

**To:** Jacqueline Balian[Jacqueline.Balian@ofgem.gov.uk]; Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]  
**Cc:** Michelle Murdoch[Michelle.Murdoch@ofgem.gov.uk]; Gregor Stenhouse[Gregor.Stenhouse@ofgem.gov.uk]  
**From:** Keith Avis  
**Sent:** 2013-01-10T16:27:34Z  
**Importance:** Normal  
**Subject:** RE: NIRHI: Information to DETI  
**Received:** 2013-01-10T16:27:35Z

That's fine. If the report has not already gone to DETI, it would be good to make reference to their request for latest details when sending it over and see if DETI are happy with the report as it stands.

Keith

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**From:** Jacqueline Balian  
**Sent:** 10 January 2013 15:20  
**To:** Keith Avis; Lindsay Goater  
**Cc:** Michelle Murdoch; Gregor Stenhouse  
**Subject:** RE: NIRHI: Information to DETI

That bit (clearing report with Bob) is already done I'm afraid. A separate question could be asked about sharing the names but this is a no in GB and I can't think that Marcus would take a different line with NI.

Jacqueline

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**From:** Keith Avis  
**Sent:** 10 January 2013 13:03  
**To:** Lindsay Goater; Jacqueline Balian  
**Cc:** Michelle Murdoch; Gregor Stenhouse  
**Subject:** RE: NIRHI: Information to DETI

Yes agreed. For now, it would be good to get the latest NIRHI report cleared through Bob and get that to DETI. In clearing with Bob we could ask him the question about a more detailed breakdown, but sending the report will hopefully placate DETI in the short term.

Rgds  
Keith

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**From:** Lindsay Goater  
**Sent:** 10 January 2013 12:51  
**To:** Keith Avis; Jacqueline Balian  
**Cc:** Michelle Murdoch; Gregor Stenhouse  
**Subject:** RE: NIRHI: Information to DETI

Maybe, but all info sharing at this stage I think must be cleared by Bob Hull I think, or confirm it doesn't need to be... (which amounts to getting it cleared!)

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**From:** Keith Avis  
**Sent:** 10 January 2013 12:48  
**To:** Lindsay Goater; Jacqueline Balian  
**Cc:** Michelle Murdoch; Gregor Stenhouse  
**Subject:** RE: NIRHI: Information to DETI

Thanks Lindsay, yes I take your point. Maybe one way around this would be to categorise the enquiries and put numbers against each of the category headings – so DETI get the figures but not the names.

Rgds  
Keith

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**From:** Lindsay Goater  
Sent: 11.05.2017 11:05 AM on 11.05.2017  
Annotated by RHI Inquiry

**Sent:** 10 January 2013 12:44  
**To:** Keith Avis; Jacqueline Balian  
**Cc:** Michelle Murdoch; Gregor Stenhouse  
**Subject:** RE: NIRHI: Information to DETI

Hi Keith,

As far as I am aware (you can ask legal), we should protect their personal data, and names are part of that

The simple solution is to ask the enquirers if we can share their names with DETI

Assume also names of those who have requested forms is wanted, separately?

**Michelle** – for *telephone* enquiries, vs emails, *have we actually captured the contact details?* If we start sending a report to DETI that estimates eg 3% of 3000 enquiries, or counts them via CRM queues and the IVR, and they are eg ca 100, and we can only give 50 names, they may cry foul!

Thx

Lindsay

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**From:** Keith Avis  
**Sent:** 10 January 2013 12:38  
**To:** Lindsay Goater  
**Cc:** Michelle Murdoch  
**Subject:** NIRHI: Information to DETI

Lindsay cc: Michelle

I have just spoken to DETI. They are pushing again for the names of those who have enquired for the scheme – so not the personal details, just the names. The driver behind this is for DETI to get a feel for the type of people who are enquiring – particularly as there are no applications to date. I appreciate our role as an independent regulator and the need for data protection, but equally you can see that DETI need to have info as the pick up from their policy is slow.

I am interviewing all afternoon from 13:15, but if you want to discuss beforehand happy to do that. Suffice to say, DETI are asking for a response from us asap. Maybe we need to escalate to Mary and Jacqueline for a steer.

Keith

**Keith Avis**

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