

From: [Mark Compston](#)
To: teri.clifton@ofgem.gov.uk
Cc: [Terry Waugh](#); [Jonathan Buick](#); [Hughes, Seamus](#)
Subject: Mr McNaughton application Personal in
Date: 28 January 2016 15:55:37
Attachments: [Timeline IT issues Ofgem.docx](#)

Hi Teri

Further to our phone call earlier this week I have had the opportunity to speak with the RHI team in Action Renewables and in particular the member of the team who was returning from leave.

At the time of the submissions during October, there was a known IT issue experienced by our users with the Ofgem site at the point of pressing 'submit'; occasionally it did not submit and an onscreen error was displayed. Is this something you can investigate? We were not taking screenshots of this as the solution was to go back and usually a second attempt was successful. It is possible that this was a contributing factor with Mr McNaughtons application as we understood it to be submitted on 15th October 2015.

There was nothing unusual about Mr McNaughtons application; to the knowledge of the user it was added and submitted as normal on 15th October. The user then updated a separate register of applications which we keep, indicating that it was completed. We now know that it is not submitted but is there reasonable doubt that an error could have been encountered and allow you to reasonably consider this as extenuating circumstances in this case?

I attach a file of some of the errors we were logging around this time for reference, some of them took a while to get resolved.

Can you please consider this case further and advise if you require anything further?

Kind regards
Mark

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Timeline – IT issue on Ofgem Register

- ‘Tech fault’ in July – error message when clicking the final ‘submit’ button. This was reported to Ofgem by phone and by email (application [REDACTED], reference F0122926.
- 17th September: Can’t edit the meter details

Meter Grid											
Meter Type	Meter Label	Meter Serial Number	Meter Manufacturer and Model	Description	Opening Meter Reading	Opening Meter Reading Date	End Meter Reading	End Meter Reading Date	Date of Calibration	Electricity meter measurement	Action
Hot Water Meter	M001.00	[REDACTED]	CF Echo II Itron	Hot water meter recording eligible heat energy delivered to pipes heating system for the steel beds and for the space heating of the factory.	8800	30/01/2015					No Change
Hot Water Meter	M002.00	[REDACTED]	CF Echo II Itron	Hot water meter recording heat energy delivered by the oil boiler. Labelled as HM2 on the schematic.	0	12/07/2015					No Change

- 22nd September: Change account address in existing application in review – [REDACTED]

Edit your Account

** indicates required information

The main account address has been used to define the installation address in one or more accreditation applications. If you wish to update the main account address please contact the RHI team at Ofgem by email (RHI.enquiry@ofgem.gov.uk) or by telephone (0845 200 2122).

Account Details	
Name of Account *	Department of Agriculture and Rural Development, Enniskill ?
Account Address	
Account Postcode *	BT74 4GF ?
Account Address List *	▼
Account Address Line 1 *	College Of Agriculture Food And Rural Enterprise Enniskille ?
Account Address Line 2	10 Mullaghmeen Road ?
Account Address Line 3	Levaghly ?
Account Town/City *	ENNISKILLEN ?
Account County	?
Account Country *	Northern Ireland ▼ ?
Other Details	
Account Contact Telephone Number *	[REDACTED]
Fax	
Company Registration Number or Registered Charity Number	

- 30th September: can't edit the meter details again

Apply for Accreditation

Meter Grid

Reset Add Meter

Meter Type	Meter Label	Meter Serial Number	Meter Manufacturer and Model	Description	Opening Meter Reading	Opening Meter Reading Date	End Meter Reading	End Meter Reading Date	Date of Calibration	Electricity meter measurement	Action
Hot Water Meter	M001.00	Irrelevant information redacted by the	CF Echo II Itron	Hot water meter recording eligible heat energy delivered to pipes heating system for the steel beds and for the space heating of the factory.	238900	13/07/2015					No Change
Hot Water Meter	M002.00	Irrelevant information redacted by the RHI Inquiry	CF Echo II Itron	Hot water meter recording heat energy delivered by the oil boiler. Labelled as HM2 on the schematic.	0	12/07/2015					No Change

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- 20th October, issue with Personal information redacted by resolved.
- 20th October, Charlene advised that the following issues were also resolved:
 - Not possible to change the meter details:
 - Acheson & Glover: Personal information redacted by the RHI Inquiry: all 3 are with applicant, but I could resubmit the 4th one Personal information redacted by the RHI Inquiry yesterday on the same account
 - David Hamilton: Personal information redacted by the RHI Inquiry: despite your email this morning, I still can't edit the meter details
 - Not possible to change the account address:
 - CAFRE: Personal information redacted by the RHI Inquiry, which is currently in review but still with the wrong address
 - John McClements: Personal information redacted by the RHI Inquiry which is with applicant