

To: Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]
Cc: Keith Avis[Keith.Avis@ofgem.gov.uk]; Paul Heigl[Paul.Heigl@ofgem.gov.uk]; Rita Chohan[Rita.Chohan@ofgem.gov.uk]
From: Michelle Murdoch
Sent: 2012-09-04T09:18:35Z
Importance: Normal
Subject: FW: HELP?!
Received: 2012-09-04T09:18:38Z

Hi Lindsay,

Could you advise on the paragraph highlighted below?

As far as I am aware we need the following:

NI notification of additional capacity NIRHI.notification@ofgem.gov.uk ?

New number to replace 0845 200 2122 ? or should it stay the same?

NIRHI.Enquiry@ofgem.gov.uk

Equivalent webpage (as you pointed out) www.ofgem.gov.uk/nirhi ?

Not sure what 'a separate phone hunt group' is...If you can confirm what you are happy with I will progress this.

Thanks

Michelle

From: Sophie Jubb
Sent: 03 September 2012 16:13
To: Michelle Murdoch
Cc: Cheryl Fox; Barbara Appleby
Subject: RE: HELP?!

Hi – I think the SOPs are here -

[http://sharepoint/Ops/Environ/Renewable Heat Incentive Lib/Forms/AllItems.aspx?RootFolder=%2fOps%2fEnviron%2fRenewable%5fHeat%5fIncentive%5fLib%2fOperations%2fprocedures&FolderCTID=0x012000DC9644835E4A4B43A4F90D1E1717707A&View=%7bCCC41D1F%2d75EA%2d4D5D%2d8174%2dFFBAA41FF56B%7d](http://sharepoint/Ops/Environ/Renewable%20Heat%20Incentive%20Lib/Forms/AllItems.aspx?RootFolder=%2fOps%2fEnviron%2fRenewable%5fHeat%5fIncentive%5fLib%2fOperations%2fprocedures&FolderCTID=0x012000DC9644835E4A4B43A4F90D1E1717707A&View=%7bCCC41D1F%2d75EA%2d4D5D%2d8174%2dFFBAA41FF56B%7d)

There's a lot though so you might want to check with LG/MD (or Deckerson/Ade/Rob in Morag's absence) as to which ones need tweaking. And how they would want this done anyway. (PS this is the bit on the plan I queried a couple of weeks ago – IT have nothing to do with the SOPs, they're Ops Team territory).

The SOPs are their operational processes, **not** the system user guide though. The RHI Register User Guides for both internal and external users are written and maintained by Cheryl and Barbara in my team. I don't think there will need to be many, if indeed any, changes to them though for NI, given the decision from DETI re not being bothered about Ofgem being on everything. Plus they don't go through every question on the application or anything like that – they are literally **HOW** to use the system.

We email addresses and phone numbers, this is something that can be easily arranged via IT – the Ops team would I suppose just need to be really clear about what they actually want you to ask for – a separate phone hunt group with a NI identifier? Any preference re the group e-mail name? A separate NI inbox? I don't know what phone messages they currently have set up, so I would suggest asking them for these too. This is a bit confusing though as I was under the impression they would all handle GB and NI work, so surely all calls/emails could come to any team member? Another one to check with them I'm afraid.

I can manage the CRM/Cantata stuff (we're meeting with them to discuss amongst other things NI anyway).

Re the last bit on the Ofgem website vs DETI site – I guess this links into to what we discussed earlier and before as to what DETI's preferences are, as to where these things go. If you have a scout around on the rhi Ofgem site (LG's link below) you'll see there is LOADS of information on there. E.g. the IMR template - [http://www.ofgem.gov.uk/e-serve/RHI/howtoapply/Documents1/RHI - _Independent_Report_on_Metering_Arrangements_-_Template_Pack.docx](http://www.ofgem.gov.uk/e-serve/RHI/howtoapply/Documents1/RHI_-_Independent_Report_on_Metering_Arrangements_-_Template_Pack.docx)

And a load of guidance/FAQ etc type of docs. I don't know off the top of my head which ones will need specific NI tweaks, sorry.

Anyway I hope this helps if only a little bit!

Thanks

Sophie

From: Michelle Murdoch
Sent: 03 September 2012 15:32
To: Sophie Jubb
Subject: HELP?!

Hi Sophie

Can you tell me where the below is? Also;

- New email addresses & phone nos
 - Will Devt Team be requesting email addresses from IT?
 - Will Devt Team be setting the matching queues up in the CRM with IT/Cantata?
 - Will Devt Team be requesting new phone no from IT?

- Will Devt Team be setting up the required amendments to the ACD / call handling functionality for this phone line, and arranging amendments to the telephone messages to accommodate NI callers?

- **Vol 1 7.22 All large or 'complex' installations that deliver heat by hot liquid will be required to provide an independent report ... NEED EQUIVALENT WEB PAGE TO www.ofgem.gov.uk/rhi** will Devt Team be setting up equivalent pages to GB pages on Ofgem website, or ensuring same in place on DETI website, and providing links for Ops reference? I think enquiry handlers rely in such links. Key things here include Applicant Guidance Notes, Metering FAQs – all for GB scheme, most badged Ofgem – as well as Guidance itself - may all need reviewing and duplicating.

Your thoughts?

Cheers

M

From: Rita Chohan

Sent: 03 September 2012 12:54

To: Michelle Murdoch

Subject: RE:

Once you have the guidance completed you need to start compiling instructions on how to operate the system for internal staff (ops). This already exists for RHI so needs building on. Liaise with Sophie so she can steer on where the existing one is and what is required for the NI. R

From: Michelle Murdoch

Sent: 03 September 2012 12:16

To: Rita Chohan

Subject: RE:

Ok ...sorry to be obtuse but can you give me a pointer as to what I should be doing? Or should I call Sophie??

M

From: Rita Chohan

Sent: 03 September 2012 12:01

To: Michelle Murdoch

Subject: RE:

Sorry Michelle its your area - & Paul has already started the Comms Strategy – on sharepoint. R

From: Michelle Murdoch

Sent: 03 September 2012 11:41

To: Rita Chohan

Subject:

Hey Rita

**Operational
Procedures
developments
and training
requirements**

Engaged
with IT to
commence
compiling
SOP's.

What's this and should I be doing something!! (From NSD report)

Michelle Murdoch

NI RHI Policy Development Manager

New Scheme Development

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Annotated by RHI Inquiry