

Public

# Connections Reform Update Call

29 July 2025



# Shared goal and purpose

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.

**The purpose of this Webinar is to provide important status updates and allow customers to raise key concerns about the process.** Please do use the appropriate existing channels to raise project specific issues.

# Key update

# Webinar requests

Please select the walk through sessions you would be most interested in

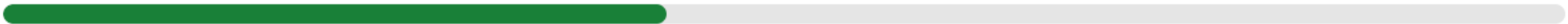
1. Mod App Advancement



2. How to review my submission



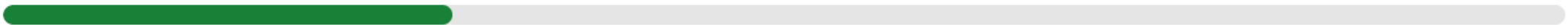
3. Mod App Transitions



4. Planning and Land Rights



5. Walk by big group technology types



# 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

# Progress Update

- We are implementing a change to how we close out cases, meaning that every customer will receive an email and portal update which will **enable you to come back to us if you think the query isn't resolved, without opening a new case.**
- We are running a **new complaints closure process.**
- We have also implemented **88 portal fixes, 49 of these in the last week.**
- We have resolved **88% of data fixes**
- We have **583 open queries as of 1pm today and have 2404 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	726	614

# Resolved key Portal challenges

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**Intended planning regimes** – Allowing customers that have technology stages with different planning regimes to record multiple entries. Previously only one could be selected, which limited the ability for customers to complete their application accurately

**Technology guidance** – Additional guidance given to customers on technology mapping for Clean Power 2030 and prompt to contact NESO if you believe this is incorrect

**Options Agreement Character Count** – Resolved issue for 'Other form of lease' where the character count was blank preventing customers from seeing how many characters they had used in the text field. Character count now displays correctly, helping customers stay within the limit





# Thank you