

Public

Connections Reform Update Call

31 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

Public

Slido Q&A

#NESO3107



Reminder – Feedback

- Listening to feedback, **we are now using Slido to capture your thoughts** rather than hands up
- **The route for specific queries to be responded to has not changed**– please 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
- These insights are also allowing 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 have also implemented 106 **portal fixes, 58 of these in the last week.**
- We have resolved **90% of data issues**
- We have **509 open queries as of 11am today and have 2642 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	683	683

Upcoming releases*

Application Submission

Resolved issue where customers were unable to progress their application due to a legacy offer/opportunity that had previously been closed or withdrawn. Additional checks added to allow these to progress

Modify Contract Button

Resolved further use cases not resolved in the previous fix allowing customers were unable to progress their applications

Amend Connection Point

Users selecting to amend their connection point but searching their existing are now able to clear the selection on amending their answer to 'no'

Connection Point Amendment

Added a warning message when cancelling a connection point change (when selecting the same point as the existing one) to notify users they are removing any information completed in this section if they proceed

Resolved key Portal challenges

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Queue Formation Page: added clarity to the options that are visible when customers are selecting planning application submitted in the Queue formation section

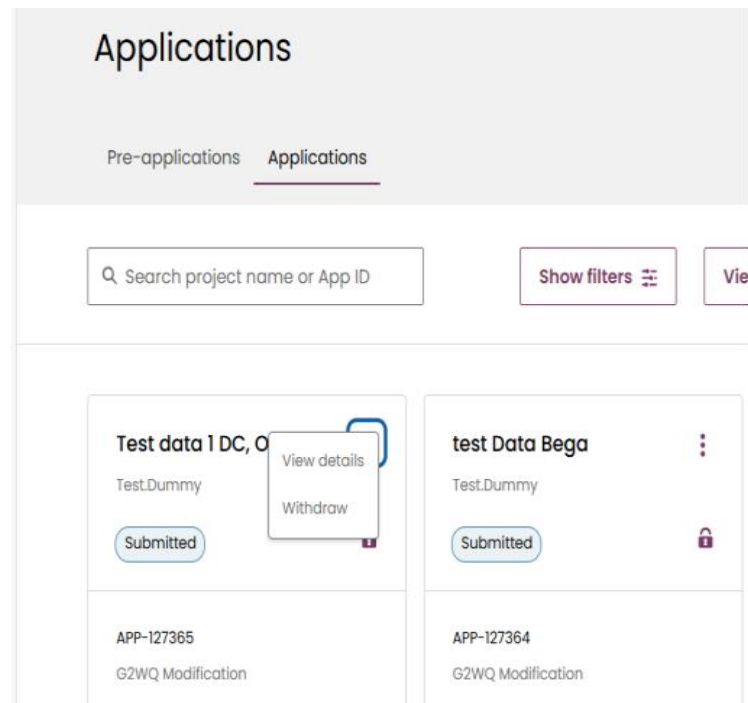
File upload in Mod apps for advancement: Resolved issue where customers were unable to upload excel files for the DRC upload section in the Mod application for advancement. They are now able to upload Excel files just for this section

Strategic Alignment section: Resolved an issue where customer with multiple technologies selecting one tech for Protections clause 1 and selecting another tech for Protections clause 2a were unable to see the Protection clause 2a section after the protections clause 1 page

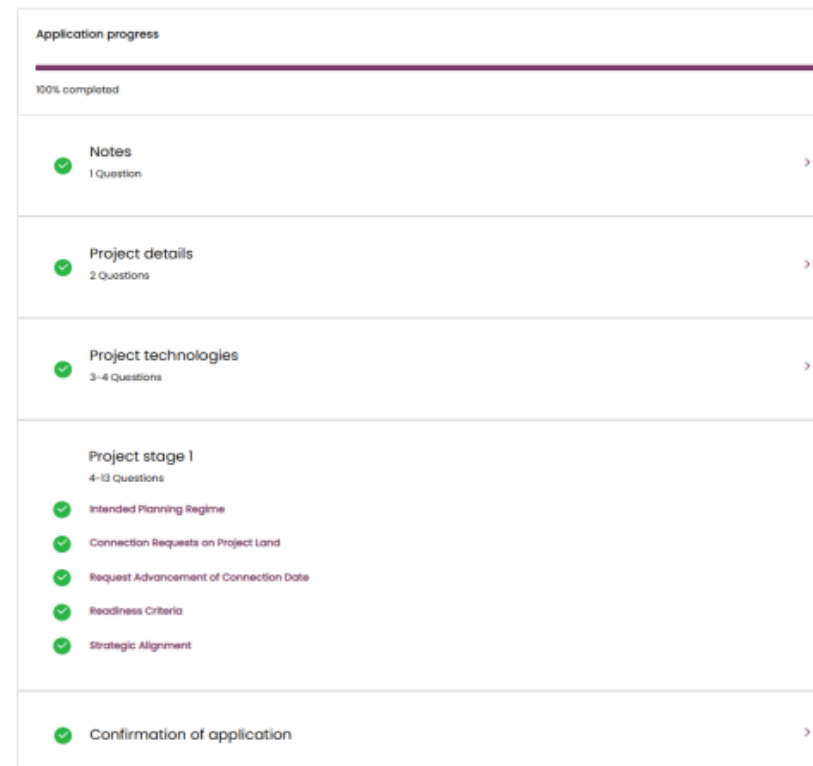


How to review my submission

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.



Q&A

We will now take Slido Q&A for the remainder of the session.

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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.

Thank you