

**To:** Keith Avis[Keith.Avis@ofgem.gov.uk]  
**From:** Michelle Murdoch  
**Sent:** 2013-01-22T16:34:55Z  
**Importance:** Normal  
**Subject:** RE: December Monthly Report  
**Received:** 2013-01-22T16:34:56Z

Hi Keith

268 is the number of email enquiries between 1<sup>st</sup> and 11<sup>th</sup> Jan . Do you mean go through these to find out % which are NI and then extrapolate from there the no. from Nov until now?

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**From:** Keith Avis  
**Sent:** 22 January 2013 16:29  
**To:** Michelle Murdoch; Jacqueline Balian  
**Cc:** Gregor Stenhouse; Lindsay Goater; Mary Smith  
**Subject:** RE: December Monthly Report

Michelle

I flagged over the phone the danger of using the GB 3% enquiry estimate, as GBRHI figures could then be worked out from this, which is not something that we would wish to volunteer to the Irish Assembly. So my offer, appreciating that this is an ops rather than development issue, is that you go with actuals and for email enquiries either go through the 268 and work out which are for NI ( I don't know how difficult/time consuming this would be) or come up with a line that says "Ofgem estimate that the number of email enquiries are..."

I hope that this helps.

Keith

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**From:** Michelle Murdoch  
**Sent:** 22 January 2013 16:12  
**To:** Keith Avis; Jacqueline Balian  
**Cc:** Gregor Stenhouse; Lindsay Goater; Mary Smith  
**Subject:** RE: December Monthly Report  
**Importance:** High

Dear All,

Joanne is asking for the following (Am assuming she is looking for the data from go live date ie 1<sup>st</sup> Nov):

- Number of enquiries (from last report it looks like you are just estimating using 3% of total enquiries – is this correct?) – **please see info below**
- Number of application packs issued – **As of 22.01.2013 = 41**
- Number of applications received. – **As of 22.01.2013 = 2**

I have two proposals to make re. our response on no. of enquiries, both of which I believe we can send now as there would be no personal data used at this time.

#### Background

Now that the IVR is correctly reporting, we do have (for the 1<sup>st</sup> Jan – 11<sup>th</sup> Jan inclusive) actual data for tel. Enquiries - GB and NI : Total GB 681, NI 8 (1% of GB).

At this point in time email enquiries are NOT divided into GB and NI – for the same period as tel. GB and NI Email Enquiries = 268.

#### Proposal 1

As Joanne has correctly surmised, the info given regarding enquiries so far has been based on 3% of the total enquiries for the scheme. We could continue to report enquiries in this way which would mean 1<sup>st</sup> Nov – 21<sup>st</sup> Jan = therefore **235 estimated NI enquiries since scheme launch.**

(please note, this includes one week of average no. of tel. enquiries for Jan as the IVR system did not report the week of 14 – 18 Jan)

#### Proposal 2

We use the **actual figures** for the 1<sup>st</sup> Jan - 11<sup>th</sup> Jan inclusive to ascertain the 'true' percentage number of NI tel. Enquiries over this period and use it across both email and tel. No. figures since the scheme go live date to generate a total of enquiries for NI. **Therefore estimated NI enquiries = 78 (1% of total enquiries received for period 1<sup>st</sup> Jan – 11<sup>th</sup> Jan)**

However, by doing this;

- We are allowing DETI to work out how many enquiries we have received for the GB scheme in this period
- We are using a very small window of true data to extrapolate enquiries for 2 and ½ months (as well as it being a slow period – January)
- We are highlighting that the 3% forecast is incorrect.
- This information will be given to the NI Assembly...it is not just for DETI and so could have further repercussions.

Joanne is looking for the figures tomorrow.

I look forward to your reply.

Kind Regards

Removed from OFGEM on 07.06.2017  
 Annotated by RHI Inquiry

Michelle

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**From:** Keith Avis  
**Sent:** 21 January 2013 14:51  
**To:** Michelle Murdoch  
**Cc:** Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith  
**Subject:** FW: December Monthly Report

Michelle

I understand that you are irrelevant information redacted by the RHI Inquiry but those in your office said that you hope to be in tomorrow. As a result, I double checked with Joanne as to when she needed the information and she said that it would be fine if you picked up on this tomorrow. I hope that this is OK with you. Although not specifically a development issue, if there are any issues you wish to raise with me then do let me know.

Keith

**Keith Avis**

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**From:** McCutcheon, Joanne [<mailto:Joanne.McCutcheon@detini.gov.uk>]  
**Sent:** 21 January 2013 10:33  
**To:** Michelle Murdoch  
**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona; Marcus Porter  
**Subject:** RE: December Monthly Report

Michelle

We have been asked this morning to provide an update to the ETI Committee (one of the scrutiny committees of the NI Assembly) on the 'uptake of Phase 1 of the RHI'. Grateful if you could provide updated figures for

- Number of enquiries (from last report it looks like you are just estimating using 3% of total enquiries – is this correct?)
- Number of application packs issued
- Number of applications received.

Many thanks

Joanne

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**From:** Michelle Murdoch [<mailto:Michelle.Murdoch@ofgem.gov.uk>]  
**Sent:** 14 January 2013 14:30  
**To:** McCutcheon, Joanne  
**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona; Marcus Porter  
**Subject:** RE: December Monthly Report  
**Importance:** High

Hello Joanne

Apologies for my tardiness in responding. There are some issues regarding our privacy policy with respect to the information that you are requesting. I am trying to solve these and will get back to you as soon as possible.

Kind Regards

Michelle

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**From:** McCutcheon, Joanne [<mailto:Joanne.McCutcheon@detini.gov.uk>]  
**Sent:** 14 January 2013 09:05  
**To:** Michelle Murdoch  
**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith; Hutchinson, Peter; Hepper, Fiona  
**Subject:** RE: December Monthly Report

Michelle

When I was speaking to Keith, he indicated that you could provide us with a list of those who have got application forms. Grateful to have sight of this list asap.

Many thanks

Joanne

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**From:** Michelle Murdoch [<mailto:Michelle.Murdoch@ofgem.gov.uk>]  
**Sent:** 10 January 2013 17:54

Received from OFGEM on 07.06.2017

Annotated by RHI Inquiry

**To:** McCutcheon, Joanne; Hutchinson, Peter; Hepper, Fiona  
**Cc:** Keith Avis; Lindsay Goater; Gregor Stenhouse; Jacqueline Balian; Mary Smith  
**Subject:** December Monthly Report

Dear Joanne, Fiona and Peter,

I believe Keith spoke to you Joanne today regarding reporting. Please find attached the December Report. If you have any questions, or suggestions please do not hesitate to give me a call.

Kind Regards

Michelle

**Michelle Murdoch**

NI RHI Operations Manager

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