

**To:** Silvester Aina[Silvester.Aina@ofgem.gov.uk]; Rhi Accreditation[rhi.accreditation@ofgem.gov.uk]  
**Cc:** RHIComplaint[rhi.complaint@ofgem.gov.uk]; RHIComplaint[rhi.complaint@ofgem.gov.uk]; RHI Enquiry[RHI.Enquiry@ofgem.gov.uk]  
**From:** Nicola Harron  
**Sent:** 2016-05-19T13:30:27Z  
**Importance:** Normal  
**Subject:** FW: Cardwell Brother's Engineering- NIRH [Personal information], NIRH [Personal information], NIRH [Personal information] CRM:0288079  
**Received:** 2016-05-19T13:31:33Z

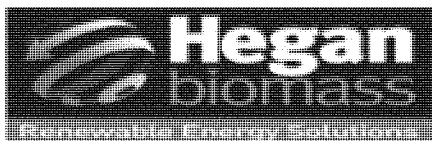
Good Afternoon,

With reference to the context of this email thread, I have had Mr Cardwell on the phone several times requesting further information from me. I am unable to provide any further information regarding the complaint or the status of his application's.

I had requested an Ofgem agent contact Mr Cardwell which as yet has not happened. I would appreciate if this could be logged and that an agent within Ofgem contact Mr Cardwell regarding this complaint and the status of his application.

Kind Regards  
 Nicola Harron

Hegan Biomass Ltd  
 29A Lurgy Rd, Dungannon, Tyrone, N. Ireland, BT714DF  
 Mobile: [Personal information redacted by the RHI Inquiry]  
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 nicola@heganbiomass.com



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**From:** Nicola Harron  
**Sent:** 06 May 2016 17:51  
**To:** 'RHI Complaint' <RHI.Complaint@ofgem.gov.uk>; rhi accreditation <rhi.accreditation@ofgem.gov.uk>; RHI Accreditations <RHI.Accreditation@Ofgem.gov.uk>  
**Cc:** Adam Cardwell [Personal information redacted by the RHI Inquiry]  
**Subject:** RE: Cardwell Brother's Engineering- NIRH [Personal information], NIRH [Personal information], NIRH [Personal information] CRM:0288079

Please note I made a typographical error with the NIRHI number's they are;

NIRH [Personal information], NIRH [Personal information], NIRH [Personal information]

Kind Regards  
Nicola Harron

Hegan Biomass Ltd  
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**From:** RHI Complaint [<mailto:RHI.Complaint@ofgem.gov.uk>]  
**Sent:** 06 May 2016 17:35  
**To:** Nicola Harron <[nicola@heganbiomass.com](mailto:nicola@heganbiomass.com)>; rhi accreditation <[rhi.accreditation@ofgem.gov.uk](mailto:rhi.accreditation@ofgem.gov.uk)>; RHI Accreditations <[RHI.Accreditation@Ofgem.gov.uk](mailto:RHI.Accreditation@Ofgem.gov.uk)>  
**Cc:** Adam Cardwell Personal information redacted by the RHI Inquiry  
**Subject:** RE: Cardwell Brother's Engineering- NIRHI Personal information, NIRHI Personal information, NIRHI Personal information CRM:0288079

Dear Nicola Harron,

I am writing to acknowledge receipt of your complaint regarding the application NIRHI Personal information, NIRHI Personal information & NIRHI Personal information.

We are dealing with your complaint and will write to you within 20 working days to let you know the outcome. If it is not possible to let you know the outcome within that time, we will write to you to update you on progress within 20 working days.

Yours sincerely,

Silvester  
RHI Complaint

----- Original Message -----

**From:** Nicola Harron  
**Received:** 06/05/2016 16:01  
**To:** rhi accreditation; RHI Accreditations  
**Cc:** RHI Complaint  
**Subject:** Cardwell Brother's Engineering- NIRHI Personal information, NIRHI Personal information, NIRHI Personal information

Good Afternoon,

As the agent on Cardwell Brother Engineering's account (Adam Cardwell, authorised signatory) I would like to file a complaint on his behalf.

NIRHI Personal information, NIRHI Personal information, NIRHI Personal information

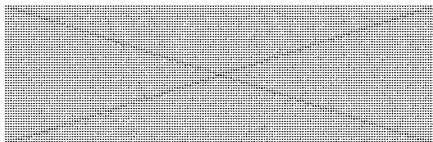
Mr Cardwell is extremely frustrated to still be awaiting accreditation on his applications originally submitted in November 2015. Mr Cardwell waited over 8 weeks before first stages of review responded with Query which were answered and returned 03/03/2016. This is now OVER two months ago. There has been no activity or correspondence from Ofgem to Mr Cardwell regarding his account or applications.

Given the original lead time for accreditation was 6 weeks for that to be extended to 6 months, with no further explanation in between or correspondence to the reasoning behind the wait at this point is unacceptable.

As the agent who process the application's I am currently receiving many calls and emails from Mr Cardwell who is expression his frustration and how unhappy he is. I am in a position where I cannot do anything more for him even thou I would like to. Please can someone from your team contact Mr Cardwell to inform him for reason behind this wait advising when we can expect his accreditation.

Kind Regards  
Nicola Harron

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