

Public

Evidence Submission Window Webinar

22 August 2025

Overview

Slido code:
#NESO2208

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.**

What we will cover today:

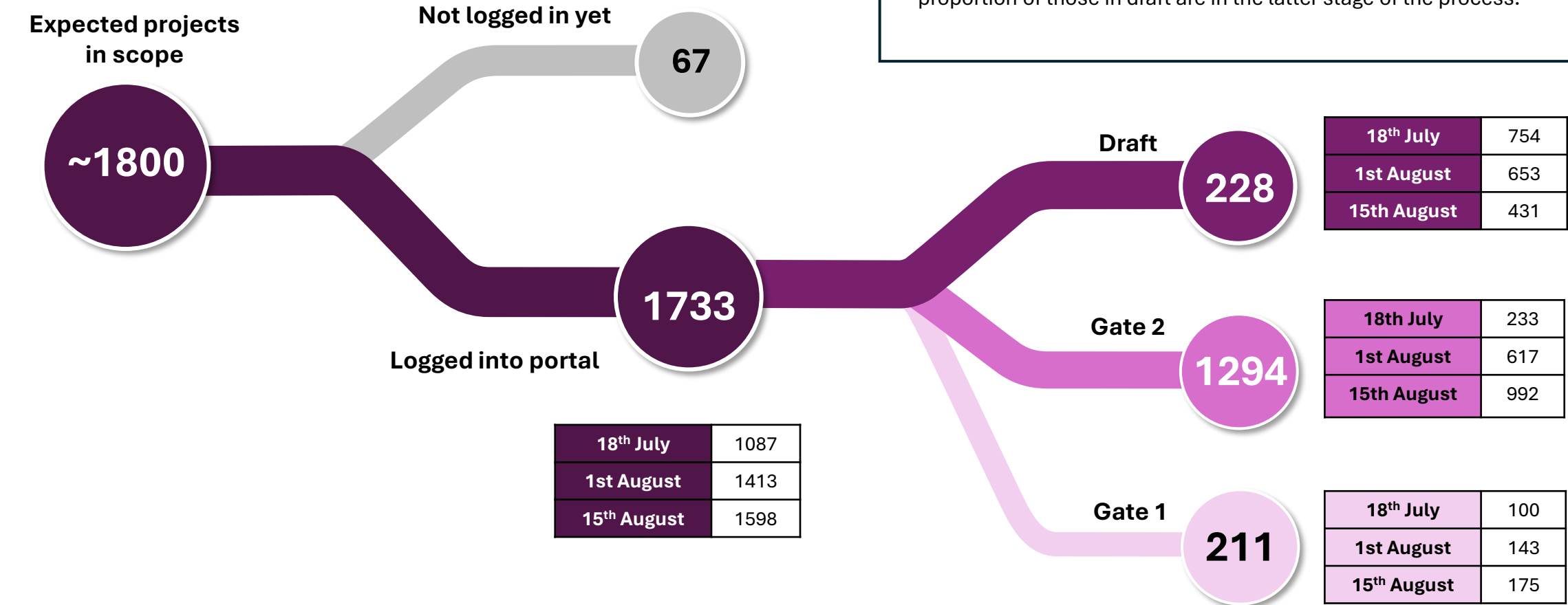
- What “no application left stranded means in practice”
- Validation Process
- Initial checks
- Post initial checks resubmission process
- Post resubmission process complaints process
- A PDF ‘top tip’ as we head towards closure

Latest numbers

Key stats: Friday 22 August 2025 (12:00)

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

- 96% of possible upper limit of projects have logged into the portal.
- 87% of the projects that have logged into the portal have submitted and a large proportion of those in draft are in the latter stage of the process.



Total queries received	Total queries in progress	Total queries closed
4453	156	4297

No application left stranded: what does it mean in practice

No application left stranded

What does it mean in practice?

- As we approach the closure of the submission window, we are aware that a small number of customers are still experiencing issues.
- NESO has committed that no application will be left stranded, and we stand firmly by this commitment.
- In the interests of fairness, where customers have made every endeavour to submit or validate their applications and are actively engaging with NESO via our query function and it is only for those reasons that their application has not been completed, we will recognise their application as having been submitted and will continue to support them through to completion, even if this occurs after the deadline.

We want to reassure all customers that no one will be disadvantaged or advantaged by NESO's support in resolving portal or data issues.

Validation Process

If you submitted before 11 August at 23:59 and raised a validation request

- Your application is still considered submitted.
- We will work with you to incorporate the changes requested via the Validation Process, even if this takes us beyond the window deadline.
- In the interest of fairness, we can only make changes that were requested as part of your Validation Process and communicated to us before 23:59 on 26 August.
- A reminder of how to take part in the Validation Process can be found in the Connections Reform Essentials Document.

In conversation with us

If you are currently progressing an application and have raised a query about an issue preventing submission

- Our teams are proactively reaching out to you.
- We aim to resolve all matters before the window closes.
- If we are unable to do so, we will honour your application as submitted within the window and recognise your best endeavours to submit.

Not yet contacted us

If you are progressing an application and have an issue that is preventing submission but have not raised a query about a portal or data issue

- You must raise a query as soon as possible.
- In the interest of fairness, if you miss the submission deadline without raising a query about the issue that is preventing submission, we will not be able to accept your application.

The validation process

Validation process

You will hear from us soon

You can be assured that your application is treated as submitted.

Our teams are reaching out to customers to confirm and resolve validation matters. This afternoon will see a marked increase in calls and emails from our team on this matter.

Initial checks

Initial checks

Following submission, we undertake initial checks to confirm that your application meets the required criteria. These checks cover:

1. General documentation (i.e. do documents open)
2. Land and Planning readiness documentation
3. Original Red Line Boundary
4. Queue formation checks for LDES
5. Strategic alignment – e.g checks on applications for Protections

You will begin to receive updates **from** 28 August 2025.



Further information on initial checks can be found in sections 8.5 – 8.8 of the Gate 2 Criteria Methodology

Resubmission following initial checks

Resubmission

A 4-day resubmission process will follow initial checks



If your project passes initial checks, you will receive confirmation via email.



If your project fails any checks, you will receive an email with detailed feedback and clear instructions for the resubmission process. This will include the reasons for failure and a reminder of the pass criteria to help you resubmit confidently.



Resubmissions will be handled via a **secure document upload**, and you will have **four days** to complete this process. NESO teams will be on standby to support with query resolution and document handling. We encourage you to raise any queries promptly during this period.

Complaints process

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.

Top tip

PDF top tip

For customers having issues with File upload errors with PDF's, one way to fix it is to print to PDF and save it.

- Open the file in Adobe
- Click the Print icon
- Then in the printer section select Microsoft Print to PDF
- Click Print
- Click Print
- Select the File name and save
- Select the File name and save
- Then this file would need uploading to the portal and that will resolve the issue and allows you to upload the PDF.

Print

Printer: Microsoft Print to PDF Properties Advanced

Copies: 1 ☐ Print in grayscale (black and wh

Pages to Print

☒ All ☐ Current ☐ Pages 1

More Options

Scale:

Print Cancel

File name:

Save as type: PDF Document (*.pdf)

Folders

Save Cancel

Reminder – Feedback

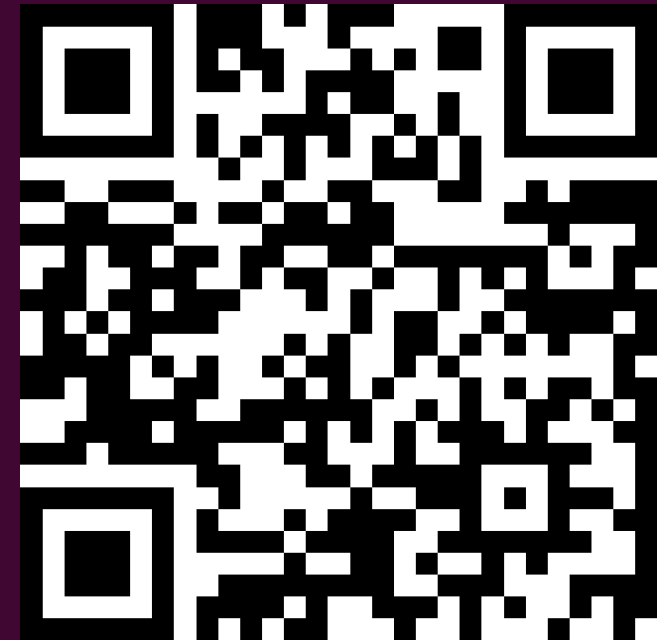
- Listening to feedback, **we are now using Slido to capture your thoughts.**
Please only put your hand up when you are called on to speak
- **The route for specific queries to be responded to has not changed–**
please use the portal or email box.connectionsreform@neso.energy
- We will not respond to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

#NESO2208

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