

Connections Reform: What to expect now the window has closed

28 August 2025

Thank you to all our customers, network colleagues and wider industry for the patience, understanding and tenacity shown through the evidence window!



Today's Slido code: 2808

Key numbers at window closure



1815 applications to the NESO window (1547 to Gate 2)



181 applications completed in the final day



4500 queries answered



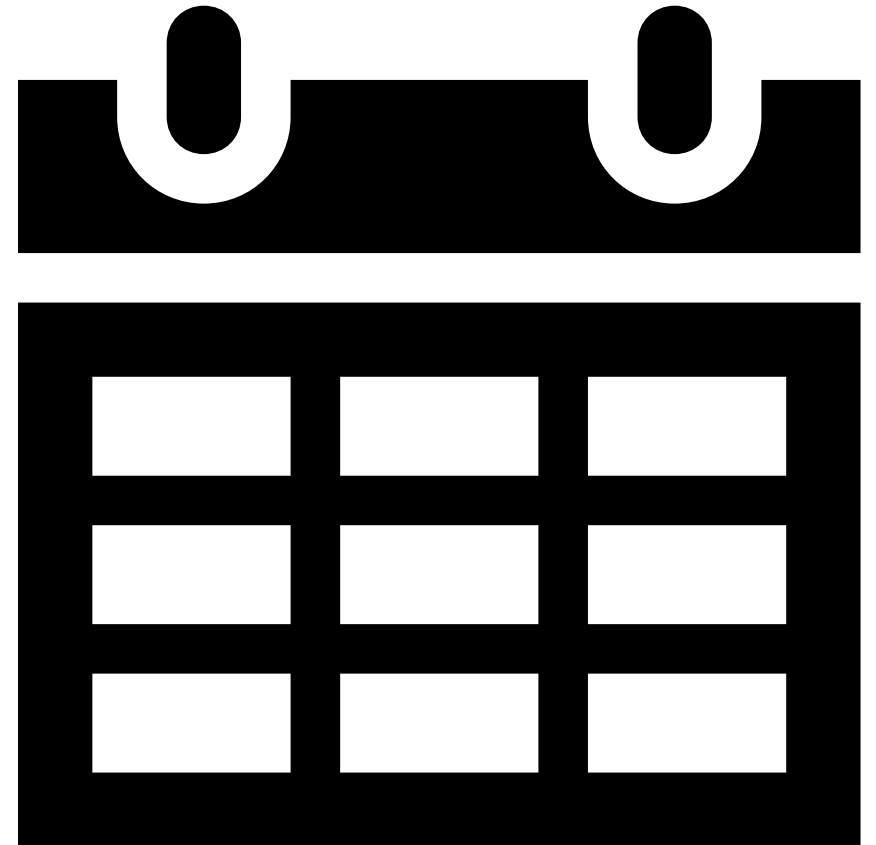
Timelines

Timelines

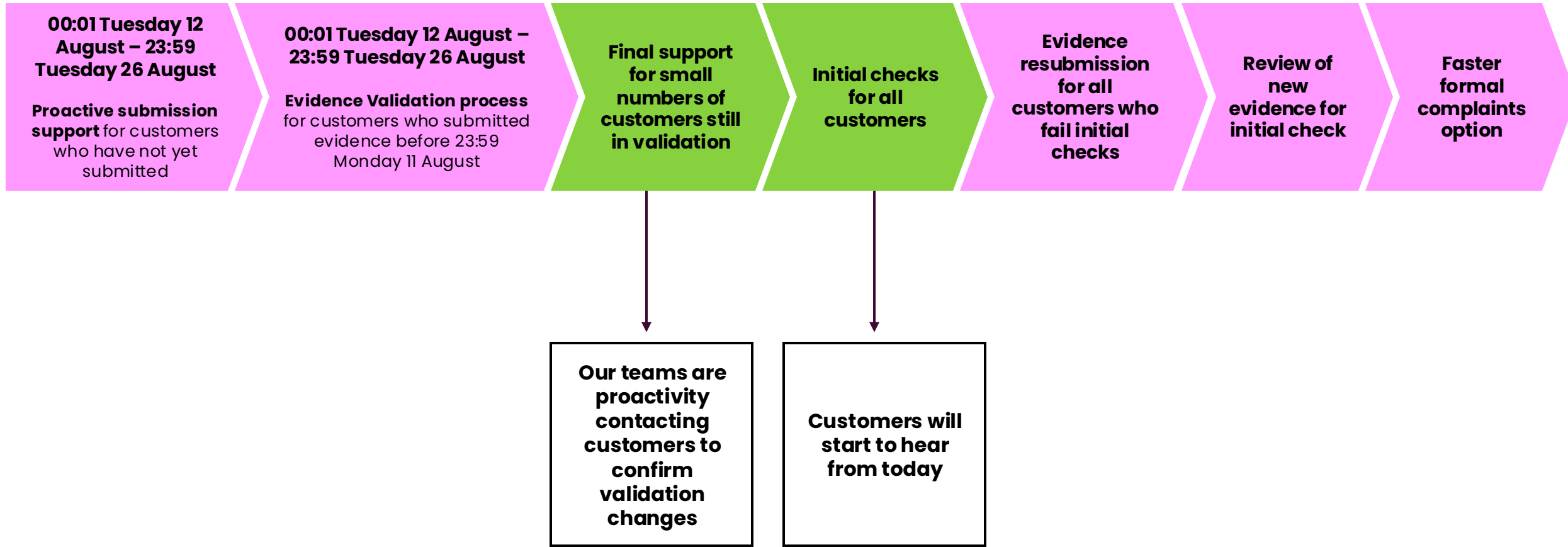
We understand how important it is for customers to have certainty around timelines:

We are very conscious of knock-on impacts and taking time to fully assess and properly understand the true magnitude of the impact on other projects and programmes.

Given the importance of this information, we won't rush the timeline assessment and **aim to publish new dates as soon as possible.**



Connections Reform Process



Validation Process

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



For many customers in the validation process we are or have written to you to ask you to make edits directly to your application.



This is to ensure your application is accurate, a clear reflection of your wishes and complete.



In the interest of fairness, we can only allow changes that were requested as part of your Validation Process and communicated to us **before 23:59 on 26 August.**

Validation Process

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

- **If you wish to make changes** – log in, make required edits, and press submit
- **If you no longer wish to make changes** – you still need to log in and press submit
- **Please make edits as soon as you are able** so we can progress your application to initial checks.
- We are here to help, and if we have not seen an edited submission from you this week, we will contact you to assist you in progressing your application.

Validation Process

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

If we have not contacted you to ask you to make changes directly it is because:

- The change you have requested must be done in the NESO side of the system, we will contact you when this is complete
- The change you have requested is complex, so our teams will call you and walk with you through the changes

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** today.



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

Faster 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 where customers feel there has been an error on the GT2WQ checks process.



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.

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**)

Slido Q&A

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

#NESO2808

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