

Public

Connections Reform Update Call

30 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

Feedback

Listening to feedback – now using Slido to capture your thoughts rather than hands up

The route for specific queries to be responded to has not changed- use the portal or email the box.connectionsreform@neso.energy

We are using your feedback from these webinars to support prioritisation of portal development where possible and development of updates to the FAQs

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 106 **portal fixes, 58 of these in the last week.**
- We have resolved **90% of data issues**
- We have **529 open queries as of 12 noon today and have 2538 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	701	657

Upcoming releases*

Legacy Offer/Opportunity – Gate 2 Access Fix

Resolved an issue where users with legacy offers or opportunities were incorrectly blocked from starting a G2WQ application

Strategic Alignment – M2 Evidence Handling Fixes

We've resolved several issues affecting M2 evidence file management in the Strategic Alignment section. Users can now delete files reliably, warning pop-ups reflect the correct file status, cancelling a warning no longer reverts to a blank upload state, and option selections persist correctly when navigating forward.

Strategic Alignment – M7 Evidence Selection Fixes

We've resolved issues where uploading and changing options for M7 evidence in Strategic Alignment caused the next option to remain unselectable or triggered incorrect warning pop-ups. Users can now proceed smoothly through option changes, and warnings only appear when appropriate.

Strategic Alignment – Planning Consent Warning Fix

We've fixed an issue where users incorrectly received a warning pop-up when changing the planning consent response, even if no file was uploaded. Cancelling the warning now correctly returns the user to the original selection.

Queue Formation – M1 Confirmation Text Update

The second question on the "Additional Questions for Queue Formation" page has been updated to clarify M1 confirmation.

Connection Point Amendment – Overlay Display Fix

Fixed an issue where cancelling a connection point change (when selecting the same point as the existing one) left a blank selection screen visible. The interface now correctly resets when the change is cancelled.

Modification Application – File Upload Restriction Fix

A recent issue preventing Excel file uploads for modification applications has been resolved. The system now correctly allows XLS file uploads specifically for Modification DRC submissions, while maintaining PDF-only restrictions elsewhere.

Resolved key Portal challenges

30 July 2025

Protections 1: Improved clarity of questions relating to protections 1, allowing customers to provide the necessary detail to complete their application

Energy Storage: Resolved typo in question "Import Power to Change Storage" to "Import Power to Charge Storage"

Strategic Alignment CP30 page direction: Customers selecting the CP30 option on the strategic alignment section were being directed to a page no longer in use. This page has now been removed, so customers will be directed to the correct next step depending on the CP30 selection they make.

Mod App Banner: Improved guidance given to customers during the mod app process around the app fee calculator as this was an area several customers were asking for clarification on

Navigation issues when selecting next without completing the page: Resolved an issue where customers selected 'next' on the strategic alignment page without answering the questions were taken to the incorrect next page

Protections Clause 1 Milestone 7 upload issue: Resolving issue where the upload functionality was showing for the incorrect option, meaning customers selecting to provide evidence for M7 were unable to upload the relevant information. Also resolved file upload size issue with this upload feature as was still only accepting 10MB, rather than the 99mb we previously updated it to

Strategic Alignment Green Tick Completion: Resolved issue where customers selected CP30 or Non CP30 for strategic alignment, but section was still showing as incomplete meaning they could not complete their application

Strategic Alignment Amber icon: Resolved an issue where the strategic alignment section was showing as amber when customers were starting their G2TQ application. The icon now displays correctly so customers have clarity on when starting their application

PDF File Size 99mb guidance: Resolved an issue where several sections were missing the guidance around file size limits. These have been added in to relevant areas, so customers are clear on the guidelines when uploading PDFs



PDF Files Guidance

✅ Use Clean File Names

- Avoid special characters (e.g. %, &, #, @) in filenames.
- Stick to letters, numbers, underscores (_) and hyphens (-) only.

📁 Minimise File Path Length

- Store files in a location with a short path before uploading.
- Long paths can cause upload errors or delays.

🖨 Flatten Your PDFs

- Use “Print to PDF” on Windows or macOS to create flat, static files.
- Avoid PDFs with embedded layers, forms, or dynamic content.

📌 Portal Compatibility

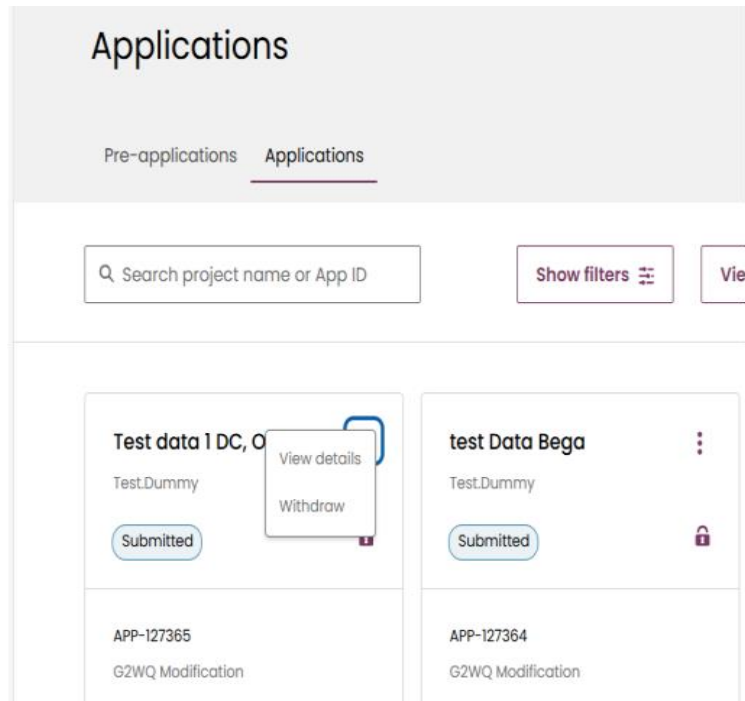
- Only PDF format is accepted for uploads.
- Excel or other formats will be rejected by the portal

🕒 Submit Early

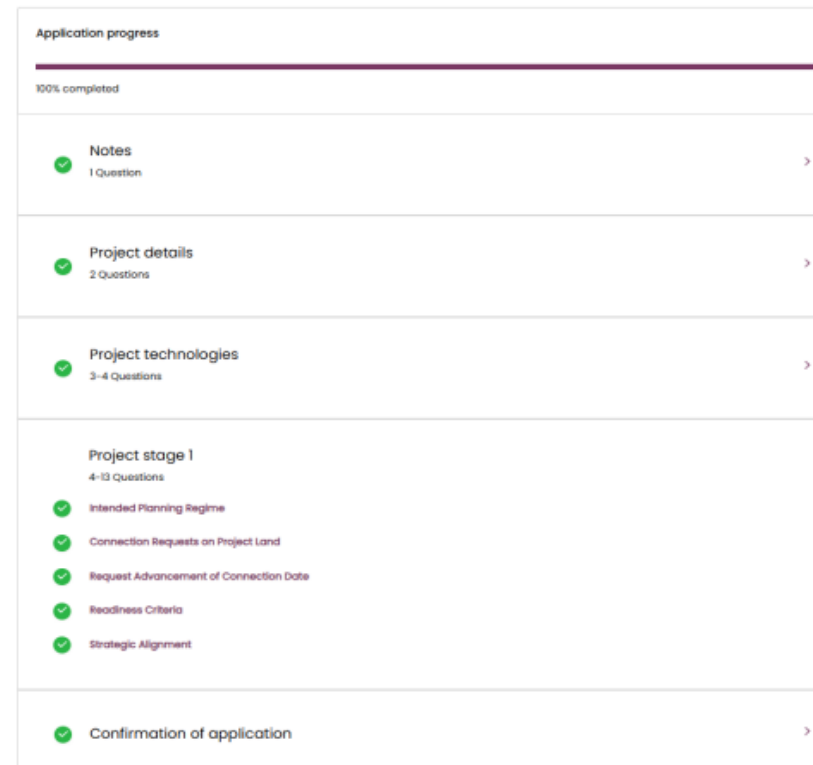
- Portal issues and query backlogs may delay uploads.
- Submit well before the deadline to allow time for corrections

How to review my submission

Once the application is submitted, we can go back and view the details of the application.



You can see the different sections marked green and going into any of the sections will be in read only mode as the application is already submitted. You are able to take note of what was submitted and download the files that were attached.



Thank you