

**To:** Karen Roe[Karen.Roe@ofgem.gov.uk]  
**Cc:** Verity Nacer[Verity.Nacer@ofgem.gov.uk]; Jane Pierce[Jane.Pierce@ofgem.gov.uk]  
**From:** WebMaster  
**Sent:** 2016-02-18T10:33:57Z  
**Importance:** Normal  
**Subject:** RE: update of web pages [OFFICIAL Internal Only]  
**Received:** 2016-02-18T10:33:58Z

Hi Karen,  
I hear what you're saying. Would you mind popping over for a chat?  
Thanks,  
Michael

---

**From:** Karen Roe  
**Sent:** 18 February 2016 10:26  
**To:** WebMaster  
**Cc:** Verity Nacer; Vic Casambros; Jane Pierce  
**Subject:** RE: update of web pages [OFFICIAL Internal Only]

Hi,  
We really need the whole announcement on the top of the page as we need to make it very clear to new applicants from NI that they can't apply after the scheme is suspended. The danger is that people won't read the full information on a publication page which is buried at the bottom of the page. We want it to be prominent as we don't want to leave ourselves open to a legal challenge from someone who tries to apply to the scheme after it has been suspended.  
I've cced Jane Pierce as I've discussed with her and if we need Gareth's approval then I'm happy to talk to him about it.  
I appreciate that you wouldn't normally want banner headings this long and can see the reason why however on this occasion we want to be really clear and transparent and make sure we aren't leaving ourselves open to a future legal challenge.  
Happy to come down and discuss.  
Thanks,  
Karen

---

**From:** WebMaster  
**Sent:** 18 February 2016 10:14  
**To:** Karen Roe  
**Cc:** Verity Nacer; Vic Casambros  
**Subject:** RE: update of web pages [OFFICIAL Internal Only]

Hi Karen,  
I think this information should go into a publication page. That way, it'll go out to stakeholders in the Daily Update. Please copy and paste the text into a new publication (+ summary, title, etc.).  
As for the structure pages below, I think we should just retain the first line of the announcement, along with a link to the publication where the user can read more. As the text says, it only affects the Northern Ireland scheme, so doesn't make sense having a big chunk of the same info at the top of five key pages (unhelpful for the unaffected GB participants).  
Suggest:  
The Department of Enterprise, Trade and Industry has confirmed that the Northern Ireland RHI Scheme will be suspended to new applicants from 29 February 2016. Find out [how this affects Northern Ireland scheme participants](#).  
Let me know what you think/once actioned.  
Thanks,  
Michael

---

**From:** Karen Roe  
**Sent:** 18 February 2016 09:46  
**To:** WebMaster  
**Subject:** update of web pages [OFFICIAL Internal Only]

Hi,  
Could you please update the following web pages:  
<https://authors.ofgem.gov.uk/node/36871/draft>  
<https://authors.ofgem.gov.uk/node/36872/draft>  
<https://authors.ofgem.gov.uk/node/36874/draft>  
<https://authors.ofgem.gov.uk/node/64181/draft>  
<https://authors.ofgem.gov.uk/node/36876/draft>

Thanks,  
Karen  
Received from OFGEM on 11.05.2017  
Annotated by RHI Inquiry

**Karen Roe**

Communication and Stakeholder Engagement Manager  
Environmental Schemes  
9 Millbank  
London  
SW1P 3GE

<http://www.ofgem.gov.uk>

**ofgem e-serve**

[Internal Only]