

**To:** Teri Clifton[teri.clifton@ofgem.gov.uk]  
**Cc:** Mills, John (DETI)[John.Mills@detini.gov.uk]; Wightman, Stuart[Stuart.Wightman@detini.gov.uk]  
**From:** Hughes, Seamus  
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Good morning Teri

Our Permanent Secretary had a meeting yesterday with Moy Park to discuss the issue of RHI closure. One of the matters raised was the potential for a surge in applications towards the 29 February closure date and the capacity of the Ofgem online application system to cope with extra demand. They had a particular concern if there were issues over the weekend of the 27 and 28 in the run up to closure and what contingency plans you will have in place.

I know we touched on this briefly in the teleconference on Monday past and you indicated extra helpline resources would be put in place. We are unlikely to experience anything like the spike from last year and the Ofgem system coped fine then but it would be useful if you could outline the contingency arrangements that you have in place so that we can reassure customers such as Moy Park.

Many thanks

Regards

Seamus

**Seamus Hughes**

Energy Efficiency Branch  
Department of Enterprise, Trade & Investment  
Netherleigh  
Massey Avenue  
Belfast, BT4 2JP  
Tel: 028 9052 9532 (ext: 29532)  
TextRelay: 18001 028 9052 9532  
Web: www.detini.gov.uk

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