

Public

Evidence Submission Window Webinar

20 August 2025

Overview

Slido code:
#NESO2008

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. **On Monday we issued 10 working days' notice that the NESO Connections Reform evidence window will close on Tuesday 26 August at 23:59.**

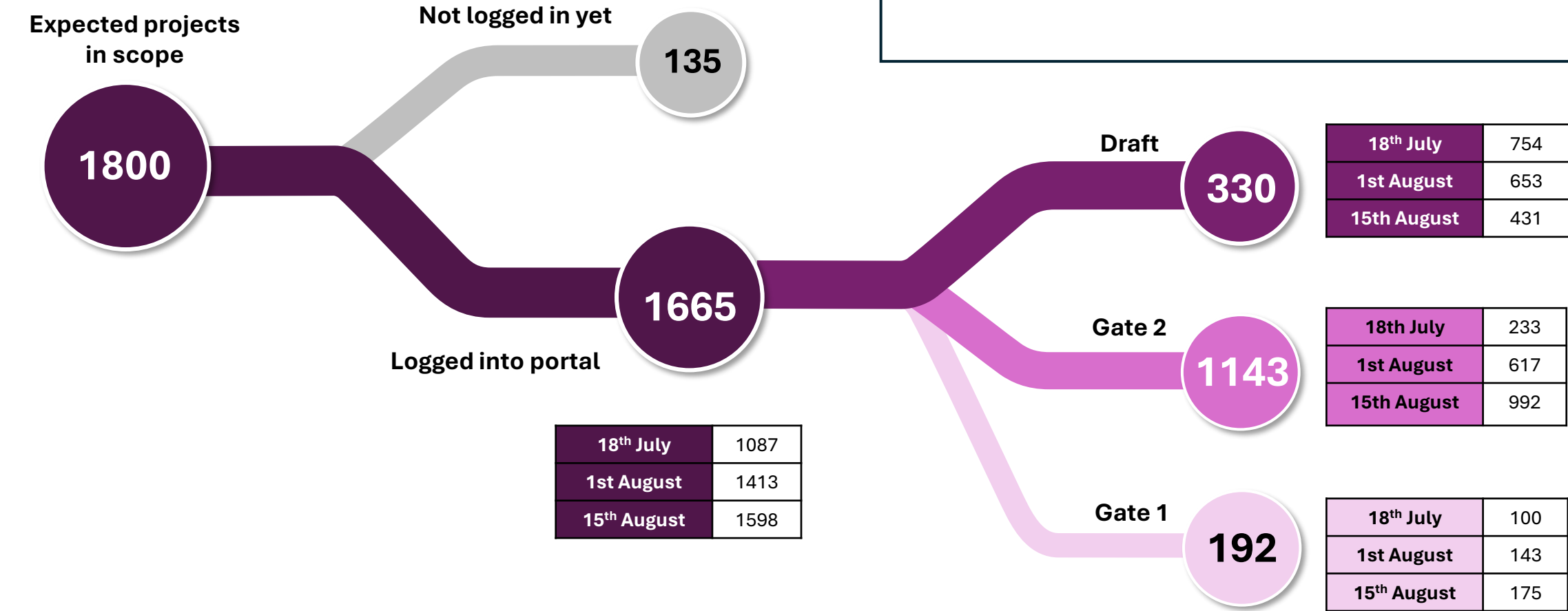
If you have yet to submit, we want to reassure you: Our evidence collection process will not be the reason any project is unsuccessful. **We will do whatever it takes to get everyone who wants to submit through the process.**

Latest update

Key stats: Weds 20 August 2025 (12pm)

18 th July	713
1st August	387
15th August	202

- 93% of possible upper limit of projects have logged into the portal
- 80% of the projects that have logged into the portal have submitted



Total queries received	Total queries in progress	Total queries closed
4319	232	4087

Initial Checks



Today NESO is giving **five working days'** notice ahead of the first communications about the results of initial checks as part of the Connections Reform process. It **does not mean** that your individual project's check results will be available in 5 days.

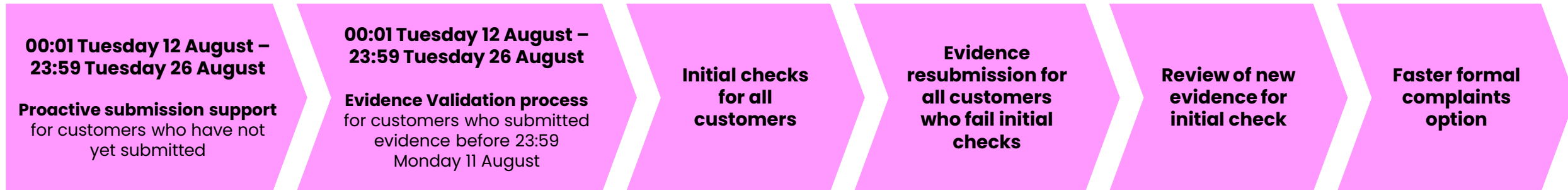


The five days **starts at 00:01 today (Wednesday 20 August)**. This means the first possible date customers will receive any results of the initial checks on their evidence submissions will be Thursday 28 August. Some customers will be informed on 28 August and others will be notified later.



As a reminder, this is the point in the process when customers will be told if they have passed or failed the initial checks. **In the event of any failures**, customers will be invited to resubmit evidence to rectify any failed checks.

Connections Reform Process



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

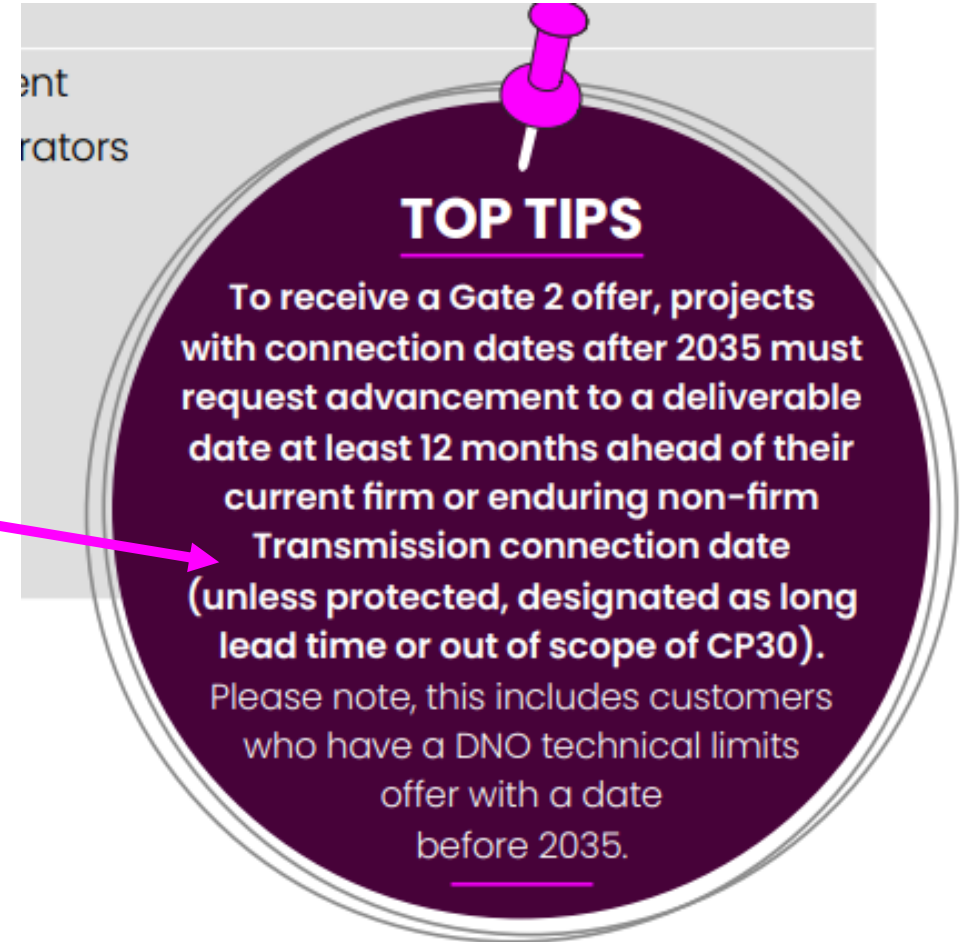
We encourage customers to complete this process early so we can best support you.

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

Handbook Changes

- Removed the timeline as it was misleading and reflected the changed this made to table and figure numbers
- Updated the deadline
- Added a small clarification point on page 27 the words in brackets show here



Validation

Clarity on validation with no changes

If customers are satisfied with their application, they should use the validation button on the Portal (see screenshot) to confirm they have no changes by using the text box.

Type into the box a statement such as:

“I confirm I have reviewed my evidence and have no changes.”

Then press submit.



The screenshot shows a web form titled "Validate evidence" with a close button (X) in the top right corner. Below the title is a paragraph of instructions: "Please upload the information outlined in the Validation Process guidance shared with you on 11 August 2025. This may include the corrections form, a director's signature or additional evidence documents." To the right of this text is a character count "0/1000". Below the instructions is a large text input box containing the statement: "I confirm I have reviewed my evidence and have no changes." A purple arrow points from this text box to the bolded statement in the text on the left. Below the text box is a file upload section with the text "Only .png, pdf and .geojson files. 99Mb max file size". It contains two buttons: "Upload Files" (with an upload icon) and "Or drop files". At the bottom right of the form are two buttons: "Cancel" and "Submit".

No application left stranded

We are proactively calling customers with outstanding queries to walk them through the portal and support resolution up to the point of submission.

If our team contacts you, please make the most of our time together by keeping the conversation focused on progressing your submission.



Reminder – Feedback

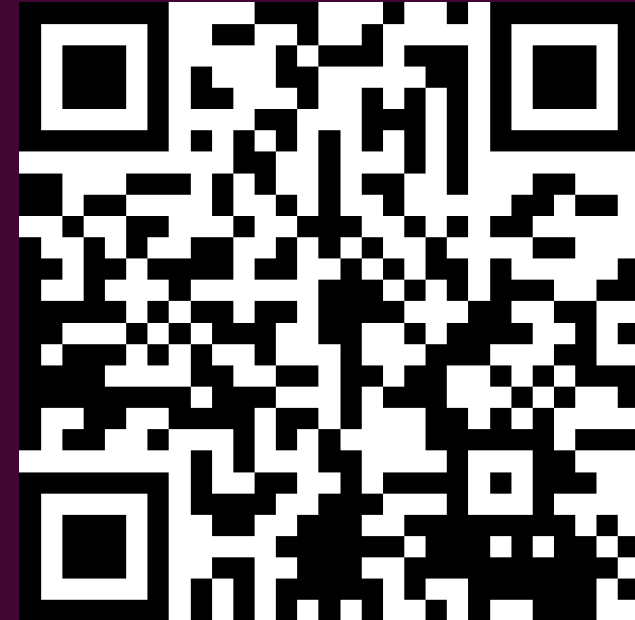
- Listening to feedback, **we are now using Slido to capture your thoughts.**
Please only put your hand up when you are called on to speak
- **The route for specific queries to be responded to has not changed–**
please use the portal or email box.connectionsreform@neso.energy
- We will not respond to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

Slido Q&A

We will now take Slido Q&A for the remainder of the session.

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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.



Thank you