

To: Keith Avis[Keith.Avis@ofgem.gov.uk]; Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]
From: Morag Drummond
Sent: 2012-08-30T19:04:03Z
Importance: Normal
Subject: RE: NI RHI Manual Solution
Received: 2012-08-30T19:04:04Z

Hi,
No real time, prioritising, but from a quick scan I see no issues..
Morag

From: Keith Avis
Sent: 30 August 2012 14:48
To: Lindsay Goater; Morag Drummond
Subject: RE: NI RHI Manual Solution

Lindsay
Great, thanks for the quick turnaround. As it turns out Matthew has moved his phone call with DETI from Monday to this afternoon, so I was able to drop this into his pack of info for that. I'll keep you posted on the outcome of this, as you'll obviously need to know whether we go for the manual or IT solution or an amalgamation of the two.
Keith

From: Lindsay Goater
Sent: 30 August 2012 13:30
To: Keith Avis; Morag Drummond
Subject: RE: NI RHI Manual Solution

See attached – Morag may well have a view... but no time!

From: Keith Avis
Sent: 30 August 2012 13:04
To: Lindsay Goater
Subject: NI RHI Manual Solution

Lindsay
Thanks for a helpful discussion later. I have worked up the synopsis below around the manual solution. Grateful for any views you have on this. In putting this to Matthew I want to make sure that you are happy, so feel free to make changes if this is wide of the mark in some areas.

Manual Solution for NI RHI
Manual Process Highlights

- Applications would contact NIRHI Opps team and receive a 'Word' document for completion.
- The completed application would be manually reviewed by the operations team
- The Opps team would pick up on any queries and points of clarification with the applicant.
- Opps team would store all communications and documentation on CRM.
- Opps team to assess application against eligibility criteria.
- Opps team to submit application to Ofgem Senior Manager (Lindsay) with, as appropriate, recommendation for approval.
- Opps team to complete spreadsheet templates, enter manual forms on database.
- Opps team to administer manual spreadsheet payment and payment system.

Manual Process Issues against IT solution

External users would not have access to user account.
Internal Ofgem user will have no quick access to data to generate reports.
Risk of error in inputting details onto a system manually

Staffing Requirements

GB RHI currently has 30 people covering 1,500 applications. On the basis of 1 member of staff per 50 applications, it is projected that an additional two Band B's would be needed manager a projection of 100 applications from November 2012 to end March 2013.

Cost

At a cost of £4,083 a month for an individual Band B, the cost of staffing the manual solution from November 2012 to March 2013 would be. **£40,830**

Thanks