

**To:** Stuart Cook[stuart.cook@ofgem.gov.uk]; Peter Rice[Peter.Rice@ofgem.gov.uk]; Robert Hull[Robert.Hull@ofgem.gov.uk]; Elizabeth Hillman[Elizabeth.Hillman@ofgem.gov.uk]; Matthew Harnack[Matthew.Harnack@ofgem.gov.uk]; Charles Hargreaves[Charles.Hargreaves@ofgem.gov.uk]; Curt Silver[Curt.Silver@ofgem.gov.uk]  
**From:** Stephanie McGregor  
**Sent:** 2012-03-01T22:38:04Z  
**Importance:** Normal  
**Subject:** RE: Deliverables and KPIs  
**Received:** 2012-03-01T22:38:05Z

Stuart

Peter and I have now looked at the relevant KPI again – we've amended it to better reflect what we meant. The previous reference to 'implementation' referred to commencing implementation work rather than concluding it such that we would be ready to roll on co-ordinated tenders at that point. However I can see how it could be taken the wrong way.

We have also amended the references to TR1 and TR2 matters to appropriately qualify in a clear way.

Steph

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**From:** Stuart Cook  
**Sent:** 29 February 2012 22:10  
**To:** Peter Rice; Robert Hull; Stephanie McGregor; Elizabeth Hillman; Matthew Harnack; Charles Hargreaves; Curt Silver  
**Subject:** RE: Deliverables and KPIs

Thanks for this.

Of course, I am coming to it late, which is not great and entirely my fault. But, I have two substantive comments on these KPIs.

1. As an organisation, we repeatedly miss KPIs because we are not clear enough about circumstances when the achievement of the deliverable is contingent on an external event. We have a lot of these. Eg "Go live of NI RHI, subject to DETI decisions", CR Phase 1, CR Phase 2, etc.

Can we look at the list again to add suitable qualifiers, where relevant. I'll handle David Pimm.

2. Are we being too ambitious assuming we can complete the coordinated offshore regime by Q2?

Thanks

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**From:** Peter Rice  
**Sent:** 28 February 2012 16:48  
**To:** Robert Hull; Stuart Cook; Stephanie McGregor; Elizabeth Hillman; Matthew Harnack; Charles Hargreaves; Curt Silver  
**Subject:** Deliverables and KPIs

Please find attached the final (submitted) deliverables and KPIs for the Corporate Plan. These have undergone a final review by Bob.

Thanks to all of you who helped with this.

Regards

Peter