



Weekly Report - Renewable Heat Incentive (NI) - Operations

| Period | Overall Status | Summary |
|-------------------------|----------------|--|
| 19/01/2015 – 23/01/2015 | RAG Rating | Hiatus in operations after amended regulations were laid by DETI and come into force on 9 December – new Arrangements have now been signed and most processing can resume, although final details on sharing information regarding domestic/non-domestic statuses is outstanding pending resolution in January 2015. |

| Key Performance Indicators | Target (%) | Jan Actual (%) | YTD Actual (%) |
|--|--|----------------|----------------|
| | Enquiries answered within 10 working day | 90.00 | 100 |
| Regis'n and Accred'n decisions within 10 working days | 90.00 | 82.34 | 77.18 |
| Online systems available (within support hours) including Sharepoint and Email | | | |
| Tel. calls answered within 30 seconds | 80.00 | 74.21 | 92.55 |
| Payments made within 30 working days | 95.00 | 98.5 | 97.04 |

| Enquiry Handling – TC | RAG Rating |
|--|------------|
| <ul style="list-style-type: none"> WTD: 59 calls and c. 2 emails received. MTD: 169 calls and c. 5 emails received. <p><i>*Note: Figures are correct as of 09:00 on 26/01/2015. The timeframe for pulling weekly data runs from Monday January 19th 00:00 – Sunday January 25th 23:59.</i></p> | |

| Applications - TC | RAG Rating |
|--|------------|
| <ul style="list-style-type: none"> WTD: 2 application approved; 9 applications received. MTD: 2 applications approved; 51 applications received. Since scheme inception: 267 applications approved (excludes rejections, withdrawals and amendments), 16 amendments. <p><i>Note: Figures are correct as of 09:00 on 26/01/2015.</i></p> | |

| Periodic Data - TC | RAG Rating |
|---|------------|
| <ul style="list-style-type: none"> WTD: 22 PD submissions received from 'live' applications; 28 submissions review completed. MTD: 85 PD submissions received from 'live' applications; 88 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 26/01/2015. The timeframe for pulling weekly data runs from Monday January 19th 00:00 – Sunday January 25th 23:59.</i></p> | |

| Technical Support - EW | RAG Rating |
|------------------------|------------|
| Nothing by exception | |

| Payments & Drawdown - TA | RAG Rating |
|---|------------|
| A total of 2,086,588.09 has been paid in the year to date for 34.4 Gwh of heat . 621 individual payments have been made since the inception of the scheme to date, amounting to £2,452,220.14 | |

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for 41.5 Gwh of heat.

Compliance – APT RAG Rating

The Compliance team have been prioritising any NIRHI installations appearing on the days in stage report. This week we have completed bank and identity checks on a further 13 NI applications

Counter Fraud - RO RAG Rating

As at 23 January 2015, we have no cases of suspected fraud under investigation on the NI NDRHI scheme.

We have one case which will be recommended for closure at the next Risk and Fraud Management Group meeting. The case recommended for closure involved:

- A suspicion that a knowing false opening meter reading might have been provided for an installation. There was also a suspicion that the participant was intending to provide knowingly false future periodic data submissions. Our investigations have concluded that there was no intention to defraud the scheme in this case, however we suspect that the participant may be non-compliant. We have referred the matter to the Compliance team.

Grants - EW RAG Rating

Amended regulations came into force on 9th December which enable all applicants to repay loans or other public support in order to access RHI; affected 4 Carbon Trust applicants, who we had indicated based on DETI’s assessment of state aid funding would be ineligible, are in the process of repaying grants, and one has now been accredited.

| Audit - APT | | | RAG Rating |
|--|------------|------------|-------------------|
| | WTD | MTD | YTD |
| (POST) Site audits planned | | | 7 |
| Site audits ongoing (from site audit carried out to final report received) | | | 1 |
| Site audits finalised | 0 | 1 | 6 |
| No. of non compliant installations from site audits finalised | 0 | 1 | 4 |
| Non compliance rate (%) from site audits | | 100% | 67% |
| (PRE) Site audits planned | | | 1 |
| Site audits ongoing (from site audit carried out to final report received) | 0 | 0 | 0 |
| Site audits finalised | 0 | 0 | 1 |
| No. of non compliant installations from site audits finalised | 0 | 0 | 1 |
| Non compliance rate (%) from site audits | | 0% | 100% |

- A further 4 NI installations have been selected - confirmation required from Teri that DETI are happy for 12 installations to be audited, rather than 11 as originally planned, slight increase in budget £631 required for this.

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| | |
|-------------------------|-------------------|
| Complaints - APT | RAG Rating |
| NA as yet | |

| | |
|---------------------------------|-------------------|
| Dispute Resolution - APT | RAG Rating |
| No on-going disputes | |

| | |
|-----------------------|-------------------|
| Resources - SA | RAG Rating |
| Nothing to report | |

| | |
|--|-------------------|
| Systems and Process Improvements - SB | RAG Rating |
| Nothing to report | |

| | |
|---|-------------------|
| IT Systems - CF | RAG Rating |
| <ul style="list-style-type: none"> NI Privacy Policy CR implemented in December 2014 | |

Risk Classification

| | | |
|--------------|-----------------|-------------------|
| Major issues | Moderate issues | Minor / no issues |
|--------------|-----------------|-------------------|