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Connections Reform

Webinar Q&A: 23 July 2025

This document summarises Q&As from the connections reform daily webinar on 23 July 25.

Question / comment	Answer
What should we do if we have a project that is showing duplicate sections and should not be?	Please contact us directly so we can resolve this issue: Contact Connections Reform National Energy System Operator
We have been trying to change the Original Red Line Boundary (ORLB) and some users could make amends and other users could not. Some users can also see different data.	Some users have more viewing rights depending on who started the application. Our guidance is that you should have one person per application and not multiple people editing the same application. We will look into your query that some users can see different data.
Please can you confirm when you will respond to questions you have taken away at previous webinars?	We will begin publishing the Q&A logs from each webinar after today (Thursday 24 July) and will add in a new slide to each webinar that closes out past queries.
Can you clarify the submission process where customers may have used a workaround due to portal issues, and as a result their application may contain discrepancies?	We can confirm we are working to ensure all applications are treated fairly. An update on any plans we are putting in place about this will be shared in due course.
Yesterday, our project disappeared from the portal and there was an issue with the way it showed the milestones (we have a hold and SVP company). Can you	The way the portal works when it comes to hold companies and SPVs is that the hold company can see all Projects/applications in the group. If there

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reassure us that we will not be penalised for this?	<p>is a novation change within a project, the project details and info will be updated to the latest company account.</p> <p>So the project will not show in the previous account due to this change. On the milestone matter, please raise a ticket for any missing milestone data: Contact Connections Reform National Energy System Operator.</p>
We are trying to amend connection points but the latitude and longitude are truncated by the portal. It makes the connection point 100 miles away from where it should be	<p>There is a fix in progress for this. Thank you for your patience.</p>
Demand tech is not showing in some projects. It's been fixed for some but not all. We are also seeing some data change to be corrected and the revert back to the incorrect version. Can we upload a copy of what we have submitted so we can be confident that the data is accurate.	<p>Please continue to raise any data issues you encounter so that we can correct them.</p> <p>This will allow us to correct them promptly and work towards a stable and reliable system.</p>
Any update on the Mod App functionality	<p>Customers can now submit a MOD application after submitting their G2tWQ application. This was previously blocked.</p>
There are people ready to submit but they get a red warning that says there is something wrong. Is this on your list of issues to fix?	<p>Please raise this and confirm the technology class.</p> <p>We have seen many customers who have completed the journey, so we need to look into this as a nuanced issue. Contact Connections Reform National Energy System Operator</p>

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Do you plan to extend the timeline for Mod Apps?	Further updates are expected later this week for Mod Apps. We'll incorporate these into the overall timeline in coordination with joint governance.
When is the next release scheduled?	Portal releases are taking place daily.
We have been unable to upload multiple files and some PDFs have not been accepted. We have overcome with workarounds at this stage.	<p>Multiple document uploads for land options have been enabled.</p> <p>We request you raise a ticket relating to PDFs – we may need to see a screenshot on the specific PDF to understand any technical factors resulting in issues to upload. Contact Connections Reform National Energy System Operator</p>
Have the NESO teams started the process of checking applications which have been submitted?	This has started in the background and we will share more information soon.
We've been informed that a precedent may have been set whereby some customers are submitting to GT2WG without having countersigned agreements in place. Could you please confirm whether this is accurate, and clarify how this aligns with fairness and consistency across the process?	Please email details of this to us so we can review the details thoroughly. It's important we examine the specifics to address the issue appropriately. Contact Connections Reform National Energy System Operator