

24 October 2024

Customer Connections

Connection Application Payment
Guidelines

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Purpose

This document outlines the guidelines for payments related to connection applications with the National Energy System Operator (NESO). These guidelines aim to ensure a clear and efficient process for handling payments and preventing delays in application processing and will be enforced by NESO starting 1st November 2024 and will apply to all outstanding invoices.

Current Process

Customers are required to make payments upon receipt of an invoice from NESO, as detailed within the charging statement on an application.

The connections application fee process is detailed as follows:

1. Prior to application submission, NESO's [Connection Portal](#), will provide the customer with an indicative application fee, based on the information provided and relevant charging statement.
2. Upon submission of the application, NESO's Connection Application Team, will review and validate the application and the indicative fee generated by the Portal.
3. Within 7 calendar days of receipt, NESO's Connection Application Team will generate an invoice and upload to the Connection Portal.
4. An email notification will be sent to the customer advising that the invoice is available, and that payment is due within 30 calendar days.
5. To ensure prompt and accurate allocation of the invoice payment, the customer will provide the following 'Payment Submission Criteria' to NESO, via email*:
 - a. Connection Application Number
 - b. Invoice Number
 - c. Proof of Remittance

* otcbanking@neso.energy; & transmissionconnections@neso.energy

6. Upon payment receipt, NESO will match the invoice to the customers connection application and provide a payment confirmation via the Connections Portal.

Payment Date vs. Allocation Date

Please note that where payments are made without the required 'Payment Submission Criteria', NESO will not be able to allocate the payment to your connection application.

In such cases, the 'Allocation Date' (i.e., the date when payment is successfully applied to your application) will be treated as the effective 'Payment Date'. This means the progression of your application will be delayed until all necessary payment information is received and processed.

To avoid delays in the processing your connection application, please ensure the 'Payment Submission Criteria' is provided accurately and promptly. Failure to do so will result in the

'Allocation Date' being recorded as the 'Payment Date', which may impact your projects timelines.

Failure to Pay Invoice

If a customer fails to pay their invoice within the 30 calendar days term, NESO will issue a formal notice granting an additional 14 calendar days for payment.

If payment is not received by the end of this extension period, NESO will proceed in cancelling the connection application.

Failure to Achieve Competency

As part of the application assessment process, NESO may require additional information. These queries may arise from NESO requirements or to support the relevant transmission owner(s) with their assessment of whether an application is Technically Effective. Collectively these requirements are known as a Technical Competency.

The process for the management of Technical Competency is detailed as follows:

- 1. Initial Notification:** Where additional information or clarification is required, NESO will request this information from the customer to support the Technical Competency assessment. If within 14 calendar days of the request, the required information has not been provided in full, an Initial Notification will be issued which will provide the customer a further 14 calendar day period in which to provide the information.
- 2. Non-Engagement:** If the customer fails to respond within the 14-calendar day extension, NESO will cancel the application, and the application fee will be refunded (where applicable).
- 3. Engagement with NESO:** If technical competency is not achieved within the 42 calendar days (6 weeks) from the date the application has been processed, and the customer is actively engaging **with NESO to resolve the queries then the application will remain active.**