

**To:** Keith Avis[Keith.Avis@ofgem.gov.uk]; Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]; Michelle Murdoch[Michelle.Murdoch@ofgem.gov.uk]  
**Cc:** Gregor Stenhouse[Gregor.Stenhouse@ofgem.gov.uk]; Mary Smith[Mary.Smith@ofgem.gov.uk]; Matthew Harnack[Matthew.Harnack@ofgem.gov.uk]  
**From:** Jacqueline Balian  
**Sent:** 2013-01-23T12:33:43Z  
**Importance:** Normal  
**Subject:** RE: December Monthly Report  
**Received:** 2013-01-23T12:33:43Z

Hi all,

I have spoken to DECC and they are in principle happy for DETI to refer to the level of enquiries being received for the UK scheme but suggest that if they are going to make this information public (WHICH NEITHER DECC NOR WE HAVE DONE SO FAR) they should inform DECC that they are going to do so.

Therefore my preference would be to use the form of words suggested by Michelle but to also convey the above message to them.  
Jacqueline

**Jacqueline Balian**

Head of RHI Operations  
New Scheme Development  
9 Millbank  
London  
SW1P 3GE  
Tel: 0207 901 7211  
[www.ofgem.gov.uk](http://www.ofgem.gov.uk)

---

**From:** Keith Avis  
**Sent:** 23 January 2013 11:39  
**To:** Lindsay Goater; Michelle Murdoch; Jacqueline Balian  
**Cc:** Gregor Stenhouse; Mary Smith  
**Subject:** RE: December Monthly Report

That would certainly be an easy way around it.  
K

---

**From:** Lindsay Goater  
**Sent:** 23 January 2013 11:36  
**To:** Keith Avis; Michelle Murdoch; Jacqueline Balian  
**Cc:** Gregor Stenhouse; Mary Smith  
**Subject:** RE: December Monthly Report

Can we get DECC clearance?  
It is pretty benign...  
L

---

**From:** Keith Avis  
**Sent:** 23 January 2013 10:56  
**To:** Michelle Murdoch; Jacqueline Balian  
**Cc:** Gregor Stenhouse; Lindsay Goater; Mary Smith  
**Subject:** RE: December Monthly Report

Michelle  
I am not sure that I need to clear this from a development perspective, but if it helps the final two bullets seem factual so that's fine. My view on the first bullet is that DETI are likely to come back to us to ask for the number of enquiries, if they don't there is a danger that they will use the 3% figure provided in December which could have ramifications for the GB scheme and DECC as it will be clear from this the number of GB enquiries that we have had, which DECC would not have cleared for publication in an NI Assembly Committee meeting minutes. As I say, it's not my call but I thought I would offer my view.  
Keith

---

**From:** Michelle Murdoch  
**Sent:** 23 January 2013 10:39  
**To:** Keith Avis; Jacqueline Balian  
**Cc:** Gregor Stenhouse; Lindsay Goater; Mary Smith; Matthew Harnack; Robert Hull

**Subject:** RE: December Monthly Report

**Importance:** High

Dear all,  
After feedback from JB, KA and LG, I propose the following text in reply to Joanne's email. I ask that you have a look and confirm your acceptance of it, since this information will be passed on to the ETI Committee; one of the Scrutiny Committees of the NI Assembly. I will need to send this through this afternoon so would therefore appreciate your comments today.

"Dear Joanne,

As per your email, please find the information requested below;

- Number of enquiries: We have just finished updating our telephone software system so that we will be able to give you real data regarding the number of telephone enquiries by the end of this month. As you correctly surmised, previous information has been based upon an estimation from total enquiries received which we have now ceased to use.
- Number of application packs issued - As of 22.01.2013 = 41
- Number of applications received - As of 22.01.2013 = 2

Thank you for your patience.

Kind Regards

Michelle"

**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

Dear All,

Joanne is asking for the following (Am assuming she is looking for the data from go live date ie 1<sup>st</sup> 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 1<sup>st</sup> Jan – 11<sup>th</sup> 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 1<sup>st</sup> Nov – 21<sup>st</sup> 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 1<sup>st</sup> Jan - 11<sup>th</sup> Jan inclusive to ascertain the 'true' percentage number of NI tel. Enquiries over this period and use it across both email and tel. No. figures since the scheme go live date to generate a total of enquiries for NI. **Therefore estimated NI enquiries = 78 (1% of total enquiries received for period 1<sup>st</sup> Jan – 11<sup>th</sup> Jan)**

**However**, by doing this;

- We are allowing DETI to work out how many enquiries we have received for the GB scheme in this period
- We are using a very small window of true data to extrapolate enquiries for 2 and ½ months (as well as it being a slow period – January)
- We are highlighting that the 3% forecast is incorrect.
- This information will be given to the NI Assembly...it is not just for DETI and so could have further repercussions.

Joanne is looking for the figures tomorrow.

I look forward to your reply.

Kind Regards

Michelle

**From:** Keith Avis

**Sent:** 21 January 2013 14:51

**To:** Michelle Murdoch

**Cc:** Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith

**Subject:** FW: December Monthly Report

Received from OFG-ELM on 11/05/2017  
Annotated by RFI Inquiry

Michelle

I understand that you are [Irrelevant information redacted by the RHI Inquiry], but those in your office said that you hope to be in tomorrow. As a result, I double checked with Joanne as to when she needed the information and she said that it would be fine if you picked up on this tomorrow. I hope that this is OK with you. Although not specifically a development issue, if there are any issues you wish to raise with me then do let me know.

Keith

**Keith Avis**

Senior Manager  
New Scheme Development  
9 Millbank  
London  
SW1P 3GE  
Tel: 020 7901 3077  
[www.ofgem.gov.uk](http://www.ofgem.gov.uk)

---

**From:** McCutcheon, Joanne [<mailto:Joanne.McCutcheon@detini.gov.uk>]

**Sent:** 21 January 2013 10:33

**To:** Michelle Murdoch

**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona; Marcus Porter

**Subject:** RE: December Monthly Report

Michelle

We have been asked this morning to provide an update to the ETI Committee (one of the scrutiny committees of the NI Assembly) on the 'uptake of Phase 1 of the RHI'. Grateful if you could provide updated figures for

- Number of enquiries (from last report it looks like you are just estimating using 3% of total enquiries – is this correct?)
- Number of application packs issued
- Number of applications received.

Many thanks

Joanne

---

**From:** Michelle Murdoch [<mailto:Michelle.Murdoch@ofgem.gov.uk>]

**Sent:** 14 January 2013 14:30

**To:** McCutcheon, Joanne

**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona; Marcus Porter

**Subject:** RE: December Monthly Report

**Importance:** High

Hello Joanne

Apologies for my tardiness in responding. There are some issues regarding our privacy policy with respect to the information that you are requesting. I am trying to solve these and will get back to you as soon as possible.

Kind Regards

Michelle

---

**From:** McCutcheon, Joanne [<mailto:Joanne.McCutcheon@detini.gov.uk>]

**Sent:** 14 January 2013 09:05

**To:** Michelle Murdoch

**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona

**Subject:** RE: December Monthly Report

Michelle

When I was speaking to Keith, he indicated that you could provide us with a list of those who have got application forms. Grateful to have sight of this list asap.

Many thanks

Joanne

---

**From:** Michelle Murdoch [<mailto:Michelle.Murdoch@ofgem.gov.uk>]

**Sent:** 10 January 2013 17:54

**To:** McCutcheon, Joanne; Hutchinson, Peter; Hepper, Fiona

**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith

**Subject:** December Monthly Report

Dear Joanne, Fiona and Peter,

I believe Keith spoke to you Joanne today regarding reporting. Please find attached the December Report. If you have any questions, or suggestions please do not hesitate to give me a call.

Kind Regards

Received from OFGEM on 11.05.2017  
Annotated by RHI Inquiry

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](http://www.ofgem.gov.uk)

This message may be confidential, privileged or otherwise protected from disclosure. It does not represent the views or opinions of Ofgem unless expressly stated otherwise.

If you have received this message by mistake, please contact the sender and immediately delete the message from your system; you should not copy the message or disclose its contents to any other person or organisation.

This message may be confidential, privileged or otherwise protected from disclosure. It does not represent the views or opinions of Ofgem unless expressly stated otherwise.

If you have received this message by mistake, please contact the sender and immediately delete the message from your system; you should not copy the message or disclose its contents to any other person or organisation.