

**From:** Mark Compston  
**To:** Teri.Clifton@ofgem.gov.uk  
**Cc:** Hughes, Seamus; Jonathan Bullock; Terry Waugh  
**Subject:** Serious IT issue  
**Date:** 03 February 2016 14:01:41  
**Attachments:** image009.png  
**Importance:** High

Hi Teri

I am awaiting the outcome from the IT issues later this week but I am contacting you about something else, also related.

RHI application **Personal Information** (ORG0000017991) is the application we have been discussing this past few weeks, for Mr Seanne McNaughton. However we could not locate it today.

Upon speaking with Gregor, it has come to our attention that the application has somehow 'jumped' to the account of a Mr Samuel Caldwell (ORG0000017969). Mr McNaughtons application no longer exists under his own name or account. Instead, it has taken on Mr Caldwell's name and address details with no trace of Mr McNaughton.

Gregor suggested that it is human error on our part and that we should simply upload a fresh one today but this is unsatisfactory. I can confirm that 3 of us rigorously checked Mr McNaughtons account and application on Monday morning after I spoke with you so that it was 100% at time of submission. Due to the importance of this application and the problem we have had, I wanted to witness it myself and be sure it was correct. I believe this is a further IT issue for Ofgem investigation, please see below a screenshot we had kept of Mr McNaughtons details showing his RHI number, name and 'created by' which is his account name.

Please investigate this with your IT department and update us on this as soon as possible.

The screenshot shows the Ofgem E-Serve Non-Domestic Renewable Heat Incentive application portal. The page title is 'Partially saved accreditation applications'. The table below shows the details of the application:

RHI Number	RHI Installation Name	Date Created	Created By	Date Last Saved	Last Saved By	Application Status	Continue Application	Cancel Application
<b>Personal Information</b>	Boiler 1	15/10/2015	Seanne McNaughton	07/01/2016	Seanne McNaughton	Awaiting Declaration	Continue	Cancel

Regards

Mark

**Mark Compston**

Senior Project Manager

**Tel:** 028 9072 7760

**Email:** [mark.compston@actionrenewables.co.uk](mailto:mark.compston@actionrenewables.co.uk)

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Action Renewables is now offering **RHI Accreditation services**. For further information please contact [RHI@actionrenewables.co.uk](mailto:RHI@actionrenewables.co.uk) or 028 9072 7768. Alternatively, please visit our website by following the link: <http://www.actionrenewables.co.uk/services/rhi-accreditation/>

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**From:** Teri Clifton  
**To:** Mark Compston  
**Cc:** Hughes, Seamus  
**Subject:** RE: Serious IT Issue  
**Date:** 03 February 2016 16:28:02  
**Attachments:** image007.png

Hi Mark

Thank you for your email.

I've checked our systems and can confirm that the application (Personal Informa) has been submitted under ORG 000017969 which is Mr S Caldwell's, also one of your customers. He is noted as the Authorised signatory along with his email address, etc.

ORG 000017991 belongs to Mr S McNaughton. It appears that the wrong org number has been picked up when submitting the application.

I am going to ask our IT support team to see if they can move this to the correct ORG number for you. If this proves difficult I may need to come back to you to look at an alternative.

IT have now come back to me and confirmed that the activity log shows that the application never progressed beyond 'Awaiting declaration' on 15 October, so unfortunately we will be unable to accept this as an effective date unless you have further evidence to support.

I'm sorry that I can't help any further on the effective date, but I will be in touch regarding the change of ORG number

Regards

Teri

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**From:** Mark Compston [mailto:Mark.Compston@actionrenewables.co.uk]  
**Sent:** 03 February 2016 14:02  
**To:** Teri Clifton  
**Cc:** 'Hughes, Seamus'; Jonathan Buick; Terry Waugh  
**Subject:** Serious IT issue  
**Importance:** High

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Regards

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