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Connections Reform Statement 11.08.25

Thank you for standing with us, your persistence and feedback have been invaluable, and we want to acknowledge the effort you've made to stay engaged and keep moving forward. We're truly sorry for the disruption and the impact it's had on your confidence in the system.

We've listened carefully to your feedback and worked hard to respond. You asked for clearer guidance, better functionality, and stronger support and we've acted. Thanks to your feedback and improvements in the portal functionality, last week we reached around 1,000 submissions from across a range of technology types.

Therefore, today we are issuing 10 working days' notice that the NESO Connections Reform window will close **on Tuesday 26 August at 23:59**. (Please note that Monday 25 August 2025 is a bank holiday in England and Wales and is classed as a non-working day for all customers for the purposes of this announcement).

Our shared objective is to ensure the connections queue is reordered fairly and efficiently. It is essential that projects can submit their application before the evidence submission window closes.

If you have yet to submit, we want to reassure you: **our evidence collection process will not be the reason any project is unsuccessful.**

To make the process as simple as possible, we've taken the following steps:

- **Commitment to every submission:** We have deployed significant additional customer support staff to provide hands-on guidance for customers through the submission process. If you get stuck, we will do whatever it takes to get you through to submission – no application will be left stranded.
- **New validation process:** Customers who have already submitted can review and amend their submission before the window closes through our new validation process. You can read more about the process in our Connections Reform Essentials document.
- **Dedicated support:** Our query function continues to be accessible, and as we handle increasingly complex submissions, you can expect dedicated and proactive support from our team. We are committed to guiding everyone through the process, ensuring no one is left behind.
- **Advance notice for resubmission:** We will give all customers five working days' notice before we start communicating the results of initial checks. Customers will have four clear working days to resubmit any evidence following initial check failure.

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- **New remediation route for outcome of initial checks:** We're introducing a new expedited process that allows customers to raise formal complaints following the results of initial checks – ensuring any issues are promptly and efficiently resolved.

Please refer to our guidance to help you through the submissions. [An updated 'Connections Reform Essentials' document](#) is available to assist and support you through the process.

If you've already submitted, thank you. If you have not yet started, please start now, as early submission allows us to provide the best possible assistance and promptly address any issues. Your trust matters and we remain fully committed to supporting every customer throughout the entire submission process.

Evidence gathering by Distribution Network Operators (DNOs) will continue until the same date. If you are submitting evidence to your DNO, the earlier you do this, the more they can support you with this process.

These reforms are vital. They will unlock faster connections for clean energy projects, create a better environment for investment, and help unlock the £40 billion annual opportunity in clean power and infrastructure. Maintaining momentum is therefore essential for investor certainty, and for the UK economy; accordingly, we will be moving at pace to ensure that we can get the first batch of offers out as soon as possible.

We know customers have questions on the longer-term timeline of Reform. Once the evidence window closes, we will communicate a revised overall plan.

We know this hasn't been easy. But we are here, ready to help and we will do whatever it takes to get you through. Your trust matters, and we are committed to earning it every step of the way.

Please continue to use the portal or email box.connectionsreform@neso.energy for any queries. For more complex submissions, our team will proactively contact you by phone when necessary. We're also keeping our website updated with the latest materials to help you navigate the process.

Kayte O'Neill

Chief Operating Officer