



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
13/10/2014 – 17/10/2014	RAG Rating	

Key Performance Indicators		Month	YTD
	Target (%)	Actual (%)	Actual (%)
Enquiries answered within 10 working day	90.00	100	100
Regis'r'n and Accred'n decisions within 10 working days	90.00	78.43	83.31
Online systems available (within support hours) including Sharepoint and Email	99.95	99.98	91.27
Tel. calls answered within 30 seconds	80.00	88.00	97.14
Payments made within 30 working days	95.00	98.72	98.72

Enquiry Handling – TC	RAG Rating
<ul style="list-style-type: none"> WTD: 45 calls and c. 34 emails received. MTD: 128 calls and c. 68 emails received. <p><i>*Note: Figures are correct as of 09:00 on 20/10/2014. The timeframe for pulling weekly data runs from Monday October 13th 00:00 – Sunday October 19th 23:59.</i></p>	

Applications - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 5 applications approved; 8 applications received. MTD: 5 applications approved; 23 applications received. Since scheme inception: 183 applications approved (excludes rejections, withdrawals and amendments), 13 amendments. <p><i>Note: Figures are correct as of 09:00 on 20/10/2014.</i></p>	

Periodic Data - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 16 PD submissions received from 'live' applications; 14 submissions review completed. MTD: 43 PD submissions received from 'live' applications; 32 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 20/10/2014. The timeframe for pulling weekly data runs from Monday October 13th 00:00 – Sunday October 19th 23:59.</i></p>	

Technical Support - EW	RAG Rating
NA as yet	

Payments & Drawdown - TA	RAG Rating
A total of £948,625.39 has been paid in the year to date for 16.0 Gwh of heat . 367 individual payments have been made since the inception of the scheme to date, amounting to £1,314,257.44	