

Public

Connections Reform Update Call

23 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.

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

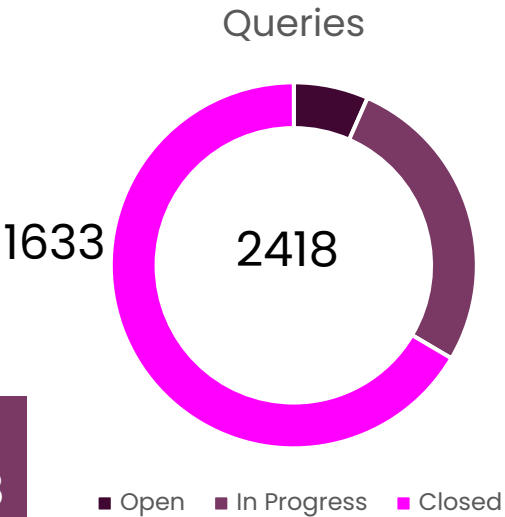
We're also reviewing:

- 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

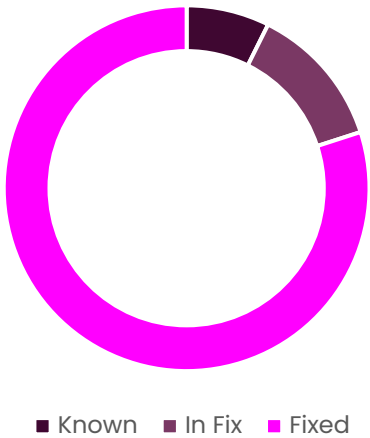
Updated 13:30 23/07/2025

Draft Applications	760
Submitted Applications	468

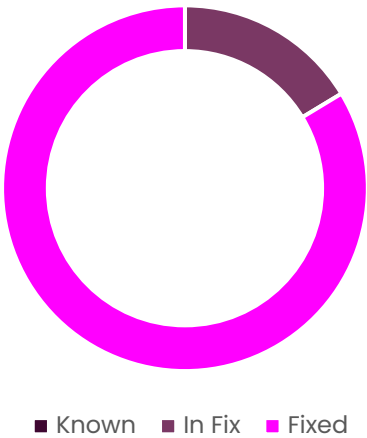


Portal Updates	31
----------------	----

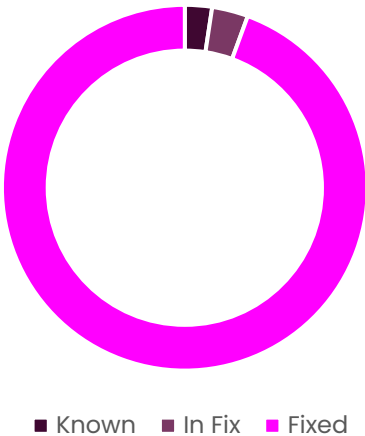
Customer Led Data Fixes



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

23 July 2025

Alignment fixes – We have made several alignment fixes across the application process to improve user experience.

Modify Contract Button – Resolved permission issue blocking customers application from completion.

22 July 2025

Project Search: Customers are now able to search by their project ID and find respective applications.

Project Technologies: Navigation issue resolved, ensuring customers are directed to the Application Confirmation page.

Site boundary location information: Displays warning message to customers if they do not provide the value in WGS84 format to 3 decimal places.

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.



Q&A

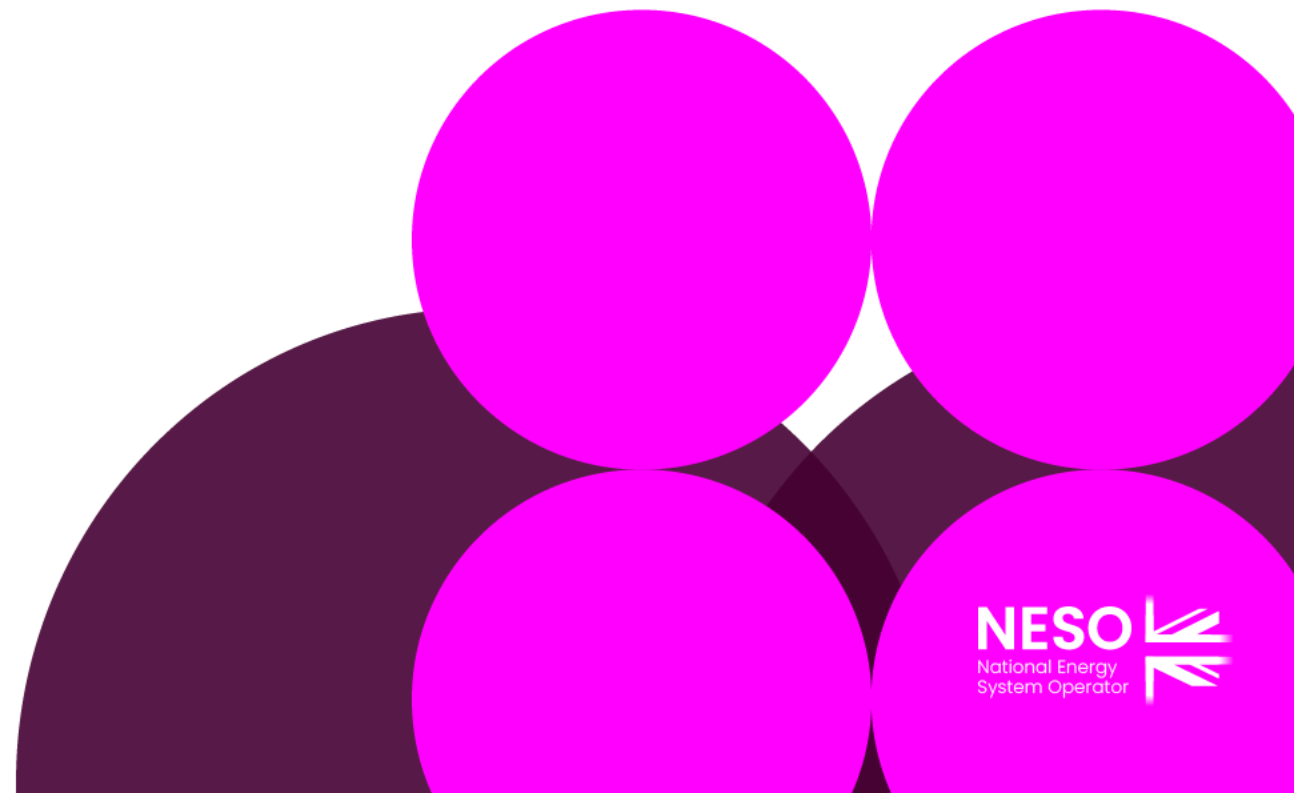
We will now take Q&A for the remainder of the session.

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