

MC meeting notes – 23rd February 2016**Item 1 – MC Governance**

Minutes agreed.

Item 2 – Stakeholder comms grid

- Cascade tomorrow cancelled
- Chris scheduled to meet Peter Bonfield tomorrow
 - o To discuss standards and consumer advice as part of the delivery landscape review
 - o Not clear who from DECC is leading on this work
- Chris also due to meet David Thorne on Thursday
- Dermot's blog is coming out tomorrow morning followed by Chris's email
- Chris's comments on LinkedIn will be published on Thursday
- Energy market facts & figures infographic will also be published on Thursday
- EESP meeting with DECC & Energy UK on future suppliers obligations

Item 3 – Balanced Scorecard

- MicroNIRO has been separated for the first time from the other RO transactions
- Communities and schools is now shown separately from other FITs applications
- Transaction run rate has fallen below 100% for the first time this financial year
- No. of fraud cases has fallen significantly since January – mainly due to cases being closed on NDRHI and ECO
- *NDRHI*: funding rate and transaction cost where expected
 - o Approaching forecast in terms of numbers but on track
 - o Marginal increase in queue but is being contained – largely complex sustainability cases
 - o Predicting 285 for Feb and March so likely annual total will be 5,500
 - o Performance targets: 10 working days back over 80%
 - o Key milestones: over £6bn committed spend, 6Gw capacity
- *NDRHI NI*: applications received has dropped right off
 - o Looking to accelerate applications processed in Jan and Feb
 - o DETI proposing closing scheme to new applications Feb 29th
- *DRHI*: Queue has fallen
 - o NPS at all time high ~54%
 - o 30 days target dropped because of Christmas and degression but now back on track
 - o Payments within 5 days is above target
- *RO*: NIRO now separate for first time
 - o Downward trend on NIRO applications outstanding
- *FITs*: Queue remains high
 - o Pause came in mid-Jan
 - o Further rush in Feb as caps were introduced
 - o Nearly 500 applications tackled in January
 - o Queue depends on whether preliminary accreditation will convert to full before the end of the financial year
 - o Communities and schools (C&S) huge spike in September
 - o Queue around 2 Gw (depending on prelim converting to full)
 - o Still getting around 3000 additions from MCS on CFR every week

- *CCL / REGO*: at some point decision needs to be taken on drawing a line under it as no. applications decreases
- *ECO*: queue increase due to a number of things being drawn to a close in December
 - o Everything else tracking as expected
- *WHD / GER*: good transaction run rate
- *Staff*: Trend on churn is still going in the right direction
 - o Large number of job adverts out currently
 - o Training: improving, People & resourcing group to look more at shadowing and mentoring. Looking into changing metric to time commitment rather than money invested
 - o Sickness days on downward trend
- *Projects*: not much of a change – largely positive
- *Stakeholders*: Media fairly quiet in January, next month new reporting metrics being brought in
 - o LinkedIn went live
 - o Dotmailer campaigns continue to be successful – engagement higher than public sector benchmark
- *Fraud*: big drop in cases
- *Cost per ton of CO2*: now updated for some 15/16 values.

Item 4 – EESP Board Report

- Discussion on case where a number of individual suppliers were being defrauded by an organisation by Willoughby
- DWP link case – update will be brought to MC today. Links to the work Gareth will be putting forward on assurance
- One amber on the workstreams around supplier letters

Item 5 – Potential for use of internal audit: DWP link test case

- Suppliers used to rely on paper copies of documentation
- EESP team worked with DWP to set up a document-matching process to help suppliers with this service
- We audited EST to understand their data-handling principles which provided opportunity for it to be Ofgem-led
- There wasn't the case for an external auditor to be involved in the same way as with other audits
- Strong processes and IT for the process
- This process has been beneficial as external auditors rarely have the detailed scheme knowledge needed to audit and therefore we often have to extend training

Item 6 – AOB

Items for information:

- SMT agenda
- Forward look

Attendees:	Chris Poulton	Alison Hardie (G)	Nicola Gray	James Robinson
	David Fletcher	Gareth John	Charles Hargreaves	Paul Heseltine
Also attending:	Gary Henderson	Aran Bhatia	Andrew Abraham	James Goldson
Apologies:	Paul Fisher		MC Secretary:	Emma Fenton