Public

Connections Reform Update Call

24 July 2025

30 mins

NESO
National Energy System Operator

Our shared goal

Our shared objective is to ensure that the connections queue is reordered **fairly** and **efficiently**.
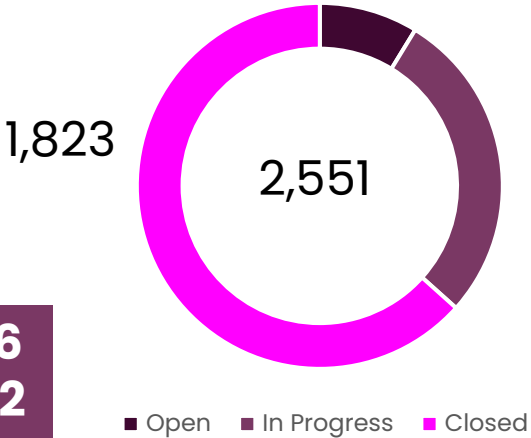
It is essential that projects can submit their application before the evidence submission window closes.
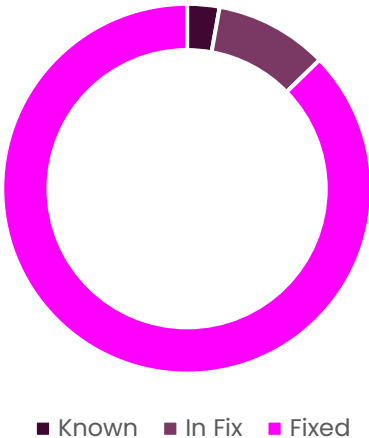
Current Status
Updated 13:30 24/07/2025

Queries

2,551

1,823

■ Open ■ In Progress ■ Closed

| Draft Applications | 766 |
| Submitted Applications | 502 |

Customer Led Data Fixes

■ Known ■ In Fix ■ Fixed

NESO Led Data Fixes

■ Known ■ In Fix ■ Fixed

| Portal Updates | 40 |

User Access Requests

■ Known ■ In Fix ■ Fixed

NESO
National Energy
System Operator
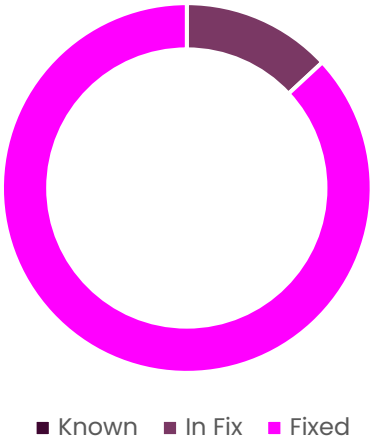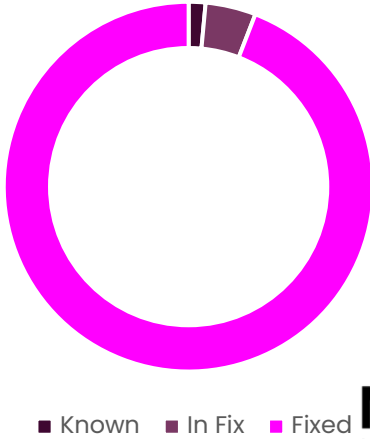
Key challenges and our response

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

Resolved key Portal challenges

24 July 2025

Mod Application: Customers can now submit a MOD application after submitting their G2tWQ application. This was previously blocked.

Option Agreement Land Rights Evidence: Customers are now able to upload more than one document in line with guidance provided to customers.

Protection Clause 1 : Resolved issue where warning message was appearing incorrectly when customers were uploading M2 evidence in strategic alignment.

Queue Formation: Improved clarity of question relating to planning application. Warning message also added, informing customers that selecting "land rights obtained" will remove any previously entered information.

Customer Comms for "Gate 2 Application Submission confirmation": Improved messaging for customers completing their G2tWQ submission sharing the updated timescales for resubmission with the window extension.

Customer Comms "Gate 1 Notification": Improved customer communications for customers selecting to apply for gate 1 in their G2tWQ submission.

Customer Comms for "Gate 1" or "Removal of technologies": Improved customer communications for customers selecting Gate 1, or requesting the removal of one or more technologies.

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.

Looping back: queries we took away

Query	Update
How many users cannot access the portal?	As of this morning, six companies that we are aware of. Please contact us if you cannot access.
Can multiple users access the portal?	Multiple users can access the portal but we strongly advise only one user to work on each application.
If you need to reply to NESO, what email address should we use as it comes from a no-reply email?	box.connectionsreform@neso.energy
Will the Scottish bank holiday be factored into the new deadline date?	When we announce the deadline, we will ensure it is fair and reasonable.

NESO
National Energy
System Operator

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.

NESO
National Energy
System Operator

Thank you

NESO
National Energy
System Operator