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Date: 13 August 2025

Dear Matt,

**Decision on NESO request for extension to the closure date for the EA Request Window as per licence condition E12.9 (Application Windows)**

Thank you for your letter of 11 August 2025, where you sought Ofgem’s agreement under ESO Licence Condition E12.9<sup>1</sup> to extend the duration of the Connections Reform Evidence Submission Window (or ‘EA Request Window’) beyond six weeks. This letter confirms Ofgem’s agreement to that request.

We acknowledge the work that NESO is carrying out to implement an orderly transition to a reformed queue as per the TMO4+ connections reform decision<sup>2</sup>, and recognise that the Connections Reform Evidence Submission Window has faced several challenges. We welcome the work you have undertaken to resolve these issues and recognise that this has consequently taken more time than was initially provided for, necessitating an extension of the EA Request Window beyond the stated six weeks.

While condition E12.9 requires that the window be concluded within six weeks, it also provides flexibility for NESO to agree otherwise with the Authority. You have requested that the new closure date of the current window be Tuesday 26 August 2025 and confirmed that

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<sup>1</sup> <https://www.ofgem.gov.uk/licences-and-licence-conditions>

<sup>2</sup> <https://www.ofgem.gov.uk/decision/decision-connections-reform-package-tm04>

industry will be provided ten working days notice of the new closure date by issuing notice on 11 August 2025.

We agree that under these specific circumstances the extension proposed is a reasonable and proportionate measure to support connection customers. While connections reform is urgently needed, it is important to ensure that the transition follows a fair and transparent process that enables parties a reasonable opportunity to submit their applications and have confidence that the information is held and processed accurately. Our agreement to this step is based on the monitoring data you have shared and your assessment that the work you are undertaking to address portal functionality, data inconsistencies, and the resulting backlog is showing demonstrable improvements, but further time is needed to complete this and quality assure, making the requested extension to Tuesday 26 August the appropriate length.

Thank you for your ongoing efforts to address the challenges. We trust that the foundations you are laying now will lead to a robust and fair process, generating confidence to allow us to transition to a more streamlined connections queue based on readiness and need.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'E. Warburton', written in a cursive style.

**Eleanor Warburton**  
**Director - Energy Systems Design & Development**