



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
25.02.2013 – 01.02.2013	RAG Rating	Minor or no issues

Key Performance Indicators (Feb)	Target (%)	Month Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working days	90.00	100.00
Regis'r'n and Accred'n decisions within 10 working days	95.00	100%	100%
Online systems available (within support hours)	99.95	N/A	N/A
Tel. calls answered within 30 seconds	80.00	91.7	86.73
Payments made within 30 working days	95.00	N/A	N/A

Enquiry Handling	RAG Rating
<p>Progress to date</p> <ul style="list-style-type: none"> NI enquiries now being received. <p>key risks/issues</p> <ul style="list-style-type: none"> Working alongside IT to separate out reporting for email enquiries; NI vs GB. Hope to be live for next month. 	

Applications	RAG Rating
<p>Full IT solution now in place, following the successful go –live of the payments and periodic data requirements on 30 January. All Ofgem procedural documents have been updated and are active. Initial interest in the scheme has been slow during the first two months of operation. As of 28.02.2013, there are 7 applications received. Of these, the first was accredited on the 28th Feb, the rest are in various stages of going through the accreditation process. At this point in time, we are receiving both manual applications (sent out to potential applicants upon their request before NIRHI went live on the RHI register) as well as fully uploaded applications online. DETI have been made aware of the first accreditation thus giving them the opportunity of creating a press release.</p>	

Periodic Data	RAG Rating
NA for NIRHI as yet	

Technical Support	RAG Rating

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NA as yet

Payments & Drawdown	RAG Rating
NA as yet	

Fraud & Compliance	RAG Rating
NA as yet	

Grants	RAG Rating
NA as yet	

Audit	RAG Rating
NA as yet	

Complaints	RAG Rating
NA as yet	

Dispute Resolution	RAG Rating
NA as yet	

Reporting	RAG Rating
Marcus generating a response to DETI's lawyers regarding the relationship between DETI and GEMA. Awaiting further progress.	

Resources	RAG Rating
Peter Rice working upon invoice for DETI re NIRHI so far. Will be adding in operational hours for the month of Feb (MM)	

Communications and Stakeholder Engagement	RAG Rating
Applicant Guidance note 2 for the NIRHI now with Stella and will be uploaded onto the Ofgem website imminently.	

Systems and Process Improvements	RAG Rating
There is no capacity in IT to address any changes or developments to the system beyond the 'Go Live' date.	

IT Systems	RAG Rating

Risk Classification

	Major issues
	Moderate issues

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 Minor or no issues