

To: Jacqueline Balian[Jacqueline.Balian@ofgem.gov.uk]; Lewis Martin[Lewis.Martin@ofgem.gov.uk]; Edmund Ward[Edmund.Ward@ofgem.gov.uk]; Teri Clifton[teri.clifton@ofgem.gov.uk]; Robert Martin[Robert.Martin@ofgem.gov.uk]
Cc: Catherine Avenell[Catherine.Avenell@ofgem.gov.uk]; Daniel Smalley[Daniel.Smalley@ofgem.gov.uk]
From: Amy Powell-Tuck
Sent: 2014-08-26T11:43:01Z
Importance: Normal
Subject: RE: NI Submissions (Approval needed)- Sensitive investigative information redacted by the RHI Inquiry
Received: 2014-08-26T11:43:02Z

Hi Jacqueline-

I hope I have the correct ones here (post-annual leave fog)- Sensitive investigative information redacted by the RHI Inquiry
Both site audits were carried out on the 6th August. We are expecting the reports tomorrow (27/8/14).

Regards
Amy

From: Jacqueline Balian
Sent: 26 August 2014 11:38
To: Amy Powell-Tuck; Catherine Avenell
Subject: FW: NI Submissions (Approval needed)

Hi there,
Could you let me know where we are with this?
Jacqueline

From: Lewis Martin
Sent: 26 August 2014 08:12
To: Edmund Ward; Teri Clifton; Jacqueline Balian
Cc: Amy Powell-Tuck; Robert Martin
Subject: RE: NI Submissions (Approval needed)

Hi all,
Just picking this up (post-annual leave) – so apologies if some of this has been picked up already.
We previously spoke to the participant (4th July) and advised (after discussion) that the submissions had been selected for additional technical review and that these would take c.4 weeks to complete (previous email attached). He has since contacted us again regarding payment and the fact that he has subsequently submitted a second set of submissions for both his installations which are requiring approval. I'm concerned that it has been several weeks since our initial conversation and he is now chasing again. With regards to the second submissions (and the subsequent payment) we can explain that these cannot be reviewed until the first submissions have passed through the system.
Are we delaying payment until the audit report has been reviewed? If so, the participant will not be aware of this – from the conversation that was held on 4th July – unless this has been discussed when the audit letter went out. I would be minded that if we are delaying payment then this information is disseminated from our compliance team so that any additional queries can be resolved.

Regards
Lewis

From: Mhairi McQuillan
Sent: 21 August 2014 10:17
To: Edmund Ward
Cc: Catherine Avenell; Robert Martin
Subject: RE: NI Submissions (Approval needed)

Hi Edmund – thanks for this.
Have you contacted the participant in the past? Robert and I are not sure whether he knows why his payment has been delayed.
Mhairi

From: Edmund Ward
Sent: 20 August 2014 18:45
To: Mhairi McQuillan
Cc: Catherine Avenell; Robert Martin
Subject: RE: NI Submissions (Approval needed)

Hi Mhairi
Yes, I believe the audits will have taken place but we'll still be awaiting the final audit reports before we move to process the data.
Cat will be able to provide more context/update I think.
Sorry for delayed reply.
Edmund

Sent: 19 August 2014 14:17
To: Edmund Ward
Subject: FW: NI Submissions (Approval needed)

Hi Edmund,

I wondered if you could help me in Teri and Lewis' absence with the email below.

I can see there has been an audit case created in the CRM but I don't think there is a report yet. Are you waiting on this before you approve? Also, do you know what the applicant has already been told by Lewis or Teri?

Happy to chat if it's easier.

Thanks,

Mhairi

From: Robert Martin
Sent: 19 August 2014 13:44
To: Mhairi McQuillan
Subject: NI Submissions (Approval needed)

Hi Mhairi,

As discussed, [Sensitive investigative information redacted by the RHI Inquiry] has phoned to chase up payment of submissions made for [Sensitive investigative information redacted by the RHI Inquiry]. These submissions were reviewed by me some time ago, but still need approval from Edmund. Due to potential non-compliances, I think Edmund has been hesitant to approve these. Please find attached the email I originally sent to compliance for some context of the situation.

[Sensitive investigative information redacted by the RHI Inquiry] has phoned at least twice previously regarding these payments and I relayed the requests on to Lewis/Teri, so I have no idea if the previous requests were followed up or if they were, what was said.

His number is [Personal information redacted by the RHI Inquiry] and he is expecting a call back regarding this.

If you need any further information, please let me know and I'll get it to you.

Thanks,

Robert Martin

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