

To: Hughes, Seamus[Seamus.Hughes@detini.gov.uk]
Cc: Mills, John (DETI)[John.Mills@detini.gov.uk]; Wightman, Stuart[Stuart.Wightman@detini.gov.uk]; Jane Pierce[Jane.Pierce@ofgem.gov.uk]; Edmund Ward[Edmund.Ward@ofgem.gov.uk]
From: Teri Clifton
Sent: 2016-02-22T12:48:19Z
Importance: Normal
Subject: RE: Non Domestic RHI - Management of applications towards the closing date
Received: 2016-02-22T12:48:21Z

Hi Seamus

Thanks for your email. I am currently speaking to our IT colleagues for assurance that there are no planned system outages. As you have seen before, our system is able to deal with a significant volume of submissions, so we are confident any spike will be manageable.

As at this morning we have 49 applications in for this month, including 4 prelims.

Our current plan (subject to final confirmation) is that we will open the phone lines for limited hours over Saturday and Sunday. In addition to this, we are looking to extend the phone lines to 7pm on Monday night.

We will publish full details on our website and will let you have the information so you can publish simultaneously. As we have discussed previously, final contingency would be for applicants to send screenshots of any IT issues they were having after 7pm to the normal RHI enquiry e-mail and we will validate.

Kind regards

Teri

From: Hughes, Seamus [mailto:Seamus.Hughes@detini.gov.uk]
Sent: 18 February 2016 12:11
To: Teri Clifton
Cc: Mills, John (DETI); Wightman, Stuart
Subject: Non Domestic RHI - Management of applications towards the closing date
Importance: High

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

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