

From: Keith Avis
Required Attendees: Robert Hull; Mary Smith; Ruth Lancaster; Marcus Porter
Location: Bob's room
Importance: Normal
Subject: NIRHI Administrative Arrangements
Start Date/Time: 2012-10-19T08:05:00Z
End Date/Time: 2012-10-19T08:35:00Z

Louise has said that this slot is available in Bob's calendar to discuss NIRHI performance related targets and the Administrative Arrangements.

Mary Smith will attend from the NSD team Marcus Porter will be present from Legal and Ruth Lancaster will dial in. The purpose of the meeting is to agree on the approach for handling DETI's request to have and agreed set of Ofgem performance targets in place.

We are agreed that it would be inappropriate for these to form part of the Administrative Arrangement. DETI have seen that Ofgem sets its own performance indicators which are publically available on our website. Specifically for RHI these are:

90% of all enquiries answered Annually
within 10 working days.

95% of accreditation, preliminary Annually
accreditation and registration
decisions within 30 working days
of application submission.

95% of payments paid within 30 Annually
working days of quarterly
periodic data submission.

The on-line application system Ongoing
will be available for a minimum
of 99% of the supported
business hours (excluding
planned down time). Supported
business hours are 08:00-17:30
Monday to Friday excluding bank
holidays.

Legal would not be content to have these targets cover the NIRHI scheme. DETI see some form of performance indicator as a pre-requisite for signing off the Administrative Arrangement, so we do need to agree the approach on this point to DETI.