Internal Use Only

Connections Reform Update Call

16 July 2025

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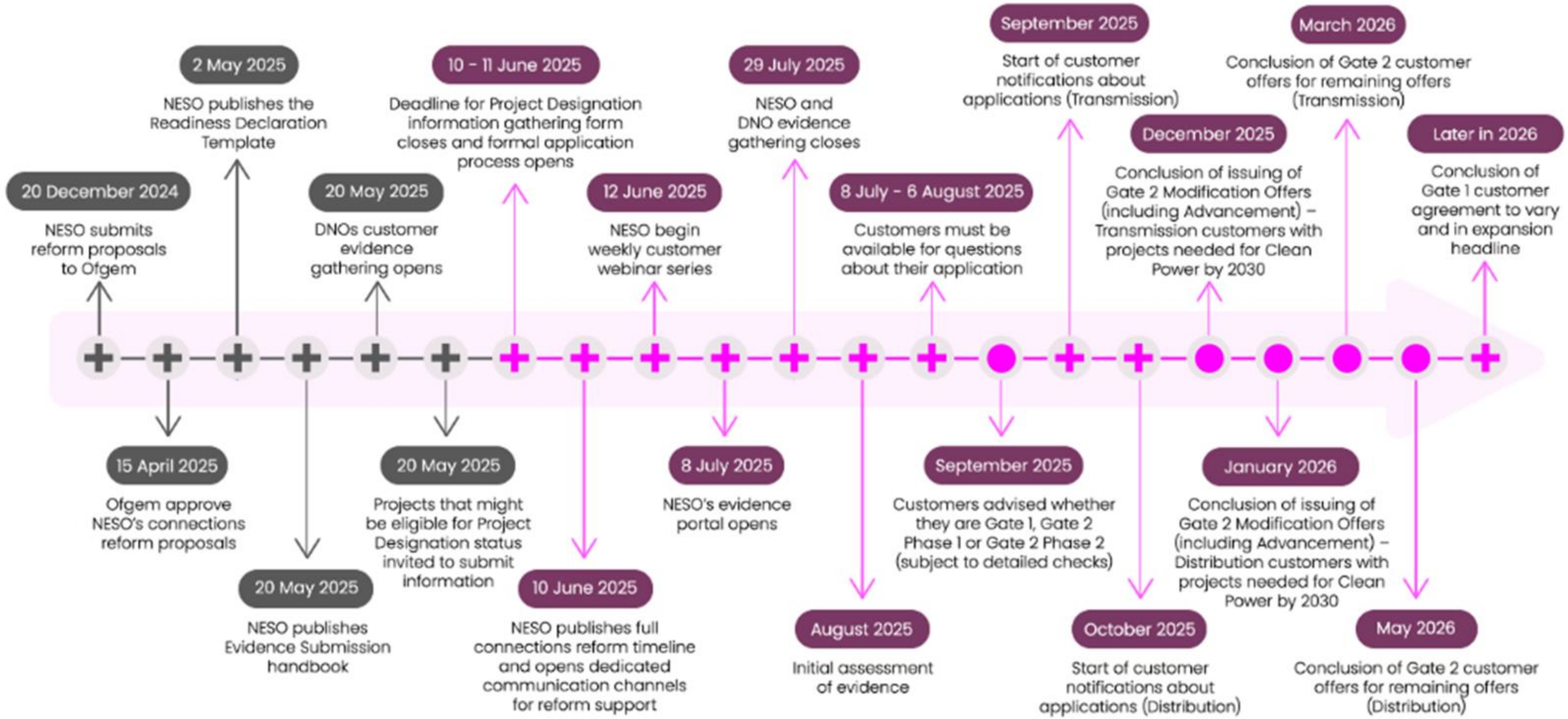
Our shared goal

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.

Timeline and next steps



Ensuring a fair and robust process

- The Connections Reform Evidence Submission Window will be extended by **at least five working days beyond the original deadline of 29 July 2025.**
- This extension directly responds to the difficulties you've experienced with the NESO portal and our response times.
- We will confirm the new closure date with a minimum of five working days' notice.
- We will ensure that the changes and fixes we are making to the NESO portal are fair for customers who have already submitted their applications.
- DNO portals, which have been open since 20th May are entirely unaffected and unrelated to the NESO portal.
- **DNO customers that have a responsibility to submit their evidence to DNOs should continue to do so.**

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Key challenges and our response

We're actively managing queries:

- We are using a set of multi skilled squads to interpret and action queries

We're managing and tracking a number of challenges customers are facing in submitting projects to the portal. These include:

- User Access Challenges
- Data Challenges
- Portal Functionality Challenges – resolved
- Portal Functionality Challenges – In progress
- Uncertainties which are impacting confidence in submissions

We're also ensuring:

- That all customer 'personas' are able to complete the submission journey
- Assessing the route to ensure that all currently submitted applications remain accurate

Data Issues

The following areas have been highlighted by our own analysis and customers:

- Missing, incorrect or duplicate technology
- Incorrect TEC MW
- Missing or incorrect stages
- Incorrect connection dates for stages
- Non editable incorrect Fields: Customer account, incorrect Contact details, agreement type, commercial lead, etc.
- Demand projects issues
- Incorrect application progress status (green instead of blue)
- Missing project
- Open Mod Apps
- Delete button Issue (not deleting associated records)
- Geolocation coordinates issues - Amended Connection point
- Modify Mod App not editable

Resolved key Portal challenges

- **Missing data** – Fixed issues with pre-populated data or missing projects on the portal
- **File upload limit** – Increased the overall submission upload limit to 2GB and increased the size limit to 99MB per file
- **Strategic Alignment 'Load and Save' issue** – Fixed the need to "double save" strategic alignment information
- **TEC validation** – Rectified issues when inputting TEC limits relating to Installed Capacity
- **Missing mandatory field under queue information** - The file upload requirement under QUEUE FORMATION has now been made mandatory to help customers avoid missing this critical step
- **Protections 2a** - Evidence questions were not appearing as required when customers answered 'no' to the first two connection date questions. This has been fixed.
- **Lease date issue -** Removed the unnecessary field for form of lease start and end date from the Option Agreements / Form of Lease section
- **Queue Formation –** Making it clearer for customers when selecting providing evidence of meeting Queue Management
- **Milestone M1 –** Making the label clear for evidence relating to Queue Management Milestone M1 following customer feedback.
- **Protections 2a, M7 –** For Protections 2a route, the M7 related question has been reworded, and updated to clearly reflect "Queue Management Milestone M7".
- **Project Details –** Updated label so that it correctly shows County and not Country.

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Portal Functionality – In Progress

1. Demand Projects
2. Technology unaligned - this will particularly support demand customers
3. M7 evidence submission
4. Modify contract button
5. Ability to upload multiple option agreement documents
6. Provide data for technology type for non GB generation
7. Sum of installed capacities page not visible
8. File uploads
9. Usability issues

Uncertainties –and our response

The FAQ was categorised into 27 categories yesterday.

It is updated at least every two days collating new queries.

Further changes are coming to improve clarity, include more content from the queries and addressing nuances in the process.

MWh for storage

- **Li-ion projects** are 'batteries' for the purposes of connections and **do not need to provide a MWh figure**.
    - If you are Li-ion and provide a MWh figure, **we will not use it**
- All **other types of energy storage must provide a MWh figure**
    - This is because we need to check if you meet the **requirements for LDES**
        - If you **meet the LDES requirements**, meeting the minimum MWh is an **ongoing requirement**
        - If you **don't meet the LDES requirements**, your MWh figure will **not be used** for any other purpose

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Communications Approach

We're committed to clear, consistent, and proactive communication as we continue to improve the portal experience.

- **Daily Calls**: We will hold daily calls to provide updates on data, issues, and progress
- **System Walkthroughs**: Where key journey issues are identified, we'll run focused walkthroughs to support resolution
- **Weekly Updates**: You'll receive weekly summaries with the latest status of the portal and key developments

Our goal is to keep you informed, supported, and confident throughout the submission process.

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What we are asking of you

- 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 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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Summary

We’re actively managing incoming queries through dedicated, multi-skilled squads who interpret and take action on submissions.

We’re currently tracking and addressing several challenges customers face when submitting projects via the portal, including

- Issues with user access
- Data-related difficulties
- Portal functionality problems (some resolved, others ongoing)
- Uncertainties affecting submission confidence

In parallel, we’re ensuring:

- All customer types can successfully complete the submission process
- The submission pathway is reviewed to maintain the accuracy of all current applications

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Q&A

We will now take Q&A for the remainder of the hour.

We kindly request that do you do not raise project specific questions and that you keep your question constructive and relevant to the content we have shared today.

To ask a question please raise your hand.

When it is your turn to ask your question, we will bring you on screen and you will be able to unmute.

Please state your name and company before your question.

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