

Public

# Customer Webinar

6 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 **515 open queries as of 12 noon today** and have **3022 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	620	831

# Resolved: Key Portal functionality

## 06 August 2025

- **Progress bar percentage-** Resolved an issue where the percentage complete on an application was not reflecting the amount a customer had completed. This has been rectified to show customers the amount remaining on their application



## 05 August 2025

- **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

## 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.

# 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.

## **Strategic Alignment Submission Validation**

Fixing issue where the Submit Application button was enabled without completing Strategic Alignment details.

## **Submit Button Reload Bug on Strategic Alignment Page**

Resolving bug where the Submit button remained disabled until the page was manually reloaded.

## **Application Completion Status Update**

Correcting behavior where the Application overview did not update to “Completed” after the progress bar reached 100%.

## **Guidance Update for Acreage Requirements**

Updating guidance in Section 09 to clarify how to confirm minimum acreage requirements.



# Novation clarification

We have had queries from customers conflating the need to novate, with the simpler need to provide a “land rights letter” to support land ownership information. **These are two wholly separate matters.**

## Novation:

This only applies where a customer needs to change the legal entity who owns the project eg: if the project is being sold or transferred to another legal entity.

## Land rights letter:

A letter from the entity that holds land rights would apply where the land rights are held in a different name, to the project, but arrangements are in place.

The letter is required to confirm that the project has the rights to use/rely on those land rights.

**Please request novation by Friday 8 August 2025**

# Email security

We confirm

[noreply-connections@nationalenergyso.com](mailto:noreply-connections@nationalenergyso.com)

is a valid no reply box from NESO and can be added to your safe senders list



# 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](mailto: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.

**#NESO0608**

**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.

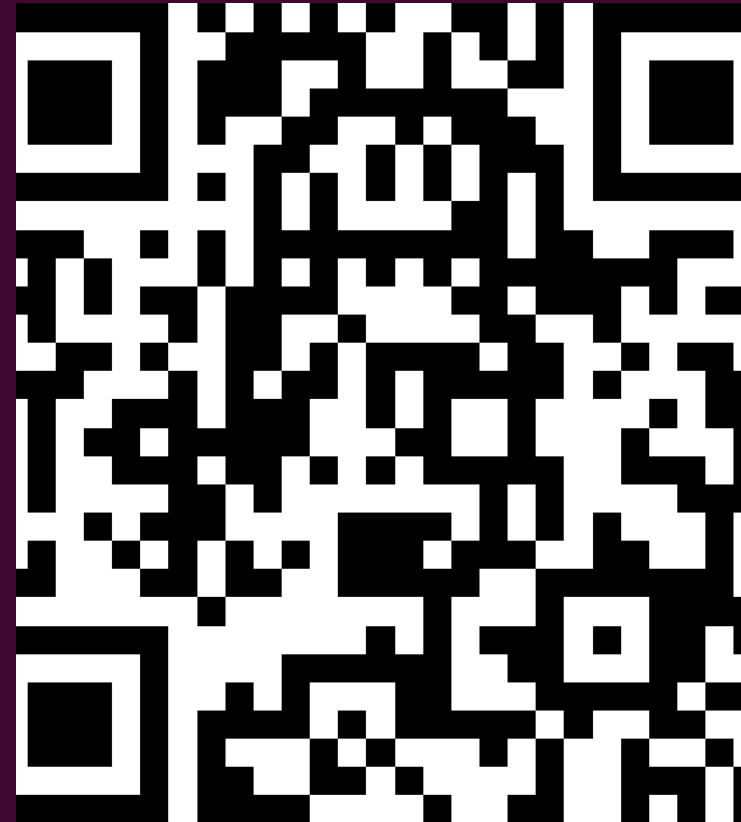


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# Thank you