

To: Steve Blackie[Steve.Blackie@ofgem.gov.uk]
Cc: edmund ward[edmund.ward@ofgem.gov.uk]
From: Teri Clifton
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Hi Steve

Please can you add a new issues to the NI risks and issues list.

Issue: Higher than expected volumes of NI applications received ahead of the impending NI regulation changes.

Mitigated by

- Initial eligibility checks being completed
- DETI messaging on their website
- Lines to take given to enquiries team (agreed with DETI)
- Flex resource where possible to balance reviewer time between GB and NI

Thanks

Teri

Teri Clifton

Head of Operations

Non-Domestic RHI

Ofgem

3rd Floor

Cornerstone

107 West Regent Street

Glasgow

G2 2BA

Tel: 0141 341 3991

www.ofgem.gov.uk

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