

To: Jane Pierce[Jane.Pierce@ofgem.gov.uk]; Karen Roe[Karen.Roe@ofgem.gov.uk]; Callum Green[Callum.Green@ofgem.gov.uk]; Alex Noonoo[Alex.Noonoo@ofgem.gov.uk]
From: Sarah Driver
Sent: 2016-02-18T14:11:31Z
Importance: Normal
Subject: RE: bank info email - very first draft [OFFICIAL Internal Only]
Received: 2016-02-18T14:11:32Z

Callum, otherwise known as "Mr IT" is on it.

Thanks,
Sarah

From: Jane Pierce
Sent: 18 February 2016 14:02
To: Karen Roe; Callum Green; Alex Noonoo; Sarah Driver
Subject: FW: bank info email - very first draft [OFFICIAL Internal Only]

Please could one of you give Mhairi a hand?

From: Mhairi McQuillan
Sent: 18 February 2016 13:50
To: Jane Pierce; Teri Clifton
Subject: RE: bank info email - very first draft [OFFICIAL Internal Only]

Hi Jane,
Would comms be able to help us with the mail merge? We're not too sure on how to do it here so may take longer.
I've attached the details of the Accounts that we haven't received any paperwork for.
Thanks,
Mhairi

From: Jane Pierce
Sent: 18 February 2016 13:25
To: Teri Clifton; Mhairi McQuillan
Subject: RE: bank info email - very first draft [OFFICIAL Internal Only]

I have made a couple further tweaks in the text below.
Sorry!
Jane

From: Teri Clifton
Sent: 18 February 2016 13:16
To: Mhairi McQuillan; Jane Pierce
Subject: RE: bank info email - very first draft [OFFICIAL Internal Only]

Thanks Mhairi
That's a good point – if we don't have their details/further information we should ask them individually. Going forward, I assume we re-check when the application is in for full approval to make sure the AS hasn't changed?
Can you confirm if we can mail merge the email up here or do you need help from comms as Sharon has the numbers outstanding...
Thanks
Teri

From: Mhairi McQuillan
Sent: 18 February 2016 11:39
To: Teri Clifton; Jane Pierce
Subject: RE: bank info email - very first draft [OFFICIAL Internal Only]

Hi both,
Looks fine to me – only thing is we are saying about 'installed and commissioned' which is great but there isn't any mention of preliminary applications. We only have 4 but we do verify them before approval.
Mhairi

From: Teri Clifton
Sent: 18 February 2016 09:00
To: Jane Pierce; Mhairi McQuillan
Subject: RE: bank info email - very first draft [OFFICIAL Internal Only]
Importance: High

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

This looks good – I'll get Mhairi to give it the once over but then I think the verifications team could send it over the next couple of days. We can use the first paragraph and adjust slightly for further info without going into more detail, so that could be progressed this week as well 😊

From: Jane Pierce
Sent: 18 February 2016 08:35
To: Teri Clifton
Subject: bank info email - very first draft [OFFICIAL Internal Only]

Dear applicant,

Thank you for your application to the NI RHI Non-Domestic RHI Scheme.

You may be aware that the Department of Enterprise, Trade and Investment has confirmed that the Northern Ireland RHI Scheme will be suspended to new applicants from 29th February 2016. Ofgem E-Serve continues to administer the Non-Domestic RHI scheme on DETI's behalf and we will continue to process properly made applications for installations that have been fully installed and commissioned and which are submitted by 23:59 on **29th February**. Ofgem has received a significant number of applications to the scheme and whilst we are doing all we can to process applications as quickly as possible processing times are taking longer than expected. We apologise for any inconvenience this may cause.

We note that you have not yet provided bank and account information relating to your application. As part of the application process for the Non-Domestic RHI we need to verify the identity of the Authorised Signatory and the bank details into which Non-Domestic RHI payments will be made. You can find further information about this in our [guide to bank and identity details](#).

Please note that we cannot progress your application until this information has been provided and verified.

Please **do not** send this information by email or via the RHI Register. Please post the letter and evidence to: Non-Domestic RHI Verifications Team, Ofgem, Cornerstone, 107 West Regent Street, Glasgow, G2 2BA.

If you have any questions, you can call the RHI enquiry line on 0845 200 2122 or email us at RHI.Enquiry@ofgem.gov.uk

Jane Pierce

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ofgem e-serve
the energy regulator

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