

To: Jacqueline Balian[Jacqueline.Balian@ofgem.gov.uk]; Teri Clifton[teri.clifton@ofgem.gov.uk]
Cc: Mhairi McQuillan[Mhairi.McQuillan@ofgem.gov.uk]; Steve Blackie[Steve.Blackie@ofgem.gov.uk]
From: Cheryl Fox
Sent: 2014-12-08T15:44:00Z
Importance: High
Subject: FW: NI Weekly data 30-11-14
Received: 2014-12-08T15:44:01Z

Hi Jacqueline and Teri,

As we discussed at the Senior management meeting today the SQL reports cannot be relied upon to supply accurate information as they are no longer supported by IT (please see my recent email below).

Any reports we supply to DETI I think should now be run through QlikView as we would not be able to provide all the detailed information required for the DETI reports just from CRM.

I have had a brief conversation with Marc who could provide all the relevant data, which we currently send using the SQL report, to DETI from QlikView.

Would you like me to arrange a meeting with yourselves, Mohini, Josephine and Marc to discuss the way forward with the DETI reports?

Kind Regards

Cheryl

From: Cheryl Fox
Sent: 04 December 2014 15:31
To: Josephine Taylor
Cc: Jacqueline Balian; Tasfin Ahmed; Steve Blackie
Subject: RE: NI Weekly data 30-11-14
Importance: High

Hi Josephine,

Sorry for the delay in replying to you. IT came back to me yesterday (3/12/14) with the response below:

Its difficult to replicate the issue but the most likely explanation is that the applications were in the process of being re-submitted, the logic in the view currently only picks up Submitted or Approved applications.

There is another issue with the SQL reports as IT have informed us that last year when PDS was being developed it was agreed that IT would not make any further changes or maintain the Live Report Views (accessed from Excel) which were relied on at the time, the reason for this was due to the extra cost and also the fact that QlikView was being developed and would replace these Live views.

So although these views still exist on the system and provide data, some are not reliable and have not been updated to reflect the various changes in logic and database schema which have happened because of the various releases since the beginning of the year.

For the DETI report I think we should look at carrying out the same exercise as we did with DECC, which is to ask DETI which information that they actually require from this Report and the frequency of the Report and then have run the Report through Qlikview, as we do for DECC.

I think if we continue to use the SQL report then there will be discrepancies as highlighted below by DETI.

Hope this helps.

Kind Regards

Cheryl

From: Josephine Taylor
Sent: 04 December 2014 14:54
To: Cheryl Fox
Subject: FW: NI Weekly data 30-11-14
Importance: High

From: Thompson, Sandra [mailto:Sandra.Thompson@detini.gov.uk]
Sent: 04 December 2014 14:52
To: Josephine Taylor
Subject: RE: NI Weekly data 30-11-14
Importance: High

Hi Josephine – two applications that had disappeared last week are back on again (Personal information redacted by RHI) and (Personal information redacted by RHI) but three others have gone. Would you be able to tell me which ones have gone this time and whether this is likely to be permanent? We use this data for our accruals and obviously it makes a difference if applications are withdrawn. Hoping you can help.

Thanks and regards

Sandra

From: Josephine Taylor [mailto:Josephine.Taylor@ofgem.gov.uk]
Sent: 01 December 2014 14:46
To: Thompson, Sandra

Cc: Sinton, Dan; Hughes, Seamus

Subject: NI Weekly data 30-11-14

Dear All,

Please find attached the NI RHI data for the week ending 30-11-2014.

Kind regards,

Josephine Taylor

RHI Assistant Finance Manager

New Scheme Development

9 Millbank

London

SW1P 3GE

Tel: 020 3263 9809

www.ofgem.gov.uk

ofgem e-serve

This message may be confidential, privileged or otherwise protected from disclosure. It does not represent the views or opinions of Ofgem unless expressly stated otherwise.

If you have received this message by mistake, please contact the sender and immediately delete the message from your system; you should not copy the message or disclose its contents to any other person or organisation.

To: Cheryl Fox[Cheryl.Fox@ofgem.gov.uk]
From: Jacqueline Balian
Sent: 2014-12-08T15:53:58Z
Importance: Normal
Subject: FW: Errors in DETI SQL report
Received: 2014-12-08T15:53:00Z

Hi Cheryl, sorry should have copied you in on this
 J

From: Jacqueline Balian
Sent: 08 December 2014 15:10
To: Mhairi McQuillan; Steve Blackie
Cc: Edmund Ward; Teri Clifton; Gareth John; Mohini Depala
Subject: Errors in DETI SQL report

Hi there,
 Further to the discussion in the senior managers meeting. It appears that there is an error in the SQL report that Mohini has been using to send a list of accredited installations to DETI.
 This gives us a problem as they need this report weekly on a Monday with data correct up to Sunday night.
 The information they have been receiving is listed below:

We need to show those which are currently in review following submission of an amendment too if possible.

RH IN um ber	Co unt ry	Appli catio n Type	Technolo gy Type	Installati on Capacity (kWth)	Flow rate(m3/h our)	Eff ici en cy	Average hours of operation each week	Appli catio n Statu s	Appl icati on Submissi on Date	Original Submis sion Date	Appl icat ion Effectiv e Date	Acc dita on Dat
-----------------------	-----------------	-----------------------------	---------------------	--	-------------------------------	------------------------	---	-----------------------------------	---	------------------------------------	--	--------------------------

In order to produce this information for today would it be possible Mhairi for you to run a query in the CRM and export it to Excel?
 I believe they use this for their accruals so as a minimum they probably need,
 installation no,
 capacity
 technology
 expected hours of operation
 efficiency
 withdrawn revoked etc
 accreditation date
 Status

Teri – you may have some information about any other essential items they might need?
 This is a stop gap emergency measure – in the longer term we will need to...
 JB to review a copy of the latest data sharing protocol draft with DETI to ensure that it would allow us to replicate existing DECC reports produced in Qlikview and run them for DETI.
 SB to review whether these reports can be/should be produced out of Qlickview
 MC to estimate how much of his time would be needed to produce the equivalent reports for DETI.
 We will need to be able to produce these reports each week so we should make some provision for the next few weeks now, assuming that it will be difficult to get the Qlikview end sorted immediately.

All the best
 Jacqueline

Jacqueline Balian
 Head of RHI Operations
 New Scheme Development
 9 Millbank
 London
 SW1P 3GE
 Tel: 0207 901 7211
www.ofgem.gov.uk

