

To: Teri Clifton[teri.clifton@ofgem.gov.uk]
Cc: Wightman, Stuart[Stuart.Wightman@detini.gov.uk]
From: Hughes, Seamus
Sent: 2016-02-04T16:01:01Z
Importance: Normal
Subject: RE: Serious IT issue
Received: 2016-02-04T16:01:20Z

Hi Teri

I have discussed this case again with Stuart as it is clear that Action Renewables feel something has gone wrong with this application. The more recent IT issue referenced below also makes us wonder if there is a unique problem with this application?

I appreciate that you have investigated the issue but I would offer the following into the consideration mix:-

- 1 Was evidence provided to show that the plant was installed and commissioned before 18 November 2015 i.e installer invoices, payment, commissioning certificate etc?
 - 2 The application reference number is in the correct sequence consistent with mid October 2015, well before the scheme changes date.
 - 3 Assuming this what would Action Renewables have to gain by not completing and formally submitting the application?
 - 4 The foregoing, (including the recent IT problem), would suggest that on balance of probability there was indeed an IT issue with this application even though your system checks of the IT logs has failed to show a problem.
- Happy to discuss further if that would be helpful.

Regards
Seamus

Seamus Hughes

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

From: Teri Clifton [<mailto:teri.clifton@ofgem.gov.uk>]

Sent: 03 February 2016 16:28

Subject: RE: Serious IT issue

Hi Mark

Thank you for your email.

I've checked our systems and can confirm that the application Personal information redacted has been submitted under ORG 000017969 which is Mr S Caldwell's, also one of your customers. He is noted as the Authorised signatory along with his email address, etc.

ORG 000017991 belongs to Mr S McNaughton. It appears that the wrong org number has been picked up when submitting the application.

I am going to ask our IT support team to see if they can move this to the correct ORG number for you. If this proves difficult I may need to come back to you to look at an alternative.

IT have now come back to me and confirmed that the activity log shows that the application never progressed beyond 'Awaiting declaration' on 15 October, so unfortunately we will be unable to accept this as an effective date unless you have further evidence to support.

I'm sorry that I can't help any further on the effective date, but I will be in touch regarding the change of ORG number

Regards
Teri

From: Mark Compston [<mailto:Mark.Compston@actionrenewables.co.uk>]

Original Message
Annotated by RHI Inquiry

Sent: 03 February 2016 14:02
To: Teri Clifton
Cc: 'Hughes, Seamus'; Jonathan Buick; Terry Waugh
Subject: Serious IT issue
Importance: High

Hi Teri

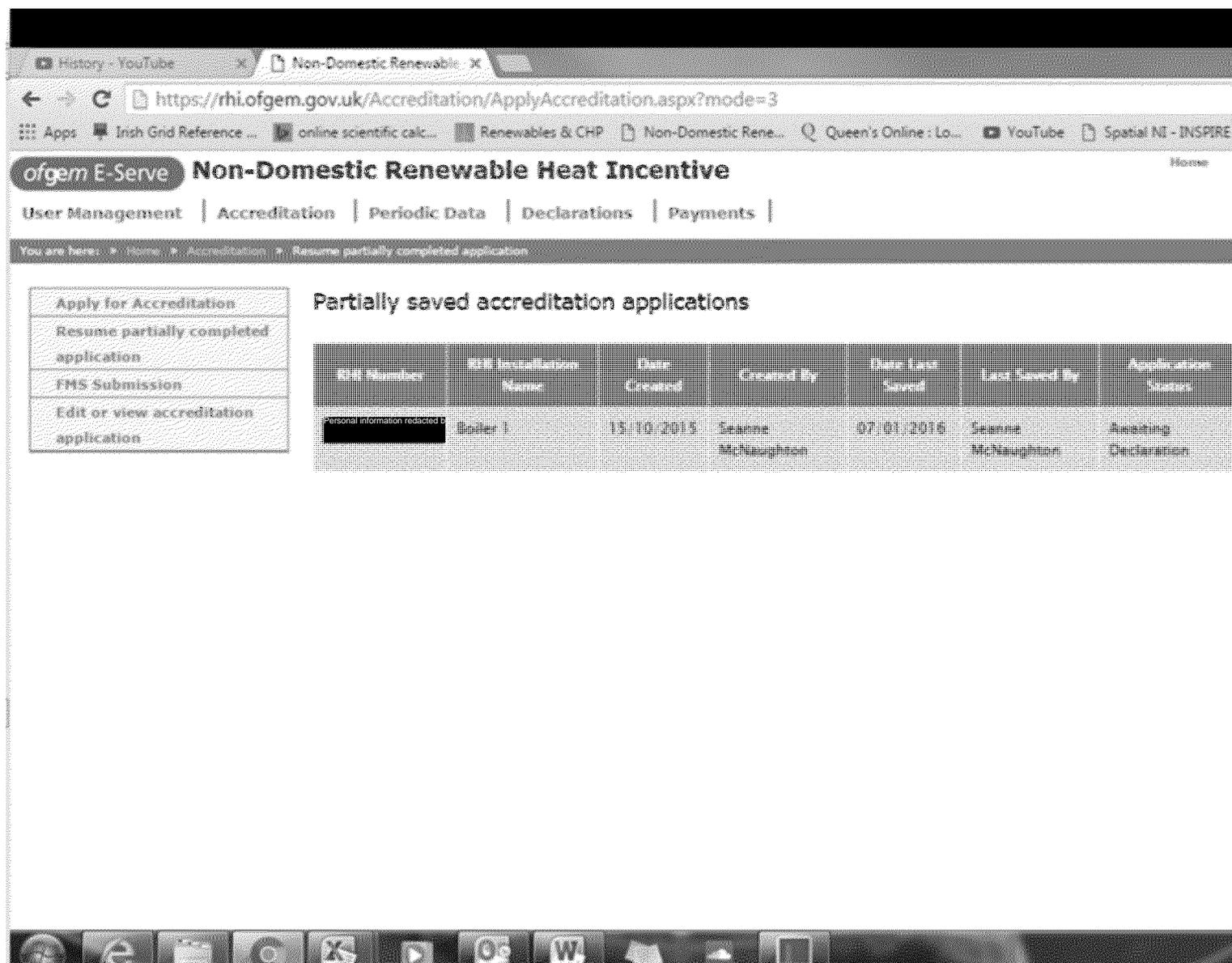
I am awaiting the outcome from the IT issues later this week but I am contacting you about something else, also related.

RHI application Personal inform (ORG0000017991) is the application we have been discussing this past few weeks, for Mr Seanne McNaughton. However we could not locate it today.

Upon speaking with Gregor, it has come to our attention that the application has somehow 'jumped' to the account of a Mr Samuel Caldwell (ORG0000017969). Mr McNaughtons application no longer exists under his own name or account. Instead, it has taken on Mr Caldwell's name and address details with no trace of Mr McNaughton.

Gregor suggested that it is human error on our part and that we should simply upload a fresh one today but this is unsatisfactory. I can confirm that 3 of us rigorously checked Mr McNaughtons account and application on Monday morning after I spoke with you so that it was 100% at time of submission. Due to the importance of this application and the problem we have had, I wanted to witness it myself and be sure it was correct. I believe this is a further IT issue for Ofgem investigation, please see below a screenshot we had kept of Mr McNaughtons details showing his RHI number, name and 'created by' which is his account name.

Please investigate this with your IT department and update us on this as soon as possible.



Regards

Mark

Mark Compston

Senior Project Manager

Tel: 028 9072 7760

Email: mark.compston@actionrenewables.co.uk
 Annotated by RHI Inquiry

Received from OFGEM on 03/05/2017

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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/>

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