

From: [Coyne, Terence](#)
To: [McCormick, Andrew \(DFE\)](#)
Cc: [McCann, Brendan](#); [Simms, John](#)
Subject: RE: Concerned Citizen Timeline August September 2013
Date: 02 February 2017 16:10:32
Attachments: [Reformatted Twin e Mail thread Concerned Citizen Timeline August September 2013.docx](#)
[26 August 2013 e mail from Janette O'Hagan to Arlene Foster.pdf](#)
[image001.png](#)

Andrew

I attach an updated table which includes the time that Private Office issued the "decline" letter to Janette O'Hagan. I also attach a pdf containing the e mail thread containing e mails from Janette O'Hagan to Arlene Foster's constituency office, the e mail from Arlene Foster to Glynis Aiken, and the a mail from Glynis Aiken to Gilian Cahoon and Valerie Stevenson.

Regards

Terry

Terence Coyne

RHI Task Force
Department for the Economy
Netherleigh
Massey Avenue
Belfast, BT4 2JP
Tel: 028 9052 9406 (ext: 29406)
Mob: Personal information redacted by the RHI
Inquiry
TextRelay: 18001 028 9052 9406
Web: www.economy-ni.gov.uk



Please consider the environment - do you really need to print this e-mail?

From: McCormick, Andrew (DFE)
Sent: 02 February 2017 14:00
To: Coyne, Terence
Cc: McCann, Brendan; Simms, John
Subject: FW: Concerned Citizen Timeline August September 2013

Please check the attached (and if you can fix the formatting problem all the better – I have given up).

Please also append the two emails themselves so I can then forward this to the Minister.

Many thanks.

From: Coyne, Terence
Sent: 02 February 2017 11:29
To: McCormick, Andrew (DFE)

Subject: Concerned Citizen Timeline August September 2013

Andrew

I attach the timeline as discussed.

Regards

Terry

Terence Coyne

RHI Task Force

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EMAILS FROM “CONCERNED CITIZEN”: TIMELINES

Date	Time	Timeline for Email sent to the Minister’s Personal Account	Timeline for email sent to DETI
26 August 2013	05.22	Janette O’Hagan sends email to the Minister’s personal email address.	
	11.18		Janette O’Hagan sends similar e mail to DETI generic mailbox asking to meet Minister, but omitting the sentence containing the concern re RHI
	18.32	Minister forwards email from personal account to her Private Secretary	
27 August 2013	08.03		Greg McGeown forwards email to Private Office (generic)
	08.53		Private Office (generic) forwards email to Gillian Cahoon (Private Office)
	10.52		Gillian Cahoon forwards email to CEO’s Office Invest NI – is it an Invest NI issue?
	11.31		Gary Cushnahan (Invest NI) replies to Gillian Cahoon – Energy Division should lead.

Date	Time	Timeline for Email sent to the Minister's Personal Account	Timeline for email sent to DETI
27 August 2013 (continued)	12.12		Gillian Cahoon sends INV case to F Hepper for advice and draft reply (INV/712/2013)
	13.02	Private Secretary forwards email to other Private Office staff (Gillian Cahoon and Valerie Stevenson)	
	13.08	Gillian Cahoon emails Fiona Hepper re INV/712/2013 “Another version of this request sent to the Minister's constituency office” – but does not forward the email	
2 September 2013	11.43		Fiona Hepper sends advice to Private Office –decline and offer meeting with officials
5 September 2013	11.46		Private Office sends decline letter to Janette O'Hagan
	11.50		Private Office sends decline letter to Fiona Hepper
	18.20		Email from Janette O'Hagan to Fiona Hepper's secretary seeking to arrange meeting

Coyne, Terence

From: Aiken, Glynis
Sent: 27 August 2013 13:02
To: Cahoon, Gillian; Stevenson, Valerie (DfE Private Office)
Subject: FW: heatboss - helping businesses get greener and more efficient

From: Arlene Foster [<mailto:arlene@arlenefoster.org.uk>]
Sent: 26 August 2013 18:32
To: Aiken, Glynis
Subject: Fwd: heatboss - helping businesses get greener and more efficient

Arlene Foster MLA

Sent from my iPad

Begin forwarded message:

From: Janette O'Hagan <janette@okotech.co.uk>
Date: 26 August 2013 05:22:23 CDT
To: arlene@arlenefoster.org.uk
Subject: heatboss - helping businesses get greener and more efficient

Hello Arlene,

my name is Janette O'Hagan and I'm co-founder of a local company called Okotech that has developed innovative energy efficient heating controls called heatboss. We won last year's Propel Company of the Year, so maybe you're aware of us, but just in case...

We developed heatboss specifically for retrofit into existing non-domestic buildings to make their heating smarter. heatboss is quick and easy to install and means that our clients only heat the rooms that they need at the time that they want and to the temperatures that suit each room's needs. By using heatboss, our current customers are saving on average 30% of their heating bill.

We've been focusing on the local care home market, as their heating requirement and subsequently their bills are huge, so it was a good place to start and get established in, but we've also got further plans to branch into adjacent markets such as hospitality, education, other healthcare and government buildings.

I wondered if you would be free any time to hear about what we do and for us to ask some advice on how we align the energy efficiency that we deliver with the sustainability delivered by RHI? Given the benefits of RHI we find that many of our potential customers are no longer worried about becoming more efficient, because they are now more sustainable. I firmly believe that the two should go hand in hand and would like to be part of making that happen.

I look forward to hearing back from you. I've attached one of our most recent case studies for your reference.

Many thanks,
Janette

Many thanks,
Janette

heatboss by  **Okotech Ltd**

T: +44(0)28 9422 8141

M

Personal information redacted by the RHI Inquiry

E: janette@okotech.co.uk **W:** <http://www.okotech.co.uk/>

A: Unit 1, Farranshane House, 1 Ballygore Road, Antrim, Co. Antrim, BT41 2RN Northern Ireland

Invest
Northern
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