

To: McCutcheon, Joanne[Joanne.McCutcheon@detini.gov.uk]
Cc: Keith Avis[Keith.Avis@ofgem.gov.uk]; Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]; Gregor Stenhouse[Gregor.Stenhouse@ofgem.gov.uk]; Jacqueline Balian[Jacqueline.Balian@ofgem.gov.uk]; Mary Smith[Mary.Smith@ofgem.gov.uk]; Hutchinson, Peter[Peter.Hutchinson@detini.gov.uk]; Hepper, Fiona[Fiona.Hepper@detini.gov.uk]; Matthew Harnack[Matthew.Harnack@ofgem.gov.uk]; Marcus Porter[Marcus.Porter@ofgem.gov.uk]
From: Michelle Murdoch
Sent: 2013-01-23T13:25:52Z
Importance: Normal
Subject: RE: December Monthly Report
Received: 2013-01-23T13:25:56Z

Hi Joanne,

Apologies once more for the delay in getting back to you. As per your request 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. We have previously provided information based upon an estimation from total enquiries received which we have now ceased to use. The enquiry line is averaging over 2000 calls a month with an increase in recent months and a peak of approximately 3500 contacts in November. It was forecast that 3% of the calls received by the enquiry line would relate to NIRHI. Accurate data on enquiries will be available in future months
- **Number of application packs issued** - As of 22.01.2013 = 41
- **Number of applications received** - As of 22.01.2013 = 2

Kind Regards
Michelle

From: McCutcheon, Joanne [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

Michelle

Michelle Murdoch

NI RHI Operations Manager

New Scheme Development

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Glasgow G2 2BA

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