



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
09/06/2014 – 13/06/2014	RAG Rating	

Key Performance Indicators	Target (%)	Month Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working dayews	90.00	93.75
Regis' n and Accred' n decisions within 10 working days			
Online systems available (within support hours) including Sharepoint and Email	99.95	99.98	91.27
Tel. calls answered within 30 seconds	80.00	100	98.50
Payments made within 30 working days	95.00	98.32	98.32

Enquiry Handling - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 34 calls and c. 19 emails received. MTD: 63 calls and c. 44 emails received. <p><i>*Note: Figures are correct as of 09:00 on 16/06/2014. The timeframe for pulling weekly data runs from Monday June 9th 00:00 – Sunday June 15th 23:59.</i></p>	

Applications - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 0 application approved; 6 applications received. MTD: 1 application approved; 14 applications received. Since scheme inception: 116 applications approved, 8 amendments. <p><i>Note: Figures are correct as of 08:00 on 16/06/2014.</i></p>	

Periodic Data - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 12 PD submissions received from 'live' applications; 9 submissions review completed. MTD: 16 PD submissions received from 'live' applications; 17 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 16/06/2014. The timeframe for pulling weekly data runs from Monday June 9th 00:00 – Sunday June 15th 23:59.</i></p>	

Technical Support - EW	RAG Rating
NA as yet	

Payments & Drawdown - TA	RAG Rating

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A total of £337,518.26 has been paid in the year to date for 6.0 Gwh of heat . 192 individual payments have been made since the inception of the scheme to date, amounting to £703,150.31 for 13.1 Gwh of heat.

Fraud & Compliance - TA RAG Rating
 There is one on-going investigation into a suspected fraud relating to meter readings. The Audit team will arranged a site visit.

Grants - EW RAG Rating
 We are still waiting on information from DETI to finalise our approach to considering separately applications in receipt of 'de minimis' state aid.

Audit - TA			RAG Rating
	WTD	MTD	YTD
Site audits planned			0
Site audits ongoing (from site audit carried out to final report received)			0
Site audits finalised			
No. of non compliant installations from site audits finalised	0	0	0
Non compliance rate (%) from site audits		0%	0%

- We are waiting on DETI ref descision for further NI RHI audits/sample size/budget.
- Decision expected by end of June

Complaints - TA RAG Rating
 NA as yet

Dispute Resolution RAG Rating
 No on-going disputes

Resources - JB RAG Rating
 Teri is leading on the negotiations of the budgets, Edmund on the grant issues

Systems and Process Improvements - SB RAG Rating
 Nothing to report

IT Systems - CF RAG Rating

- Nothing further to report

Risk Classification

Major issues	Moderate issues	Minor / no issues
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