

To: Jacqueline Balian[Jacqueline.Balian@ofgem.gov.uk]; Keith Avis[Keith.Avis@ofgem.gov.uk]
Cc: Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]
From: Michelle Murdoch
Sent: 2012-12-07T09:48:17Z
Importance: Normal
Subject: FYI/REQ: NIRHI monthly reports
Received: 2012-12-07T09:48:19Z
Monthly NIRHI Report November 2012.docx
November 2012 NIRHI Operational Internal Report.docx

Good Morning

Please find the above attached. Both reports follow the format of the GB versions, however with a lot less information in them at the moment.

Keith, please let me know if there is anything else you would like to include and also if you wish the external report to go to DETI via yourself, myself or not at all!

Thanks in advance

Michelle

Michelle Murdoch

NI RHI Operations Manager

New Scheme Development

2nd Floor Cornerstone

107 West Regent Street

Glasgow G2 2BA

Tel: 0141 341 3958

www.ofgem.gov.uk



December NIRHI Report – Restricted (contains audit data)

The NIRHI scheme incentivises the use of renewable heat for (initially) non-domestic applications. Ofgem E-Serve accredits and approves payments for renewable heat installations in accordance with legislative requirements.

Applications: During November 26 application forms were sent out; 25 by email and 1 by post. As at month end none had been returned.

MW and installations: NA as yet.

Payments: NA as yet.

Enquiries: 3524 enquiries were dealt with across GB & NI RHI schemes, 3% more than the previous month. 106 are estimated to be NI. Work in progress to accurately split GB and NI calls and emails.

Grants: NA as yet.

State Aid: NA as yet.

Fraud & Compliance: NA as yet.

Audits: NA as yet.

NIRHI Development:

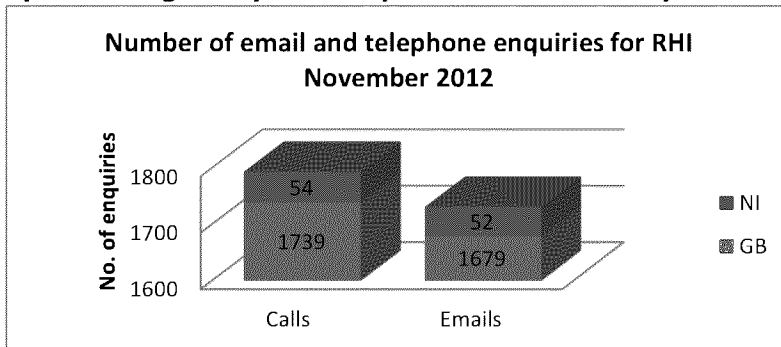
Work is ongoing on producing processes for the following:

- Manual process for back loading NIRHI manual / offline application forms onto the RHI Register.
- Manual process for periodic data and manual payments (contingency).
- Proposal for the amendment of the current IVR options (GB/NI RHI) to more fully understand the types of telephone enquiries coming through and split NI vs GB.
- Proposal for the update of current CRM options (GB/NI RHI) to more fully understand the types of email enquiries coming through NI vs GB.

Number of enquiries:

The Graph below uses the figures for all enquiries via email and phone received by the RHI operations team in November 2012. The actual NI enquiries within these figures are based upon the Ofgem assumption that the NIRHI will form 3% of GB RHI application/installation capacity and Operational workload ([Feasibility study](#)).

Graph1: Graph showing the split of enquiries via email and phone for November





NIRHI Operations Internal Report - November 2012

This report covers KPIs for the month of November 2012 for NIRHI Operations. There are currently seven areas of analysis.

KPIs November 2012

Category	KPI	November
Enquiry Handling	90% of all enquiries answered within 10 working days	100
Enquiry Handling	80% of phone calls answered within 30 seconds <i>(derived from Cabinet Office Performance Management Framework recommended metrics)</i>	76.9
Accreditation	95% of accreditation and registration decisions within 30 working days of application submission	NA
Payments	95% of payments paid within 30 working days of quarterly periodic data submission	NA
IT	The on-line application system will be available for a minimum of 99.95% of the supported business hours. <i>(Excluding planned down time). Supported business hours are 08:00-17:30 Monday to Friday excluding bank holidays. Ofgem will use reasonable endeavours to ensure that out of office hours standards are in line with the office hours standards</i>	NA

Notes on the KPIs

It should be noted that the Ofgem KPIs apply to full accreditations only and do not include those which have been referred to audit, legal, technical advice or for the resolution of IT issues where these applications have exceeded the KPI target for those reasons. The overall KPI time does not include time that an application is set back to 'with applicant' for them to provide further information.

To: Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]
From: Michelle Murdoch
Sent: 2012-12-07T09:58:07Z
Importance: Normal
Subject: RE: FYI/REQ: NIRHI monthly reports
Received: 2012-12-07T09:58:10Z

Ok...well Jacqueline has them now so I guess I shall have to wait and see!

From: Lindsay Goater
Sent: 07 December 2012 09:57
To: Michelle Murdoch; Jacqueline Balian; Keith Avis
Subject: RE: FYI/REQ: NIRHI monthly reports

Thx Michelle,
Nothing would go to DETI w/o Matthew & Bob approving it
Lindsay

From: Michelle Murdoch
Sent: 07 December 2012 09:48
To: Jacqueline Balian; Keith Avis
Cc: Lindsay Goater
Subject: FYI/REQ: NIRHI monthly reports

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