



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
01/12/2014 – 05/12/2014	RAG Rating	

Key Performance Indicators	Target (%)	Nov Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working day	90.00	100
Regis'r'n and Accred'n decisions within 10 working days	90.00	71.26	73.88
Online systems available (within support hours) including Sharepoint and Email			
Tel. calls answered within 30 seconds	80.00	83.78	96.06
Payments made within 30 working days	95.00	92.68	96.84

Enquiry Handling – TC	RAG Rating
<ul style="list-style-type: none"> WTD: 37 calls and c. 21 emails received. MTD: 37 calls and c. 21 emails received. <p><i>*Note: Figures are correct as of 09:00 on 08/12/2014. The timeframe for pulling weekly data runs from Monday December 1st 00:00 – Sunday December 7th 23:59.</i></p>	

Applications - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 0 applications approved; 2 applications received. MTD: 0 applications approved; 2 applications received. Since scheme inception: 249 applications approved (excludes rejections, withdrawals and amendments), 13 amendments. <p><i>Note: Figures are correct as of 09:00 on 08/12/2014.</i></p>	

Periodic Data - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 12 PD submissions received from 'live' applications; 24 submissions review completed. MTD: 12 PD submissions received from 'live' applications; 24 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 08/12/2014. The timeframe for pulling weekly data runs from Monday December 1st 00:00 – Sunday December 7th 23:59.</i></p>	

Technical Support - EW	RAG Rating
Nothing by exception	

Payments & Drawdown - TA	RAG Rating
A total of 1,518,623.19 has been paid in the year to date for 25.1 Gwh of heat . 493 individual payments have been made since the inception of the scheme to date, amounting to £1,884,255.24 for 32.2 Gwh of heat.	

Counter Fraud and Compliance – RO/APT	RAG Rating
Counter Fraud - As at 5 December 2014, we have one case of suspected fraud under investigation on	

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the NI NDRHI scheme. This case has a potential value of £1,760.

This case involves a suspicion that a knowingly false opening meter reading may have been given for an installation. There is also a suspicion that the participant may intend to provide knowingly false future periodic data submissions. Investigations in to this matter are ongoing.

Compliance- we have been prioritising this based on the Days in Stage report- there are five installations (two Org's) that have provided us with bank details that cannot be verified. The compliance manager will make a decision re these this week.

Grants - EW	RAG Rating
We have approved 2 further NI applications with Carbon Trust loans below the de minimis threshold, and expect to write formally to owners of 4 further installations (from which we have received a view from DETI that their loan represents an exception from our duty to accredit), further to phone calls in w/c 3 November.	

Audit - APT			RAG Rating
	WTD	MTD	YTD
(POST) Site audits planned			7
Site audits ongoing (from site audit carried out to final report received)			2
Site audits finalised	0	0	5
No. of non compliant installations from site audits finalised	0	0	3
Non compliance rate (%) from site audits		0%	60%
(PRE) Site audits planned			1
Site audits ongoing (from site audit carried out to final report received)	0	1	1
Site audits finalised	0	0	0
No. of non compliant installations from site audits finalised	0	0	0
Non compliance rate (%) from site audits		0%	0%
<ul style="list-style-type: none"> 3 installations audited, audit reports going through review 			

Complaints - APT	RAG Rating
NA as yet	

Dispute Resolution - APT	RAG Rating
No on-going disputes	

Resources - SA	RAG Rating

Systems and Process Improvements - SB	RAG Rating

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Nothing to report

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

Risk Classification

	Major issues		Moderate issues		Minor / no issues
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