

To: Mills, John (DETI)[John.Mills@detini.gov.uk]
From: David Mark
Sent: Wed 3/23/2016 3:07:07 PM
Importance: Normal
Subject: NIRHI - Sean & Anne McNaughton
MAIL_RECEIVED: Wed 3/23/2016 3:07:00 PM

John – I have been speaking to Seamus on this case and I understand you have correspondence on your desk re same.

My simple summary is that we have documentary evidence that the application was started in October 2015 after Action Renewables (the Agent) had completed the inspection and had the site report, photos and meter evidence in place. The application was started and the account set up and we have evidence of this.

The issue arises that the final “submit” button was not activated on the OFGEM web site (either it was an error on the system or human error on behalf of the agent) –

The web system does not as I understand have a “positive release feature” – by that I mean a secondary fail safe usually present in these systems with a statement like “your submission has been received you will receive an email to confirm” – and then an email as evidence/confirmation etc.

OFGEM have asked for evidence of submission but as the system does not provide same we have an impasse on sorting this issue - was it Technology related or was it human error?

That said the evidence is strong that it was attempted and sitting on the system.

It seems disproportionate in this circumstances that one small family farm in North Antrim will face such significant financial penalty for a simple minor omission or a technical irregularity.

I have experienced this issue myself registering boilers on the 29th March where 2 boilers fitted for Moy Park were held in the pre submitted stage and only submitted at 22:00 in the evening, prior to that we had received a phone call from OFGEM telling us we had a deadline to meet that evening – why was this not done for the McNaughtons I wonder.

John I would appreciate your consideration of this case as it is causing immense stress to the family and the financial and business implications are really significant.

Happy to discuss

David

From: Mills, John (DETI) [mailto:John.Mills@detini.gov.uk]
Sent: 23 February 2016 11:06
To: David Mark <David.Mark@moypark.com>
Cc: Mike Mullan <Mike.Mullan@moypark.com>; McCormick, Andrew (DETI) <Andrew.McCormick@detini.gov.uk>; Stewart, Chris (DETI) <Chris.Stewart@detini.gov.uk>; Hughes, Seamus <Seamus.Hughes@detini.gov.uk>; Wightman, Stuart <Stuart.Wightman@detini.gov.uk>
Subject: RE: Meeting 17th February NIRHI

David,

Thanks. Found the meeting very informative and appreciate offer to engage, which would be very helpful. Just wanted to follow up on the immediate concerns you raised about scheme closure on 29th. We contacted OFGEM and gist of their response is:

They are seeking assurance from their IT side that there are no planned system outages. They added, "As you have seen before, our system is able to deal with a significant volume of submissions, so we are confident any spike will be manageable." As I said at the meeting, experience gives support to this.

OFGEM's current plan (subject to final confirmation) is to open the phone lines for limited hours over Saturday and Sunday. In addition to that, they are looking to extend the phone lines to 7pm on Monday night.

They plan to publish full details on the website. Final contingency would be for applicants to send screenshots of any IT issues they had after 7pm (or before, presumably, if not able to get through) to the normal RHI enquiry e-mail and they will validate.

Any further concerns, come back to us.

From: David Mark [mailto:David.Mark@moypark.com]
Sent: 18 February 2016 09:05
To: McCormick, Andrew (DETI); Stewart, Chris (DETI); Mills, John (DETI)
Cc: Mike Mullan
Subject: Meeting 17th February NIRHI

Thank you for meeting us yesterday I know Mike will be sending a formal acknowledgment.

As I agreed I am forwarding my contact details.

I am very happy to engage with you and your staff if we can be of any help in this process

Regards

David Mark



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Personal information redacted by the RHI Inquiry

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