura
Subject: Re: Meeting with Fiona Hepper

Hi Laura,

I had a meeting with Fiona and her team back in October 2013 as arranged by Minister Foster. I've tried to reach her colleague Peter Hutchinson more recently, but to no avail, so I thought it best to bring my points to Fiona herself again. Could you please ensure that the following message gets to Fiona Hepper and confirm?

Many thanks,
Janette

Dear Fiona,

I hope that you'll recall that we'd met back in the Autumn of last year. I had spoken to Minister Foster about my concerns back then and she'd asked that I schedule a meeting with you and your RHI Team.

At the meeting I'd queried if there would be a time when NI's RHI payments would align with the rest of UK's (i.e. to offer a tiered approach to funding whereby the first 1314 peak load hours is funded at the higher amount (7.6p/kWh) and the remainder at a lower amount (1.9p/kWh) to encourage the buildings owners/operators to be more efficient in their usage). As you know in Northern Ireland, a building owner can get a flat rate of 6.1p/kWh no matter what their usage (if boiler is between 20 & 100 kWth).

As I'd said then, what we are seeing on the ground in Northern Ireland is that buildings are using more energy than before because it pays them to do so. The flat rate means that there is no incentive at all to be efficient so the heat in buildings in all year round with the windows open everywhere. When we had spoken, you did not believe that people would do this, but please believe me that it's happening with almost everyone that we approach. It's making it impossible for us to sell energy efficiency equipment to these buildings, even when that's exactly what should be happening as the first step and indeed what is happening in GB. The building owners there know that it's in their interests to be efficient, in Northern Ireland it is not - it's in their interests to be wasteful with what's strictly not a renewable energy source.

I understand that the RHI Team have a very difficult job to undertake to get the renewables adoption rates up, but the current tariffs are making things difficult for companies like ours who main aim is genuine energy efficiency. We've been told by a well established biomass company here to remove the saving detail on our product's literature because their clients were no longer interested in making any savings. I think that you'd agree that there is

something inherently wrong with that approach to funding and it's going to put companies like ours out of business.

Could you please advise what the future plans are for the RHI tariffs for non-domestic within the coming years as we need an awareness of this to ensure that our company can survive in Northern Ireland. I urge you to table this issue again for discussion again and If you need proof of what's happening on the ground, I'd be happy to provide information. It's got to a stage now where it simply cannot be ignored any longer.

Please advise.

Kind regards,
Janette

<heatboss2.png>

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M: [REDACTED] E: janette@heatboss.co.uk W: www.heatboss.co.uk

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On 7 Oct 2013, at 10:20, McCoy, Laura <Laura.McCoy@detini.gov.uk> wrote:

Hi Janette

Many thanks for this, I have passed on to Fiona and her colleagues.

Best regards,

Laura

Laura McCoy

Personal Secretary

Department of Enterprise, Trade & Investment

Netherleigh

Massey Avenue

Belfast, BT4 2JP

Tel: 028 9052 9200 (ext: 29200)

Textphone: 028 9052 9304

Web: www.detini.gov.uk

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

From: Janette O'Hagan [<mailto:janette@heatboss.co.uk>]

Sent: 04 October 2013 12:01

To: McCoy, Laura

Subject: Re: Meeting with Fiona Hepper

Hi Laura,

please see below for a proposed agenda for my meeting with Fiona Hepper and her team next Tuesday at 11am. Hopefully it is acceptable, but if not please let me know and I can amend.

Proposed agenda

1. Overview of heatboss and it's impact on the energy efficiency of commercial buildings
2. Discussion on the impact of the RHI on energy efficiency levels
3. Discussion on the potential opportunities to align RHI and energy efficiency measures
4. Discussion on the potential for future incentives for energy efficiency measures in commercial and public buildings

Many thanks,

Janette

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M

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On 11 Sep 2013, at 11:16, "McCoy, Laura" <Laura.McCoy@detini.gov.uk> wrote:

Janette

Fiona wouldn't be free at 10am on 8 October, would 11am be ok?

Also could you let me know if anyone else will be attending with you and it would be helpful if you could send a proposed agenda a week or so in advance.

Many thanks.

Laura

Laura McCoy
Personal Secretary
Department of Enterprise, Trade & Investment
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9200 (ext: 29200)
Textphone: 028 9052 9304
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Please consider the environment - do you really need to print this e-mail?

From: Janette O'Hagan [mailto:janette@heatboss.co.uk]
Sent: 11 September 2013 10:54
To: McCoy, Laura
Subject: Re: Meeting with Fiona Hepper

meant to add, 10am is fine.

Many thanks,
Janette
<image003.png>

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On 11 Sep 2013, at 10:53, Janette O'Hagan <janette@heatboss.co.uk> wrote:

Hi Laura,

thanks for getting back to me. The 8th suits me.

Many thanks,
Janette
<heatboss2.png>

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On 11 Sep 2013, at 10:45, "McCoy, Laura" <Laura.McCoy@detini.gov.uk> wrote:

Janette

Further to your email below Fiona Hepper and her colleagues would have the following availability to meet with you:

Mon 7 October – anytime from 10.00am
 Tue 8 October – anytime from 11.00am
 Wed 9 October – anytime from 10.00am to 2.00pm
 Thu 10 October – anytime from 10.00am

Grateful if you could let me know if any of these time slots are suitable for you and we can get a date in diaries.

Many thanks.

Laura

Laura McCoy
 Personal Secretary
 Department of Enterprise, Trade & Investment
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 Textphone: 028 9052 9304
 Web: www.detini.gov.uk

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

From: Janette O'Hagan [<mailto:janette@heatboss.co.uk>]
Sent: 05 September 2013 18:20
To: McCoy, Laura
Subject: Meeting with Fiona Hepper

Hi Laura,

Minister Foster has advised that I should be able to meet with Fiona Hepper.
Could you please check her availability and see when might suit?

Many thanks,
Janette

Many thanks,
Janette
<heatboss2.png>

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Many thanks,
Janette
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Many thanks,
Janette
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Many thanks,
Janette

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