

To: 'Mark Compston'[Mark.Compston@actionrenewables.co.uk]
From: Teri Clifton
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Subject: Mr & Mrs McNaughton
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Hi Mark

Seamus Hughes at DETI asked me to contact you with an update on the McNaughtons.

As explained in my email of 3 February, and with the further correspondence that we have received, there is still no evidence to show that the case moved further than 'awaiting declaration' back in October.

As we have discussed before, the regulations state that we have to be able to ensure that an application is properly made. An application is "properly made" where it is submitted to Ofgem (acting on behalf of DETI) and supported by the information identified in schedule 1 to the regulations as the DETI may require along with declarations that the information provided by the applicant is accurate to the best of the applicant's knowledge and belief and that the applicant is an owner of the installation. (r.22(1)).

Although information relevant to the application was initially uploaded to a website made available by us to applicants for the purpose of compiling and submitting an application, we did not receive any application because the case was not submitted. To be able to administer our functions under the regulations effectively and promptly, we need to know with certainty when an application is received, and we need to be able to know with certainty what information an applicant is relying on and submitting to us. These objectives would not be met if we had to accept that uploading and inputting information to the application website without using the "submit" function amounted to making an application.

If you had submitted the application you would have had an on-screen confirmation and would have been given the address to send the Bank & ID details to. (see section 4.9 of our internal User Guide). Mrs McNaughton raised this as a point at the meeting you dialled me into as she had received no request to send in this information. I have previously made the McNaughtons aware (in a telephone conversation) that they should have been submitting the application due to the declarations they are signing up to, confirming they are the owner of the installation and to accept their ongoing obligations on the scheme.

We have still received no evidence showing that there were any IT issues, and this is supported by the activity log that we can see. We have also checked our enquiries lines and can find no calls raising IT issues with us.

I'm sorry that this is not the response you are looking for. I understand that the case still has some outstanding information, so please can you arrange for this to be finalised and resubmitted so that we can complete the review.

Regards

Teri

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