

From: [Marten, Lucy](#)
To: [Coyne, Terence](#); [McCormick, Andrew \(DFE\)](#)
Cc: [McCann, Brendan](#)
Subject: RE: Concerned Citizen
Date: 18 December 2016 12:01:26
Attachments: [image001.gif](#)
[Response to query from Janette O Hagan - Heatboss on tiered funding under the NI RHI. 12 March 2015.tr5](#)
[RHI for biomass - Janette O Hagan - 12.5.14.tr5](#)

I've found this but not sure if this is entirely what you need.

Lucy

Lucy Marten

Energy Efficiency
Department for the Economy
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9251 (ext: 29251)
Mob: Personal information redacted by the RHI Inquiry
TextRelay: 18001 028 9052 9251
Web: www.economy-ni.gov.uk

[cid:image001.gif@01D25926.088F8B20](#)



[NI Year of Food & Drink 2016](#)

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

From: Coyne, Terence
Sent: 18 December 2016 11:32
To: McCormick, Andrew (DFE)
Cc: McCann, Brendan; Marten, Lucy
Subject: Re: Concerned Citizen

I don't have the papers to hand but the 2013 chain consists of an e mail to the Department seeking a meeting with the Minister, advice from Fiona Hepper, and a response from the Minister suggesting that Janette meets with Energy Division officials.

The second official train starts in June 2014 when Janette refers back to her meeting with officials. Nothing has been found relating to the October 2013 - June 2014 period but may not have been filed on TRIM.

Regards

Terry

Sent from my BlackBerry 10 smartphone.

From: McCormick, Andrew (DFE)
Sent: Saturday, 17 December 2016 12:27
To: Coyne, Terence
Cc: McCann, Brendan; Marten, Lucy
Subject: Concerned Citizen

Do you have access today to all of the email chain from 2013 involving Janette O'Hagan?

Sent from my BlackBerry 10 smartphone.

From: Hughes, Seamus
To: ["janette@heatboss.co.uk"](mailto:janette@heatboss.co.uk)
Cc: [Wightman, Stuart](#)
Subject: FW: Meeting with Fiona Hepper
Date: 12 March 2015 11:54:00
Attachments: [heatboss2.png](#)

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>

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

This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.
[Please consider the environment before printing this email.](#)

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

<[image007.jpg](#)> <[image008.png](#)>

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
<image005.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

<image006.png>

Trading as heatboss, Okotech Ltd. is a limited company registered in Northern Ireland with registered number N1607115. This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.

Please consider the environment before printing this email.

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
Web: www.detini.gov.uk

<[image001.jpg](#)> <[image002.png](#)>

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>

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

<image004.png>

Trading as heatboss, Okotech Ltd. is a limited company registered in Northern Ireland with registered number N1607115. This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document. **Please consider the environment before printing this email.**

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>

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

<Propel.png>

Trading as heatboss, Okotech Ltd. is a limited company registered in Northern Ireland with registered number N1607115. This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.

Please consider the environment before printing this email.

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
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9200 (ext: 29200)
Textphone: 028 9052 9304
Web: www.detini.gov.uk

<[image005.jpg](#)> <[image006.png](#)>

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>

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

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

This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.

Please consider the environment before printing this email.

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

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

This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.

Please consider the environment before printing this email.

Many thanks,
Janette



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

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

This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we

cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.

Please consider the environment before printing this email.

From: [Janette O'Hagan](#)
To: [Hutchinson, Peter](#)
Subject: RHI for biomass
Date: 12 May 2014 13:38:24
Attachments: [heatboss2.png](#)

Hi Peter,

I'm not sure if you'll recall, but I'd met with you and the RHI team 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 Fiona Hepper, where I also met with yourself and another lady.

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.

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 within the RHI team 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

On 8 Oct 2013, at 16:14, Hutchinson, Peter <Peter.Hutchinson@detini.gov.uk> wrote:

Janette,

Thanks for coming in to meet with us this morning, I hope you found it helpful.
As agreed, please see attached current RHI consultation that proposes the

extension of the scheme to the domestic sector and new tariffs/technologies for the non-domestic sector.

This consultation is open for comment until Monday 14 October.

In addition, we discussed that it might be useful for you to contact DFP as they have responsibility for energy efficiency and energy usage in the public estate, an appropriate starting point might be Martyn.scott@dfpni.gov.uk. Explain that you met with DETI and were advised that DFP might be interested to learn of a new energy efficiency product that could significantly reduce heating costs.

If you need anything further please let me know.

Thanks,

Peter

Peter Hutchinson

Renewable Heat
Department of Enterprise, Trade & Investment
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9532 (ext: 29532)
Textphone: 028 9052 9304
Web: www.detini.gov.uk

[<image005.jpg>](#) [<image006.png>](#)

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

<Consultation on Phase 2 of the NI RHI.PDF>

Many thanks,
Janette



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

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

This e-mail is from Okotech Ltd. 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. This email has been scanned and while Okotech has taken reasonable precautions to minimise the risk of any attachment to this e-mail containing computer viruses, we cannot accept liability for any damage which you sustain as a result of any such viruses. You should carry out your own virus checks before you open this document.

Please consider the environment before printing this email.