



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
08/12/2014 – 12/12/2014	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 w/c 15/12/2014.

Key Performance Indicators	Target (%)	Nov Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working day	90.00	100
Regis'n and Accred'n decisions within 10 working days	90.00	60.61	71.21
Online systems available (within support hours) including Sharepoint and Email			
Tel. calls answered within 30 seconds	80.00	86.84	95.87
Payments made within 30 working days	95.00	92.68	96.84

Enquiry Handling – TC	RAG Rating
<ul style="list-style-type: none"> WTD: 41 calls and c. 23 emails received. MTD: 78 calls and c. 44 emails received. <p><i>*Note: Figures are correct as of 09:00 on 15/12/2014. The timeframe for pulling weekly data runs from Monday December 8th 00:00 – Sunday December 14th 23:59.</i></p>	

Applications - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 8 applications approved; 13 applications received. MTD: 8 applications approved; 15 applications received. Since scheme inception: 257 applications approved (excludes rejections, withdrawals and amendments), 13 amendments. <p><i>Note: Figures are correct as of 09:00 on 15/12/2014.</i></p>	

Periodic Data - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 20 PD submissions received from 'live' applications; 26 submissions review completed. MTD: 32 PD submissions received from 'live' applications; 50 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 15/12/2014. The timeframe for pulling weekly data runs from Monday December 8th 00:00 – Sunday December 14th 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	

Weekly Report - Renewable Heat Incentive (NI) - Operations

for 32.2 Gwh of heat.

Counter Fraud and Compliance – RO/APT **RAG Rating**

Counter Fraud - As at 11 December 2014, we have one case of suspected fraud under investigation on 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**

Amended regulations came into force on 9th December which enable all applicants to repay loans or other public support in order to access RHI. This will enable affected 4 Carbon Trust applicants, who we had indicated based on DETI’s assessment of state aid funding would be ineligible, to repay their loans, should they so choose, in order to access the RHI.

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%

- A further 4 NI installations have been picked- confirmation required that DETI are happy for 12 installations to be audited, rather than 11 as originally planned.

Complaints - APT **RAG Rating**

NA as yet

Dispute Resolution - APT **RAG Rating**

Weekly Report - Renewable Heat Incentive (NI) - Operations

No on-going disputes

Resources - SA	RAG Rating

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 to be implemented in December 2014 	

Risk Classification

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