

Public

Connections Reform Update Call

21 July 2025

30 mins

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.

Why we are keeping the window open

- **NESO does not believe closing the portal is necessary** at this stage, while recognising the need for a **robust and fair submission process**.
- We are **mindful of the wider impact** a significant delay could have, **not just on this programme**, but on the **broader connections reform agenda**.
- We are **actively reviewing the timelines** this week to further update the at least 5-day extension to the submission window
- We are **actively reviewing all available options** and appreciate the **input received**.
- Our **joint delivery group remains focused** on **fair and efficient reordering** of the connections queue.

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.**

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

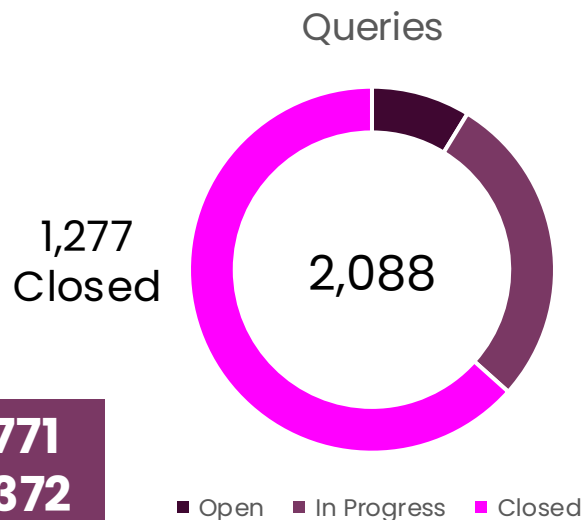
We're also reviewing:

- That all customer 'personas' are able to complete the submission journey
- Routes to ensure that all currently submitted applications remain accurate
- The resubmission process

Current Status

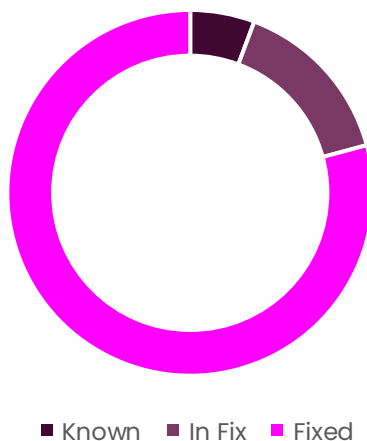
Updated 13:30 21/07/2025

Draft Applications	771
Submitted Applications	372

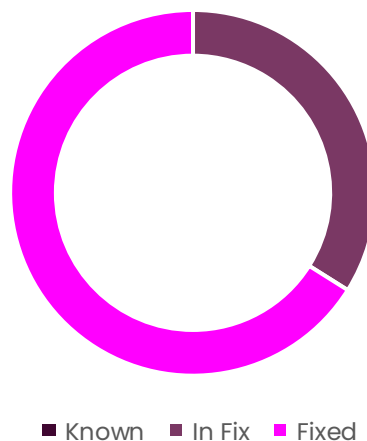


Portal Updates	25
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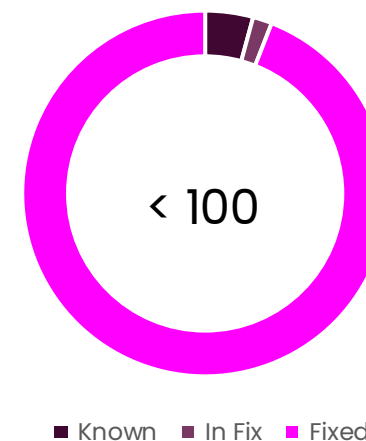
Customer Led Data Fixes



NESO Led Data Fixes



User Access Requests



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 (1 of 3)

21 July 2025

Red Line Boundary Warning Message – Informing customers if they select this option, any previous information entered will be removed. Customers are able to confirm or cancel, ensuring they are making an informed decision

Alternative Planning – For customers wishing to select the alternative planning route, this option is now available.

Queue Management Milestone M2 – Improved clarity around question to help customers better understand and respond to related questions

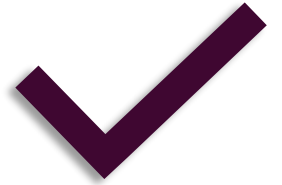
Technology Types – Improved clarity around technology table to make the information clearer and easier for customers to understand

19 July 2025

DCO Planning: Improved clarity around question to help customers better understand and respond during their application

Land Rights: Improved clarity around question to help customers better understand and respond during their application

Leased Land: Character count now displays as expected, helping customers stay within the designated limits



Resolved key Portal challenges (2 of 3)

18 July 2025

Protections 2a Statutory Consent Improved clarity around question to help customers better understand and respond during their application

Application Progress Removing the delete application button and application documents currently blocking several applications

Connections Date Customer can see correct connections date when requesting advancement

17 July 2025

Demand Projects Introduced the ability to acknowledge demand projects within the technology definition section.

Technology Category Unaligned categories for coal, ammonia, energy from waste, and reactive compensation have been added but only align with Gate 2 Criteria a) (Protections) or c) (Designation).

Strategic Alignment Warning Refined a warning message to alert users that changing their selection in the strategic alignment section will delete any previously entered information.

16 July 2025

Queue Formation: The label for evidence relating to Queue Management Milestone M1 has been clarified based on 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.



Resolved key Portal challenges (2 of 3)

14 July 2025

Lease date issue: Removed the unnecessary field for form of lease start and end date from the Option Agreements / Form of Lease section.

11 July 2025

Protections 2a: Evidence questions were not appearing as required when customers answered 'no' to the first two connection date questions. This has been fixed.

10 July 2025

File upload limit: The message incorrectly stating the file upload limit is 10MB has been removed. The limit is 99MB per file and overall submission limit is 2GB.

Missing mandatory field under queue information: The file upload requirement under QUEUE FORMATION is now mandatory to prevent customers from missing this critical step.

TEC validation: Some users reported issues when inputting TEC limits relating to Installed Capacity. This has been rectified.

Strategic Alignment 'Load and Save' issue: Some customers reported needing to "double save" their strategic alignment information. This has now been rectified



Portal Functionality – In Progress

1. **Protections 1 clause** – Additional questions added to guide customers through the process ensuring they have the required information to support their application
2. **M7 evidence submission** – Customers unable to upload documents in this section will now be able to do so. Also resolves issue with file size for customers who have already received confirmation from NESO they have met their Queue Management milestone
3. **Ability to upload multiple option agreement documents** – Customers will be able to submit supporting evidence for option agreements which was previously limiting them to 1
4. **Technology type for non GB generation missing** – will be added to allow customers outside of Great Britain to progress their applications
5. **Sum of installed capacities page not visible** – will now display correctly allowing customers to continue with their application
6. **Modify contract button** – An issue preventing customers from modifying their contracts as part of application submission and as part of mod app process will be rectified
7. **Customer specific queries** – there are some queries which are specific to individual customers and are being reviewed and responded to individually
8. **Download Application** – Ability to review in total the whole submitted application for download



Summary

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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.



What we are asking of you

- Please do not resubmit emails / queries
- 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.

Q&A

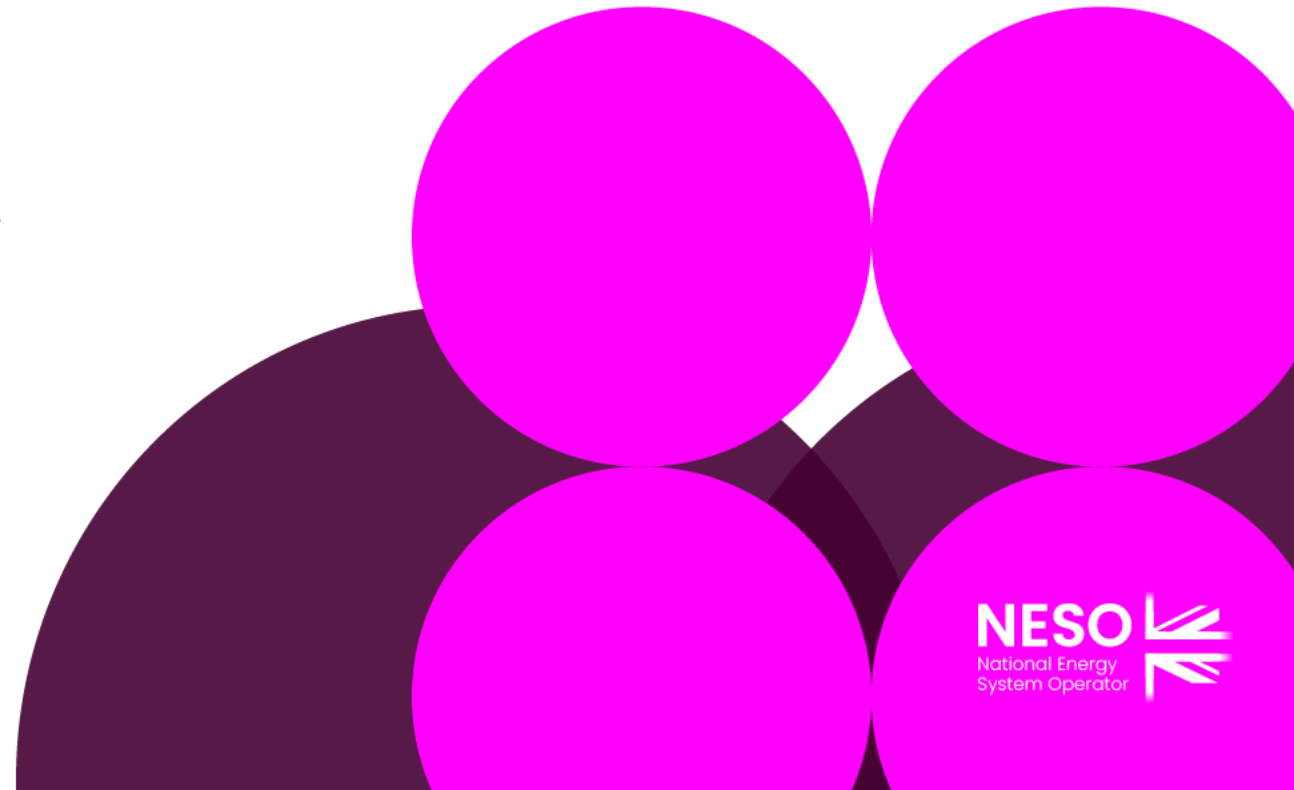
We will now take Q&A for the remainder of the session.

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.



Public

Thank you