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From: McCutcheon, Joanne
Sent: 2012-10-11T13:32:11Z
Importance: Normal
Subject: Admin Agreement
Received: 2012-10-11T13:33:14Z

Keith

I think our discussion this morning was very helpful and I look forward to seeing your written response.

With regard to the performance targets I was wondering whether something along any of these lines might be possible

- Ofgem will administer up to xx cases per year?
- Ofgem aims to reach a decision on eligibility of installations for the scheme within xx (even for simple cases)?
- Ofgem aims to make payments within xxxx ?
- Ofgem will provide a helpdesk facility to assist applicants from (hours)?
- Ofgem will invoice DETI on the xx of the month iro that months payments?
- Degree of accuracy on payments?
- Time to deal with complaints (this is probably in guidance already)?

Just a few ideas.

Re the audit entry – as I indicated this was already raised with Catherine McArthur at the time of Casework. On the basis of discussions then we made the following response to the Committee.

‘The right of audit entry has been discussed with Internal Audit and with Ofgem. Although this is not included as part of any of the other ASA, Ofgem is content and has agreed in principle to its inclusion. The specification of what audit activity might entail will be agreed as part of the ASA and once again I will ensure that DETI Audit colleagues are involved in these discussions’.

Once we have sight of what Mary was proposing this morning I will check with Casework/Audit colleagues.

Regards

Joanne

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