

To: Marcus Porter[Marcus.Porter@ofgem.gov.uk]
Cc: Mary Smith[Mary.Smith@ofgem.gov.uk]
From: Keith Avis
Sent: 2012-10-17T15:20:19Z
Importance: Normal
Subject: NIRHI Performance Indicators
Received: 2012-10-17T15:20:20Z

Marcus cc: Mary

To see the up to date Email trail from DETI on performance targets. Clearly we cannot include performance targets in the AA, and I have made that point to DETI. However, from a policy perspective if we could make reference to the Corporate Plan as the vehicle for Ofgem's performance indicators that would be a big step forward to resolve this. We could say something along the line that Performance Indicators will be set by Ofgem and included in our Corporate Plan. Informally I would suggest that we would wish to flag these indicators to DETI before we include them – I am sure that this must be the case for the other schemes that we administer.

Grateful for your view. I should say that this does seem like a neat solution to a very difficult problem that we faced a few hours ago, so I do hope that this option has some legs. Happy to come around and discuss if it helps.

Keith

From: Keith Avis

Sent: 17 October 2012 16:07

To: 'McCutcheon, Joanne'

Cc: Hutchinson, Peter; Hepper, Fiona; Mary Smith

Subject: RE: Performance Indicators

Joanne

Our view remains that we would not be content for these targets to be included as part of the Admin Arrangements – which has been the key focus for our discussions to date. On your second point on whether the arrangement can make reference to the Corporate Plan, can you leave that with me. I will discuss with legal colleagues and come back to you with a view tomorrow.

Rgds

Keith

From: McCutcheon, Joanne [<mailto:Joanne.McCutcheon@detini.gov.uk>]

Sent: 17 October 2012 15:56

To: Keith Avis

Cc: Hutchinson, Peter; Hepper, Fiona; Mary Smith

Subject: RE: Performance Indicators

Keith

Sorry Keith but there seems to be some confusion between us. You are asking whether I think the performance targets I found in your Corporate Plan would be sufficient? Following our various discussions, here is what I suggested in my e-mail of 11 October

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.

Here are the targets I've found in your plan

RHI	90% of all enquiries answered within 10 working days.	Annually
RHI	95% of accreditation, preliminary accreditation and registration decisions within 30 working days of application submission.	Annually
RHI	95% of payments paid within 30 working days of quarterly periodic data submission.	Annually

RHI

The on-line application system will be available for a minimum of 99% of the supported business hours (excluding planned down time). Supported business hours are 08:00-17:30 Monday to Friday excluding bank holidays.

Ongoing

OFG-08181

They are obviously very much along the lines of what we have been looking for and it would have potentially saved a lot of time if the detailed nature of these targets could have been highlighted to us. For example, we were told that the Ofgem performance would be assessed against the Regs (which is of course correct) but we then pointed out that the regs didn't cover quality issues eg times for accreditation, helpdesk etc. – however, obviously these targets do – and so hopefully they can be incorporated in some way.

Can you clarify, following the discussion with your legal colleagues whether these targets can be specifically included in the Agreement or not? If not, can you clarify whether the Agreement can refer to the targets in the Corporate plan in some way? Perhaps that you would report progress against these specific targets to us on a quarterly basis? These are definitely the types of target we need so hopefully there is a way to address the concerns of both parties.

Will be in the office again tomorrow morning if you want to discuss

Regards

Joanne

Joanne McCutcheon

Renewable Heat

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www.ni2012.com

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From: Keith Avis [<mailto:Keith.Avis@ofgem.gov.uk>]

Sent: 17 October 2012 15:03

To: McCutcheon, Joanne

Cc: Hutchinson, Peter; Hepper, Fiona; Mary Smith

Subject: RE: Performance Indicators

Joanne

This emphasises the point I was making in as much that we set our own performance targets to ensure that we are focused on delivery. These are not set with any other body and do not form part of any agreement between us or anyone else, which I think is your requirement, but they do show that Ofgem is open and transparent in this regard. Of course, if you think that the performance indicators that we put in our Corporate Plan will be sufficient for your needs then this may be a way forward on this point.

Grateful for your further views here.

Keith

From: McCutcheon, Joanne [<mailto:Joanne.McCutcheon@detini.gov.uk>]

Sent: 17 October 2012 14:26

To: Keith Avis

Cc: Hutchinson, Peter; Hepper, Fiona

Subject: Performance Indicators

Keith

Further to our conversation this morning I was somewhat surprised to find the following on your website.

Received: from OFGEM by NI on 17 Oct 2012 15:20

Annotated by RHI Inquiry

<http://www.ofgem.gov.uk/About%20us/CorpPlan/Documents1/2012-13%20Deliverables%20and%20Performance%20Indicators.pdf>

These appear to be Performance Targets for the current year and very much in line with what DETI has been suggesting?

It would also appear to be contrary to what we have been told. Grateful for your view.

Regards

Joanne

Joanne McCutcheon

Renewable Heat

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