

Public

Customer Webinar

7 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

Progress Update

- We have **469 open queries as of 12 noon today** and have **3193 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	579	910

Resolved: Key Portal functionality

07 August 2025

- **Submit Button Issues**– Resolved a number of issues where the submit button was incorrectly enabled/disabled meaning customers were unable to submit their applications as planned.
- **Confirm Minimum Acreage guidance** – Updated guidance given around minimum acreage questions to make it clearer and easier for customers to understand



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

Upcoming releases*

Project Technologies green tick error

Resolved an issue where the green tick was showing for Project Technologies without the section being completed

Technology category for strategic alignment missing

Resolved an issue on the Technology page where the customer could not see the default technology category for strategic alignment for their demand project so was unable to proceed. This issue was blocking several customers completing their submissions

Displaying banner only for applicable projects

Improvements made to the eligibility banner to not display where there are no active projects. Modify contract button will also be disabled for this case

Run-of-river Hydro Technology type

On the 'Input TEC/Developer Capacity and Refine Technology Type for Queue Formation' page, customers are now able to enter their installed capacity where their technology is 'Run-of-river Hydro'

Gate 1 notification email

Resolved an issue where 'null' was appearing instead of the required values in the email customers received

Strategic Alignment Dispatchable technologies

Resolved an issue with technology definitions for "Unabated Gas" and "Low Carbon Dispatchable Power" allowing customers to be mapped to the correct CP30 technology

Completed applications showing in draft

Resolved an issue where completed applications were still showing in draft when their submissions were complete. These will now be shown as submitted

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

Reminder – Feedback

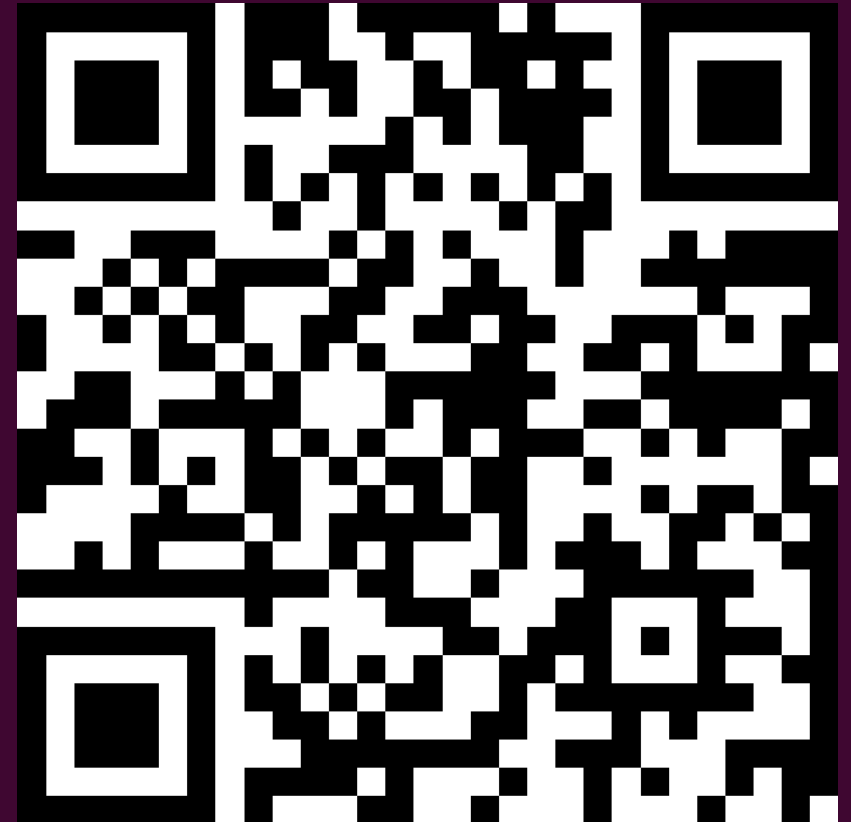
- Listening to feedback, **we are now using Slido to capture your thoughts.** Please only put your hand up when you are called on to speak.
- **The route for specific queries to be responded to has not changed–** please use the portal or email the box.connectionsreform@neso.energy
- We will not respond 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.

#NESO0708

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