

C

Personal information redacted by
the RHI Inquiry

06 June 2018

Dear Sir

Re: The Independent Public Inquiry into the Non Domestic Renewable Heat Incentive (RHI) Scheme
Provision of a Section 21 Notice requiring the provision of evidence in the form of a written statement

I am writing to you in my capacity as Solicitor to the Independent Public Inquiry into the Non Domestic Renewable Heat Incentive (RHI) Scheme (known as 'the RHI Inquiry') which has been set up under the Inquiries Act 2005 ('the Act').

I enclose a copy of the RHI Inquiry's Terms of Reference for your information.

You may be aware from media reports that the RHI Inquiry is conducting its investigations into the matters set out in its Terms of Reference. The Inquiry is continuing with the process of gathering all of the relevant documentation from relevant departments, organisations and individuals. In addition, the Inquiry has also now begun the process of requiring persons who have been, or who may have been, involved in the range of matters which come within the Inquiry's Terms of Reference to provide written evidence to the Inquiry Panel.

In this context, it would be of assistance to the Inquiry to have a statement from you setting out your involvement with the Non Domestic Renewable Heat Incentive Scheme in Northern Ireland ('the Scheme').

In keeping with the approach we are taking with others, the RHI Inquiry is now issuing to you a Statutory Notice (known as a 'Section 21 Notice') pursuant to its powers to compel the provision of evidence in the form of a written statement in relation to the matters falling within its Terms of Reference.

The Section 21 Notice enclosed with this letter requires you to provide evidence to the RHI Inquiry Panel in the form of a written statement addressing the matters identified in the Schedule to the Section 21 Notice. As the text of the Section 21 Notice explains, you are required by law to comply with it.

The aim of the enclosed Notice is to require you to provide all relevant evidence within your knowledge which is pertinent to the Inquiry's Terms of Reference. The Schedule to the enclosed Section 21 Notice provides further detail as to the matters which should be covered in the written evidence which is required from you. In the event that there is a category of information in respect of which you have no evidence, please state this in your response. Where you can provide evidence, then the more comprehensive your statement is, the less likely it is that the Inquiry will have to revert to you at a later stage for clarification, although in many cases this is likely to be necessary to some degree.

If it would assist you, I am happy to meet with you (or your legal representative) to discuss what evidence you may be able to provide and whether it is covered by the Inquiry's request.

Receipt of this correspondence and its enclosures places you under a duty of confidentiality to the RHI Inquiry in respect of them. You may share the correspondence and the enclosed Notice with a legal representative or representatives, but neither you nor they may show, communicate the contents of, or provide this correspondence or the Notice to any other person or organisation without the express permission of the RHI Inquiry. Any breach of this duty of confidentiality

is actionable at the suit of the Inquiry Chairman.

You will also find attached to the Section 21 Notice a Guidance Note explaining the nature of a Section 21 Notice and the procedures that the RHI Inquiry has adopted in relation to such a notice. In particular, you are asked to provide your evidence in the form of the template witness statement which is also enclosed with this correspondence.

Given the tight time-frame within which the RHI Inquiry must operate, the Chairman of the Inquiry would be grateful if you would comply with the requirements of the Section 21 Notice as soon as possible and, in any event, by the date set out for compliance in the Notice itself.

Finally, I would be grateful if you could acknowledge receipt of this correspondence and the enclosed notice by email to Patrick.Butler@rhiinquiry.org.

Please do not hesitate to contact me to discuss any matter arising.

Yours faithfully



Patrick Butler

Solicitor to the RHI Inquiry

02890408928

SCHEDULE

[No 110 of 2018]

1. Provide details of your occupation(s) and/or employment during the period November 2012 to the date of answering this Notice.
2. Explain, in respect of any sector in which you did business in the said period, whether your decision to enter this sector and/or the timing of such entry was related in any way to the availability of subsidies under Non Domestic Renewable Heat Incentive Scheme in Northern Ireland ('the RHI Scheme').
3. Explain why you / your business first became interested in the RHI Scheme.
4. Please explain the direct or indirect involvement that you had with, or in relation to, the RHI Scheme or any aspect of it prior to its suspension in February 2016. In particular, please provide full details of the following:
 - a. Why you decided to apply to the Scheme;
 - b. The date each of your biomass boilers was installed;
 - c. The date you made each application to the Scheme;
 - d. The date each of your biomass installations was accredited;
 - e. The installed capacity (in kW) and efficiency of each of your biomass boilers;
 - f. The date upon which you received your first RHI payment;
 - g. The person or company you employed to provide and install each of your biomass boilers; and
 - h. The person or company, if any, you engaged to assist with each of your applications to the Scheme.
5. It appears to the RHI Inquiry from information provided to it that you applied for accreditation of an installation or installations under the RHI Scheme between August 2015 and 18 November 2015 when there was a marked 'spike' in the number of such applications generally. As to that (and in respect of each such

application), please address the following matters:

- a. Why did you make an application to the Scheme at that time?
 - b. Did anyone encourage you to make an application to the Scheme at or around that particular time? If so, please identify who did so, when, and what reason was given for the encouragement.
 - c. Were you warned in any respect about the possible introduction of cost controls, tiered or amended tariffs, or an annual eligible heat cap into the Scheme? If so, in respect of each such warning, beginning with the earliest, please identify who provided this warning, when they did so, how it was communicated and (insofar as you can) in what terms.
 - d. Without prejudice to the generality of sub-paragraph c. above, were you in contact with any Minister, Special Adviser ('SpAd') or Civil Servant in respect of proposed changes to the Scheme? If so, please provide full details including, in respect of each such contact, who it was with, when it occurred, how it occurred and (insofar as you can) the substance of what was said, discussed or communicated.
 - e. Please explain, in respect of your installation(s) for which application for accreditation to the Scheme was made within the above period, how long it took from ordering the relevant plant to it being installed and commissioned.
 - f. Please explain any steps taken by you to expedite your application to the Scheme, including steps taken in order to ensure that your application was submitted in advance of 18 November 2015.
6. Specify whether you were encouraged by any person to seek accreditation under the RHI Scheme, were assisted in doing so, or were provided with information which encouraged you to apply or to consider applying or which influenced the timing of any such application. Please provide full details,

including the identity of the person or persons concerned and the relevant dates.

7. Specify whether you used any information which had been shared with you to advise, encourage, assist, or cause other persons to apply, or consider applying, for accreditation under the RHI Scheme. In respect of any such instance, please provide full details, including (but not limited to) the information you shared, the third party concerned and the date of any steps taken by you in that regard.
8. Specify whether you are aware of anyone sharing information in relation to the RHI Scheme (in particular, but not limited to, information about the amendment of the Scheme or the introduction of costs controls into the Scheme) with any other persons, giving details of the identity of such other persons and what information was shared in relation to the RHI Scheme, as far as you can.
9. Please provide details of each and every communication, either direct or indirect, between you and any other person in relation to the RHI Scheme (providing the nature, date, and place of each communication as well as details of the persons between whom each such communication occurred).
10. Specify any email addresses used by you and any telephone numbers used by you in relation to any communication about the RHI Scheme.
11. Specify when you first became aware that tariffs payable under the RHI Scheme exceeded the cost of biomass fuel used to produce heat and/or the cost of producing a unit of heat (so that there was an incentive in some cases to produce heat merely to make profit from the Scheme) and how you so became aware. Without prejudice to the foregoing, please also provide details of the following:
 - a. The type of biomass fuel burned by each of your / your business' biomass boilers (for example, wood pellets or wood chips) and, in the case of wood chip (if applicable), the moisture content of same;

- b. Whether you / your business were able to obtain a discount on fuel prices by, for example, bulk buying, group buying, and/or entering into a long-term supply contract and, if you were so able, please provide details of this;
 - c. The prices paid by you / your business for each fuel type (in £/tonne and/or p/kWh) including details of how these prices changed over time (if applicable);
 - d. Any other operating costs you / your business incurred (e.g. electricity) when producing heat with biomass fuel;
 - e. The steps (if any) taken by you to alert other persons (including, for example, DETI or Ofgem officials, politicians, their advisers, and/or other persons in the commercial world) to the fact that the relevant RHI tariff exceeded the cost of biomass fuel and/or the cost of producing a unit of heat with biomass fuel.
12. The Enhanced Capital Allowances Scheme (ECA) was available for certain renewable energy technologies, including some of those falling within the RHI Scheme. This enabled businesses to claim 100% tax relief on the purchase of eligible equipment in the year of purchase. In relation to this, please explain:
- a. Whether you availed of such relief in respect of any of your biomass installations;
 - b. If so, please explain:
 - i. At what stage you became aware of the ECA scheme and how you became so aware;
 - ii. Whether you were encouraged to avail of the said tax relief, providing all relevant details of who encouraged you, and when

and how they did so;

iii. Whether the prospect of benefitting from this tax relief enhanced your interest in the RHI Scheme;

iv. Whether you were aware at any time of any changes that occurred in respect of the ECA system (such as, for example, the removal of any renewable heat technology from the list of technologies eligible for 100% write-off in a single year), including, in particular, how you became so aware;

c. The date(s) on which you purchased your biomass boiler(s);

d. The date(s) on which you registered with the ECA scheme;

e. The amount of tax relief you benefitted from for each biomass installation under the ECA scheme, providing all documentation in relation to this;

f. Whether you applied for, received or in any way benefitted from any further form of financial assistance in order to purchase and/or install any biomass boiler(s) and related heating systems which are accredited under the RHI Scheme, (including but not limited to, grant aid, interest-free loan, tax relief or any other form of financial incentive).

13. Except to the extent that it has already been comprehensively addressed in your answers to the foregoing questions, provide details of your past and current connections (if any) with the following, insofar as they are of potential relevance to the RHI Scheme and the Inquiry's Terms of Reference:

a. The Democratic Unionist Party ('DUP');

b. Action Renewables;

c. The Renewable Heat Association of Northern Ireland ('RHANI').

14. Except to the extent that it has already been comprehensively addressed in your answers to the foregoing questions, please set out any potential risks, flaws, problems, anomalies, loopholes, or other issues regarding the RHI Scheme which came to your attention, setting out details of when you first became aware of each such issue and the actions (if any) taken by you as a result.

15. Except to the extent that it has already been comprehensively addressed in your answers to the foregoing questions, please provide any further evidence within your knowledge or belief which is relevant to the matters that the RHI Inquiry is investigating as set out in the RHI Inquiry's Terms of Reference.

NOTE:

It is important for the efficiency of the RHI Inquiry that the issues identified above are addressed as fully as possible and by reference, where available, to the dates and locations of specific incidents to which reference is made. The statement should be broken down into paragraphs, which should be numbered sequentially from '1' to the end. The use of appropriate section headings or sub-headings is also encouraged. A template witness statement is provided with this Notice for your assistance and should be used as the format for your response.

Inquiry into the Renewable Heat Incentive Scheme

RHI REF: Notice 110 of 2018

Date: 11/06/18

Witness Statement of: [REDACTED] C

I, [REDACTED] C, will say as follows:-

1. Since 2012 I have been a beef farmer and [REDACTED] Personal information redacted by the RHI Inquiry
2. My farming business was in a sustained period of decline from the early 2000's. I had been looking for a way to diversify the business and make the best use of my land. Before I had any knowledge of the RHI scheme I had looked into planting my land in willow to produce and sell a biomass crop. Once I learned about the RHI scheme I thought that this would provide a cost effective way to produce the biomass making it easier to fully diversify the business.
3. I first became interested as I thought it would provide me with a business opportunity to make money off the land in a way other than traditional farming. I already had a lot of the infrastructure/machinery that this type of business would require and so it seemed like an attractive business venture from the start. The banks were providing loans for this type of technology as at the time it had been "guaranteed" by local government departments.
4. Please explain the direct or indirect involvement that you had with, or in relation to, the RHI Scheme or any aspect of it prior to its suspension in February 2016.
 - a. It was a government scheme to enable businesses to apply for an incentive to use renewable heat. I had a business idea (biomass production) that required an affordable source of heat to make the business model stack up. Before applying to the RHI scheme I contacted the Non Domestic Renewable Heat helpline at OFGEM to discuss my idea and whether this would be a suitable use of this heat. The OFGEM advisor I spoke to explained that drying biomass was allowed within the scheme rules and that the payments would be guaranteed for 20 years. With this advice I thought that the scheme was fool proof and it would work well for my business
 - b. Date boilers were installed: Installation took place between June 2015 and September 2015.
 - c. Date application was made [REDACTED] Personal information redacted by the RHI Inquiry This covered 4 boilers. An additional application was made on [REDACTED] Personal information redacted by the RHI Inquiry This was made later due to a delay by the supplier.
 - d. Four boilers were accredited on: [REDACTED] Personal information redacted by the RHI Inquiry An additional boiler was accredited on [REDACTED] Personal information redacted by the RHI Inquiry
 - e. Each biomass boiler installed is 99kW and is 80% efficient.
 - f. Date first RHI payment was received: [REDACTED] Personal information redacted by the RHI Inquiry
 - g. Hegan Biomass were employed to provide and install each biomass boiler.
 - h. Hegan Biomass assisted with our application to the RHI scheme.

5. It appears to the RHI Inquiry from information provided to it that you applied for accreditation of an installation or installations under the RHI Scheme between August 2015 and 18 November when there was a marked spike in the number of such applications generally.
 - a. I had been interested in and researching the RHI scheme from early 2015 with my two sons. We had decided that we were going to apply for the scheme in April/May of that year. It took a number of months to identify the best boiler and drying technology available. We then had to design the drying facility to ensure that it was going to work in the best manner for the business going forward. It wasn't until June 2015 that we began construction work on site. All of this work had to be completed before the boilers could be installed and the application made. It took until October 2015 to be in a position to make the application.
 - b. No one ever encouraged me to make an application to the scheme. I did so based on research and information available to me at the time.
 - c. I visited Green Energy Technology in Warrington around May 2015 to view the boilers they had for sale and see their drying facility. John (I do not know surname) mentioned that there has been rumours in the industry that the department may be considering changing the tariff. He was not sure if the tariffs would be moving up or down and had little knowledge at that time. After this I asked my son to contact OFGEM to see what the tariffs were and if they were likely to change. He was told what the tariffs were and that they were guaranteed for 20 years. There was no indication that the tariffs would change in November. If I had known that this was going to be the case I more than likely would not have applied. I had heard rumours that the tariffs were going to change but I cannot remember who I heard it from.
 - d. I was not in contact with any minister, SpAd or civil servant in respect to the proposed changes to the scheme.
 - e. Length of time between ordering boilers and when they were commissioned.
 - f. No steps were taken to expedite my application. At the time of purchase I was unaware of any changes to tariffs and the construction and install went to plan without needing to expedite anything.
6. I was never encouraged by any person to apply to the RHI Scheme. I was encouraged to apply to the scheme based on guidance that was available on the OFGEM website. I thought it was a great way to diversify my farm business and as this was government backed it would make getting funding from the bank easier.
7. I did not encourage anyone else to apply for the RHI scheme.
8. I was unaware of anyone sharing information regarding amendments of the scheme.
9. The only people that I communicated any details of the RHI with were the staff from Hegan Biomas. Nicola Harron, Shane Wylie and John Geary assisted me with the application to the scheme so emails were exchanged by and forwards about the application process and the boilers. The emails were not specifically about the details of the scheme but about the

process of getting accredited. There are a number of other emails between myself and OFGEM staff. All emails are attached.

10. Email:

Phone:

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11. I first became aware that the cost of fuel was less than the tariff paid during a meeting with Will Barden from Barden Energy in England. I had meet with Barden Energy to view the biomass boilers they had for sale and see how they dried their biomass chip.

- a. Each installation is fuelled by biomass woodchip dried to 20% moisture content.
- b. No discount was gained via bulk buying.
- c. Initially £117.00 per tonne was paid for dried woodchip fuel. This was purchased in order to get the drying facility up and going. After this wet forestry timber (circa 70% moisture content) was purchased to produce chip. This was purchased for approximately £42-64 per tonne from a variety of sources.

d. Operating costs:

In order to produce heat using biomass fuel we invested significantly in plant, equipment and infrastructure. The following costs all form part of our operating costs:

- Three phase generator purchased at £6800+vat. This was purchased initially to provide three phase electricity to the site and cost approximately £1000 a month in diesel to run.
 - Three phase electric installation cost £15,000. Thereafter £600 per month was spent on electricity running costs.
 - A Heziohack wood chipper was purchased to produce the biomass. This cost £46,000+vat required £100 in diesel per week to operate.
 - A JCB telehandler was purchased to fill the fuel into the hoppers. This cost £15,000 and used approximately £50 per week on diesel
 - A log grab was purchased in order to handle timber for processing into woodchip. This cost approximately £6,000.
 - A tractor was also purchased at a cost of £28,000 to run the wood chipper
 - A log splitter was also purchased to help with processing. This cost £4,000.
 - The boilers were also required to be serviced at a cost of £500 per year.
 - Sundry costs were approximately £250 per boiler per year.
- e. No steps were taken by myself to alert OFGEM, DETI or anyone else in the civil service that the RHI tariff exceeded the cost of the biomass fuel. I never for one instance thought that there was anything wrong with the scheme or that DETI needed any help operating the scheme. I thought that this was government backed scheme and as such it would be fairly fool proof.

12. Enhanced Capital Allowance

- a. No ECA tax relief was availed of for these boilers.
- b. Not Applicable

- i. I was not aware what the ECA scheme was/is
 - ii. I was not encouraged to avail of ECA
 - iii. Not applicable
 - iv. I was unaware of any changes to the ECA scheme or that it even existed.
- c. The boilers were ordered sometime in early July 2015. The first payment was made on 23/07/15.
- d. I did not register with the ECA scheme.
- e. I did not benefit from any tax relief from the ECA scheme.
- f. I did not received any form of financial assistance to purchase/install any biomass boilers. The installations were financed with my own savings and a bank loan.
13. Past and current connections with any of the following:
- a. DUP- I have no connection to the DUP.
 - b. Action Renewables- I have never had any connection to Action Renewables
 - c. Renewable Heat Association of Northern Ireland- I joined the RHANI immediately upon hearing that it had been started up. I was advised of its formation by Hegan Biomass. I thought that this would be the only group possible of giving the scheme participants a voice against the government and the media. I believe that the association was set up in good faith in order to try and protect all applicants.
14. I was not aware of any potential risks or flaws in the scheme at the time. The only flaws from my perspective was the way that it has been operated since I applied. If I was aware of any of the mistakes made by DETI prior to my application I would not have joined the scheme, lost my life savings and be in approximately £ [redacted] debt.
15. I have no other evidence to submit.

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Statement of Truth

I believe that the facts stated in this witness statement are true.

Signed: _____

Dated: 21-6-18

Ofgem- Periodic data technical issues

Nicola Harron <nicola@heganbiomass.com>

Tue 02/02/2016, 10:34

Shane Wylie; John Geary; Alan Hegan; George Hegan; ✉

Good Morning,

It has come to my attention there is an issue with the ofgem website when saving periodic date (meter readings) before your application has been accredited. If you have saved your meter readings and are still awaiting final approval it is more than likely your data will be LOST once the application/s have been accepted.

I have spoken with ofgem on this who at this stage are not offering anything other than an apology, and claim it is a technical fault they to have just discovered.

My advice at this point to EVERYONE is to always keep a written or photographic copy of your meter readings, as well as this It is advisable to keep a weekly note/reading on the meter's. It is in events like this, keeping a record can be to your benefit.

Further to this if you have been affected by this I would advise you contact Ofgem to raise the case. You can contact them on 0845 200 2122 when contacting them you must state your RHI number or you may contact them via email on [REDACTED] . (their average response time via email is 10 working days)

Anything else please do not hesitate to contact me.

Regards

Nicola Harron

RE: NIRHI [REDACTED] Periodic Data Submission CRM: [REDACTED]

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[REDACTED] C

Mon 04/01/2016, 10:48

nicola@heganbiomass.com; ☺

Thanks Nicola

I know nobody wants them passed more than me. I was going to ring them this week to see the progress on our application. I'll put it in with yesterday's date. Thanks

Darragh

From: nicola@heganbiomass.com

To: [REDACTED] C

Subject: RE: NIRHI [REDACTED] Periodic Data Submission CRM: [REDACTED]

Date: Mon, 4 Jan 2016 09:52:54 +0000

From: [REDACTED] C

Sent: 04 January 2016 09:12

To: Nicola Harron <nicola@heganbiomass.com>

Subject: FW: NIRHI [REDACTED] Periodic Data Submission CRM: [REDACTED]

Good morning Nicola,

Happy new year. Hopefully the Monday blues aren't too bad!

Quick question. See email below. They have told me I had 7 days to take the RHI meter reading from the 29th of December. I then took them last night (6 days in). The OFGEM website says you have 3 days to take it. I was just going to go by the email and state the date of reading as 03/01/2015? Might be a stupid question but I don't want to get the first one wrong.

Received from [REDACTED] C on 21/06/18

<https://outlook.live.com/mail/deeplink>

Health and Safety Disclaimer

Nicola <nicola@heganbiomass.com>

Fri 04/12/2015, 17:41

alan@heganbiomass.com; ✉

Good Evening,

This week a Hegan Biomass Ltd employee was involved in a near miss on a clients site. An employee on the clients site had removed/bypassed the safety mechanism on the drop box flap. Our employee had opened the flap and was preparing to do work when the system engaged. Had our employee not heard the system engaging and had he not had as prompt a reaction to remove his hand, it could have ended in serious damage/lose of limbs.

On investigation the safety switch had been bypassed. On installation of the Biomass Boiler such safety systems are in place and tested and must not be tampered with or altered in any way. This was the beginning of a chain of events that ultimately could have lead to serious limb damage and/ or amputation.

Please note when any of the safety devices on the machine are disabled, the CE plating on the machine expires and _____ . Additionally in the event of an incident your insurance cover may be invalid.

If any deliberate bypassing/disabling of safety devices on the machines are discovered by any of our staff, we may, at our discretion refuse to carry out any works on-site for an indefinite period due to health and safety concerns and general due diligence.

If you have any concerns regarding health and safety issue's please do not hesitate to get in contact.

Regards

--

Nicola Harron

Hegan Biomass
29A Lurgy Road
Dungannon
Co. Tyrone
BT714DF
02887740379

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RE: CB NIRHI [REDACTED] Boiler 1 - Y1Q1(01/10/2015 - 31/12/2015) - PDS Review CRM: [REDACTED]

① Flag for following up.

RHI Periodic Data <RHI.PeriodicData@Ofgem.gov.uk>

v.uk>

Thu 03/03/2016, 15:01

You; ☺

Hi [REDACTED],

Many thanks for your email confirming the high generation. I can confirm that I have now processed both Y1Q1 NIRHI [REDACTED] & NIRHI [REDACTED] for payment. Payment can take up to six weeks from the submission of accurate data, although it is often sooner.

Kind regards,

Charlotte

RHI Assistant Manager

Ofgem

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

From: [REDACTED]

Received: 03/03/2016 13:44

To: RHI Periodic Data

Subject: RE: CB NIRHI [REDACTED] Boiler 1 - Y1Q1(01/10/2015 - 31/12/2015) - PDS Review

CRM: [REDACTED]

Hello Charlotte,

The heat produced is used in a drying floor for the purpose of producing dried biomass fuels. The demand for heat is quite high in order to ensure fuel quality.

Many thanks

[REDACTED]

From: RHI.PeriodicData@Ofgem.gov.uk

To: [REDACTED]

Date: Thu, 3 Mar 2016 11:51:07 +0000

Subject: CB NIRHI [REDACTED] Boiler 1 - Y1Q1(01/10/2015 - 31/12/2015) - PDS Review

CRM: [REDACTED]

Dear [REDACTED],

Thank you for your recent periodic data submission.

Received from [REDACTED] on 21/06/18

FAO CHIOMA- ref NIRHI

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Nicola Harron <nicola@heganbiomass.com>

Tue 09/02/2016, 14:03

You; RHI Accreditations;

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email.pdf

765 KB



invoice and price list.pdf

1 MB



Show all 3 attachments (3 MB) Download all Save all to OneDrive

Good Afternoon Chioma,

In reference to our phone call please find several documents attached, to further verify the correct address and postcode for [REDACTED] account and correct address for Installation's.

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You will see original email sent from 20/10/2015, I believe you also have on record an email from [REDACTED] (authorised signatory on the account) confirming the address. I believe this document was attached within additional information section on applications.

Please find a document consisting of price list for re-sale of woodchip from [REDACTED] as well as a copy of a customer invoice, this document will further confirm and verify postal code and address. Again this document was attached within addition information section on applications.

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As well as this I have attached the sales Invoice from Hegan Biomass to [REDACTED] for the purchase of the Biomass Boiler's, you will see the invoice is for the purchase of all four Boiler's (serial number's stated within invoice), this too should further verify and confirm the installation/account address.

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I hope you find everything you need with the information attached.

I would like to request written verification from your team confirming this is suffice or if anything further needs to be provided.

Kind Regards
Nicola Harron
Hegan Biomass
02887740379

RE: RHI account set up

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[REDACTED] C

Fri 25/09/2015, 06:20

John Geary; ✕

Hello Shane,

I don't have any email regarding rhi.

Who would it have been sent from?

[REDACTED] C

> To: [REDACTED] C
> From: john@heganbiomass.com
> Subject: RHI account set up
> Date: Thu, 24 Sep 2015 13:09:56 +0100
>
> Hi [REDACTED] C
> You will have received an email regarding activation to your
> email account. Can you please forward that email onto us and will will
> finalise the set up.
>
> Regards
>
> Shane
>
> Hegan Biomass
>
> ---
> This email has been checked for viruses by Avast antivirus software.
> <https://www.avast.com/antivirus>
>

RE: CG NIRHI [REDACTED] - Further information CRM [REDACTED]

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[REDACTED] C

Mon 30/11/2015, 15:13

Nicola; ☺

Hello Nicola,

Should we add in pictures of the inside of the bays where the chip is being dried?

Do we need to show pictures of 4 separate boilers?

All staff are employed by [REDACTED]. The lane is also used as access for the farm. Does this matter?

I will get a picture of the entrance.

Darragh

Subject: Re: CG NIRHI [REDACTED] - Further information CRM [REDACTED]

To: [REDACTED] C

From: nicola@heganbiomass.com

Date: Mon, 30 Nov 2015 14:24:07 +0000

Darragh,

I have just completed the questionnaire, have a wee look at it and edit where you see needed. I have questioned 9+10. Also if you create and send me through an invoice/price list, maybe the more the better in this case! I am going to ring Ofgem again as they have only released one application and I have already send the pictures of interior and exterior in previous queries.

They seem to have a few new members of staff (this query being one of them) who are often not picking previous things up. Once I speak with them again I shall call you after.

Thanks

Nic

On 30/11/2015 13:00, [REDACTED] C wrote:

Hello Nicola,

Yeah give me a call on my work number [REDACTED]. My other phone isn't great.

Thanks

Re: FW: CG NIRHI [REDACTED] - Further information CRM: [REDACTED]

Nicola <nicola@heganbiomass.com>

Mon 30/11/2015, 11:32

You; ☺

Darragh,

There is a re-occurring theme with ofgem when it comes to changing personal details! This will not be an issue, Forward them the original email as the reply to this one. I will also log in and try ammend it.

I have got confirmation from Ofgem this does NOT effect your application eligibility. These are simply queries to support the application. At any time you can ring them on the customer service number. In respects of the woodchip invoice etc I suggest you send them through a [REDACTED] price list for wood chip etc or generate an invoice to say [REDACTED] for his boiler as he will be purchasing from them I presume? I would also include a note to say the company is new.

I'm guessing because the boiler's are under [REDACTED] the company the single farm payment for [REDACTED] isn't suffice as its not specifically for the business, but with the completed questionnaire it will be grand, I can fill it out no problem.

I am just back in the office today and as Im sure you can imagine I have a million and one things to do! I will give you a call after 1pm if this suits?

Thanks

Nicola

On 29/11/2015 23:25, [REDACTED] wrote:

Hello Nicola,

Please see email below.

They are questioning our application because of the address difference. I sent them an email on the 20th of October explaining that we couldn't change the address and that it was wrong. I cc'd you at the time. They are also asking for a rates bill or invoices that prove we are drying chip for sale. They didn't ask for this at the time. They are also asking for pictures of the inside and outside of the building. We already did this. Did we not also show photographic proof that the systems are separated on the first application?

Because they have now asked for more information does this mean that we will not now qualify for the higher tariff? Have you anyone in Ofgem you can ring to clear this up?

Give me a call tomorrow. This needs sorted asap.

Thanks