Public

Connections Reform update

Webinar

24 November 2026



NESO
National Energy System Operator



Welcome

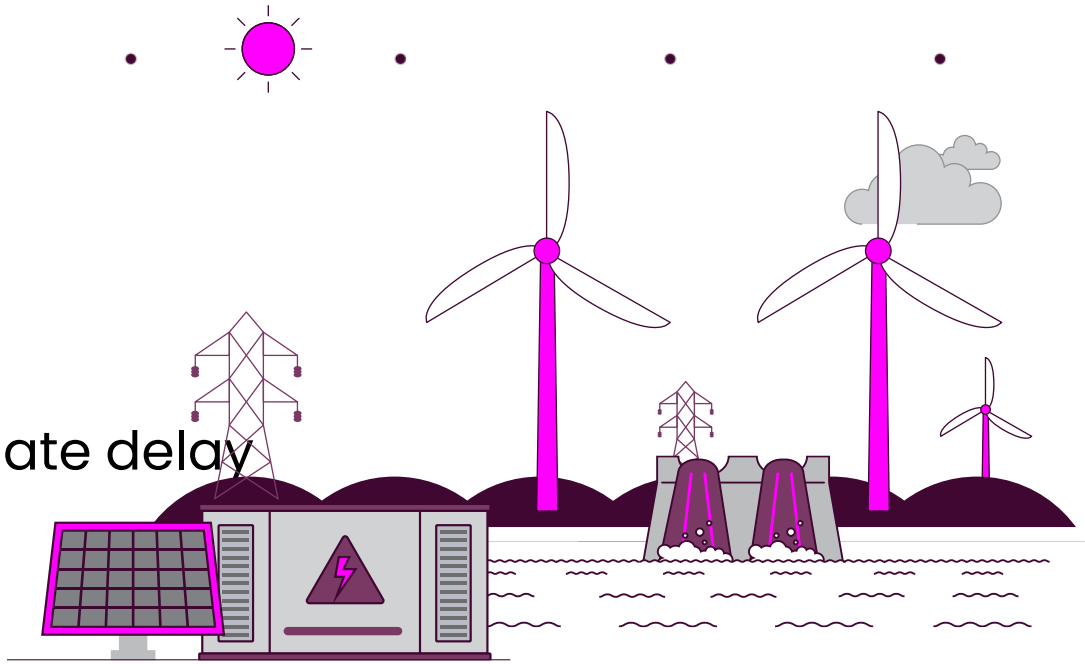
Rebecca Yang

Head of Connections Operations

NESO
National Energy System Operator

Agenda

1. Welcome
2. Connections Explainers
3. Offers update & common queries
4. Queue Management Milestones
5. Securities freeze
6. Securities run process and trigger date delay
7. Customer testing approach
8. Q&A



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Q&A

Today's Q&A is open

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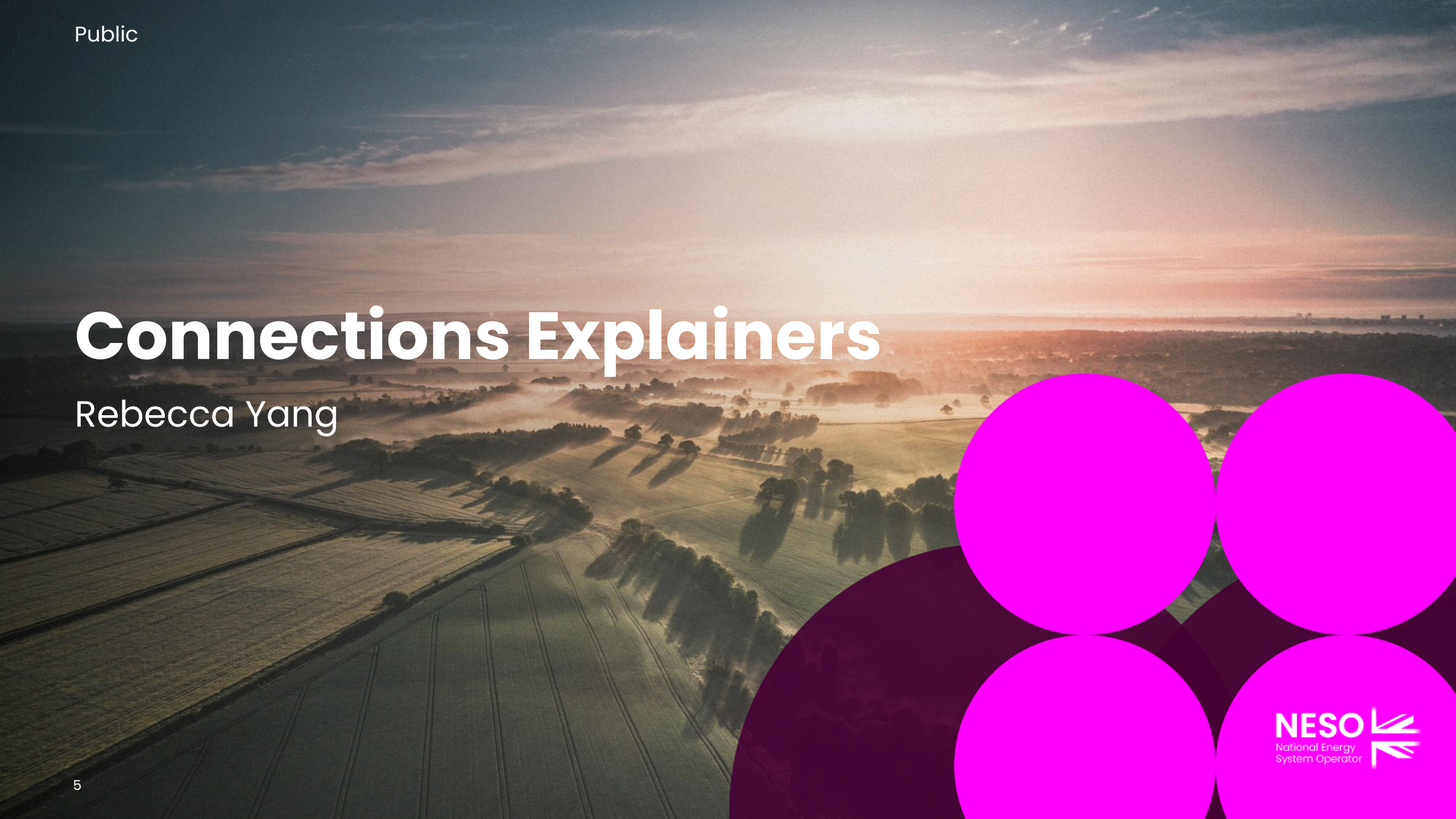
We are moderating questions to ensure they are:

- not project specific
- not repeats of questions asked by others
- respectful and pertinent



Connections Explainers

Rebecca Yang

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Connections Explainers

Q&A
CR-Nov-2026

- We’re introducing a new series of **Connections Explainers**, designed to make key topics easier to understand.
- Our new series is for anyone applying to connect to the electricity network.
- The explainers will help those already on the connection journey, or those thinking about applying for a connection. We have also created a simpler 'at a glance' version to give a higher-level overview to help those less familiar with connections or who have a passing interest.
- Our explainers will focus on
  - simplifying Roles and Responsibilities,
  - Construction Planning Assumptions,
  - costs and contracts.
- Thank you to the customers who have helped us test the first explainer and make it as clear and accessible as possible.
- Look out for these coming soon.

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Offers update & common queries

Rebecca Yang

Offer progress & common queries

Phase 1 transmission offers largely complete

CUSTOMER SUPPORT

Direct support continues

NESO continues to work directly with customers to resolve remaining cases.

WIDER TREND

PREVIOUS STATS

3,519 total queries and complaints est. 18 June 2026

TODAY'S STATS

718 total queries and complaints est. 24 November 2026

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What we're hearing from customers

- Connection costs
- Connection dates
- One-off costs
- Capital contributions
- Securities

Queue Management Milestones

Sonia Poonian

Queue Management exceptions: when can an extension be considered?

A reminder for transmission-connected projects: six exception categories.

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Construction Agreement delay
Clause 3.2 – Delays and Force Majeure

Force majeure

Unavoidable third-party delay

Planning appeal or challenge

NESO / Relevant Transmission Licensee delay

M1 adjustment exception

Planning-route M3 interim protection
Where M3 has passed or is too close to achieve following the Gate 2 Modification Offer, NESO may agree a protected period to achieve it. No Milestone Default Notice will be issued during the agreed period.

G2tWQ Exception
Initial CMP435 Gate 2 Modification Offers: may support extensions to M5 to M8 where the offer delay affected the project (apply within 28 days post Gate 2 acceptance)

Not automatic: each request is considered on its individual facts, circumstances and supporting evidence.

Refer to CUSC Section 16 and the published Queue Management Guidance for full requirements.

Applying for an exception and understanding the outcome

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Connections Portal

Apply as soon as the risk becomes known.

1. Identify the affected milestone and reason
2. Gather supporting evidence
3. Propose a realistic extension period
4. Explain impacts on later milestones and the Completion Date

Length and possible impact of extension

Less than 6 months
Appendix Q milestone date may be updated

More than 6 months
Non-Gated Modification Application route might be required

Completion Date affected or re-study required
Update Appendix J and, where appropriate, Appendix Q

Refer to CUSC Section 16 and the published Queue Management Guidance for full requirements.

Securities freeze

Deepak Solanki

Securities freeze

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- Securities freeze will remain in place ONLY for projects that are yet to receive a Gate 2 offer. Those that are waiting on their Gate 2 offer will receive up to date security statements when the Gate 2 offer is issued and will be required to secure based on the statements, 30 days from the countersigning date.



Cash in Escrow

No action if NESO already holds the required amount. If payments are required, use existing bank details with Account Management System (AMS) number as reference.



Letter of Credit (LoC)

Check and update validity as needed.



Parent Company Guarantee (PCG)

Check and update validity as needed. Send any updated LoCs/PCGs to NESO by 15 February 2027.

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Securities run process and trigger date delay

Deepak Solanki



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Securities Run

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NESO is planning to update securities for signed Gate 2 projects in January for the April 2027 – September 2027 period. The TOs are currently sharing updated spend profiles and we're working collaboratively to understand any changes.

By 15 January 2027	NESO will issue an updated securities statement to customers who have signed their Gate 2 offer
By 15 February 2027	Customer Deadline for Non-cash security payments: Letter of Credit, Bond or Parent Company Guarantee.
By 11 March 2027	Customer Deadline for Cash security or securing for the first time.

Unsigned Gate 2 offers

1. NESO will update securities for customers with unsigned Gate 2 offers.
2. Timing for this will be confirmed in December
3. Updated securities must be posted within 30 days of the Gate 2 offer countersignature date.

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Trigger Date Delay

A one-off, 12-month delay to the April 2027 securities trigger

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Eligibility and scope

All customers due to connect from 1 April 2030 to 31 March 2031 hit their first-year wider works cancellation charge securities trigger in April 2027.

Following customer feedback, developers seeking to delay connection dates ahead of the next gated window can defer April 2027 Wider Works Cancellation Security and, if applicable, the post trigger fixed attributable charge by 12 months.

Your full liability remains in place.

No charge for requesting this change.

How to request the delay

Send a message through the Connections Portal with the subject “Securities trigger delay” by 5pm on Friday 4 December 2026.

If you applied via your DNO, ask them to contact NESO on your behalf. BEGA/BELLA customers may contact either.

You will be expected to submit a gated modification application in the next window (date to be confirmed) for necessary contract changes, including realigning connection timescales and the contracted offer.

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Customer testing approach

Charlie Watts



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Help us build a better Connections experience

- We're looking for customers to help us test our **Connections Portal, guidance and related Connections Reform information**.
- Your feedback will help us understand what works and where we can make the customer experience clearer and easier to use.

The testing will cover:

- Digital services and technology
- Guidance and supporting materials
- Processes and policies
- Customer-specific experiences

Want to get involved?

- Join our **Customer Testing Register** and we'll contact you when a suitable testing opportunity becomes available.



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Q&A

Rebecca Yang

Slido Q&A

We will now answer the top voted Slido Q&As for the remainder of the session.

#CR-Nov-2026

We kindly request that do you do not raise project-specific questions, and that you keep your questions constructive and relevant to the content we have shared today.

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Thank you

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