

To: Keith Avis[Keith.Avis@ofgem.gov.uk]; Michelle Murdoch[Michelle.Murdoch@ofgem.gov.uk]; Jacqueline Balian[Jacqueline.Balian@ofgem.gov.uk]
Cc: Gregor Stenhouse[Gregor.Stenhouse@ofgem.gov.uk]; Mary Smith[Mary.Smith@ofgem.gov.uk]
From: Lindsay Goater
Sent: 2013-01-22T17:33:54Z
Importance: Normal
Subject: RE: December Monthly Report
Received: 2013-01-22T17:33:56Z

Over-lapped Keith's email – I guess next time we don't report GB nos at all to DETI... (we had little choice perhaps for Dec)

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From: Lindsay Goater
Sent: 22 January 2013 17:30
To: Michelle Murdoch; Keith Avis; Jacqueline Balian
Cc: Gregor Stenhouse; Mary Smith
Subject: RE: December Monthly Report

Exposing less than 3% is an argument for us charging less for administration...

I think the data set is too small to say 1% with any certainty

Someone could look at the actual emails, but time and resource probably prohibitive

Lindsay

From: Keith Avis
Sent: 22 January 2013 16:29
To: Michelle Murdoch; Jacqueline Balian
Cc: Gregor Stenhouse; Lindsay Goater; Mary Smith
Subject: RE: December Monthly Report

Michelle

I flagged over the phone the danger of using the GB 3% enquiry estimate, as GBRHI figures could then be worked out from this, which is not something that we would wish to volunteer to the Irish Assembly. So my offer, appreciating that this is an ops rather than development issue, is that you go with actuals and for email enquiries either go through the 268 and work out which are for NI (I don't know how difficult/time consuming this would be) or come up with a line that says "Ofgem estimate that the number of email enquiries are..."

I hope that this helps.

Keith

From: Michelle Murdoch
Sent: 22 January 2013 16:12
To: Keith Avis; Jacqueline Balian
Cc: Gregor Stenhouse; Lindsay Goater; Mary Smith
Subject: RE: December Monthly Report
Importance: High

Dear All,

Joanne is asking for the following (Am assuming she is looking for the data from go live date ie 1st Nov):

- Number of enquiries (from last report it looks like you are just estimating using 3% of total enquiries – is this correct?) – **please see info below**
- Number of application packs issued – **As of 22.01.2013 = 41**
- Number of applications received. – **As of 22.01.2013 = 2**

I have two proposals to make re. our response on no. of enquiries, both of which I believe we can send now as there would be no personal data used at this time.

Background

Now that the IVR is correctly reporting, we do have (for the 1st Jan – 11th Jan inclusive) actual data for tel. Enquiries - GB and NI : Total GB 681, NI 8 (1% of GB).

At this point in time email enquiries are NOT divided into GB and NI – for the same period as tel. GB and NI Email Enquiries = 268.

Proposal 1

As Joanne has correctly surmised, the info given regarding enquiries so far has been based on 3% of the total enquiries for the scheme. We could continue to report enquiries in this way which would mean 1st Nov – 21st Jan = therefore **235 estimated NI enquiries since scheme launch.**

(please note, this includes one week of average no. of tel. enquiries for Jan as the IVR system did not report the week of 14 – 18 Jan)

Proposal 2

We use the **actual figures** for the 1st Jan - 11th Jan inclusive to ascertain the 'true' percentage number of NI tel. Enquiries over this period

Received from OFGEM on 11.05.2017

Annotated by RHI Inquiry