

**To:** McCay, Davina[Davina.McCay@detini.gov.uk]  
**Cc:** Teri Clifton[teri.clifton@ofgem.gov.uk]; Edmund Ward[Edmund.Ward@ofgem.gov.uk]  
**From:** Atika Ashraf  
**Sent:** 2014-06-20T16:11:16Z  
**Importance:** Normal  
**Subject:** RE: NI RHI - inclusion of domestic systems >100kW in Non-Domestic RHI.  
**Received:** 2014-06-20T16:11:17Z

Hi Davina,

I hope you are well. I have had some initial discussions with Operational colleagues and we think there are a few key considerations that will require further exploration:

- Impact on enquiry volumes from Domestic applicants querying what scheme they are in, eligibility criteria, application progress ect
- Impact on call reporting system and how current calls are categorised for reporting purposes
- Whether or not the current eligibility criteria is applicable and feasible for domestic consumers, including whether or not domestic participants are comfortable with potentially more expensive and tougher requirements than the Domestic scheme.
- Impact on current application form – in particular what changes need to be made to the questions themselves, question flow and IT system to enable this.
- Tariff rates – are they going to be the same as the Domestic scheme and what impact could this have on gaming opportunities? Our payment calculations in the IT system would also need to be amended.
- Customer experience – ensuring that guidance and external communications materials are reflective of these requirements, and if any active comms activity needs to be carried out.

It would be great if you could confirm whether or not you want us to undertake a feasibility study to explore these areas in more detail, and if so, how this feasibility study work will be funded.

Thanks

Atika

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**From:** McCay, Davina [mailto:Davina.McCay@detini.gov.uk]  
**Sent:** 13 June 2014 14:04  
**To:** Atika Ashraf  
**Subject:** NI RHI - inclusion of domestic systems >100kW in Non-Domestic RHI.

Atika

Thank you for your time this afternoon, it was good to speak to you.

We discussed the possibility of allowing domestic systems in Northern Ireland over 100kW to apply to the non-domestic RHI and you helpfully agreed to discuss the impacts of this with your operational colleagues and come back to me.

If you need anything further, please let me know. My contact details are below.

Kind regards

Davina

**Davina McCay**

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