

To: Sophie Jubb[Sophie.Jubb@ofgem.gov.uk]; Ade Obaye[Ade.Obaye@ofgem.gov.uk]; Cheryl Fox[Cheryl.Fox@ofgem.gov.uk]; Barney Merrett[Barney.Merrett@ofgem.gov.uk]; Barbara Appleby[Barbara.Appleby@ofgem.gov.uk]; Samantha Richards[Samantha.Richards@ofgem.gov.uk]; Andy Luckhurst[Andy.Luckhurst@ofgem.gov.uk]
Cc: Niketa Patel[Niketa.Patel@ofgem.gov.uk]; Keith Avis[Keith.Avis@ofgem.gov.uk]; Paul Heigl[Paul.Heigl@ofgem.gov.uk]; Michelle Murdoch[Michelle.Murdoch@ofgem.gov.uk]
From: Lindsay Goater
Sent: 2012-09-04T08:10:02Z
Importance: Normal
Subject: RE: Amendments to CRM for Northern Ireland
Received: 2012-09-04T08:10:05Z

Sounds reasonable, except I think we moved from “enquiry only” to where we are now, and still capture enquiries – not sure we need to “go back” to enquiry only for NI RHI, just be able to capture NI RHI enquiries...

Barney will be asking 2 questions of John

1) Uplift on the release cost to include spell-checker (Andy – pls can you let me know what we have left of the £60K from last year – I think it is still £26K? and any update on the £89K welcome!)

2) Price breaks and max cap on CRM (& Scribe) licence costs (we may hit 200 users or more in future years with domestics!)

(don't expect final answers from John on the day, but need ASAP)

Thx

Lindsay

Lindsay Goater

Senior Manager Generation, RHI
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Have you read the following documents which will assist you in submitting a properly made and high quality RHI application: The Renewable Heat Incentive Application Process – An Overview and Key Guidance: [Applicant Guidance Note 3](#); Ofgem E-Serve's Guide to the RHI Application Form: [Applicant Guidance Note 2](#). Further supporting information can be found on Ofgem's [How to Apply for Accreditation](#) webpage.

From: Sophie Jubb

Sent: 03 September 2012 17:04

To: Lindsay Goater; Ade Obaye; Cheryl Fox; Barney Merrett; Barbara Appleby; Samantha Richards

Cc: Niketa Patel; Andy Luckhurst; Keith Avis; Paul Heigl; Michelle Murdoch

Subject: FW: Amendments to CRM for Northern Ireland

Hi all – please see below. I will let John know we can discuss this further in the meeting on Friday, especially in light of possible timeframe changes for the RHI Register changes for NI, and the probable need therefore for only a “query” case type (? Not sure I have the terminology correct) to start off with – like what we had before the GB scheme went live.

I did also discuss this with him on Friday but it is not mentioned below.

If you could let me know your thoughts in advance of Friday's meet that would be great.

Thanks

From: John Windle [<mailto:john.windle@cantatagroup.com>]

Sent: 03 September 2012 16:52

To: Sophie Jubb

Cc: 'Mike Oughton'; simon.pettitt@cantatagroup.com; 'Jim Poon'

Subject: Amendments to CRM for Northern Ireland

Hi Sophie,

Great to talk to you on Friday and as promised here is a ball-park estimate for the changes to CRM based on our discussion. We have suggested the areas we would change and investigate.

Quotation for changes to the Ofgem RHI CRM system to support the Northern Ireland non-domestic RH initiative:

It is assumed that the installations will be given a different numbering format in order to identify the NI installations from the UK mainland ones.

We will create a visual identifier on the CRM record so the RHI team know when they are dealing with queries for NI. This will take the form of highlighting the text box for the installation id in red when a NI installation id is displayed. We will check that the revised format does not affect any other fields on the scribe daily upload and create a couple of views to facilitate easily seeing just NI installations.

We estimate that these will take 3 days effort including analysis, development, test and deployment. We will undertake this work on a T&M basis at our discounted rate to Ofgem of £875 per day. Total estimate is therefore £2,625.

Please let us know if you wish us to proceed.

Many thanks,

John

John Windle

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Mobile Personal information redacted by the RHI Inquiry

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