

Public

Customer Webinar

4 August 2025

Latest update

Building blocks for giving notice

1. Ensure that everyone who wants to is able to submit
2. Known data and known portal issues addressed
3. Ability for those who have already submitted to review and amend before the window closes
4. Resource and process in place to give additional support where required
5. Remediation process

Tracking queries

1. All open queries will have received an email last Friday to confirm that we are working to resolve their issue
2. If you have an unresolved query and have not received an email to confirm we are working on it, please email or raise a case on the portal with the header EXISTING ISSUE and the eight digit case number e.g. 00091234

Progress Update

- We have **511 open queries as of 12 noon today** and have **2861 which are closed** or with customers for confirmation

| | In flight | Submitted |
|--------------------|-----------|-----------|
| Number of projects | 641 | 783 |

Resolved: Key Portal functionality

04 August 2025

Protections Clause 1 files: Resolved issue for customers where files were not deleting in the Protection clause 1 section.

Protections Clause 1 notifications: Resolved issue where customers changing option from Yes to No in Planning consent submitted question were getting notifications that were not relevant as no documents were uploaded.

Installed Capacity: Fixed an issue where 24 digits were entered for the Installed Capacity and was leading to infinity showing as a value. Installed Capacity value is limited to 5 digits.

Option Agreements (Form of lease): Changes made to Form of lease questions to provide further clarity.

Application progress bar: Fixed an issue where the application progress bar was not showing correctly for some customers when they were filling in the sections of the application form

Protection clause 2a file: Resolved issue for customers where files were not removed when changing selections in the Protection clause 2a section.

31 July 2025

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



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 will not respond to each question on slido individually (**We will respond to those most upvoted in the webinar**)
- We are using your feedback from these webinars to support prioritisation of portal development where possible
- All insights taken from Slido questions are allowing us to develop and updates the FAQs

Slido Q&A

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

#NESO0425

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.



Q&A

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Thank you