

To: Rhi Accreditation[rhi.accreditation@ofgem.gov.uk]; RHI Verifications[RHI.Verifications@ofgem.gov.uk]; RHI Enquiry[RHI.Enquiry@ofgem.gov.uk]
Cc: Christine Asser[Christine.Asser@ofgem.gov.uk]
From: Nicola Harron
Sent: 2016-02-03T13:13:44Z
Importance: Normal
Subject: FAO Management- [Personal information redacted by the RHI Inquiry]
Received: 2016-02-03T13:13:50Z
 [Personal information redacted by the RHI Inquiry]

Good Afternoon,

I am writing as additional user on my Client [Personal information redacted by the RHI Inquiry] account for [Personal information redacted by the RHI Inquiry] for the following RHI number's;

NIRHI [Personal information redacted by the RHI Inquiry]
 NIRHI [Personal information redacted by the RHI Inquiry]
 NIRHI [Personal information redacted by the RHI Inquiry]
 NIRHI [Personal information redacted by the RHI Inquiry]

The above applications were originally submitted [Personal information redacted by the RHI Inquiry]. Stephen from within Ofgem rose queries **19th October 2015** which were dealt with and answered and applications re-submitted within 24 hours.

Chioma from within Ofgem then rose further queries **28th November 2015** which again were dealt with, responded to and applications resubmitted. Please see attached email sent 1st December in reference to queries which received no reply from Ofgem team. (which I requested)

On **29th December 2015** [Personal information redacted by the RHI Inquiry] meter reading was due, however due to the applications still pending this was not able to be fully actioned.

18th January 2016 Margit of Ofgem queried the vents on NIRHI [Personal information redacted by the RHI Inquiry] only. Again this was actioned and changed within the application and the application re-submitted.

Come the **29th of February 2016** [Personal information redacted by the RHI Inquiry] application's will have been submitted 5 months. I have had several other applications accredited which were submitted after this date and customers have received their payments. I am currently faced with a grievance from my customer [Personal information redacted by the RHI Inquiry] who is becoming increasingly frustrated with the wait and lack of correspondence, direction or potential lead time from Ofgem and myself. It is looking more and more likely it will be 6 months before my customer receives a payment or accreditation, which for them is a concern as this is putting their business in financial dis-stress. My company is also being put under financial dis-stress due to this delay as we are unable to receive full payment prior to RHI payments.

I assume applications are signed off for accreditation at the end of each month based on applications I have had accepted. If this is the case [Personal information redacted by the RHI Inquiry] will have to wait a further two weeks or MORE to be accredited, and then the further wait for payment on top of that.

I would like this complaint to be sent to supervisor or management level to look at and respond, with an effort to have the applications passed for accreditation. Or a valid reason other than increased

business levels/back log of applications as I currently do not consider this valid when I have had other applications accredited from a later period of submission.

To concur the following applications where last edited/re-submitted;

Personal information redacted by the RHI Inquiry **over two weeks ago since last edited/re-submitted and 5 weeks over due on first quarterly meter reading.**

Personal information redacted by the RHI Inquiry **over fifteen weeks ago since last edited/resubmitted and 5 weeks over due on first quarterly meter reading.**

Personal information redacted by the RHI Inquiry **over fifteen weeks ago since last edited/resubmitted and 5 weeks over due on first quarterly meter reading.**

Personal information redacted by the RHI Inquiry **over nine weeks ago since last edited/resubmitted and 5 weeks over due on first quarterly meter reading.**

I appreciate the current levels of business you are experiencing are higher than usual but having applications with no responsive or progress in over fifteen weeks is un-acceptable at this point. My client has called Ofgem several times requesting information as has never got received anything of value. The lack of customer support, service and help has been extremely poor in this instance and one I would like to be addressed.

I request written response upon receipt.

Kind Regards
Nicola Harron

Sent: Tue, 1 Dec 2015 10:36:59 +0000
Subject: Re: Fwd: FW: RHI Application Address/ [Personal information redacted by the RHI Inquiry]
From: [Personal information redacted by the RHI Inquiry]
To: Nicola <nicola@heganbiomass.com>

Thanks Nicola,

Have you left one of the boiler numbers out or are they only questioning 3 of them?

[Personal information redacted by the RHI Inquiry]

On 1 Dec 2015 10:30, "Nicola" <nicola@heganbiomass.com> wrote:

Good Morning,

Please see below email thread. My customer requested change to address 20/10/2015 as this was originally queried by Stephen from the Ofgem team 19/10/2015.

Within the account [Personal information redacted by the RHI Inquiry] there are in fact 4 applications. Are all four applications going to need to be amended? If so can someone please look into it and make this available. The RHI numbers are;

[Personal information redacted by the RHI Inquiry]

Also you have requested further photograph's of interior and exterior eligible heat use, please see attached e-mail document from Stephen on the ofgem team dated 19/10/2015. See my response, this was actioned then within the newly submitted applications under additional information. Are you requesting further information on that already submitted, if so please provide further more detailed information on what you are requesting?

Attached within this email you will see a copy of [Personal information redacted by the RHI Inquiry] invoices and a price list. This should suffice evidence for commercial purpose sales. As well as this I have attached a completed Non-domestic Questionnaire.

I have phoned the accreditation team twice rising these queries but as yet have been unable to receive verbal verification on my own queries or speak to the correct person. Please can I have a return by reply.

Thanks

Nicola

----- Forwarded Message -----

Subject:FW: RHI Application Address

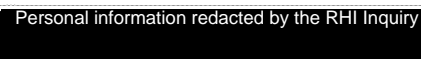
Date:Mon 30 Nov 2015 21:27:17 +0000

From:

To:Nicola <nicola@heganbiomass.com>

See email below that I sent to them regarding incorrect address.

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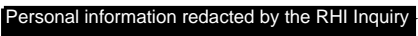
From: 
To: rhi.enquiry@ofgem.gov.uk
CC: nicola@heganbiomass.com
Subject: RHI Application Address
Date: Tue, 20 Oct 2015 11:57:42 +0100

Hello,

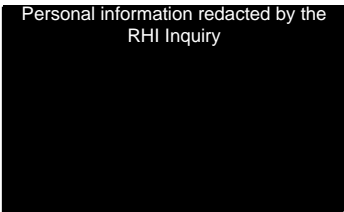
I have had a query on the address for the following four applications:

NIRHI
NIRHI
NIRHI
NIRHI


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The applications belong to .

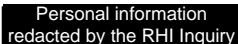
The correct address should be


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The system will not let me change it by myself.

Please let me know if you can update before I submit.

Many thanks


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redacted by the RHI Inquiry

