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Connections Reform

Webinar Q&A: 24 July 2025

This document summarises Q&As from the connections reform daily webinar on 24 July 25.

Question / comment	Answer
Only people who started the application can see the full application information and it's an issue around holidays.	There are some fields where there is a discrepancy around who can see what. Can you send specific queries to the email with screenshots as we are isolating and fixing these. https://www.neso.energy/industry-information/connections-reform/contact-connections-reform
Does the portal only update once per day with fixes?	We can update more than once a day, but in general we are releasing updates overnight.
Will you consider a back up option for submitting via a non-electronic way?	Our priority is getting the portal working as expected as it is crucial for the next phase that we have the data in that format. However, we are considering all options.
What are the knock on impacts on the wider industry workstreams like CFDs?	We will confirm these when fully assessed.
For evidence on M1 will you accept the decision letter?	Please refer to the guidance on this: Evidence handbook and other G2WQ submission resources National Energy System Operator
I keep finding some documents cannot be uploaded and they are just normal PDFs.	Please share the document via the designated email address so we can see what the issue might be. Some users have

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	found calling it a shorter file path name works or using a “print to PDF” rather than a “save as” PDF approach.
We have an issue with staged project that show incorrect values and we were asked to note it in the mod app, but it’s not going through a mod app.	Please can you raise this again off the back of your existing query so we can look into it in more detail.
Are NESO planning a data readback to customers so we can be confident that what we have submitted to the portal is accurate?	Yes, one piece of functionality we are looking at is to allow you to view application as a whole post submission.
Will you list all open queries and when they will be looked at?	Queries often contain confidential information so cannot be published. I can confirm that all queries submitted have been reviewed. If you do not have a reply, it is because the internal team are working on them.
We have an issue with starting an application. It tells us our commercial lead is missing but there is no way of adding a lead or a consultant. This is a customer we have with two projects, and for one we can start but the other is not allowing us to proceed.	This may be a superuser issue. Please submit a query and we will look at it. Contact Connections Reform National Energy System Operator
I have a staged demand project with capacity showing a zero and not the contracted number.	The FAQs has information in relation to this question.
We have been told the TEC issues are fixed and it was fixed, but now it is not fixed again. There is instability in the portal.	We are investigating this as a high priority.

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When we submit for a Synchronous Compensator it says you need to put 0MW in the guidance. The portal does not allow this.

We are looking into a workaround and fix for this.