

Public

Customer Webinar

5 August 2025

Overview

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.

We have heard clearly from customers and trade associations that they can see the improvements being made. They would also welcome more time for changes to bed in and confidence to build before we issue the 10 working days' notice. That is why **notice will not be given any earlier than Monday 11 August.**

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.

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 **525 open queries as of 12 noon today** and have **2953 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	627	813

Resolved: Key Portal functionality

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- **CCGT and other dispatchable technologies** – resolved issue for customers who had CCGT and other dispatchable technologies and were unable to save the values for installed capacity
- **Dispatchable Technologies** – fixed issues with dispatchable technologies not displaying correctly in the technology section
- **Strategic alignment** – resolved issue where technologies were not showing correctly in the strategic alignment section
- **G2WQ Banner** – G2WQ banner updated to reflect latest information



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- **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.

Upcoming releases*

Download PDF

As per customer feedback, we are looking to give customers the ability to download their applications in PDF format once submitted. This will be an initial MVP, which we will look to improve in the coming days.

Modify Contract Button

Resolved further use case where customers were unable to modify their contract due to a previous clock start. If application stage is due to a clock start, customers are now able to select the option

Novation

- We are getting a lot of requests for novation.
- Evidence should be submitted by the contracted legal entity, so it is important that your contract is in the name of the correct entity.
- If there is to be a change in the entity this will require a novation, a legal ownership transfer of a project via a sealed deed.
- On average it can take a week to novate a project if all parties act swiftly.
- It can take longer than a week if any parties delay their review and signature process.
- **Please request novation by Friday 8 August 2025.**
- We urge all customers to check their details in the portal ASAP to confirm if they need a novation, and if they do, they must contact us immediately with “novation” in the subject header.
- We will endeavour to process any requests for novation that come in after Friday 8 August, however we cannot guarantee these will be processed in time for you to submit evidence for connections reform due to the timescale of novation.

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.

#NESO0525

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.

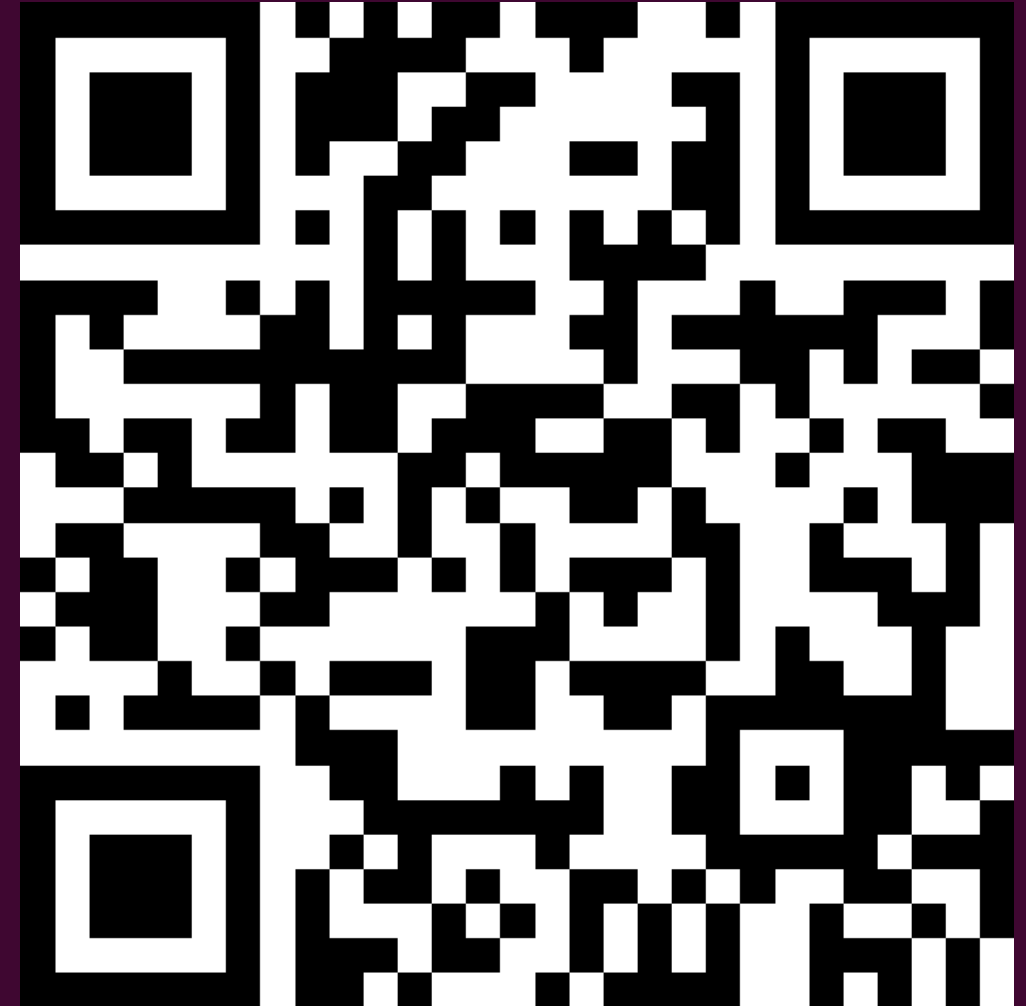


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Thank you