

**From:** ENER-ACCES-DOCUMENTS@ec.europa.eu  
**Sent:** 14 March 2012 07:28  
**To:** luanam@btinternet.com  
**Cc:** ENER-RES-STRATEGY@ec.europa.eu  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Dear Madam,

Our colleagues from the ENER RES Strategy team will take care of your request.

Best regards,

European Commission  
 Directorate General for Energy  
 Access to documents

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** Tuesday, March 13, 2012 8:48 PM  
**To:** ENER ACCES DOCUMENTS  
**Subject:** FW: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Dear Sir,

I am getting no responses from this address – can you help please?

Yours sincerely,

Christine Metcalfe.

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** 13 March 2012 19:52  
**To:** "ENER-RES-STRATEGY@ec.europa.eu"  
**Subject:** FW: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Dear Sir,

I am receiving no replies to my requests for a response to my questionnaire (208343911591603512) which was confirmed as having been received. Others have now received a response, may I please have one?

Yours sincerely,

Christine Metcalfe.

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** 05 March 2012 12:09  
**To:** "ENER-RES-STRATEGY@ec.europa.eu"  
**Subject:** FW: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Dear Mathis,

I believe that others have received responses to submissions, but I have not.

Is there likely to be one in the future?

Kind regards,

Christine Metcalfe.

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**From:** [ENER-RES-STRATEGY@ec.europa.eu](mailto:ENER-RES-STRATEGY@ec.europa.eu) [<mailto:ENER-RES-STRATEGY@ec.europa.eu>]  
**Sent:** 13 February 2012 11:15  
**To:** [luanam@btinternet.com](mailto:luanam@btinternet.com)  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Christine,

find attached the complete pdf version of your submission.  
Concerning your other email, I have to confirm that the public consultation is now closed.

Best regards,  
Mathis

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** Monday, February 06, 2012 12:20 PM  
**To:** ENER RES STRATEGY  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Thank you Mathis.  
I have lodged my questionnaire and received a number (208343911591603512) the only problem was that I should like to have saved a pdf of this, but when clicking on that option - it did not save.

Any chance of sending one? It was lodged under the name of  
Mrs. V.C.K. Metcalfe. [luanam@btinternet.com](mailto:luanam@btinternet.com)

Kind regards,

Christine M.

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**From:** [ENER-RES-STRATEGY@ec.europa.eu](mailto:ENER-RES-STRATEGY@ec.europa.eu) [<mailto:ENER-RES-STRATEGY@ec.europa.eu>]  
**Sent:** 06 February 2012 10:03  
**To:** [luanam@btinternet.com](mailto:luanam@btinternet.com)  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Dear Christine,

fortunately there were no further problems with the questionnaire. If not done already, there is time until tomorrow, February 7 at 23.59 to submit your contribution.  
If there are aspects you want to mention which are not covered by the questionnaire, you can send these comments to this mailbox.

Best regards,  
Mathis

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** Friday, February 03, 2012 9:46 PM  
**To:** ENER RES STRATEGY  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.  
**Importance:** High

Thanks Mathis,

Will try again asap but work load means that this might not be until tomorrow now. Should there still be problems – is there an alternative route by which submissions can be accepted?

Best wishes,

Christine M.

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**From:** [ENER-RES-STRATEGY@ec.europa.eu](mailto:ENER-RES-STRATEGY@ec.europa.eu) [<mailto:ENER-RES-STRATEGY@ec.europa.eu>]  
**Sent:** 03 February 2012 16:42  
**To:** [luanam@btinternet.com](mailto:luanam@btinternet.com)  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Christine,

the questionnaire is back online. Should you continue to encounter any problems, please let us know. It might well be that you being rejected earlier than after 90 minutes was linked to the previous problem.

Best regards,  
Mathis

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** Thursday, February 02, 2012 6:49 PM  
**To:** ENER RES STRATEGY  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Thank you Mathis,

I will do as you suggest, but presumably if this is an intransigent problem, the response time will be extended? I knew about the 90 minutes allotted – but my response attempt was rejected well within that time. Perhaps this is related to the current problem?

Best wishes,

Christine M.

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**From:** [ENER-RES-STRATEGY@ec.europa.eu](mailto:ENER-RES-STRATEGY@ec.europa.eu) [<mailto:ENER-RES-STRATEGY@ec.europa.eu>]  
**Sent:** 02 February 2012 16:28  
**To:** [luanam@btinternet.com](mailto:luanam@btinternet.com)  
**Subject:** RE: URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.

Dear Christine,

thank you for your interest in the public consultation.

At the moment, there are technical difficulties with the relevant database, I apologise for any inconveniences caused. Our IT section is working on bringing the questionnaire back online. There is no need to send your contribution by post, just check back to the homepage within the next days.

Please consider, though, that the maximum time to fill in the questionnaire is 90 minutes once started.

If you need to consult the questions again while the technical difficulties endure, please have a look at the consultation document:  
[http://ec.europa.eu/energy/renewables/consultations/doc/20120207\\_renewable\\_energy\\_strategy.pdf](http://ec.europa.eu/energy/renewables/consultations/doc/20120207_renewable_energy_strategy.pdf)

Kind regards,

Mathis Weller

European Commission  
 Directorate General for Energy  
 Renewables and CCS policy (Unit C1)

e-mail: [mathis.weller@ext.ec.europa.eu](mailto:mathis.weller@ext.ec.europa.eu)

Tel.: +32.2.29.72134

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**From:** Christine [<mailto:luanam@btinternet.com>]  
**Sent:** Thursday, February 02, 2012 3:42 PM  
**To:** ENER RES STRATEGY  
**Subject:** URGENT re.your website problems re. questionnaire for Renewable Energy Public Consultation.  
**Importance:** High

Dear Sir,

I have completed this important questionnaire but on the first attempt to lodge it, despite

being well within time – had it rejected with an ‘out of time’ notification. Now the website has a ‘Sorry, technical problems, try again later’ notice.

Can I lodge this by post? Coming from the UK will put it at risk at being outwith the allotted time for submissions. Please advise as soon as possible.

Yours sincerely