

Public

Evidence Submission Window Webinar

11 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'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. **Today, we are issuing 10 working days' notice that the NESO Connections Reform evidence window will close on Tuesday 26 August at 23:59.**

If you have yet to submit, we want to reassure you: **Our evidence collection process will not be the reason any project is unsuccessful. We will do whatever it takes to get everyone who wants to submit through the process.**

Latest update

Key stats: Mon 11 August 2025 (12:00)

18 th July	713
25 th July	495
1 st August	387
8 th August	297

- We expect an upper limit of ~1800 projects in scope for the G2TWQ 84% have logged into the portal.
- Around 55% of the projects have submitted in the portal and a large proportion of those in draft are in the latter stage of the process.
- We are closely monitoring customer queries against applications at each stage of the journey.

Expected projects in scope



Not logged in yet



Logged into portal



18 th July	1087
25 th July	1305
1 st August	1413
8 th August	1503

Draft



18 th July	754
25 th July	735
1 st August	653
8 th August	542

Gate 2



18 th July	233
25 th July	444
1 st August	617
8 th August	800

Gate 1



18 th July	100
25 th July	126
1 st August	143
8 th August	161

Total queries received	Total queries in progress	Total queries closed
3818	371	3447

Response to Feedback

Thank you for your feedback and suggestions



New hands on guidance for 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



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



New faster complaints process. Allows customers to raise formal complaints following the results of initial checks – ensuring any issues are promptly and efficiently resolved.

Definitions



A clear working day means that no matter the time we email you, the 'clock' starts at 00:01 the next working day.

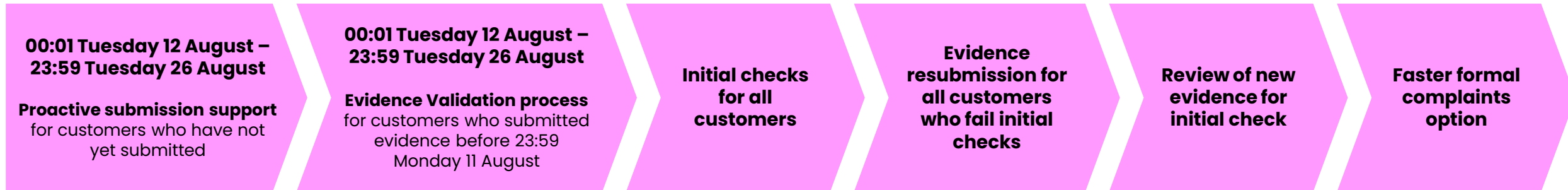


So, if we email you on Friday at 11am about the results of your checks, your four working days start on Monday at 00:01 and finish on Thursday at 23:59.



Please note: 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.

Connections Reform Process



Submissions must be validated by 23:59 Tuesday 26 August.

We encourage customers to complete this process early so we can best support you.

Note: this functionality should not be used by anyone submitting after 23:59 on Monday 11 August

Submitting early helps us to better help you. The sooner you can submit, the sooner we can deploy additional resource and move back to supporting BAU issues. We will do whatever it takes to get you through the process

Validation

We know some customers used different workarounds to submit their evidence via the Portal due to functionality issues and data mismatches. We have committed that anyone who submitted early will have the opportunity to check, confirm and change their submission.

- From Tuesday 12 August 2025, a new validation process will be open for the customers who submitted prior to 23:59 on Monday 11 August 2025.
- We have implemented an easy-to-use functionality into the portal for this process and tomorrow's webinar will focus on this.
- Only customers who submitted prior to 23:59 on Monday 11 August 2025 are eligible to validate their evidence. This is to ensure the same, fair, process is afforded to those submitting later.
- Those who have not yet submitted should take care not to submit until they are confident of their answers. Please note that when you submit the application or validation, this will be the final submission opportunity.
- In addition, all customers regardless of when they submit, will have the opportunity to download their submission in a PDF form for their records.

We are emailing validation guidance to all customers today

Checks Process

If the result of the initial checking process is that a customer has failed any initial checks, the following process will begin:

Stage 1

Customers will have four clear working days from notification to resubmit evidence relating to the checks using the Portal.

If they have any questions during those four days, we encourage them to contact us straight away so we can clarify what is needed.

Stage 2

Once we receive resubmission, we will respond to customers within four working days with a final decision.

Stage 3

If customers disagree, they will have the opportunity to participate in our new expedited complaints process, outlined on the next page.

We will give five working days' notice before we begin the first communication to customers about the results of initial checks. Some customers may hear as soon as the five days' notice passes, and some may hear a little later.

New Complaints Process

To support customers, we have introduced a new complaints procedure enabling customers to raise a complaint, or disagreement about the final outcome of initial checks. This faster process allows us to review complaints efficiently.



Please help us help you by acting quickly. This gives us the best chance to resolve things if something has gone wrong. You will have two clear working days to raise a complaint.



If you disagree with our outcome following the initial checks during the evidence submission window you will be able to raise a complaint if you believe we made an error.

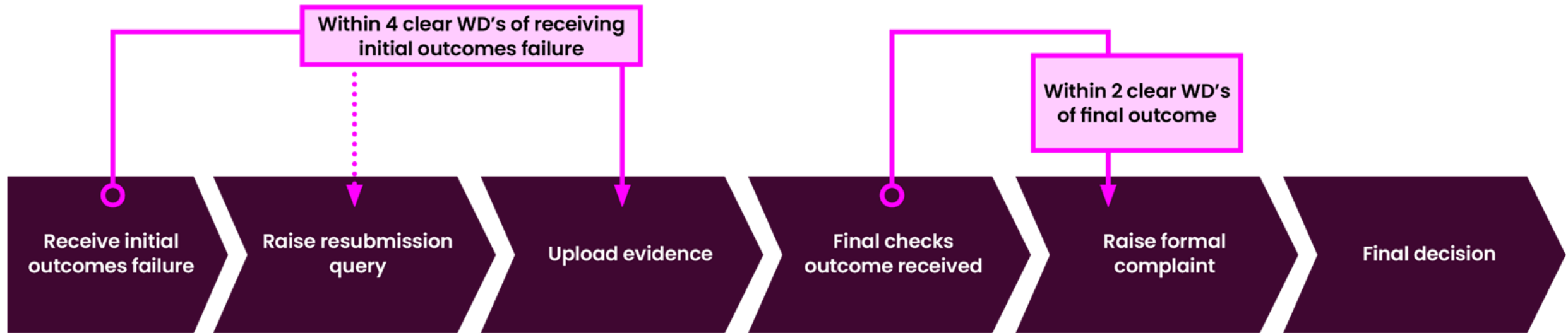


This is an additional process administered by NESO to help get you back into the process quickly.

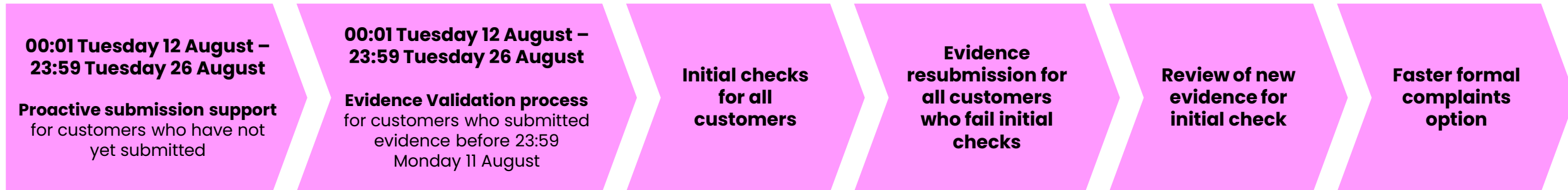


If you still disagree with the outcome of our complaints process you will be able to raise a dispute via other industry channels.

Checks and Complaints Timings



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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.

#NESO1108

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