

Connections Portal Q&As

September 2023

Purpose of this document

This document contains Q&As taken from both the DNO specific and All Users Connections Portal stakeholder sessions held on 18th and 28th September respectively.

Q&As

General

Why is clock start date not listed in the Application details?

We recognise that this is an important feature within application submissions. This feature update is going to be included in our December 2023 release ensuring that; clock start, invoice paid and technical competency dates will be visible within the application details.

The 'Ask a Question' button doesn't link the question to PP/Mod App submission reference, can you link the queries with each submission via APP- number?

This will be deployed to the portal in the December 2023 update. This will ensure that as a customer, when you raise a query an associated application number is visible. We hope that this will enable a more customer friendly method of managing and tracking queries in the portal.

In applications where free text boxes are present, they are word restricted. Can we have a word count limit / remaining wordcount for characters left?

Yes, we have prioritised the change and this will be deployed to the portal in December 2023.

What is the escalation route if the clock did not start in reasonable time after invoice paid and no update given on technical competency?

The escalation route would be to raise this issue on the portal itself via the Query functionality, from here a dedicated member of the connections customer team will be aligned to the query and be able to assist further.

How long would applications data be stored on portal? Is there a limit on number of applications to be stored? Would the old ones be moved to an archive?

There is currently no limit to either the length of time or the number of applications that can be stored on the portal, however following this feedback we will investigate the possibility of an archive section for past applications.

Can the Portal allow applications to be amended?

This is a feature that we have titled "Re-submissions" and are looking to develop and deploy to the portal in 2024.

Can users from different companies access details on portal for same project that they are joint venture partners on?

At the current moment in time, no, however joint ventures projects and managing them is a functionality that we are currently looking at developing, with the hope of a 2024 deployment.

Is there a way to turn off email notifications and have the notifications within the portal?

This is feedback we will take on board when we look at developing and deploying the "User Management" functionality in 2024.

ESO

Can we request Novation through the portal?

There is no functionality that allows novations to be submitted through the portal, this is currently done through contacting your CCM, however we are looking at adding this to the portal in the future.

Can the portal be used to manage NGET Non-competency queries and customers responses?

Use of the query function in the portal will allow you to submit a query about a subject of your choice, however, please note that you cannot upload documents via the query function – this is something we are looking into as a future development.

Is there a way to enquire about enabling works for embedded generators?

See answer above.

Does CMP376 apply exclusively to direct ESO customers, or does it also have an impact on DNOs customers?

No just Directly connected customers, as the DNO's will have their own queue management processes.

DNO GSP Mod Notices'

Where a DNO has submitted a Mod app that triggers a BEGA, does the portal send a notification to the customer to submit a BEGA?

No, it is a requirement for the customer to submit a request for a generator agreement.

Can there be a way to filter through Mod apps via status, i.e., 'Outstanding / Actioned'?

This is feedback we will consider when we update the Mod notice applications page.

Can there be a way to filter applications by status of invoice / technical competency from the 'Applications' tab?

See answer above.

Which category does a BESS fall into, Generation or Generation and Demand?

A BESS project falls into Generation and Demand so that the battery can import and export.

What happens when my Mod Notice status is marked as 'Overdue'?

A notification is triggered within the portal and an email sent to you to that the Mod notice is past its two-week due date, however in line with CUSC requirements you have two months to respond to a Mod notice.

Could you add contract reference number to the projects for us to be able to identify them?

Yes, the addition of unique identifiers, such as contract or project reference numbers, is something we will be deploying to the portal in December 2023.