

Public

Customer Webinar

8 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 **386 open queries as of 12 noon today** and have **3363 which are closed** or with customers for confirmation

	In flight	Submitted
Number of projects	548	950

Resolved: Key Portal functionality

08 August 2025

- **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
- **Protection Clause 1 edit after submission** - Resolved an issue where the options for "December 2024 Contracted Connection Date" could still be edited after submission



Upcoming releases*

- **Modify Contract Button Freeze Issue**
Fixing a bug where clicking the Modify Contract button caused the application to freeze.
- **Reactive Compensation Display Consistency**
Correcting inconsistent display of Reactive Compensation across different projects to ensure this technology is shown accurately.

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.

#NESO0808

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