

**From:** [Mills, John \(DETI\)](#)  
**To:** [David Mark](#)  
**Cc:** [Mike Mullan](#); [McCormick, Andrew \(DFE\)](#); [Stewart, Chris \(DFE\)](#); [Hughes, Seamus](#); [Wightman, Stuart](#)  
**Subject:** RE: Meeting 17th February NIRHI  
**Date:** 23 February 2016 11:05:54  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)

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David,

Thanks. Found the meeting very informative and appreciate offer to engage, which would be very helpful. Just wanted to follow up on the immediate concerns you raised about scheme closure on 29<sup>th</sup>. We contacted OFGEM and gist of their response is:

They are seeking assurance from their IT side that there are no planned system outages. They added, "As you have seen before, our system is able to deal with a significant volume of submissions, so we are confident any spike will be manageable." As I said at the meeting, experience gives support to this.

OFGEM's current plan (subject to final confirmation) is to open the phone lines for limited hours over Saturday and Sunday. In addition to that, they are looking to extend the phone lines to 7pm on Monday night.

They plan to publish full details on the website. Final contingency would be for applicants to send screenshots of any IT issues they had after 7pm (or before, presumably, if not able to get through) to the normal RHI enquiry e-mail and they will validate.

Any further concerns, come back to us.

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**From:** David Mark [mailto:David.Mark@moypark.com]  
**Sent:** 18 February 2016 09:05  
**To:** McCormick, Andrew (DETI); Stewart, Chris (DETI); Mills, John (DETI)  
**Cc:** Mike Mullan  
**Subject:** Meeting 17th February NIRHI

Thank you for meeting us yesterday I know Mike will be sending a formal acknowledgment.

As I agreed I am forwarding my contact details.

I am very happy to engage with you and your staff if we can be of any help in this process

Regards

David Mark

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Head of Agri Growth Projects

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