

Public

# Connections Reform Update Call

25 July 2025



# Key update

# Important update

- Restoring confidence in the process remains our top priority.
- We have made significant progress on resolving issues over the past two weeks
- Over the next week we'll continue to fix and stabilise the portal and resolve any data issues brought to our attention
- It's important that every customer has a reasonable opportunity to submit their application and supporting evidence
- We're allowing sufficient time to ensure the portal is delivering as expected
- **We will give 10 working days' notice before the window closes. This notice will be issued no earlier than 4 August 2025.**
- In addition, we will ensure there is appropriate time for checks and clarifications on your evidence submissions.
- Customers who have already submitted will have the opportunity to review and amend their submissions
- DNO portals remain functional. They have agreed to mirror NESO's arrangements for an extension

# What you can expect next

## Updated guidance to follow

- Specific guidance for those customers who have already submitted applications prior to some portal updates being in place
- Enhanced information on the 'checks' process
- Confirmation of the resubmission process
- A full timeline update

# What we need from you

Working together to make reform a success

1

Please continue to  
log in and check  
your portal access

2

Progress  
applications as soon  
as you are able

3

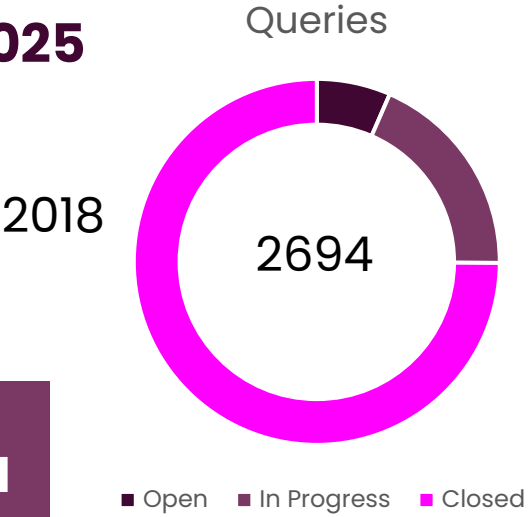
Log new queries with  
us via the dedicated  
routes

# Status update

# Current Status

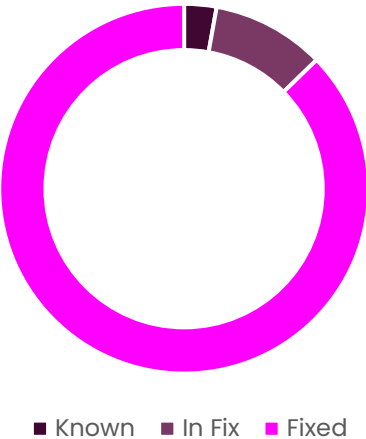
Updated 12:00 noon 25/07/2025

Draft Applications	771
Submitted Applications	531

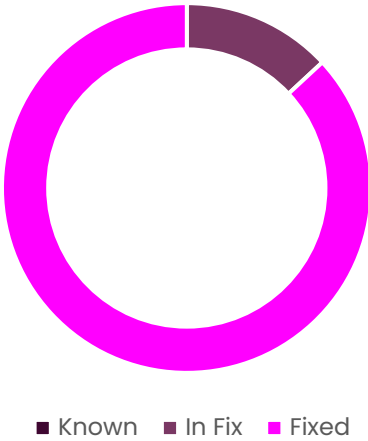


Portal Updates	48
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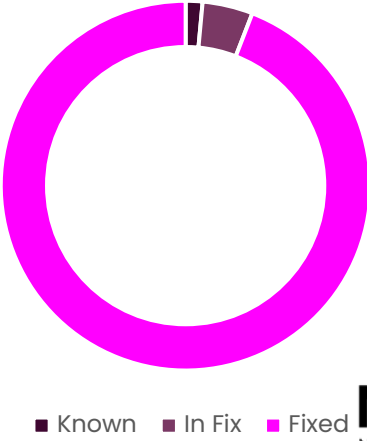
Customer Led Data Fixes



NESO Led Data Fixes



User Access Requests



# Resolved key Portal challenges

24 July 2025 (22:26)

**Interconnector** – Customers that have technology type Interconnector can enter their defined Installed Capacity and save their selection in Project Technology.

**Energy Storage Potential (MWh) Warning Messages** – Customers incorrectly receiving a warning message when providing values for Energy Storage Potential, where the tech is Energy Storage system, will now be able to progress their application.

**Gate 1 Submission Timestamp** – Ability for NESO to capture the date and timestamp of a submission to be shared with TO's.

**Option Agreement Guidance** – Fix for where Option agreement page section 1B and 1C guidance was showing as blank initially and then was visible after a refresh. Now the page will load with the guidance showing straight away.

**Form of lease question** – Changes made to the wording in the question relating to the form of lease question in 1C, providing more clarity for customers on what is required

**Route to Gate 2 Readiness via DCO** – For those customers selecting Gate 2 Readiness via DCO or other planning process, they will not see the Original Red Line Boundary section as it is not needed when customers select, they are going through this option.





# Resolved key Portal challenges (2 of 5)

24 July 2025 (0100)

**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.

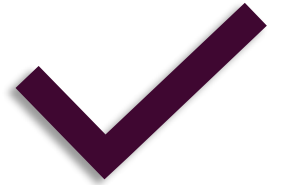
**Protection Clause 1:** Resolved issue where warning message was appearing incorrectly when customers were uploading M2 evidence in strategic alignment.

**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.



# Looping back: queries we took away

Query	Update
Several tickets have been closed without being fixed, requiring resubmission. Can there be a way to reopen tickets instead of submitting new ones?	From this week, no tickets will be closed without confirmation from the customer that the matter is resolved.
On the latitude and longitude fields, saving a value with a zero in the third decimal place results in only two decimals being shown. This can mean a location 100s miles away is show.	So, the fix that went in regarding Latitude and Longitude the other day fixes the zero issue as well. So, the zero will stay and every value is saved as 3 decimal places.
We are unable to upload a PDF for our director's signature.	<p>For Directors signature, you can upload a PNG file as well.</p> <p>We have guidance around PDF files which is: Please make sure there are no special characters in the file name specifically, characters like @, \$, %, &amp;, \, /, :, *, ?, ", ', &lt;, &gt;,  , ~, \, #, ^, +, =, {, }, [, ], ; .</p> <p>Also, there is a 255 Character limit on the file name. If you still have issues with the file upload after this then send the document to us so that we can check the file.</p>



# 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.



# Thank you