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Connections Reform Webinar Q&A: 22 July 2025

This document summarises Q&As from the connections reform daily webinar on 22 July 2025.

We had a triage call with NESO and a useful workaround was highlighted, but we didn't know about it before the call.

Thank you for letting us know that workarounds are not getting communicated effectively. We will continue to update the FAQs and provide updates on these calls.

How will NESO define the criteria before they trigger the 5-day window closure notice?

We have a number of success criteria that must be met before we close the evidence window. This week, we are working with joint industry governance to identify the next steps. We will publish more information on criteria later in the process.

Mod apps: is the fix for transitional offers also applying to all advancement options?

It's not a blanket matter but this functionality will be resolved for transitional offers shortly and this will likely resolve the issue for many customers. However, if you have not already raised a ticket, please do so in case your situation is unique. You can raise a query here: [Contact Connections Reform | National Energy System Operator](#)

If we have a staged project, some are still not showing but we had the ticket closed because we started the mod app process, but it's not actually resolved.

Please re-raise that query. From today, we will not close any queries without confirming with a customer. This is with the exception of duplicate queries that have been raised multiple times by a customer, in these cases we will close duplicates and work to resolve the original.

Should we only put one issue per ticket?

This is personal preference and we can take queries in multiple or individually. We are working through queries at a "by customer level".

(Combined question from two delegates) We are concerned that 5 days won't be sufficient if we have to submit a mod app. Is there a requirement to have the portal open for two weeks?

We are working closely with cross-industry governance to ensure we have an appropriate closure date that allows all customers sufficient time to submit their evidence.

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Not knowing when the submission deadline will be is very stressful. When are you planning to update customers?

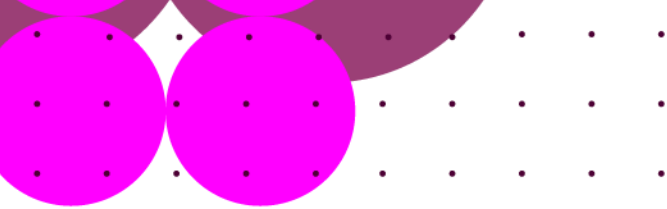
We are intending to provide an update this week and we are working with joint industry governance closely on this matter.

There is no option to submit a Mod App

We are adding in this functionality and clarification in the coming days.

How does lithium-ion get treated?

Please see this update from Friday's webinar: [Connections Reform Update-20250718_134649-Meeting Recording](#)



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