

From: [Wightman, Stuart](#)
To: [Woods, Michael \(DETI\)](#)
Cc: [Saunders, David](#); [Hughes, Seamus](#); [Mills, John \(DETI\)](#); [Willis, Adele](#)
Subject: Fw: MR [Personal information redacted] - Further information CRM:0176775
Date: 14 April 2016 21:02:09
Attachments: [image001.gif](#)

Michael

Further to our earlier discussion, I've sent you the email exchange below for information. As you can see, Ofgem are applying a zero tolerance approach to applications that were missing any paperwork when the tariffs changed at midnight on 17/11/15. They are viewing such applicants as 'not properly made' until any missing papers are provided.

This hopefully gives some assurances that businesses can't get away with sticking an incomplete application in before the tariff changes were made.

In this particular case it looks like the applicant simply provided photos of the wrong boiler plate and didn't send in a schematic. Given the claims that Ofgem said the application was complete at the time, we've asked Ofgem to review this again. In the face of it, it looks like everything else was in order and the missing docs were provided next day. If Ofgem stand by their decision and we feel it should be accepted, it will be for DETI to instruct Ofgem accordingly.

We want them to continue with their zero tolerance approach.

Stuart

Sent from my BlackBerry 10 smartphone.

From: Hughes, Seamus <Seamus.Hughes@detini.gov.uk>
Sent: Thursday, 14 April 2016 09:15
To: EAMON CLARKE
Cc: FRANCIS GLACKIN; [Wightman, Stuart](#)
Subject: RE: MR [Personal information redacted by the R] - Further information CRM:0176775

Good morning Eamon

Thank you for sending this through to me. I will engage with Ofgem on this and ask them to investigate further.

I will keep you informed of developments.

Regards

Seamus

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

From: EAMON CLARKE [mailto:Personal information redacted by the RHI Inquiry]
Sent: 13 April 2016 23:05
To: Hughes, Seamus
Cc: FRANCIS GLACKIN
Subject: Fwd: MR Personal information redacted by the RHI Inquiry - Further information CRM:0176775

Hi Seamus

I hope you are keeping well.

As discussed last week, please see email below from Ofgem saying that now, *after 4 1/2 months*, that they do not consider that this application is properly made. I will layout below the time line of what happened;

- Application made on the 16th November
- Ofgem emailed John Adams on the 17th saying that the schematic was missing & instead of a boiler plate photo there was a picture of the boiler guarantee plate, which included the serial number.
- John forwarded the email on the 18th. Straight away we uploaded the schematic & the correct boiler plate. Ofgem also asked for a second meter picture. This was also provided, showing an increase in the boiler reading.
- Andrew Brown from Ofgem was dealing with this on Ofgems part. He assured me that he was happy with all the information provided & it was a properly made application. He said his job was to make sure there was an actual boiler installed & it was operating correctly. The pictures provided clearly showed the boiler installed.
- I chased up the application at the end of March & it was only then that Martin from Ofgem came back & said that in their opinion it was not a properly made application. I argued the fact & he said we would need to email in.

As you can imagine Seamus, John Adams is not very happy at all. He was assured the application was made on time, which it was, but now Ofgem have moved the goalposts.

Can you look into this one for us & let us know what you can do? If you need anything else just let me know.

We really appreciate any help you can offer.;

Eamon

Personal information redacted by the RHI Inquiry