

From: [Michelle Murdoch](#)
To: [McCutcheon, Joanne](#)
Cc: [Keith Avis](#); [Lindsay Goater](#); [Gregor Stenhouse](#); [Jacqueline Balian](#); [Mary Smith](#); [Hutchinson, Peter](#); [Hepper, Fiona](#); [Matthew Harnack](#); [Marcus Porter](#)
Subject: RE: December Monthly Report
Date: 23 January 2013 13:25:57
Attachments: [image001.gif](#)

Hi Joanne,

Apologies once more for the delay in getting back to you. As per your request below:

- **Number of enquiries:** We have just finished updating our telephone software system so that we will be able to give you real data regarding the number of telephone enquiries by the end of this month. We have previously provided information based upon an estimation from total enquiries received which we have now ceased to use. The enquiry line is averaging over 2000 calls a month with an increase in recent months and a peak of approximately 3500 contacts in November. It was forecast that 3% of the calls received by the enquiry line would relate to NIRHI. Accurate data on enquiries will be available in future months
- **Number of application packs issued** - As of 22.01.2013 = 41
- **Number of applications received** - As of 22.01.2013 = 2

Kind Regards

Michelle

From: McCutcheon, Joanne [Joanne.McCutcheon@detini.gov.uk]
Sent: 21 January 2013 10:33
To: Michelle Murdoch
Cc: Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona; Marcus Porter
Subject: RE: December Monthly Report

Michelle

We have been asked this morning to provide an update to the ETI Committee (one of the scrutiny committees of the NI Assembly) on the 'uptake of Phase 1 of the RHI'. Grateful if you could provide updated figures for

- Number of enquiries (from last report it looks like you are just estimating using 3% of total enquiries – is this correct?)
- Number of application packs issued
- Number of applications received.

Many thanks

Joanne

From: Michelle Murdoch [mailto:Michelle.Murdoch@ofgem.gov.uk]
Sent: 14 January 2013 14:30
To: McCutcheon, Joanne
Cc: Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona; Marcus Porter
Subject: RE: December Monthly Report
Importance: High

Hello Joanne

Apologies for my tardiness in responding. There are some issues regarding our privacy policy with respect to the information that you are requesting. I am trying to solve these and will get