

To: David Mark[David.Mark@moypark.com]
From: David Mark
Sent: Thur 3/24/2016 5:42:53 PM
Importance: Normal
Subject: RE: Sean McNaughton
MAIL_RECEIVED: Thur 3/24/2016 5:42:57 PM

Just thinking if we could get the 99 classified as 199 just for this case that would be tolerable not sure Anne and Sean would agree

Chat tomorrow

Sent from my Windows Phone



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Personal information redacted by the RHI Inquiry

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From: David Mark
Sent: 24/03/2016 17:40
To: Christopher Osborne
Subject: RE: Sean McNaughton

Everything and nothing i think! 99kWh boiler for 1314 hours doesnt cut it!

Sent from my Windows Phone

From: Christopher Osborne
Sent: 24/03/2016 17:38
To: David Mark
Subject: Fwd: Sean McNaughton

David,

A cryptic reply from John Mills.

We can discuss tomorrow.

C

Sent from my iPad

Begin forwarded message:

From: "Mills, John (DETI)" <John.Mills@detini.gov.uk>
Date: 24 March 2016 at 17:35:00 GMT
To: Christopher Osborne <christopher@ufuhq.com>
Cc: "Hughes, Seamus" <Seamus.Hughes@detini.gov.uk>, "McCoy, Laura" <Laura.McCoy@detini.gov.uk>
Subject: RE: Sean McNaughton

Chris,

Thanks. We know about the case and have raised with OFGEM. Hopefully, you appreciate by now that, at least, there is a valid application in the system – albeit post the November changes so the McNaughton's will not have no RHI.

Mr Paisley left in some papers for us to copy and send to OFGEM today and we'll raise it with them again. But wouldn't want to raise false hopes.

From: Christopher Osborne [<mailto:christopher@ufuhq.com>]
Sent: 24 March 2016 08:50
To: Mills, John (DETI)
Subject: Sean McNaughton
Importance: High

Good morning John,

I trust you are well.

For once my email does not concern NIRO. Instead I am writing to you regarding one of our members and a problem concerning an RHI accreditation application they made in October 2015;

Sean McNaughton

Personal information redacted by the RHI Inquiry



The long and the short of this is that due to a computer glitch experienced at OFGEM, their application was not processed in October 2015 through no fault of their own. They utilised the services of Action Renewables to carry out the accreditation and did everything that they were meant to, this included completing the required inspection and site report, took photographs photos and recoded metre evidence. The application was started, the account set up and Action Renewables can provide evidence of this.

A paper trail is clearly visible from October 2015, Action Renewables sent the application and supporting documentation, yet being sent electronically there is no facility to show "message sent or received" by OFGEM. Known as a "positive release mechanism".

As it currently stands, the McNaughtons have a biomass boiler to pay for, no RHI and they are under severe financial pressure as a result. We are meeting Ian Paisley MP today at 1.30pm to discuss this case, but we are urging DETI to make representation to OFGEM, that in light of the supporting evidence, this application was made in October 2015 (4 full months before the closure of the RHI) and that they should be accredited for full payment.

Personal information redacted by the RHI Inquiry

Chris.

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