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## Open letter to industry from Kayte O'Neill – Connections Reform

16 July 2025

Dear All,

Thank you for your feedback on the Connections Reform Evidence Submission Window process over the past week. We are listening to the points you are raising and understand the challenges many of you are experiencing with the Connections Portal. Let me start by saying that we are truly sorry for the concern and disruption this is causing. The matter has my full attention, along with the support of the executive leadership team, and substantial extra resource has been allocated to this work within NESO.

Our shared objective is to ensure that the connections queue is reordered fairly and efficiently. It is essential that projects can submit their application before the evidence submission window closes. Therefore, following agreement at the joint industry governance forum (NESO, networks, Ofgem and the Department for Energy Security and Net Zero), I am confirming that the Connections Reform Evidence Submission Window will be extended by at least five working days beyond the original deadline day of 29<sup>th</sup> July 2025. This extension is in direct response to the challenges you have faced with our Connections Portal and our response times to resolve your queries. We will announce a new closure day with a minimum of five working days' notice.

We are working with our Distribution Network Operator colleagues to ensure appropriate alignment is maintained. While an increasing number of projects have successfully completed the evidence submission process, we know that in other cases outstanding queries and portal issues are continuing to impact your ability to submit evidence.

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My team at NESO has been working hard to resolve these matters, working through your queries to understand the root causes, address data discrepancies, and to implement fixes and improvements in the Connections Portal.

To date, we have deployed eight critical fixes to the Connections Portal, including increasing file upload size; correcting issues customers faced when inputting Transmission Entry Capacity (TEC) values; and removing unnecessary mandatory fields relating to lease dates that created a submission block for some customers. We will continue to implement fixes to the Connections Portal each day to ensure that all project types are able to complete the submission journey successfully. We will also ensure that fixes are fair to customers who have already submitted their applications.

For some customers, progress has been delayed by project-specific data discrepancies. Data related questions and issues are around 40% of the customer queries we have received since the Portal opened. We are working continuously to address these as they are raised. This includes corrections to staging data, TEC data and mod-app status.

At the end of the day on 15<sup>th</sup> July, close to 200 projects have completed the process and submitted their applications.

### **My asks of you today are the following:**

- **Please continue to log in and submit evidence.** Do not wait until closer to the deadline.
- If you have already raised a query with us, please be assured my team is working on it and will be in touch. **You do not need to raise it again.**
- Use the [box.connectionsreform@neso.energy](mailto:box.connectionsreform@neso.energy) email or use the [Connections Reform Portal](#) to raise any **new** problems that you experience.
- Please continue to refer to the guidance and FAQs on our website which we will continue to update.

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Connections reform is a once in a generation opportunity to reestablish the connections process, to make it fit for the future and to support the delivery of Clean Power by 2030. We are committed to delivering this at pace to ensure that customers can move forward as soon as possible, to provide the clarity and assurance needed to progress these projects.

We are incredibly grateful to all our customers for their continued patience and understanding. We will continue to update you frequently.

Yours sincerely,

Kayte O'Neill

Chief Operating Officer