

Connections Portal User Guide

Step by Step Portal Guide

19/01/2024, Version – 2.5



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2	I. Application fee calculation function II. Enable account back up in the Sales force authenticator app.	19/05/2023	2
3	I. Application Fee Reconciliation II. Feedback section	16/06/2023	2.1
4	I. Portal feedback	28/07/2023	2.2
5	I. DNO Modification Notice process	22/09/2023	2.3
6	I. Updated registration process as SSO (Single Sign On) II. Visibility of Pre-application meeting date III. Visibility of Technical competency, fee paid & clock start date IV. Visibility of DNO Mod notice information to Embedded customers	13/12/2023	2.4
7	I. Queue Management Process	19/01/2024	2.5

Introduction

As part of our RIIO-2 ambition, the Connections Portal is being designed to transform the Connections Journey and account management for all Customers.

The Portal will provide a single point of contact for all ESO connections customers looking to either connect to or make use of the transmission system. The initial release will look at the digitisation of the application process and include the following high-level functionalities:

- Apply for connections and other agreements online
- Monitor live applications and track progress
- Access to signed contract documents
- View of key milestones / milestone management
- Communicate directly with your connections contract manager

This guide is created to help the users with step-by-step process of using the Portal for the Connections Journey.

New Account Registration

Important information

1. Please note the first person registered on the Connections Portal from an organisation, will be assigned 'Super User' status.

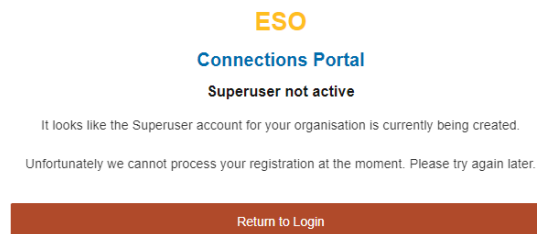
2. Super User will be managing the registration requests of other users from the organisation. This provides the control to the organisation to manage their users.
3. Up-to 5 users (1 Super User and 4 Standard users) can be registered under an account.
4. An individual email Id can only be used once to register.

Parent Company and Child/SPV Company

5. To ensure that your account is set up correctly in the Connections Portal, it is essential that registration request is submitted under the appropriate Parent/Child/SPV set up.
6. To have the visibility of all the information across your sub companies / SPVs which are under the umbrella of parent company, you need to select the company which is a parent company when submitting the registration request.
7. If you only want to manage and view a Child company/ individual Sub Company/SPV, please select the relevant company while registering for an account.

Register new account

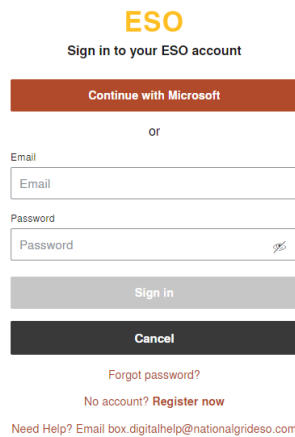
8. To access the Connections Portal, you will need to register a new account.
9. **Before starting the registration process, please note that first user registering for a company will be assigned ‘Super User’ status. The Super User will have full access of the account and will manage the registration of ‘Standard Users’ of the company.**
10. **Super Users will also have to complete a Super User registration form. Instructions will be provided via the email sent as part of the registration process.**
11. **‘Standard Users’ will not be able to register until the ‘Super User’ registration has been completed and active. The Connections Portal will automatically check this during registration process and will display the message if another user tries to register while Super User registration still in progress.**



12. Please follow the below steps for registering new account.
13. Go to the ESO website ([Connections Portal | ESO \(nationalgrideso.com\)](https://nationalgrideso.com)) and click on ‘Access the Connection Portal’ link.
14. You will see the screen, click on the ‘Continue to registration’ link.

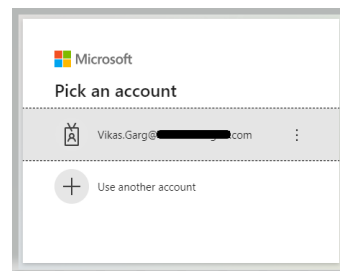
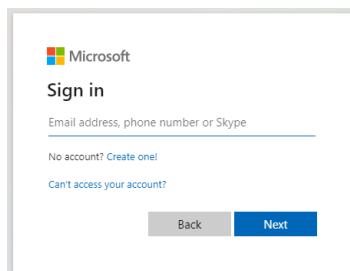


15. You will come to the below screen-

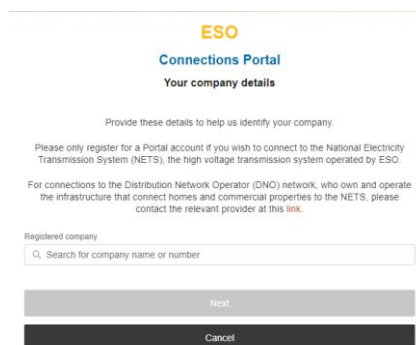


16. There are two options here,
 - a. one is to use the 'Continue with Microsoft' **if your work email id is Microsoft application based** otherwise,
 - b. you need to use 'Register now' button to continue with the registration process. Go to step 19 for this.

17. If you use 'Continue to Microsoft' option, you will come to one of the below screens. You will then be asked to
 - a. login into your organisation's Microsoft account or
 - b. Or select your organisation account.
 - c. Or select other account.



18. Once you have logged in into your organisation account, you will come to below screen where you will be asked to search your organisation. You can search by either the Name or the Company house registration number. Please note this look up to the Company house to fetch the information. **Please follow the Step 27 and onwards from here.**



19. As mentioned in step 16, if you use 'Register now' option, you will see the below overlay.

ESO

Already use any ESO portals?

If so, **register using the same email** to keep all your existing details and accounts linked.

In the coming months, you'll access all ESO portals using one ESO account. We'll let you know when you can do this.

Our portals include the Data Portal, Single Market Platform, Connections Portal, eNAMS and eGAMA.

Next

Cancel

- 20. Click 'Next' to continue, tick the box to accept terms and conditions, enter email id and click 'Next'. Please follow the steps in section 'Registration – Existing Other ESO Portal user' if you already have an account for other ESO Portal e.g. Single Market Platform.

ESO

Register for your ESO account

I accept the terms and conditions

Continue with Microsoft

or

Register with email

Email

Next

Cancel

Already have an account? Sign in

- 21. Complete the details asked as below. Once all the fields are complete, click 'Create account' button.

ESO

Register and create an ESO account

First name

First name

Last name

Last name

Password

Password

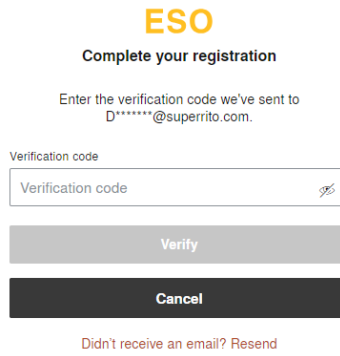
Confirm password

Confirm password

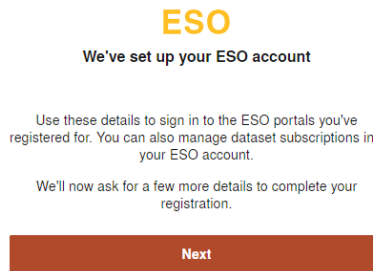
Create account

Cancel

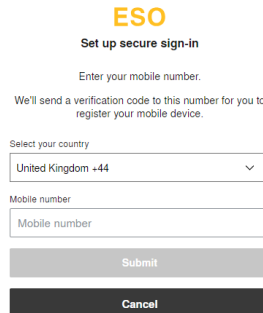
- 22. You will receive an email with a code. This is the part of the email verification process. Please check junk/spam folder just in case it does not come in Inbox. Enter the code from the email and click 'Verify'. If you don't receive an email, use the 'Didn't receive an email? Resend' option as the bottom of the screen.



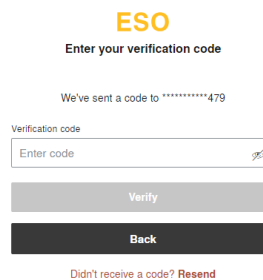
23. You will see the below overlay. Click 'Next'.



24. Now enter your phone number and click Submit. This will set your account for the multi factor authentication to make the login process secure.

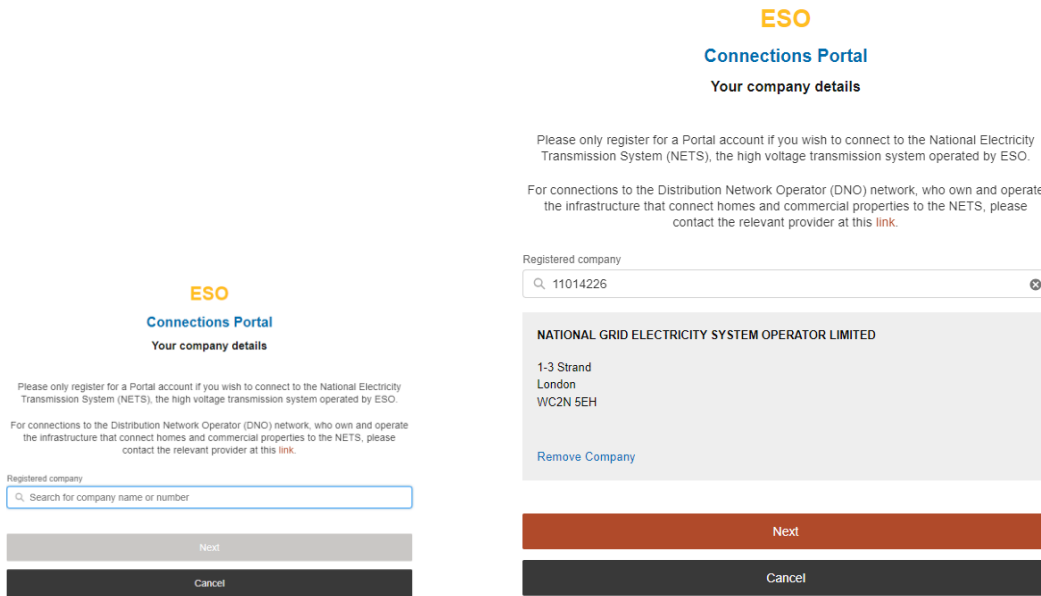


25. You will receive a 6-digit code via text message. Enter the code and click 'Verify'. Use 'Didn't receive a code? Resend' option if you didn't receive the code in the first instance.

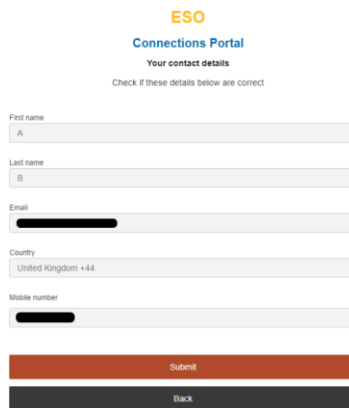


26. You have completed one of the two steps mentioned in Step 16 in terms of registration option. Now you will need to search for your company for which you want to create an account for Connection Portal.

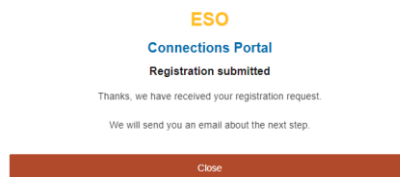
27. You will now be asked to search for your company. You can search using the Company registration number or Company name. Please note this look up to the Company house to fetch the information. This is same as you see in Step 18.



- 28. There is an option to change the selected company. Please use 'Remove Company' option to delete the existing selection and search again. Click 'Next' to continue.
- 29. You will come to the below overlay that will already have your details provided as part of creation of account. Click 'Submit' button to submit the registration request.



- 30. You will see the submission confirmation overlay. Use the 'Close' button to close this.



- 31. Please follow the instruction in the email. Once the registration request has been processed by ESO team, you will receive an email with login instructions. There will be a link for the 'Sign into Connections Portal'. Click on the link and then use 'Sign in with SSO' to login.
- 32. If the Super User registration is still in process and another user try to submit registration request for the same account, they will see the below message. Please use the same email and password that you used as part of registration to try again once the superuser registration has been successful.

ESO
Connections Portal
Superuser not active

It looks like the Superuser account for your organisation is currently being created.
 Unfortunately we cannot process your registration at the moment. Please try again later.

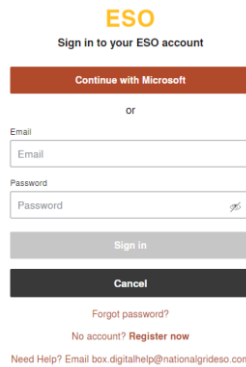
[Return to Login](#)

Registration – Existing Other ESO Portal user

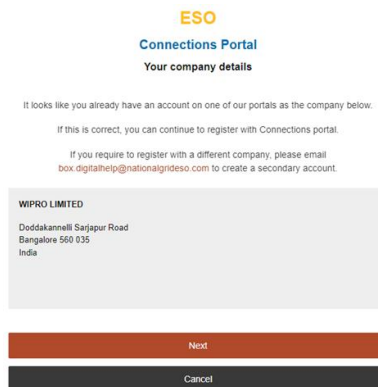
- 33. If you already have an account for another ESO portal such as SMP (Single Market Platform) and want to register for the Connections Portal, please use the below steps.
- 34. Go to the ESO website ([Connections Portal | ESO \(nationalgrideso.com\)](#)) and click on 'Access the Connection Portal' link.



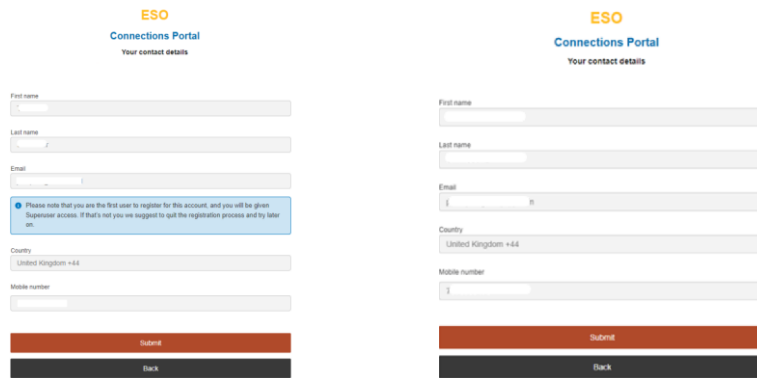
- 35. Click on 'Continue to registration' link. Then login with the details that you use to access other ESO Portals.



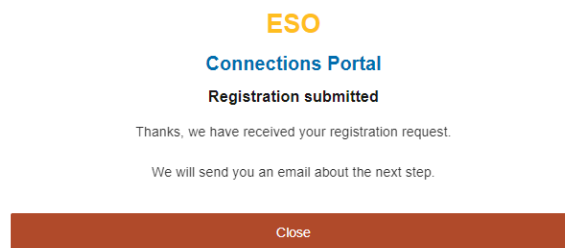
- 36. Once you logged in, you will see the overlay like one below with the company details for which you have an existing account.



- 37. If the company details are for the company you want to register for the Connection Portal, please click 'Next' button. If not, please email as mentioned on the page.
- 38. When you move to the next step, you will get below overlay displaying your contact details. You will one of the two screens with the difference of a message to highlight that you will be the Super user if you the first one to register for this company for the Connection portal. The Super user will be reviewing the registration requests for the standard users for this company. Click 'Submit' if you want to proceed.



- 39. You will see the submission confirmation as below when you click 'Submit'.



- 40. Please follow the instruction in the email. Once the registration request has been processed you will receive email with login instructions. There will be a link for the 'Sign into Connections Portal'. Click on the link and then use 'Sign in with SSO' to login.

Password Reset - Existing Connection Portal user

- 41. Go to the ESO website ([Connections Portal | ESO \(nationalgrideso.com\)](https://nationalgrideso.com)) and click on 'Access the Connection Portal' link.



- 42. Click on 'Sign In With SSO' link. Then click on 'Forgot password?' link.

43. You will come to below screen, please enter your email again and click 'Submit'.

44. You will come to the below screen. You will also receive an email with the recovery code. Enter the code and then create your new password and click 'Save'.

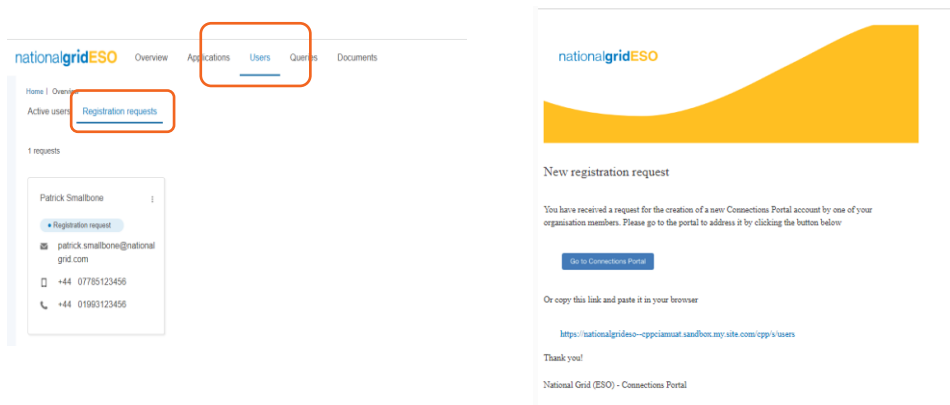
45. Now you will see the below overlay as part of the setting up the secure sign in (multifactor authentication) via your mobile number. It will show your existing number to use and there is also an option to change this number if required.

- 46. If you select 'No, change this number', you will be asked to provide the new number as below. Select the country code and add mobile number and click 'Submit'. If you use the 'Yes, use this number' then you will directly move to next step.

- 47. You will receive a code via text message on the number provided. Enter the code and click verify. You will be in the Connection Portal.

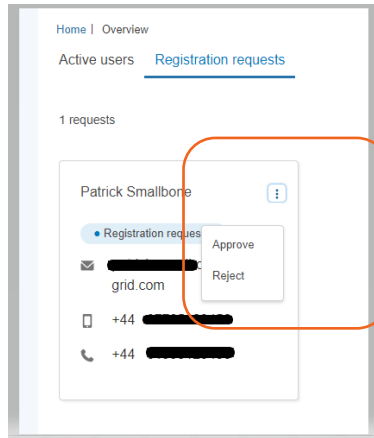
Standard User Management

- 48. Super User will see all the pending requests from other users under the 'User' sections of the portal as shown below (1st picture).

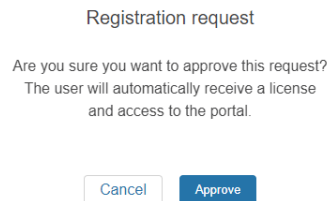


- 49. Super User will also receive an email (2nd picture above) about this, and they can click on the link in the email to go to the request.

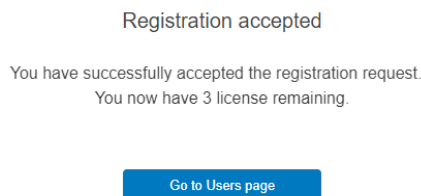
- 50. To Approve/Reject the registration request, click on the three-dot menu on the top right of tile and then select the relevant option.



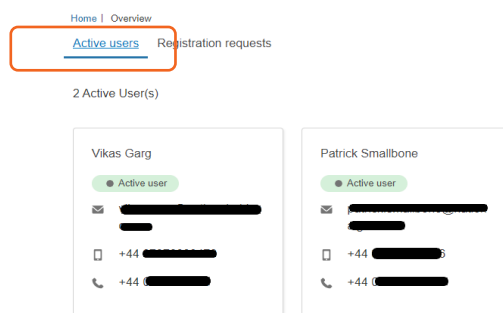
- 51. To approve the registration, select 'Approve' and you will see the below message. Click 'Approve' to proceed or 'Cancel' to go back



- 52. Once approved, you will see the confirmation message and advise about remaining licences. User will also receive an email for to complete the registration process e.g., password creation etc.



- 53. Super User will also be able to view all the users registered under 'Active User(s)'



- 54. When you click 'Reject', you will see the following window to add the reason for rejection.

Registration rejection

You are rejecting Patrick Smallbone's registration request.

Please select the reason below.

Reason for rejection
Reason for rejection ▼

55. Select the reason from the drop-down list. There are currently two options in this dropdown as below
 - a. Insufficient licences available – This is when you already have total of 5 users (including Super User) registered for the account.
 - b. Other – This will open a new free text box field for you specify the reason.

56. Please select appropriate option and click 'Submit' to complete the process.

<p>Registration rejection</p> <hr/> <p>You are rejecting Patrick Smallbone's registration request.</p> <p>Please select the reason below.</p> <p>Reason for rejection Insufficient licences available ▼</p> <p style="text-align: center;"> <input type="button" value="Cancel"/> <input type="button" value="Submit"/> </p>	<p>Registration rejection</p> <hr/> <p>You are rejecting Patrick Smallbone's registration request.</p> <p>Please select the reason below.</p> <p>Reason for rejection Other ▼</p> <p>Test</p> <p style="text-align: center;"> <input type="button" value="Cancel"/> <input type="button" value="Submit"/> </p>
--	--

57. You will receive confirmation message as below. This will advise how many licences are still available. This will also send an email to user advising the rejection.

Registration rejected

You have successfully rejected the registration request.
You still have 4 licenses remaining.

[Go to Users page](#)

User login help

58. If you need help with the Connections Portal, you can use the 'Need help? Get in touch' function. Click on it and it will create an email which can be used to explain the area of help.



nationalgridESO
Connections Portal

Your ESO account enables access to all our portals with a single password. You will need to register for an ESO account and provide additional details to access the Connections Portal.

[Continue to registration](#)

Already have an account?

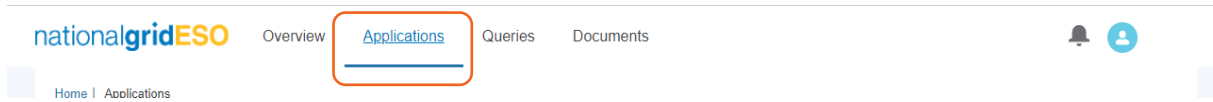
[Sign in with ESO](#)

Need help? Get in touch

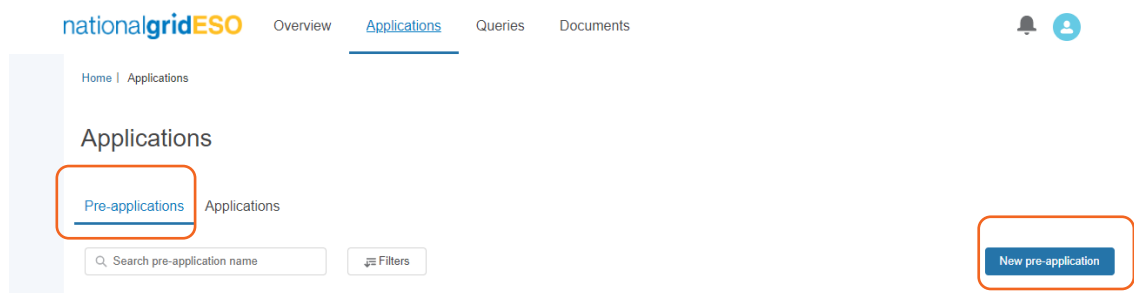
Pre-Application

Creation of Pre-application

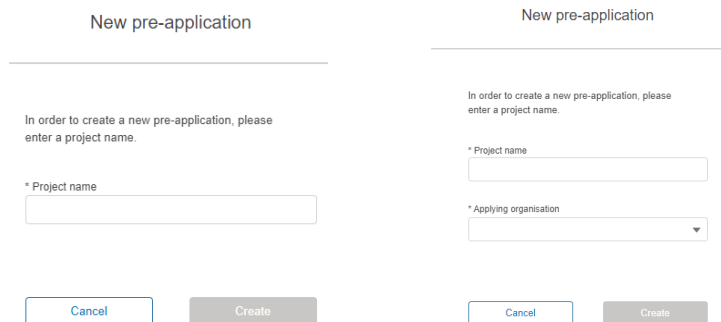
59. To create a new Pre-application, click on 'Application' tab as shown in below



60. Then select 'Pre-application' and then click on 'New pre-application'



61. Enter the 'Project name' and click 'Create' which will become active on completion of the project name. Please note that if your account has been set up with Parent and child companies and you are logged in a Parent account, you will also need to select the 'Applying organisation' as shown in the 2nd picture.



If you want to submit a Pre-application for a new child company e.g. SPV, that has not yet been set up and hence visible in the Portal, you need to contact us via email at transmissionconnections@nationalgrideso.com so that we can create the required account for this new company and link it to relevant Parent company account for you to proceed.

62. You will come to a form to complete as shown below. This has four sections. Please note the fields marked as "*" are mandatory fields.

Please complete the below table, providing as much detail as possible. If you are unsure about any of the requirements, please contact us through our central connections email account.

- 63. To help you to complete the form fully, there is section on the left which acts as traffic light system and helps you understand if all the required fields in an individual section have been completed or not.
- 64. For a partly completed field section, you will see orange warning as below –

- 65. Once all the required fields are completed, this will turn green as shown below –

- 66. Please expand the relevant section by clicking on “+” icon to complete. Please see details below for each section.

Section 1 – Project Details

Project details



* Project name

* Distribution / Transmission connected

- Transmission
- Distribution

Select the correct option based on connection.

* Connection type

- Generation
- Demand
- Generation and Demand

Select the correct option based on your project type. Please note you can only select one.

* Plant type

- Biomass
- CCGT (Combined Cycle G...
- CHP (Combined Heat and ...
- Coal
- Demand
- Energy Storage System
- Gas Resonant

Select the plant types and click on the 'right arrow' to move to the box on the right-hand side to complete the selection. You need to select at least one. If you make an incorrect selection, select it in the right-hand box & click 'left arrow' to remove this selection. Please note you will need to select the correct one first before removing the incorrect option.

* Project capacity

 MW

Please enter the Project Capacity up to three decimal places.

* Aspired connection date

Please enter the connection date.

Land identified / Head of Terms Agreed

Please use this field to add details of the land.

* Planning consent status

Please use this field to provide details of Planning consent status etc.

Section 2 – Developer company details

Developer company details

* Developer company registration number

Complete this field by searching the company by name or registration number. This field search for company from the Company House portal and extract the details.

Developer parent company registration number

Similarly search of developer parent company if required.

Developer website

Enter the Developer company website address.

Contact Details

+ Add contact details

Use this function to add the contact details of the individual(s) regarding this application. You can add more than one contact and specify who will be primary contact. Clicking this button will open the form as shown below. Please fill the required details and click 'Save'.

*First name

*Last name

*Job Title

*Email

*Mobile number

Landline number

Use this contact as primary contact

Section 3 – Site location

Site location



* Connection site

Please search and select the potential substation/GSP where you would like to connect.

National Electricity Transmission System site

Site longitude

Site latitude

Please provide site coordinates if available.

Section 4 – Notes and Terms of reference

Notes

If you have any further information that may be useful to discuss in your pre-application meeting, please provide the details here. This could include any questions you wish to raise relating to fees, charging, etc.

Notes

Terms of Reference

- Aim is for customer to outline their project vision and for the TO to listen to what their ambitions are.
- Based on the information provided in the pre-app form, we will endeavour to provide a high level and indicative view of what

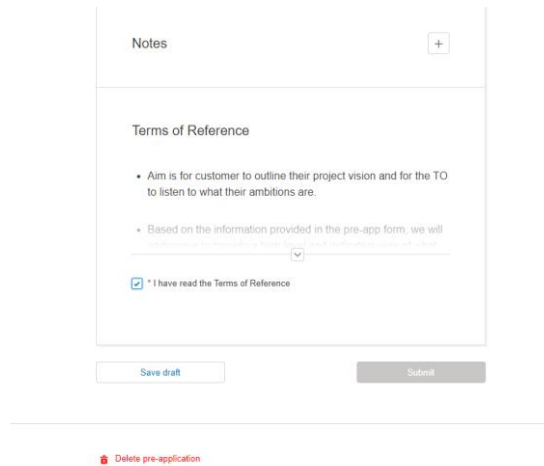
* I have read the Terms of Reference



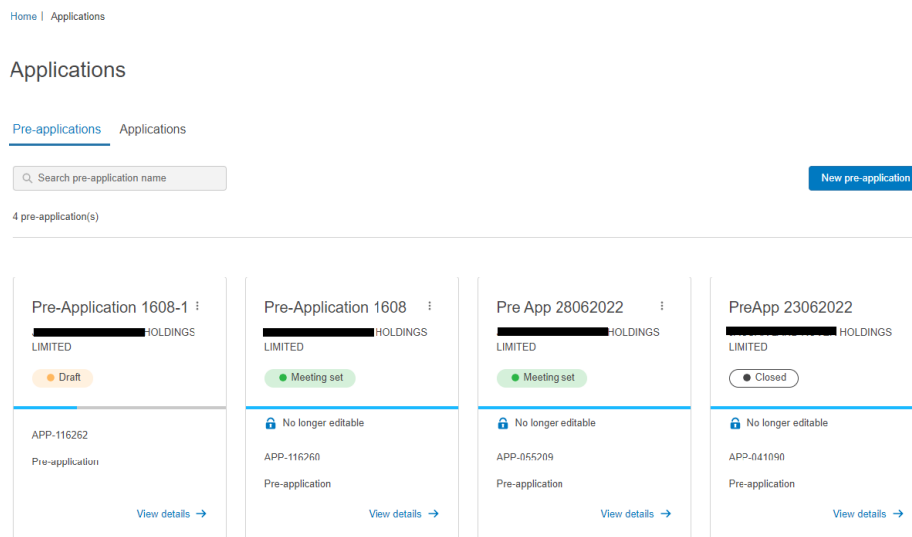
This is the free text field to add any additional information to help with the pre-application.

You will need to read the Terms of Reference and tick the box to confirm. Click on the down arrow to view the full list.

67. You can save the form as draft to review and complete later. To save as draft, click on ‘Save draft’ button as the bottom left side of the form.

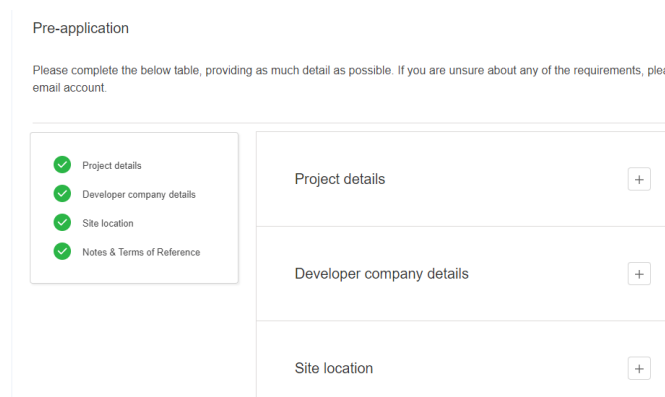


68. All the Pre-applications that have been created, submitted or withdrawn will be available to view on the ‘Application’ home screen as individual tiles as shown below –



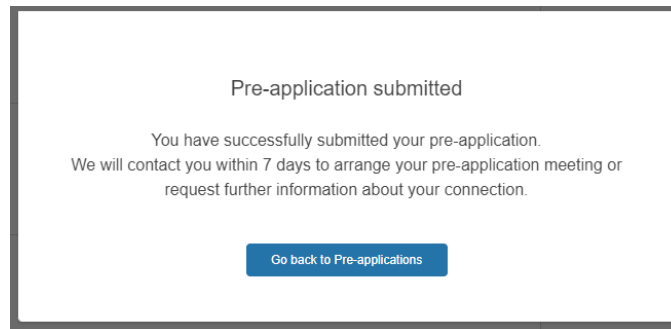
Submission of Pre-application

69. Please note that all four sections need to show green tick for the ‘Submit’ button to become active.



70. Once all the required fields have been completed, 'Submit' button at the bottom of the pre-application page become active and you can click it to submit the pre-application.

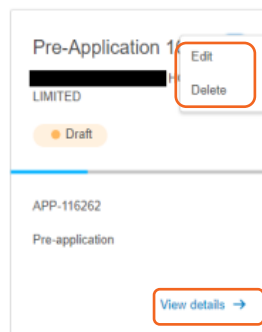
71. On submission, you will get a pop-up message as shown below and will also receive an email confirmation of the submission.



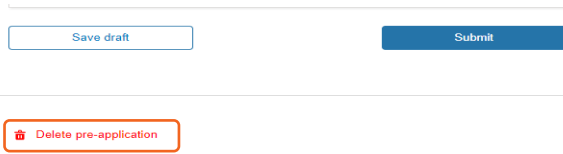
72. Please click 'Go back to Pre-application' to return to the home screen. You will notice that Pre-application status is now showing as 'Submitted'. You can view the Pre-application by clicking 'View details' button on the Pre-application tile.

Deletion of Pre-application

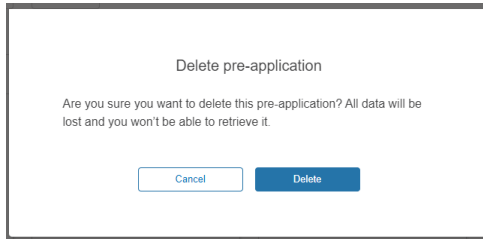
73. A pre-application that has not been submitted can be deleted if needed. You can do this by following ways:
You can click on 'Three dots' at the top right corner of the pre-application tile and click 'Delete'



or you can click on 'View details' and then scroll down to the bottom of the page and click 'Delete pre-application'



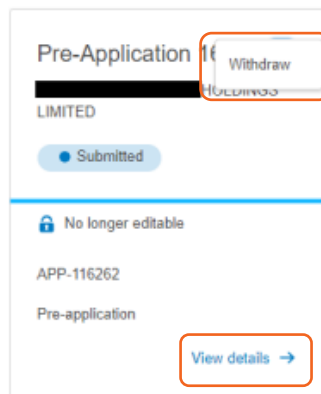
- 74. You will then get a pop message as shown below. Click 'Delete' to delete the application or you can click 'Cancel' to go back to home screen.



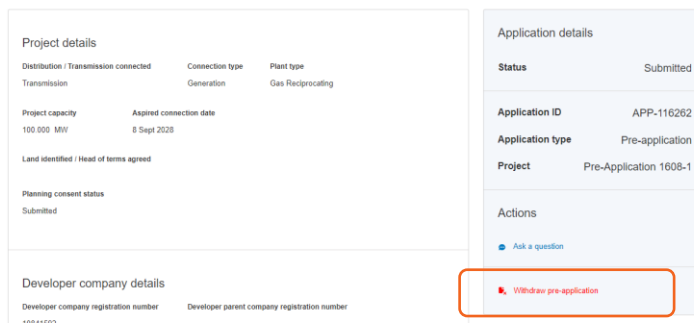
- 75. Please note as mentioned in the pop message above, deletion of Pre-application will result in loss of all data and deleted Pre-application will disappear from home screen.

Withdrawal of Pre-application

- 76. Withdrawal of submitted Pre-application can be carried out by either clicking on three dots menu on the Pre-application card and then clicking 'Withdraw'



Or by clicking on 'View details' and selecting 'Withdraw pre-application'

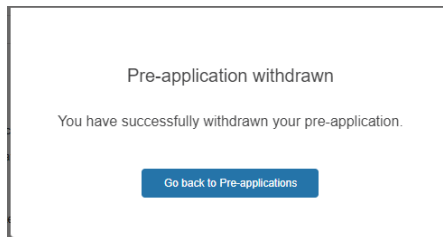


- 77. When you withdraw by using one of the two options mentioned above, you will see a pop-up message as below, click 'Withdraw' to proceed or 'Cancel' to go back to the Pre-application.

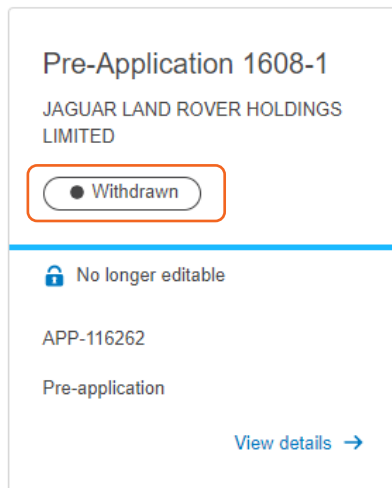
Withdraw pre-application

If you withdraw your pre-application, it will not be processed and you will need to submit a new pre-application. Do you want to continue?

- 78. When you click 'Withdraw', you will get a confirmation message of the withdrawal as below. You will also receive an email about this.



- 79. The status of Pre-application will also change to 'Withdrawn' as shown below-



- 80. Users can view the progress of the pre-applications by reviewing the statuses in the Pre-application tiles as shown in the above picture.

Pre-application Meeting Date

- 81. You can view the meeting date for the pre-application in the Portal once it is set. Until then it will show ' _ ' against the field. It will be available on the Pre-Application's details page.

nationalgridESO Overview Projects Applications Users Queries

Home | Applications | APP-002926

← Back

Test

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

These are the details you have submitted for your pre-application. If you think some of them are incorrect, please contact us through our central connections email account.

Project details		
Distribution / Transmission connected Transmission	Connection type Generation	Plant type CCGT (Combined Cycle Gas Turbine)
Project capacity 500.000 MW	Aspired connection date 23-Nov-2025	
Land identified / Head of terms agreed		
Planning consent status Consented		

Application details	
Status	Meeting Set
Application ID	APP-002926
Application type	Pre-application
Project	Test
Meeting date	09-Dec-2023
Actions	

82. There will also be a Portal notification and email notification to notify you that the meeting date has been set up.

🔔 1 👤

🔔 Your meeting date for pre-application APP-002951 has been set up.
27 Nov 2023, 15:59
[Go to Pre-application](#)

nationalgridESO

Pre-application meeting

This email is to confirm that your meeting for Pre-application APP-002926 for project Test has been set up.

Pre-application meeting date 09/12/2023

A meeting invite will follow on a separate email.

Thank you,

National Grid (ESO) - Connections Portal

How to get in touch:

transmissionconnections@nationalgrideso.com
<https://www.nationalgrideso.com>

Mailing Address:

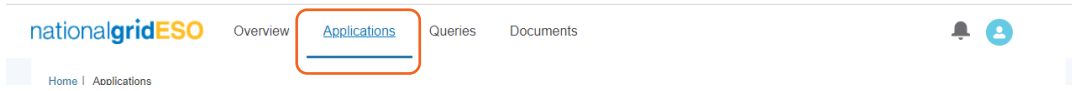
ESO Connections
Faraday House
Wanwick Technology Park
Gallows Hill
Wanwick
CV34 6DA
United Kingdom

nationalgridESO

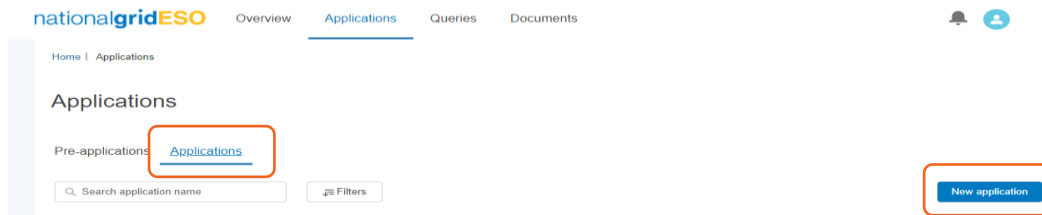
Application

Creation of application – BCA, BEGA & BELLA

- 83. Log into the Connections Portal.
- 84. To create a new Application, click on 'Application' tab as shown in below.



- 85. Then select 'Applications' and then click on 'New application'



- 86. You will see the below pop-up window, asking to fill initial information before proceeding to full application form based on the selection made.

New application

Provide initial information for this new application.

* Application type

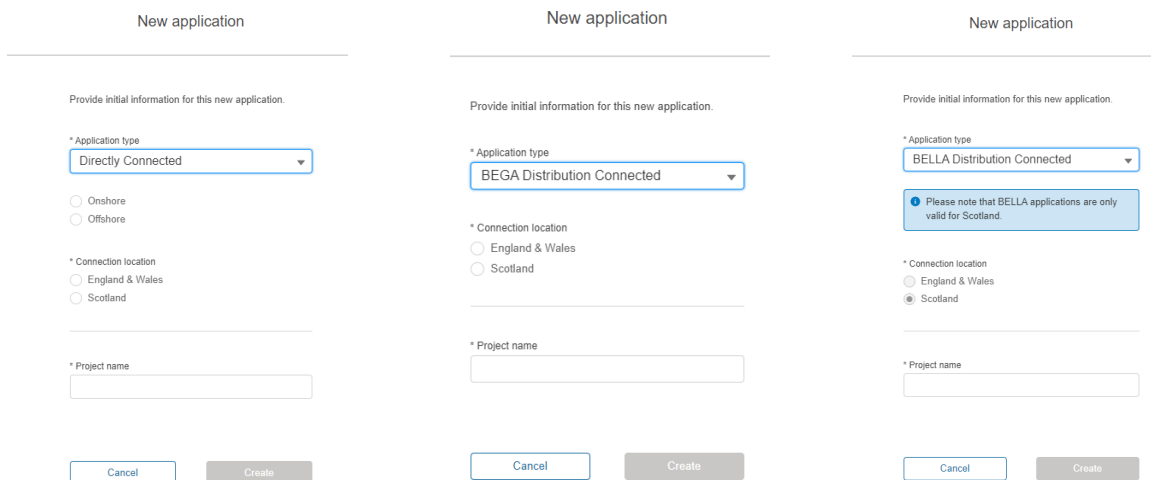
* Connection location
 England & Wales
 Scotland

* Project name

* Application type

Directly Connected
BEGA Distribution Connected
BELLA Distribution Connected

Please select the relevant Application Type from the dropdown list. Depending upon the selection made, subsequent question will change accordingly. Please see screen prints for different Application Types –



For this guidance we will select the 'Directly Connected' Application type. Selections of other Application types will also follow the same process.

- 87. Please note that if your account is set up with Parent company and one or more sub companies (e.g., SPVs), you will also have one more field in above mentioned overlays asking you to select the company/sub company you want to apply on behalf of. This option only appears if you logged in the Parent company account.

New application

Provide initial information for this new application.

* Applying organisation

* Application type

* Connection location
 England & Wales
 Scotland

* Project name

If you want to submit an application for a new child company e.g. SPV, that has not yet been set up and hence not visible in the Portal, you need to contact us either by creating a query in the portal or via email at transmissionconnections@nationalgrideso.com so that we can create the required account for this new company and link it to the Parent company account for you to proceed.

- 88. On selection of the 'Application type' as Directly Connected, you will see below screen asking to make selection from 'Onshore' and 'Offshore' options. Then select the Connection location and provide the Project name.

New application

Provide initial information for this new application.

* Application type

Onshore
 Offshore

* Connection location
 England & Wales
 Scotland

* Project name

New application

Provide initial information for this new application.

* Application type

Onshore
 Offshore

* Connection location
 England & Wales
 Scotland

* Project name

- 89. Once all the fields are completed, 'Create' button will become active. Click to create the application and complete the rest of the application form.
- 90. Clicking 'Create' button will take you to the first section of the application form.
- 91. From here onwards, you can complete the whole application in one instance or save it in draft form to complete it in more than one attempt. For this, scroll down to the bottom of the page and click 'Next' to go the next section or click 'Save and Close' to save the application as draft.

92. On saving the application, you will see the below screen, providing an overview of the application.

New Application

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

Please complete the below table, providing all the required information. If you are unsure about any of the requirements, please contact us through our central connections email account here.

Application progress

13% completed

✓	Pre-read Legal notes	>
2	Section A Applicant details	>
3	Section B Proposed point of connection	>
4	Section C Technical information	>
5	Section D Programme	>
6	Section E Enabling Works	>
7	Section F Standard planning data	>
8	Declaration of Acceptance Review and accept	>

Application details

status Draft

Application ID APP-001360

Application type Directly Connected, Onshore

Connection location England & Wales

Project New Application

Actions

[Download application](#)

[Ask a question](#)

[Delete application](#)

Fee Calculator

Fee calculator

When you have completed all the required fields, the Fee Calculator tool will help you estimate the cost of your application fee.

[Calculate application fee](#)

Application documents

You have not uploaded any documents yet.

[View all documents →](#)

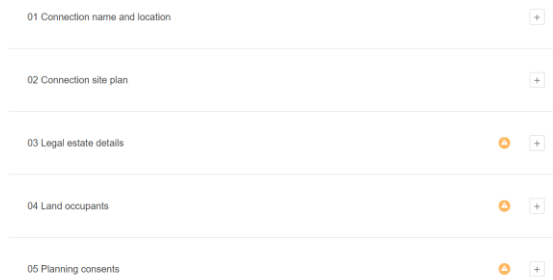
Left hand section showing application progress with green tick next to completed section(s), orange triangle for partially completed and blue for incomplete sections.

High level application details.

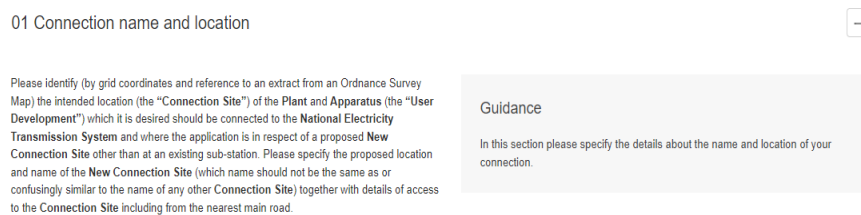
Fee calculator

Link to go to the document list uploaded as part of application

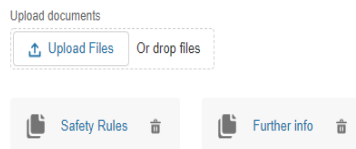
95. You will also be prompted about unanswered questions in individual sections with system showing orange warning symbol against these questions.



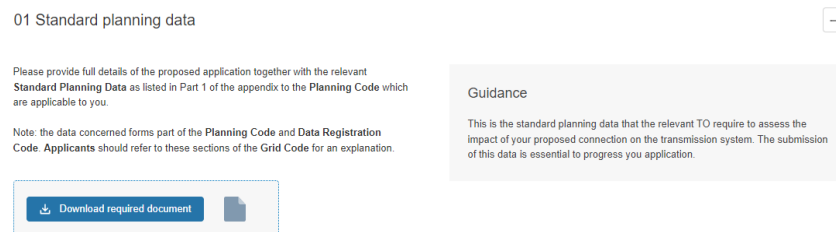
96. There is a guidance available against each question to help with the requirement/information needed.



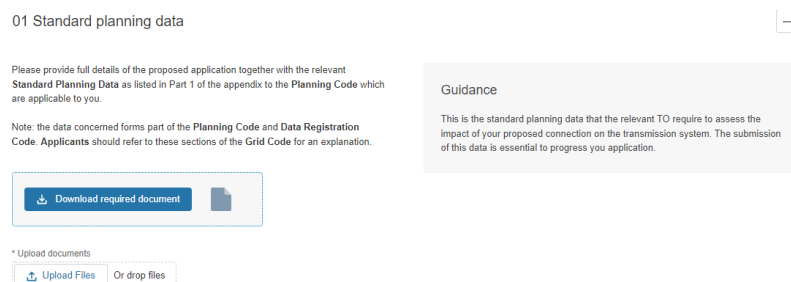
97. Where required by questions, there is an option to upload multiple documents. For this you can either click on 'Upload Files', browsing & selecting the required document or drag & drop the files. You can upload most of the file types e.g., docx, pdf etc. Either you can upload individual multiple files or as a zip folder. There is also an option to delete the uploaded document and reupload if required.



98. You can download the DRC form from the Section F directly and upload it here again once completed.

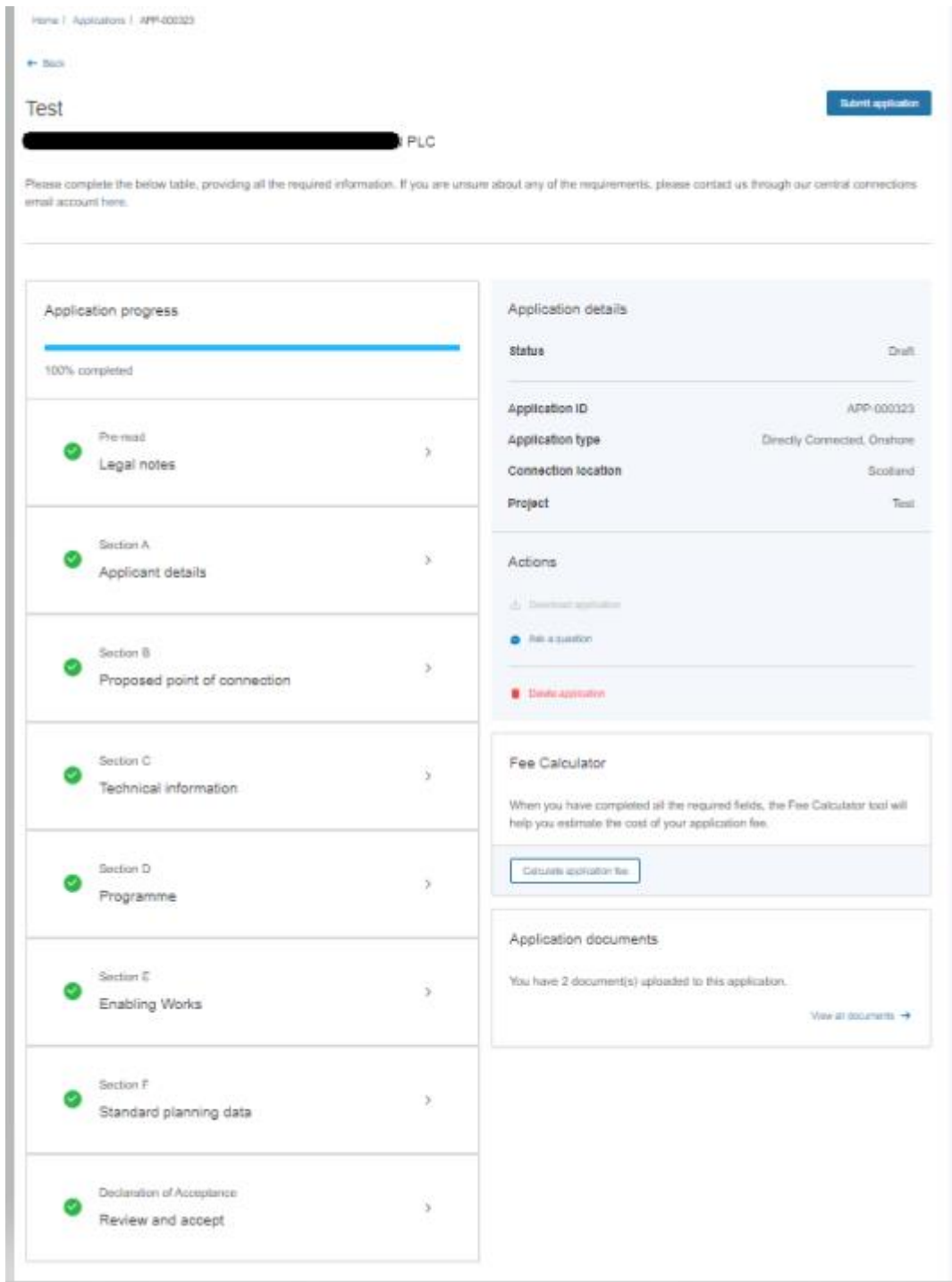


99. Once you download the form, the option to upload the completed form become available. Again, you can upload multiple files here also.

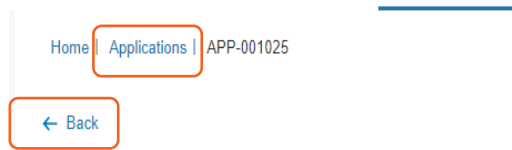


- 100. Please note if you want to provide additional information with your application, please upload these as individual files with the DRC data. e.g., Single line diagram etc.
- 101. Once all the sections of the application form have been completed, application overview page shows the green tick against each section and progress bar at the top will show 100%.
- 102. Now the 'Calculate application fee' button will be active to calculate the fee. Please refer to Application Fee Calculation section for more information on this.

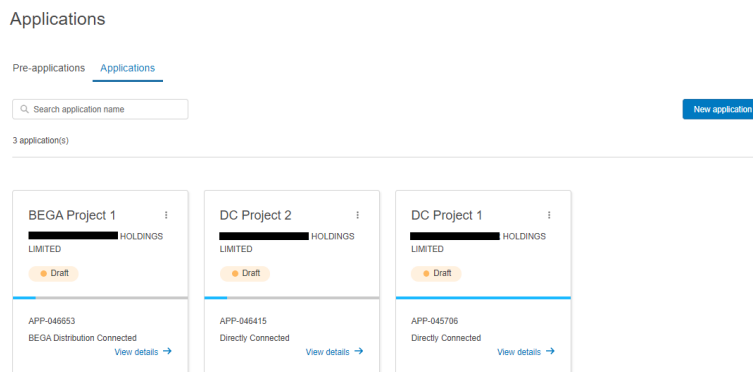
At this stage 'Submit Application' button will also become active.



- 103. You can return to Application home page by using either 'Back' button or clicking on 'Applications' as highlighted in below picture.

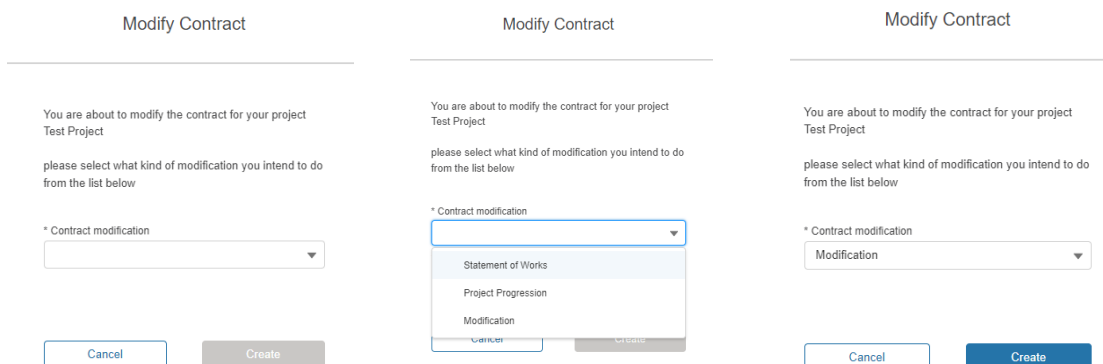


- 104. All applications that have been created will be available to view on the 'Application' home screen as individual tiles as shown below.



Creation of application – Modification, SOW & PP

- 105. Log into the Connections Portal.
- 106. To create an application, click on 'Projects' tab. This will list all the projects as individual projects' tiles.
- 107. **Please note that for DNO contracts against a GSP, we have created these Projects with the same name as the GSP so when you are selecting these Projects, you are selecting your contracted agreement with ESO to make application for modification/PP/SOW.**
- 108. Go to the project for which a Modification, SOW (Statement of Work) or PP (Project Progression) application need creating and click on 'View Details' link on the tile.
- 109. Then click on 'Modify contract' button, you will be presented with the below pop-up screen, select the relevant option from the drop-down list and click 'Create'.

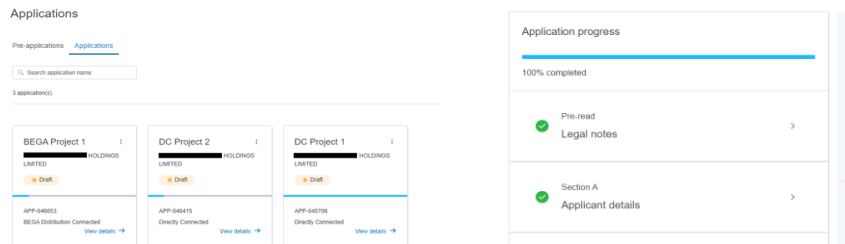


- 110. Please note that SOW & PP applications are only available if you are a DNO.

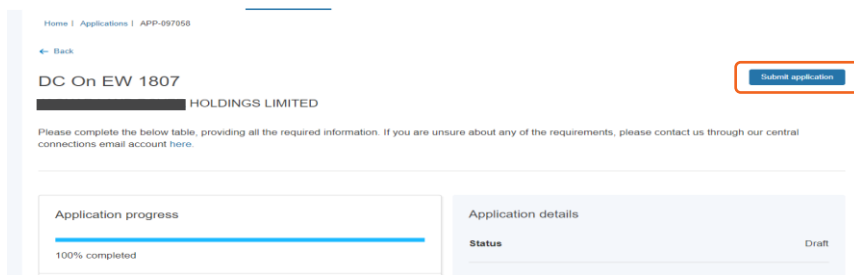
- 111. For Non DNO customers, clicking on 'Modify contract' will take you straight to the modification application.
- 112. The relevant application form then can be completed similarly as advised in previous section.

Submission of Application

- 113. You can submit the application once it has been fully completed. Application completion will be visible on the progress bar (horizontal blue line) on the application home screen or on each application also.



- 114. To submit a completed application, click on 'View details' on the application tile, then click on 'Submit' button on the top right hand of the screen. You can always review the application again before submitting.



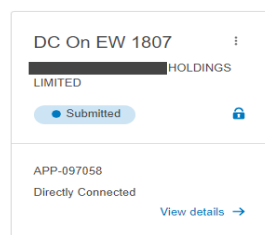
- 115. You will get the screen confirmation of submission of the application. Click on 'Go back to Applications' button to return to Application home screen.

Application submitted

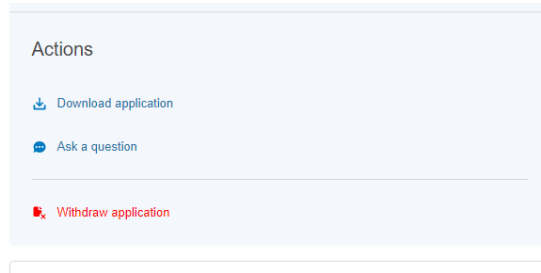
You have successfully submitted your application.
You will be notified once your invoice is ready.



- 116. You will also receive an email confirmation of the application submission.
- 117. Application's tile will also show the status as 'Submitted'.

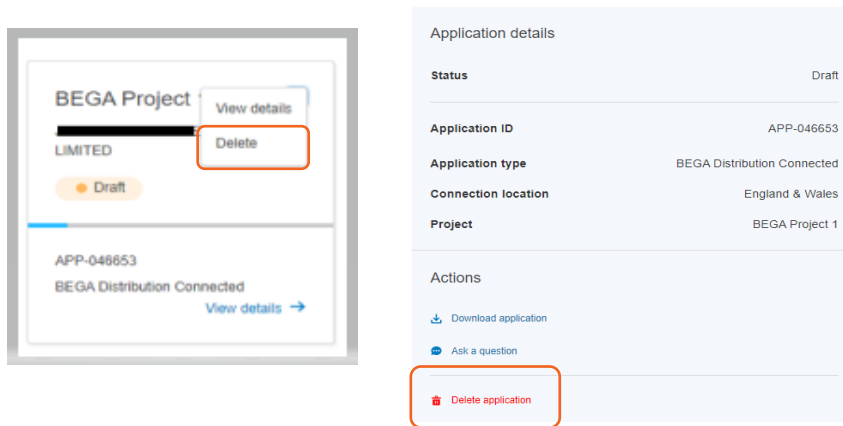


- 118. You can download the completed application form in pdf format by clicking on 'View details' and clicking 'Download application' under Actions.

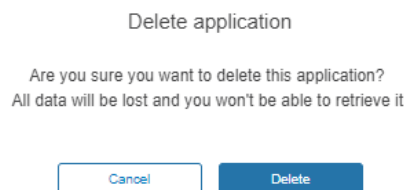


Deletion of Application

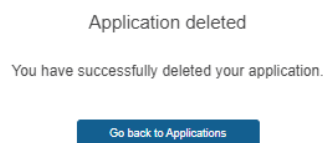
- 119. An application that has not been submitted can be deleted if needed. You can do this by following ways:
- 120. You can click on 'Three dots' at the top right corner of the application tile and select 'Delete' or you click on 'View details' and click 'Delete application' under 'Application details' section.



- 121. You will then get a pop message as shown below, click 'Delete' to delete the application or you can click 'Cancel' to go back to home screen.

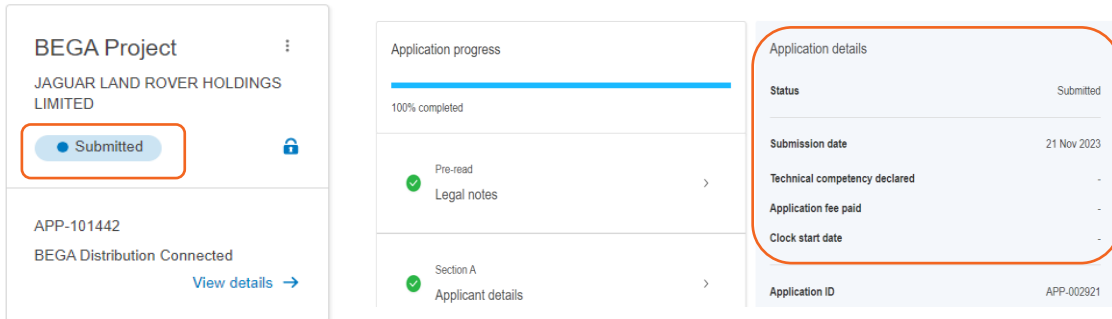


- 122. Please note as mentioned in the pop message above, deletion of application will result in loss of all data and deleted application will disappear from home screen.
- 123. Below confirmation message will appear once you click the 'Delete' button

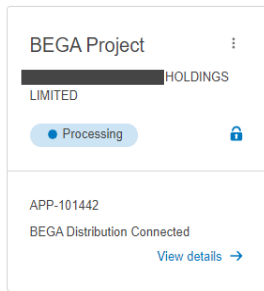


Application Progress

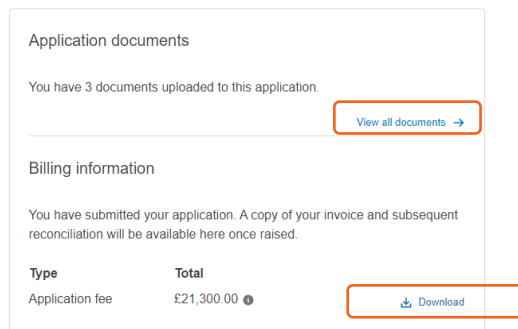
124. You can track the progress of an application from the individual application’s tile or by viewing details of the application.



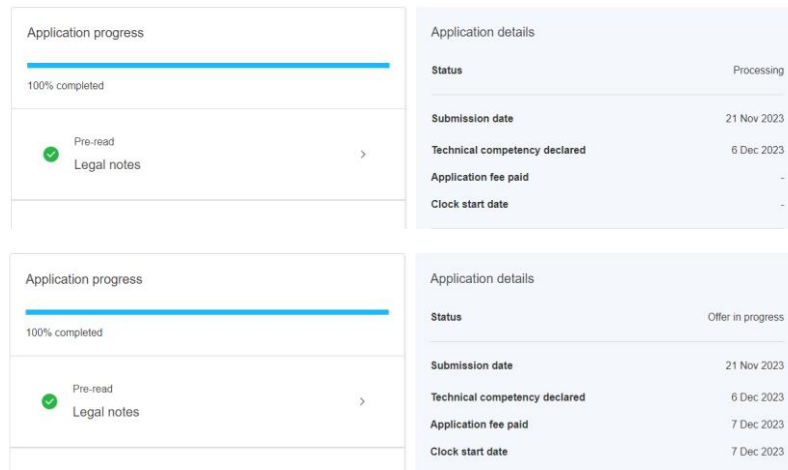
125. Status of application will change to ‘Processing’ when the Connections Team start working on the application i.e, raising invoice, sharing details with TOs etc.



126. You will receive an email notification when the invoice is ready in the Connections Portal. This will be available in the application which can be accessed by clicking on ‘View details’ link on the application tile and then scrolling to the ‘Application Documents’ section. You can access it either by clicking on ‘View all documents’ or ‘Download invoice’.

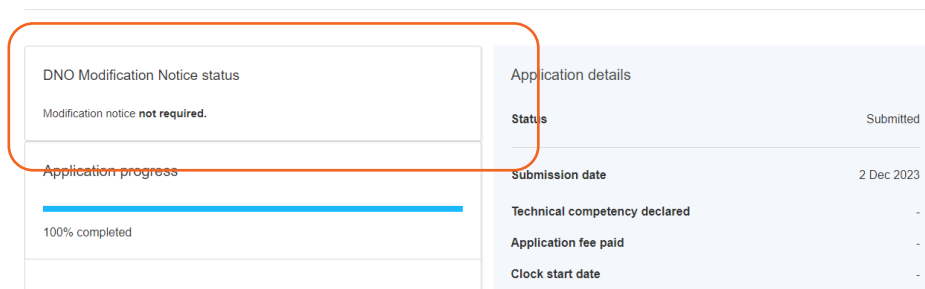


127. Application details page now shows the technical competency declared date, application fee paid date and Clock start date as application progresses. Until these dates are available, it will show ‘-’ against these fields.



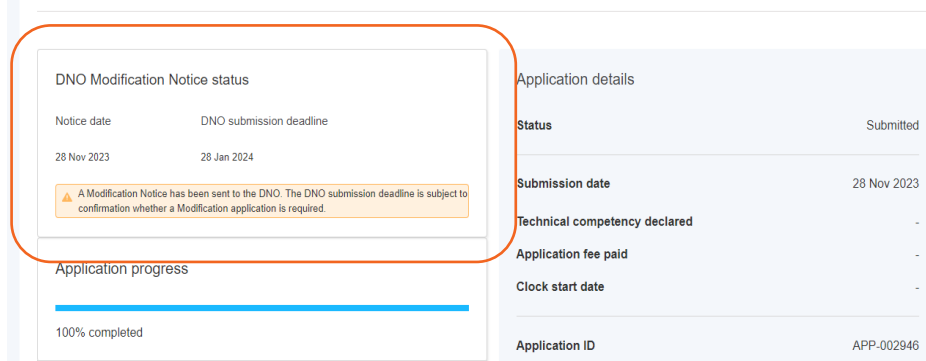
- 128. For the BEGA/BELLA applications, you can also see the details of the DNO Modification Notice.
- 129. If there is no modification notice issued to DNO, then the application details page will show as below.

Please complete the below table, providing all the required information. If you are unsure about any of the requirements, please contact us through our central connections email account [here](#).



- 130. When a Modification Notice is issued to the relevant DNO on receipt of the embedded application, it will show as below until the DNO has not processed it.

Please complete the below table, providing all the required information. If you are unsure about any of the requirements, please contact us through our central connections email account [here](#).



- 131. This will change as below, when the relevant DNO decide to submit a modification application against this modification notice.

Please complete the below table, providing all the required information. If you are unsure about any of the requirements, please contact us through our central connections email account [here](#).

The screenshot shows two panels. The left panel, titled 'DNO Modification Notice status', contains a table with 'Notice date' (29 Nov 2023) and 'DNO submission deadline' (29 Jan 2024). Below this is an 'Application progress' section with a blue progress bar at 100% completion. The right panel, titled 'Application details', lists 'Status' as Submitted, 'Submission date' as 29 Nov 2023, and other fields like 'Technical competency declared', 'Application fee paid', and 'Clock start date' as '-'. An orange box highlights the 'DNO Modification Notice status' and 'Application progress' sections.

132. This will change as below, when the relevant DNO decide that no modification application is required against this modification notice.

Please complete the below table, providing all the required information. If you are unsure about any of the requirements, please contact us through our central connections email account [here](#).

The screenshot shows the same application details as above. The 'DNO Modification Notice status' section now displays 'Modification not required.' The 'Application progress' section remains at 100% completion. A new 'Pre-read' status is shown with a green checkmark icon. The 'Application details' panel on the right remains the same. An orange box highlights the 'DNO Modification Notice status' and 'Application progress' sections.

133. Once an application is clock started, the status on the application tile changes to 'Offer in Progress'. You will also receive a clock start email notification

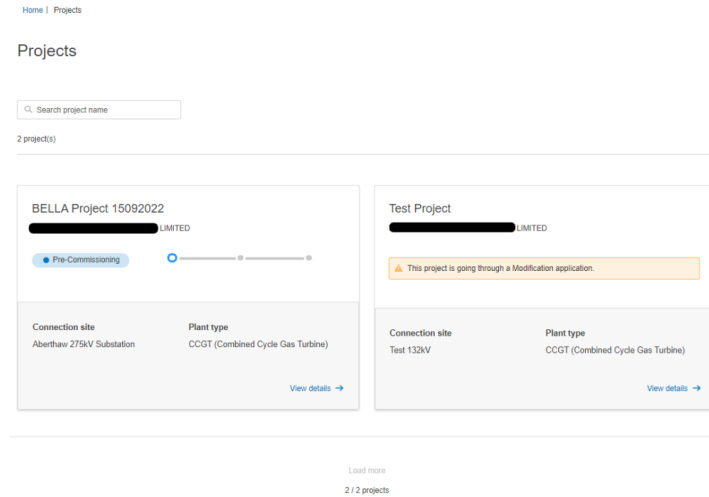
Two application tiles are shown side-by-side. The left tile is for 'BEGA Project' (APP-101442) with a status of 'Offer in progress' and 'BEGA Distribution Connected'. The right tile is for 'Test Project' (APP-101405) with a status of 'Customer review' and 'Directly Connected'. Both tiles show 'LIMITED HOLDINGS' and a 'View details' link.

134. Once an offer has been sent to you, the status will change to 'Customer Review'.
 135. Status will change to 'Contracted' when an offer has been signed by you and ESO.

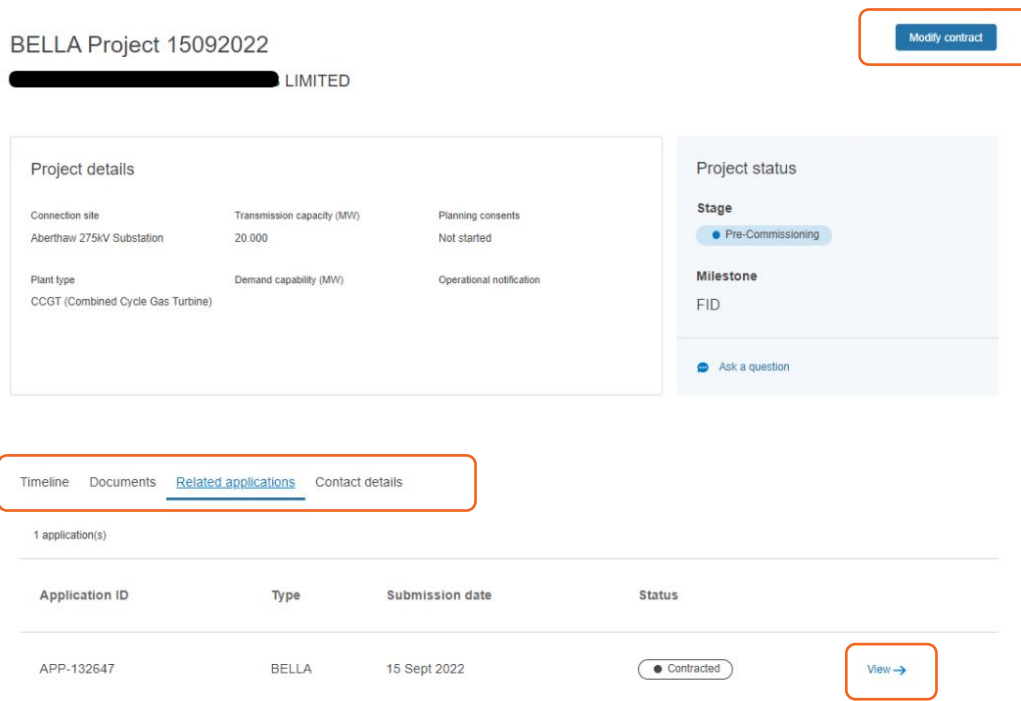
A single application tile for 'Test Project' (APP-101405) is shown. The status has changed to 'Contracted'. The tile also shows 'LIMITED HOLDINGS', 'Directly Connected', and a 'View details' link.

Projects

136. Once an application has been closed as Contracted i.e. offer has been signed by Customer and ESO, a Project record will be created which will be accessible under the 'Projects' tab as an individual tiles.



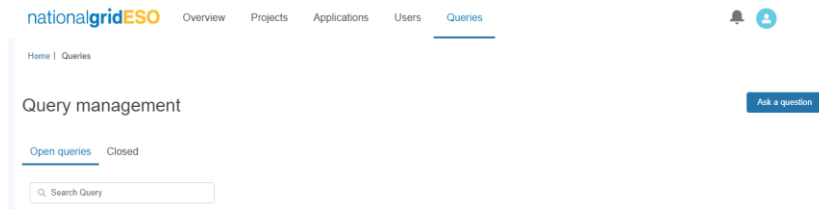
137. Clicking on 'View details' link will provide information such as related applications, documents, timeline and contact details of CCM etc.



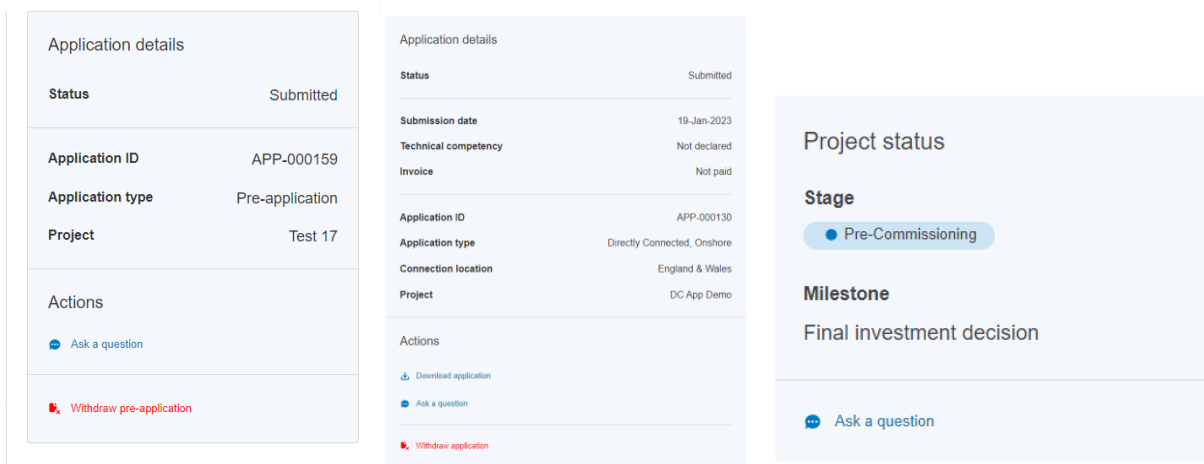
138. As marked above, clicking on individual tabs e.g. Timeline, Documents, Related application etc. will provide relevant information. There will also be links such as 'View' as shown in above picture against the application, which will help you take to that record directly.
139. From this screen, you can create modification application as required. More information on this can be found under section "Creation of application – Modification, SOW & PP".
140. **Please note that for DNO contracts against a GSP, we have created these Projects with the same name as the GSP name, so when you are selecting these Projects, you are selecting your contracted agreement with ESO to make application for modification/PP/SOW.**

Query Management

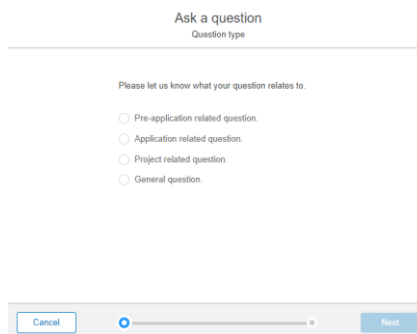
141. You are now able to contact us for your queries directly from the Portal. The 'Queries' tab helps you with this.



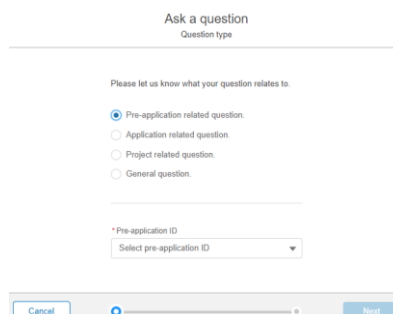
142. To raise a query, click on the 'Ask a question' button as shown in the above screen print. Please note that this 'Ask a question' option is also available on the overview screen of the submitted Pre-Application, Application and Project page.



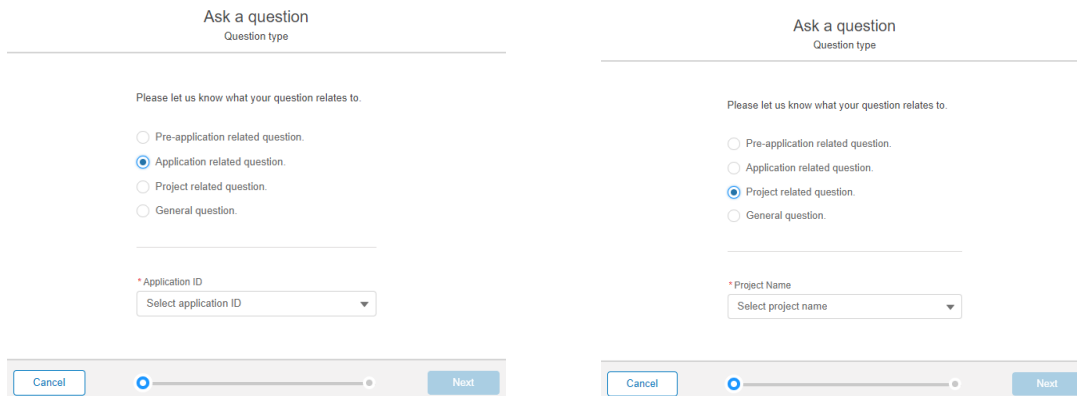
143. This will open an overlay to select the area that your query is related to



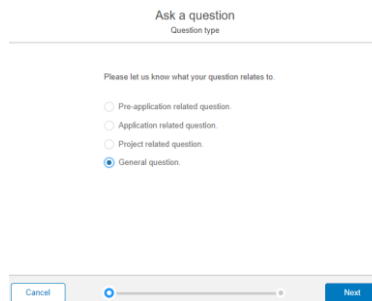
144. Selecting on the relevant option will open the subsequent field to enter the data to help with the specific query. e.g. if I select the option 'Pre-application related question' then it will ask you to select that corresponding Pre-application ID.



Similar behaviour will occur on selection of options 'Application related question' or 'Project related question'

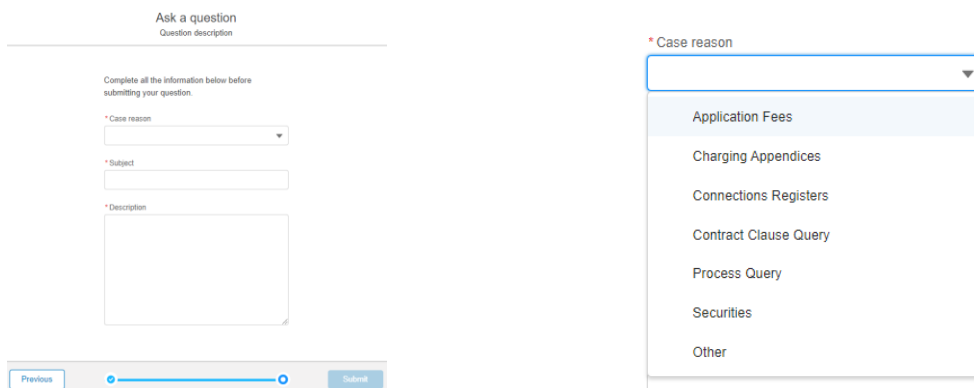


145. You will need to select the option 'General question' if your query is not related to any specific Pre-application, Application or Project.



146. Once the relevant option has been selected and required details has been provided, the 'Next' button will become active for next step.

147. You will see the below overlay to provide the query's details.



148. Click on the 'Case reason' field to select the relevant option. If the query is not related to the listed option, please select 'Other'.

149. Then complete the other two fields 'Subject' and 'Description'. Please provide as much detail as possible to help us understand the query and help you.

150. Once all the required fields have been completed, 'Submit' button will become active for you to submit the query.

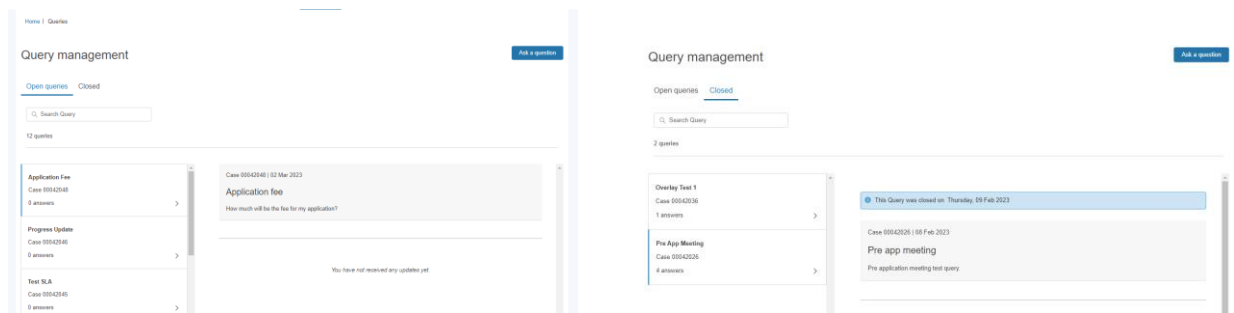
151. On successful submission of the query, you will get the overlay as below to confirm the submission.

Question submitted

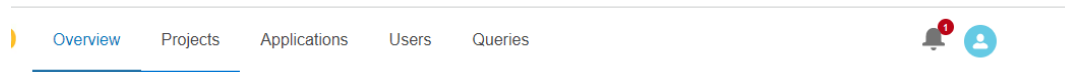
You have successfully submitted your question.
You can check its progress in the Queries section.

Close

- 152. You will also receive a confirmation of query submission via an email notification.
- 153. All the open queries will be available under the 'Open queries' tab to monitor and once a query has been closed it will move automatically to the 'closed' tab.

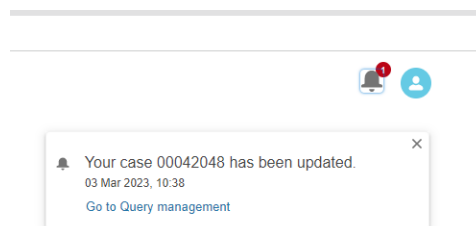


- 154. Once there is an update on your query, you will get a notification in the Portal, which will be visible on the bell icon on the top right-hand corner.

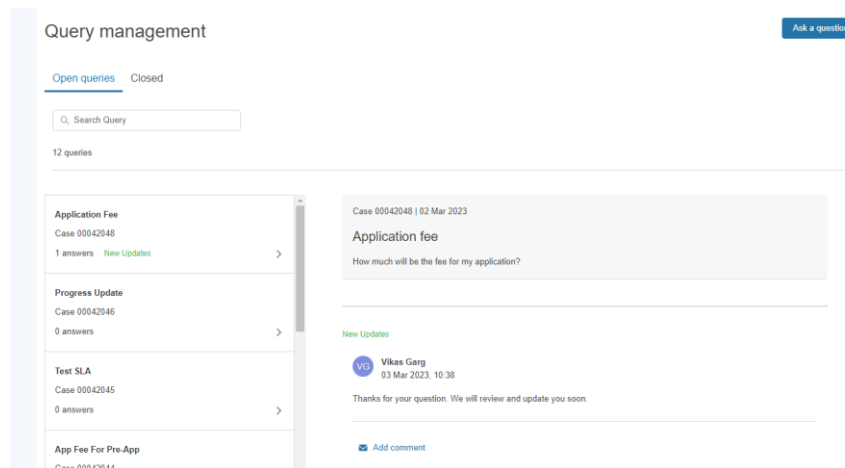


is Portal

- 155. When you click on it, you will see the message as below. You can click on 'Go to Query management' link to go directly to the Query page.

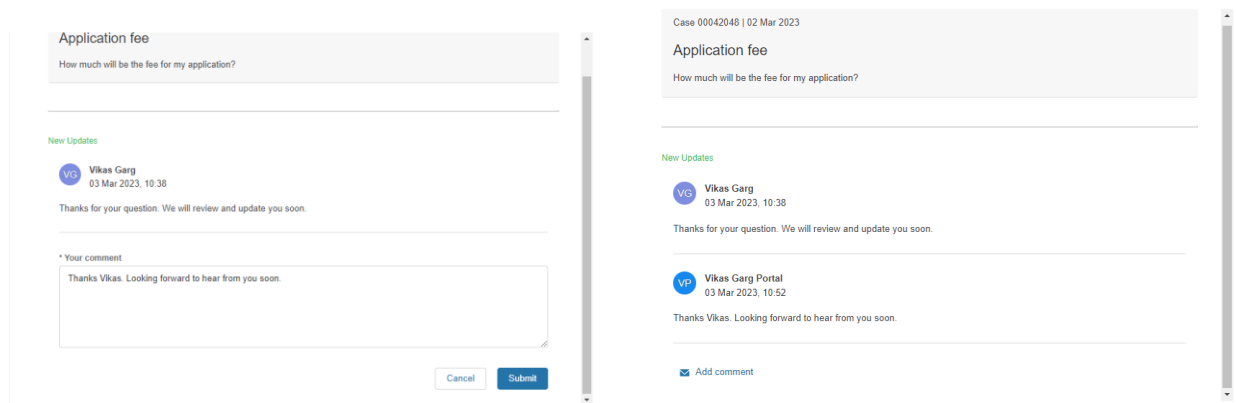


- 156. The relevant case will also display text 'New updates' to highlight the responses.



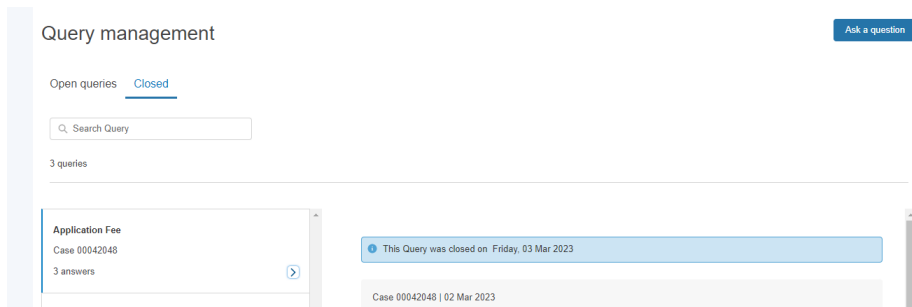
157. Once an initial response has been received on the query, 'Add comment' option will be visible to enable you to provide further update/information on the query. You can click on it to provide further updates.

This option should only be used to provide an update on the query in question. If you have a new question, we encourage you to raise a new case to ensure the query is correctly managed and resolved.



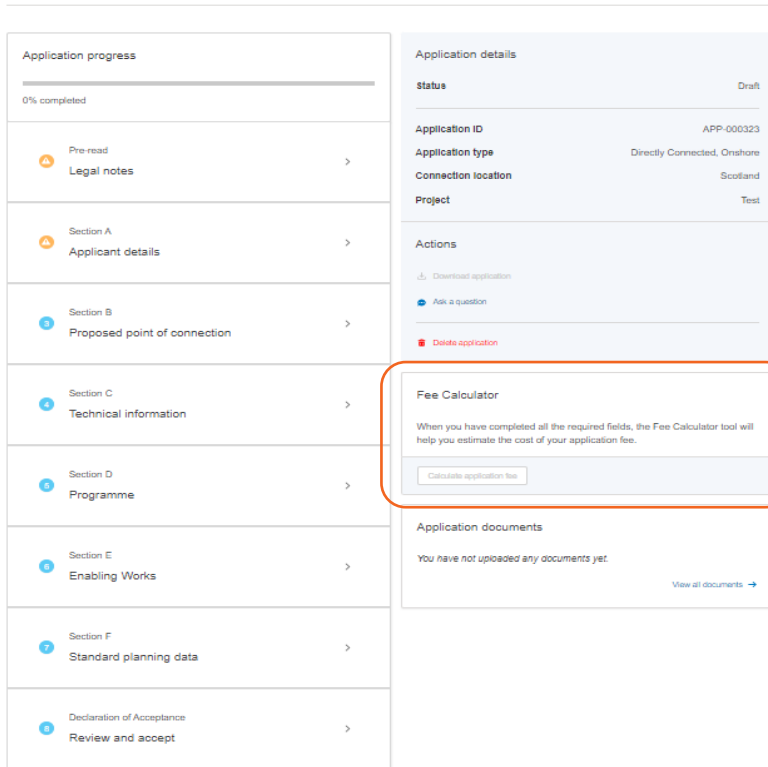
158. Once the case has been successfully closed, it will move from 'Open queries' tab to 'Close' tab. It will also display the message about closer and date it was closed.

You will also receive an email notification to confirm the closure of the case.

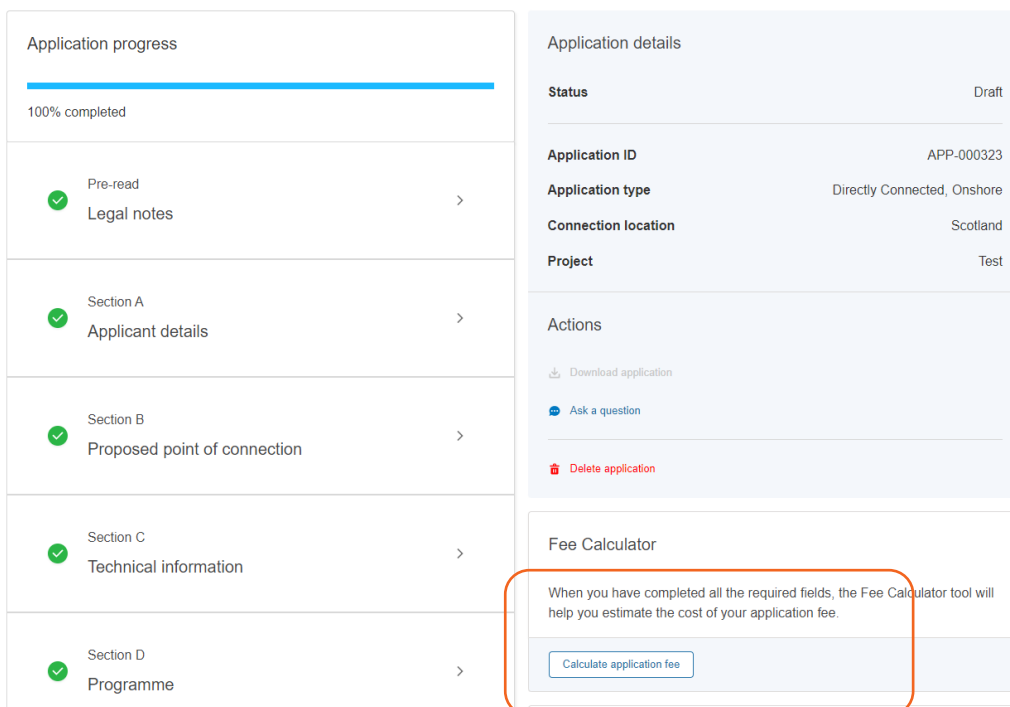


Application Fee Calculation

159. Connection Portal now include the functionality to calculate the application fee. This is available under the application overview page by clicking on 'View details' on the application tile.



160. 'Calculate application fee' button will become active on completion of the application form. Click it to view the potential fee for your application.



161. You will see the application fee displayed.

162. When you click on 'View details' link, you will see the details explaining the factors considered for fee calculation. There is also an option to raise the query on this calculation by clicking on 'query your fee' link.

Application fee information

The table below shows you the parameters used to calculate your application fee.

Your base cost is dependent on the TO Charging Zone and the total MW of your application.
The rate is dependent on the Charging Statement Category.

TO Charging Zone	NGET1
MW	2,000.000
Charging Statement Category	New Onshore Application (Entry)
Base	£111,950.00
Rate	100%

Application Fee (excl. VAT)	£111,950.00
VAT	£22,390.00
Application fee (incl. VAT)	£134,340.00

If something doesn't look right you can [query your fee](#).

Close

163. If you make changes to the application such as MW values, Connection site etc., you will see a message advising you that application fee recalculation is required. Click on 'Refresh' to recalculate the fee.

Fee Calculator

When you have completed all the required fields, the Fee Calculator tool will help you estimate the cost of your application fee.

£111,950.00
↻ Refresh
☰ View details

⚠ There has been a change in your application and this calculation may no longer be correct. Calculate it again by clicking the refresh button.

164. Please note when you select 'I can't find the intended connection site' option in an application, Connection Portal will not be able to calculate the application fee and will display the below message. In this scenario, ESO Connection team will calculate the application fee and advise.

Fee Calculator

When you have completed all the required fields, the Fee Calculator tool will help you estimate the cost of your application fee.

Calculate application fee

⚠ Your Connection Site is not included in our records yet and we cannot calculate your fee in advance. You can download the [Fee Calculator document](#) to estimate your fee. This will be finalised when the Connection Site has been identified after submission.

165. You could see the below error message while calculating the application fee. This would happen because of missing information required to calculate the fee but not necessarily in the application, e.g., TO charging zone from the site etc. You are still able to submit the application or can raise a query in portal on this.

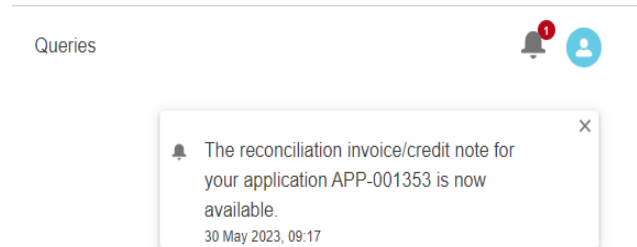
⛔ Application fee calculation failed
✕

Unable to recognise this charging zone. Please contact System Administrator.

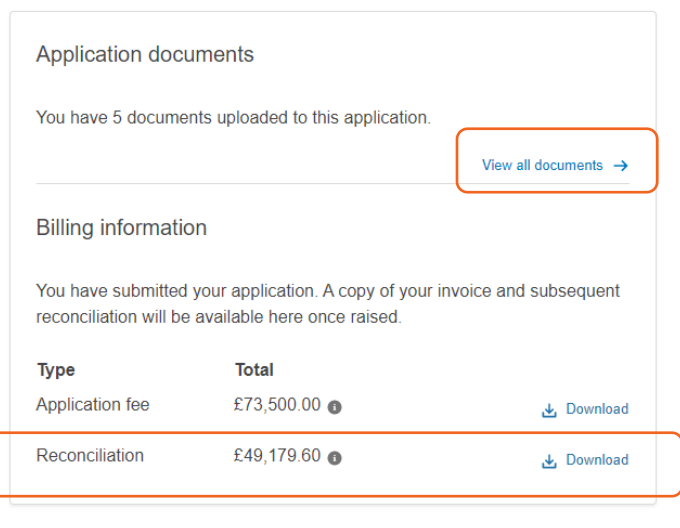
166. When you submit the application as per above scenario, Connection team will calculate the fee and once done, it will be visible in the application.

Application Fee Reconciliation

- 167. You are now able to download the application fee reconciliation’s document the Portal under the ‘Billing information’ section in an application. This is only applicable where the ‘Variable Price’ option has been selected for the Application fee basis question while submitting an application.
- 168. You will receive an email and the notification in the portal, once this becomes available following the closer of application as contracted.



- 169. To access this, click on the ‘View details’ link on the application tile and scroll down to the Billing information section. This will also be available under the Application documents section.



Portal Feedback

- 170. You can now provide feedback on Connections Portal on the portal itself using the ‘Leave feedback’ link available at the footer of the page. This is available on all screens on the portal.



- 171. Click on it and you will see the below overlay, where you can rate you experience of Connections portal and add any comments in the ‘Additional comments’ section.

Leave Feedback

Hello vikas Garg Portal, based on your experience, how satisfied are you with the Connections portal?

1 2 3 4 5

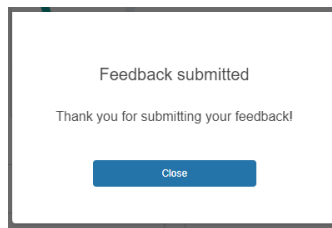
Very unsatisfied Very satisfied

Additional comments

Type here

Cancel Submit

172. Once you selected the rating 'Submit' button will become active, click it to send you your feedback. You will get a confirmation overlay as below.



173. You will also be prompted to provide feedback every quarter so to continuously enhance Connections systems and process.

DNO Modification Notice Process

Overview

174. Our DNO customers can now manage the DNO Modification Notices process from the Portal itself adding to continues improvement journey of the Connections process.

175. Modification notices issued by the Connections team will be available in the 'Modification Notices' section in the 'Application' tab on the Portal as below.

nationalgridESO Overview Projects Applications Users Queries

Home | Applications

Applications

Pre-applications Applications Modification notices

You can manage the recipients of Modification notices from the Distribution lists section in My Account.

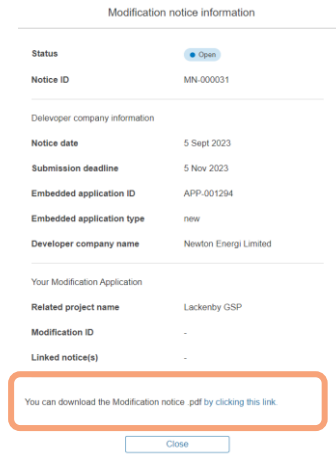
Search notice ID Action multiple notices

18 notices

Notice ID	Notice date	Related Project name	Submission deadline	Notice status
MN-000031	5 Sept 2023	Lackenby GSP	5 Nov 2023	Open
MN-000030	5 Sept 2023	App Fee Test 10	5 Nov 2023	Open
MN-000029	4 Sept 2023	Aberthaw GSP	4 Nov 2023	Actioned
MN-000028	30 June 2023	Aberthaw GSP	31 Aug 2023	Overdue

176. This section will provide details on the when the notice was issued, deadline to respond to notice, related project modification notice is for and notice status. Three-dot menu will provide options to view the details and respond to the notice.

177. To view the details of the notice, click on 'View notice info' and you will see an overlay as below. There is also a link to download the full pdf file.

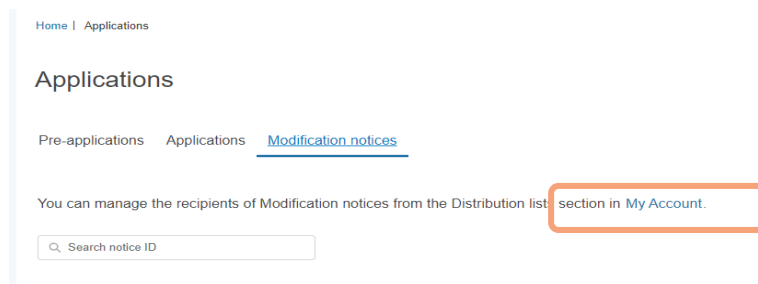


178. You will also receive an email, sent to Modification Notices Recipients (explained below), when the modification notice is issued by the Connections team.

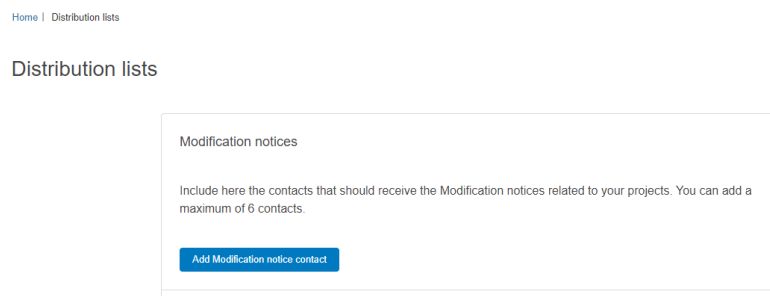
Modification Notices Recipients

179. You can manage the list of recipients who should receive the Modification notice's email.

180. For this click on the 'My Account' link in the 'Modification Notices' section.



181. You will come to the below page. Click on 'Add modification notice contact' to add contacts. You can add up to 6 recipients.



182. Add name and email address and click Confirm to save.

Modification notices

Include here the contacts that should receive the Modification notices related to your projects. You can add a maximum of 6 contacts.

*Name

*Email

183. Once completed, contact will appear as below. You can repeat above steps to add up to 6 contacts.

Modification notices

Include here the contacts that should receive the Modification notices related to your projects. You can add a maximum of 6 contacts.

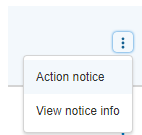
Name	Email	
Vikas Garg	vikas.garg@nationalgrideso.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

184. There is also an option to edit or delete the existing contact to manage this list.

Responding to Modification Notices

Actioning Single Notice

185. Once you are ready to respond to the modification notice, go to the required notice in the 'Modification notices' tab in the portal and click on three-dot menu against it and click 'Action notice'.



186. You will see the below overlay.

Action notice

Please confirm if a Modification application is required for the related project.

* Modification required

Modification required

Modification not required

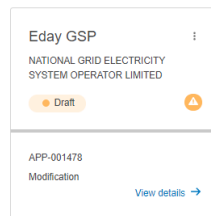
Modification required

187. When you select the option 'Modification required' and click 'Confirm', system will automatically create modification application and takes you to this application overview page. Please note you will still have to complete and submit it as per normal process.

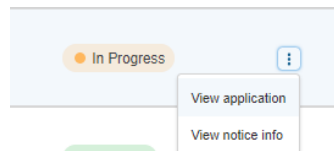
188. The modification application created will show the following message in the Application view details page and the amber warning symbol on the application tile. **This is to prompt that this application needs actioning within certain time.**

Please complete the below table, providing all the required information. If you are unsure about any of the requirements, please contact us through our central connections email account [here](#).

⚠This Modification application relates to a Modification notice and is due by 06-Nov-2023. You can check it on the Modification notices tab under the Application section. [View notices](#)



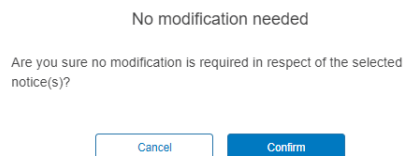
189. Starting an application following the above step will also update the status of the modification notice to 'In progress' and you will be able to go to the application from the three-dot menu also.



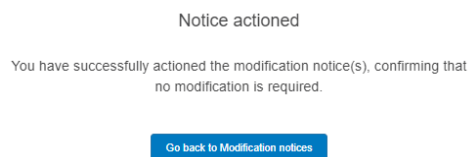
190. On submission of the application, the status will change to 'Actioned'.

Modification not required

191. When you select 'Modification not required' option and click confirm, you will get another overlay to confirm as below. Click 'Confirm' to proceed or 'Cancel' to go back.



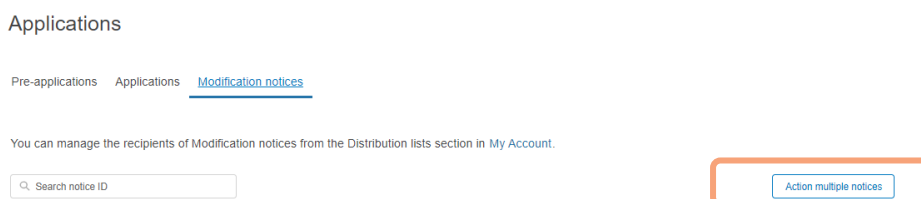
192. When you click 'Confirm', you will get the following confirmation message.



193. The status of the relevant notice will change to 'Actioned'.

Actioning multiple Notices

194. When you need to respond to multiple modification notices against a GSP project, use 'Action multiple notices' function in the 'Modification notices' tab.



195. You will come to the below overlay, select the related project, and click 'Next'

The screenshot shows a modal window titled "Action multiple notices" with a subtitle "Select project". Below the title, it asks "What project do you want to action multiple notices for?". There is a "Select project" dropdown menu. At the bottom, there are "Cancel" and "Next" buttons with a progress indicator between them.

196. You will come to the below overlay displaying list of all the open modification notices. You will need to select at least two notices to proceed to the next step. If you only need to select one, then please use 'Actioning Single Notice' process.

The screenshot shows a modal window titled "Action multiple notices" with a subtitle "Select notices". It contains the text: "These are the notices related to the project you have selected. Once selected they will all be related to the same Modification application, should you require one." Below this is a link "Select all notices". A table lists notices:

Notice ID	Notice date
<input type="checkbox"/> MN-000037	06 Sept 2023
<input type="checkbox"/> MN-000032	06 Sept 2023

At the bottom, there are "Previous" and "Next" buttons with a progress indicator between them.

197. Select the notices, that you want to action and click 'Next'. You will see the below overlay to select the relevant options.

The screenshot shows a modal window titled "Action multiple notices" with a subtitle "Modification required". It contains the text: "Please confirm if a Modification application is required for the related project." Below this are two radio button options: "Modification required" and "Modification not required". At the bottom, there are "Previous" and "Submit" buttons with a progress indicator between them.

198. Depending upon the option selected, it will follow the process of Modification required or Modification not required. Please note when you will select the 'Modification required' option, system will create a modification application for all the modification notices that you had selected.

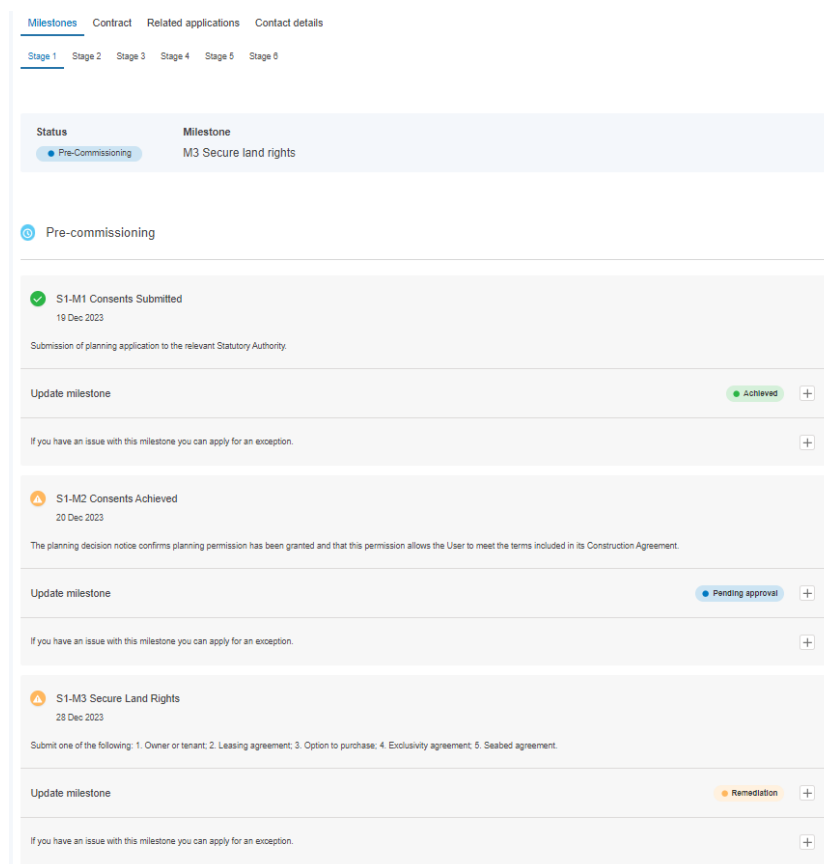
Queue Management

On the 13 November 2023, a code change CMP 376: Inclusion of Queue Management process within the CUSC was introduced into the CUSC (and therefore the associated Construction Agreements). This code change applies across Great Britain, including Offshore (in terms of its connection to the onshore transmission network). This code change introduces a right for the Electricity System Operator (ESO) to terminate Construction Agreements Users which are not progressing against User Progression Milestones via the Queue Management process.

You can manage the Queue Management (QM) process using the Connections Portal. This guidance document will help you with this including, tracking milestones due dates, submitting evidence & requesting exception etc.

Overview

199. To view the milestones, please navigate to the Projects section in the Portal and then click on the 'View details' on the individual Project's tile. You will find all the milestones listed in the 'Milestones' section. There will also be individual Stages sub section for a staged project.



200. The Status field will show the stats of the overall Project and Milestone section will be updated based on the relevant milestones due dates passing. As you can see from the above screen print, there will statuses showing if the relevant milestone has been achieved, pending approval, or has entered Remediation etc.
201. There are various notifications at different stages of the process including 60 days and 30 days reminders for the approaching milestone due date.
202. Please refer to the detailed individual sections for various elements of QM process and how to navigate in the Portal for these.

Milestone Evidence Submission

203. To submit evidence against a milestone, go to the Project record in the Portal and then to the 'Milestones' sections and then to the relevant Milestone.

S1-M3 Secure Land Rights
28 Dec 2023

Submit one of the following: 1. Owner or tenant; 2. Leasing agreement; 3. Option to purchase; 4. Exclusivity agreement; 5. Seabed agreement

Update milestone +

If you have an issue with this milestone you can apply for an exception. +

- 204. Expand the 'Update milestone' section by clicking on '+' and complete the required information.
- 205. If the milestone is related to Stage 1 of the multistage project or project is only single stage project, you will see the screen like below.

S1-M3 Secure Land Rights
28 Dec 2023

Submit one of the following: 1. Owner or tenant; 2. Leasing agreement; 3. Option to purchase; 4. Exclusivity agreement; 5. Seabed agreement

Update milestone -

Provide all documentation required to update this milestone. Note that after submission you will need to wait for feedback from ESO to make any changes.

* Related documentation

Upload Files Or drop files

If you have an issue with this milestone you can apply for an exception. +

S1-M3 Secure Land Rights
28 Dec 2023

Submit one of the following: 1. Owner or tenant; 2. Leasing agreement; 3. Option to purchase; 4. Exclusivity agreement; 5. Seabed agreement

Update milestone -

Provide all documentation required to update this milestone. Note that after submission you will need to wait for feedback from ESO to make any changes.

* Related documentation

Upload Files Or drop files

File

Confirm submission

- 206. If a project is multistage project and you want to submit the evidence for milestones for Stage 2 and onwards, you will see the screen like below with the option of confirming if the milestone has already been achieved i.e. as part of previous stage etc.

S2-M2 Consents Achieved
20 Dec 2024

The planning decision notice confirms planning permission has been granted and that this permission allows the User to meet the terms included in its Construction Agreement.

Update milestone -

Provide all documentation required to update this milestone. Note that after submission you will need to wait for feedback from ESO to make any changes.

* Related documentation

Upload Files Or drop files Milestone already achieved

- 207. Depending upon the option selected out of 'Upload Files' or 'Milestone already achieved', you will see screen like below.

S2-M2 Consents Achieved
20 Dec 2024

The planning decision notice confirms planning permission has been granted and that this permission allows the User to meet the terms included in its Construction Agreement.

Update milestone -

Provide all documentation required to update this milestone. Note that after submission you will need to wait for feedback from ESO to make any changes.

* Related documentation

Upload Files Or drop files Milestone already achieved

File

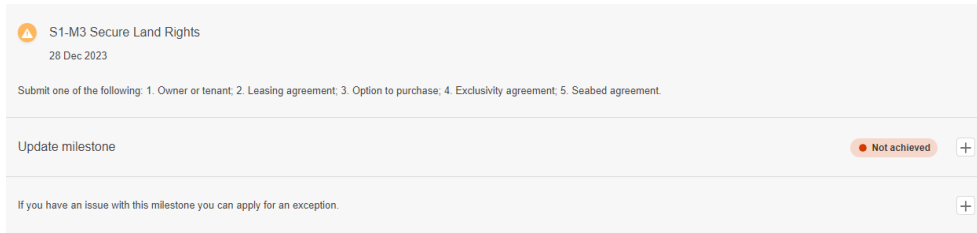
Confirm submission

- 208. Once all relevant information has been entered/uploaded, 'Confirm submission' button will be active. Click it to submit the evidence.
- 209. You will get an overlay as below, click 'Submit evidence' to proceed.

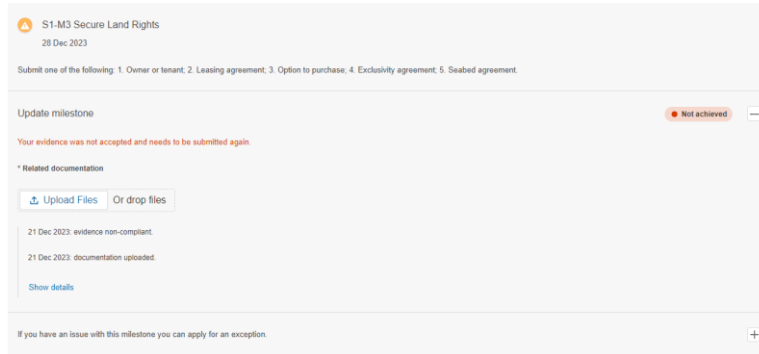
- 210. You will get the below confirmation message.

- 211. The status to of milestone will be updated to 'Pending approval' on submission.

- 212. Once the submitted evidence has been reviewed, the status in the Portal will be updated to 'Achieved' or 'Not Achieved' as per the outcome.



213. You can find some more details by expanding the section.

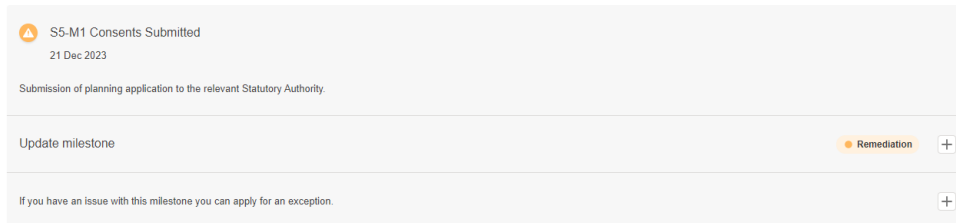


214. Commercial contact related to this project will also receive a portal notification and an email about the outcome of the submitted evidence.

Remediation Process

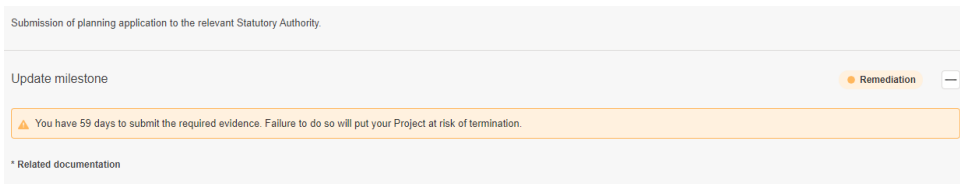
215. A milestone will automatically enter remediation if it is not achieved by its due date. Commercial contact for the Project will receive a notification in the portal and an email when this happens.

216. Remediation status will be visible against the milestone in the portal also.

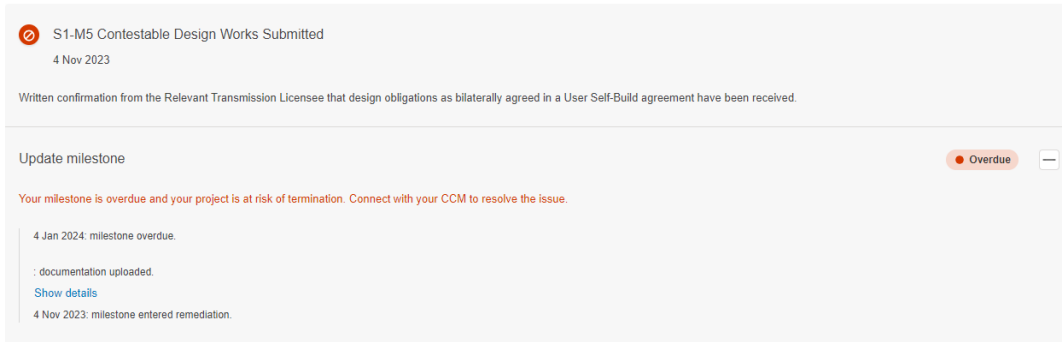


217. Click on the '+' icon next to the 'Remediation' to view more details on this. You can see the banner advising how many days are left to submit evidence. This days' count will change every day until zero days left.

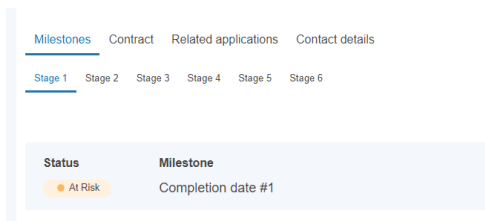




- 218. To submit evidence for a milestone, please follow the steps in section ‘Milestone evidence submission’.
- 219. To submit an Exception against a milestone, please follow the steps in section ‘Exception Process’.
- 220. If no action has been taken during the remediation period, the status of the relevant milestone will update to ‘Overdue’ and project will be at risk of termination.

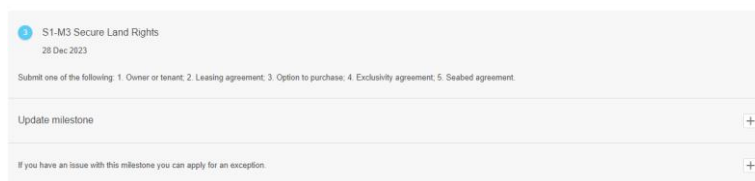


- 221. At this stage, you will not be able to submit evidence or request exception against any milestones.
- 222. The status of the Project will update to ‘At risk’. This will also be reflected on the Project tile in the Portal.

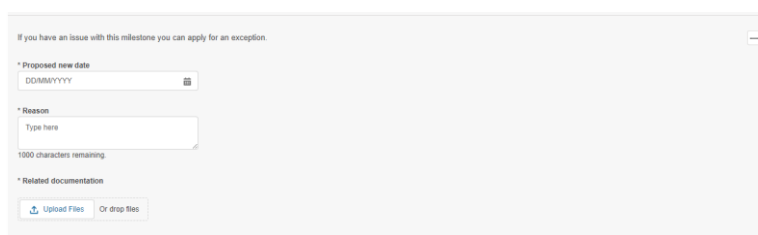


Exception Process

- 223. To submit an exception against a milestone, go to the Project record in the Portal and to the ‘Milestones’ sections and then to the relevant Milestone.



- 224. Expand the exception section by clicking on ‘+’ and complete the required information. Once all information has been entered, ‘Submit request’ button will be active. Click it to submit an Exception.



The screenshot shows a form titled "Update milestone" with a close icon (+) in the top right. Below the title is a sub-header: "If you have an issue with this milestone you can apply for an exception." followed by a minus icon (-). The form contains three main sections: 1. "Proposed new date" with a text input field containing "03-Jan-2024" and a calendar icon. 2. "Reason" with a text area containing the placeholder "Provide explanation here for the exception." and a character count "946 characters remaining". 3. "Related documentation" with two buttons: "Upload Files" and "Or drop files", and a file input field with a "File" label and a trash icon. At the bottom of the form is a blue "Submit request" button.

225. You will see the below overlay. Click 'Submit request' to submit or 'Cancel' to abort.

Request exception

After submitting a request for an exception you will not be able to make any changes to this project. Milestones will be locked during the review process.

Do you want to continue?

The overlay contains two buttons: a light blue "Cancel" button and a dark blue "Submit request" button.

226. You will get the below confirmation on submission.

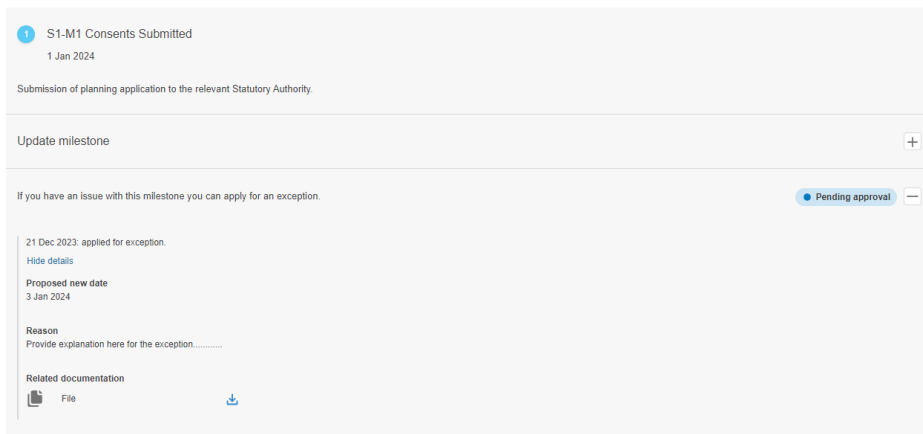
Exception requested

You have successfully requested an exception for this milestone. You will receive feedback after internal review.

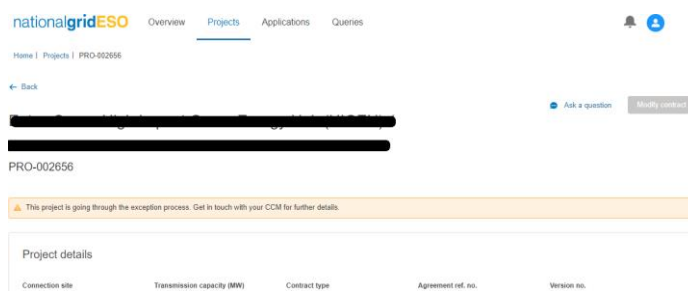
The overlay contains a single dark blue button labeled "Go back to Project".

227. You will see the 'Pending approval' status against the milestone. You can see the exception submission information by click on '+' icon again.

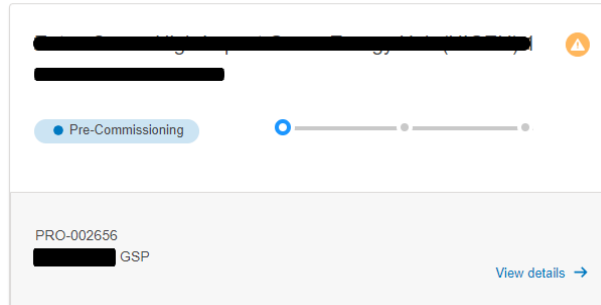
The screenshot shows a list of milestones. The first item is "S1-M1 Consents Submitted" with a date of "1 Jan 2024" and a description: "Submission of planning application to the relevant Statutory Authority." Below this is an "Update milestone" section with a plus icon (+). Underneath, there is a sub-header: "If you have an issue with this milestone you can apply for an exception." followed by a status indicator: "Pending approval" with a plus icon (+).



228. You will also see the banner as below advising that this project is going through the exception.

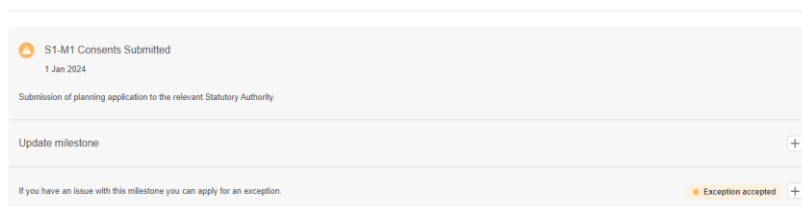


229. The project tile will also show the amber warning message.



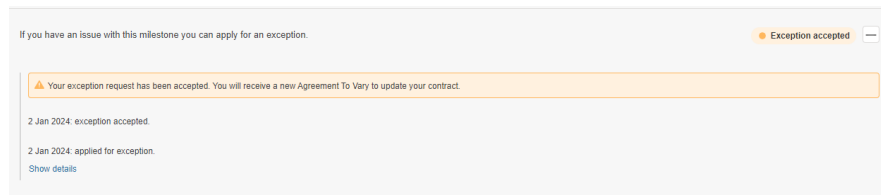
230. You will receive a portal notification once the exception request has been reviewed and processed.

231. Milestone status will also be updated accordingly. Click on '+' icon to see the details and the action required following acceptance.

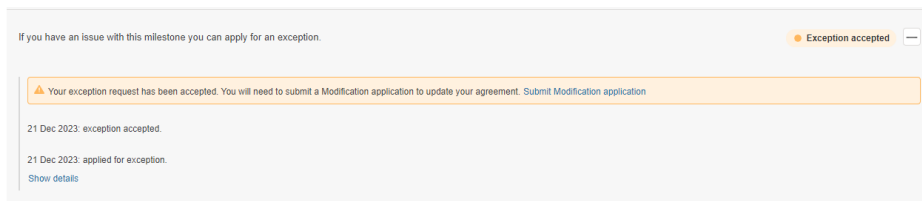


232. Once an Exception request has been accepted, it will be based on the followings –

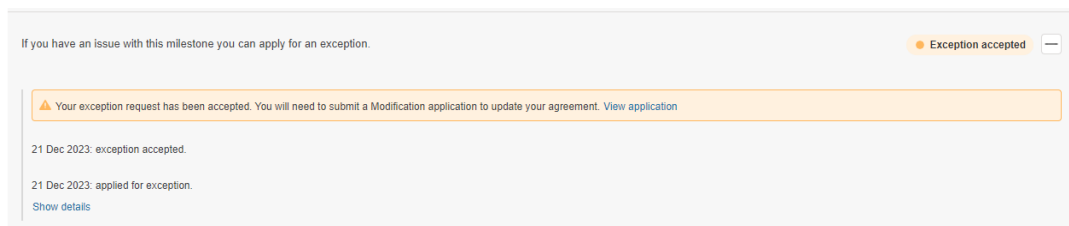
233. **Connections team will issue a new offer, Agreement to Vary, to update the contract with the milestones or**



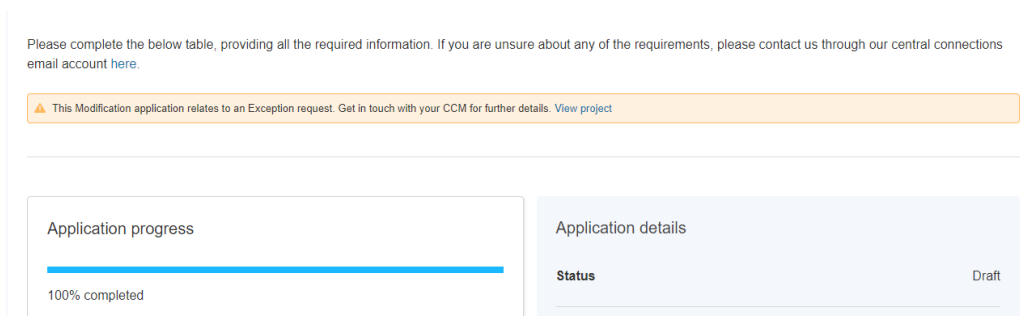
234. You will be requested to submit a Modification application to update your agreement.



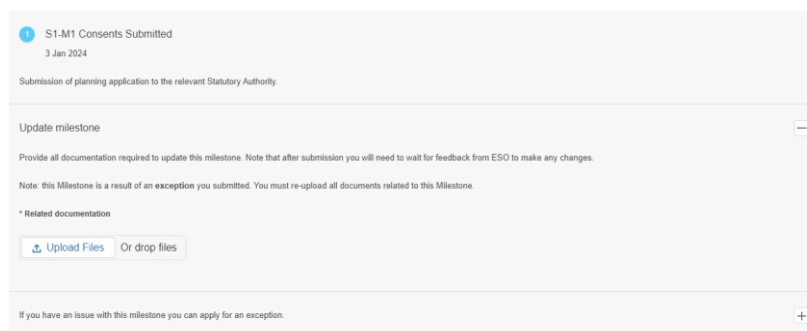
- 235. Click on 'Submit Modification application' link to create the modification application directly from here.
- 236. Clicking on the 'Submit Modification application' link will take you to the draft mod app. Complete this application with the modification reason as Date change and submit.
- 237. Once you have completed the modification app using this link, the message will change as below.



238. You will also see the exception banner on the modification application overview page and an amber triangle warning sign on the application tile.



239. Once this modification application or an ATV is closed as Contracted, relevant milestone date will be updated, and this milestone will show a note, as in below picture, to advise that this milestone is as result of an Exception.



User Guide Feedback

We hope you have found this User Guide helpful. We also acknowledge that there are always opportunities to continually develop, and this can only be done with your feedback.

Please provide your opinion, ideas, suggestions on ways to enhance this user guide by email to Vikas Garg at vikas.garg@naitonalgrideso.com .



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Gallows Hill, Warwick, CV346DA

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ESO