

**To:** Teri Clifton[teri.clifton@ofgem.gov.uk]  
**From:** Lewis Martin  
**Sent:** 2015-08-05T15:31:21Z  
**Importance:** Normal  
**Subject:** RE: PDS and Northern Ireland [OFFICIAL]  
**Received:** 2015-08-05T15:31:23Z  
[Trailer Email.docx](#)

Hi,  
Trailer emails being initially sent to participants to advise them that changes will be coming in Autumn 2015. NI will be emailed on 12<sup>th</sup> August. The more detailed emails will be sent from 17<sup>th</sup> August onwards.  
As discussed can you let DETI know.  
Regards  
Lewis

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**From:** Cida Morrison  
**Sent:** 05 August 2015 12:23  
**To:** Sarah Russell; Lewis Martin; Jodie Lahon  
**Subject:** RE: PDS and Northern Ireland [OFFICIAL]

Hi Sarah,  
Thanks for the update. I look forward to hearing from you on the point you made below.  
Just so we are all aware, the trailer email is scheduled to be sent to N.I. participants, all 271 of them, on the 12<sup>th</sup> of August. Lewis are you happy with this?  
Many thanks,  
Cida.

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**From:** Sarah Russell  
**Sent:** 05 August 2015 12:18  
**To:** Cida Morrison; Lewis Martin; Jodie Lahon  
**Subject:** RE: PDS and Northern Ireland [OFFICIAL]

Hi Cida,  
My understanding regarding NI right now is that we're doing nothing until Teri has confirmed what approach to take.  
Automated text – This unfortunately will need to be changed as it will be sent out to applicants even after they're approved to remind them to take their meter readings. So it's a reminder that goes every quarter which is different to the email you send. I need to double check what we've got on the current PDS system and work out whether this needs to be changed. I'll try and find this out today and circulate round.  
Thanks,  
Sarah

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**From:** Cida Morrison  
**Sent:** 05 August 2015 12:13  
**To:** Sarah Russell; Lewis Martin; Jodie Lahon  
**Subject:** PDS and Northern Ireland [OFFICIAL]  
**Importance:** High

Hi Sarah,  
We spoke about our N.I. colleagues a couple of weeks ago and I just wanted to get an update from you as to what action needs to be taken.  
Also, I sent over the PDS automated email text (this is the CRM message we send to participants letting them know that their meter reading is open) which we agreed didn't have to be amended. I just wanted to check that everyone was happy with this?  
Thanks,  
Cida.

**Cida Morrison**  
Communications Manager  
New Scheme Development  
Tel: 0203 263 9877  
[www.ofgem.gov.uk](http://www.ofgem.gov.uk)

**ofgem e-serve**

**To:** Cida Morrison[Cida.Morrison@ofgem.gov.uk]; Sarah Russell[Sarah.Russell@ofgem.gov.uk]; Jodie Lahon[Jodie.Lahon@ofgem.gov.uk]; Teri Clifton[teri.clifton@ofgem.gov.uk]  
**From:** Lewis Martin  
**Sent:** 2015-08-05T17:30:26Z  
**Importance:** Normal  
**Subject:** RE: PDS and Northern Ireland [OFFICIAL]  
**Received:** 2015-08-05T17:30:29Z

Hi,  
I'm happy with this going out on August 12<sup>th</sup>  
Regards  
Lewis

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