

To: Teri Clifton[teri.clifton@ofgem.gov.uk]
Cc: Terry Waugh[Terry.Waugh@actionrenewables.co.uk]; Jonathan Buick[Jonathan.Buick@actionrenewables.co.uk]; 'Hughes, Seamus'[Seamus.Hughes@detini.gov.uk]
From: Mark Compston
Sent: 2016-01-28T15:55:37Z
Importance: Normal
Subject: Mr McNaughton application Personal Infort
Received: 2016-01-28T15:56:50Z
[Timeline IT issues Ofgem.docx](#)

Hi Teri

Further to our phone call earlier this week I have had the opportunity to speak with the RHI team in Action Renewables and in particular the member of the team who was returning from leave.

At the time of the submissions during October, there was a known IT issue experienced by our users with the Ofgem site at the point of pressing 'submit'; occasionally it did not submit and an onscreen error was displayed. Is this something you can investigate? We were not taking screenshots of this as the solution was to go back and usually a second attempt was successful. It is possible that this was a contributing factor with Mr McNaughtons application as we understood it to be submitted on 15th October 2015.

There was nothing unusual about Mr McNaughtons application; to the knowledge of the user it was added and submitted as normal on 15th October. The user then updated a separate register of applications which we keep, indicating that it was completed. We now know that is it not submitted but is there reasonable doubt that an error could have been encountered and allow you to reasonably consider this as extenuating circumstances in this case?

I attach a file of some of the errors we were logging around this time for reference, some of them took a while to get resolved.

Can you please consider this case further and advise if you require anything further?

Kind regards

Mark

Mark Compston

Senior Project Manager

Tel: 028 9072 7760

Email: mark.compston@actionrenewables.co.uk

ACTION RENEWABLES

Block C, Unit 1

Boucher Business Studios

Glenmachan Place

Belfast

BT12 6QH

Action Renewables is offering an unrivalled **ROC accreditation and ROC trading service** for both large and small scale generators. For further information please contact techteam@actionrenewables.co.uk. Alternatively please visit our website by following the link: <http://actionrenewables.co.uk/roc-trading/>

Action Renewables is now offering **RHI Accreditation services**. For further information please contact 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/>

Please consider the environment before printing this email.

This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of Action Renewables.

If you are not the intended recipient of this email, you must neither take any action based upon its contents, nor copy or show it to anyone. Please contact the sender if you believe you have received this email in error.

Disclaimer: Any technical data or material provided in this email are subject to technical alterations, errors and omissions. The content of this email does not constitute any legally binding offer or binding agreement with anyone or any third party. All transactions which may be discussed in the content of this email are subject to fully signed contract.