

**To:** Keith Avis[Keith.Avis@ofgem.gov.uk]; Paul Heigl[Paul.Heigl@ofgem.gov.uk]; Michelle Murdoch[Michelle.Murdoch@ofgem.gov.uk]; Mavreen Ananura[Mavreen.Ananura@ofgem.gov.uk]; Rita Chohan[Rita.Chohan@ofgem.gov.uk]; Sophie Jubb[Sophie.Jubb@ofgem.gov.uk]  
**From:** Mary Smith  
**Sent:** 2012-11-06T11:05:34Z  
**Importance:** Normal  
**Subject:** RE: NIRHI update  
**Received:** 2012-11-06T11:05:37Z

Can I echo Keith's thanks to you all for all your hard work on getting NIRHI in. I was also waiting for the Admin Arrangement to be finalised before arranging some sort of celebration – and also a thank you to Paul and Rita as they move to concentrate on RO – but have been beaten to it!

Mary

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**From:** Keith Avis  
**Sent:** 06 November 2012 08:51  
**To:** Paul Heigl; Michelle Murdoch; Mavreen Ananura; Rita Chohan; Sophie Jubb  
**Cc:** Mary Smith  
**Subject:** RE: NIRHI update

All

I was waiting for the sign-off of the agreement before sending around my thanks, but Matthew has beaten me to it. However, I do want to say how grateful I am for all your hard work. I appreciate that NIRHI was more of a petulant teenager than cute baby brother of the GB Regs, but it was great to see the team pull together and have all the deliverables that were in our control signed off and ready for go-live. I will ask Adrian to put something in calendars for a "lessons learned" session over the next couple of weeks. But we should also mark the occasion less formally. When Michelle is next in London I suggest that we go out for a couple of drinks for sure.

Thanks again

Keith

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**From:** Matthew Harnack  
**Sent:** 05 November 2012 20:04  
**To:** Paul Heigl; Michelle Murdoch; Mavreen Ananura; Keith Avis; Mary Smith  
**Subject:** RE: NIRHI update

Hi all,

Many thanks for the greatwork you've done on setting up the NIRHI. And congratulations too for going live with the scheme. It's a really good achievement. And my apologies for the delayed email and for being a little difficult to get hold of the past few days. The Admin Arrangements are proving to be a bit of a distraction at the moment, but I'm sure we will finalise them soon enough too.

Thanks again,

Matthew

**Matthew Harnack**  
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**From:** Paul Heigl  
**Sent:** 31 October 2012 14:16  
**To:** Matthew Harnack  
**Cc:** Mary Smith; Michelle Murdoch; Mavreen Ananura; Keith Avis  
**Subject:** NIRHI update

Hello Matthew,

**NIRHI manual process and internal documents:**

Further to the meeting yesterday, I have made the amendments to the SOPs and subsequently the Practical Implementation Guides (link below) that were discussed in the meeting. Consequently I have requested and received sign-off for the newly drafted SOPs for NI (attached) and all the other internal SOPs (link below) from RHI Fraud and Compliance (Morag Drummond), GB RHI Ops (Lindsay Goater) and finally Jacqueline Balian (please see attached email).

Completed GB & NI SOPs  
Received by ONS on 22.05.2017  
Annotated by RHI Inquiry

Practical Implementation Guides (PIGs)

**Update to the Feasibility Study report and cover letter:**

We have received sign off from Finance and an email from IT that this report will be signed off tomorrow, I am trying to chase Milton James to see if we can pull that forward to today, but we have confirmation in principle. Legal, as you know will not sign off the costs element of this report as they believe the costs are unlikely to reflect the actual level of legal involvement going forward.

**Future actions:**

I am training the Fraud & Compliance team on the manual process tomorrow, hoping to receive official sign-off from IT on the Update to the FS report (if not attained today). I am also running a second training session for the RHI operations team on Monday (Both London and Glasgow again).

Once the Admin Arrangements have been finalised Mavreen will make the final amendments to the last 2 GB & NI RHI SOPs.

Kind regards,

**Paul Heigl**

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