ESO

Connections Portal Q&As Queue Management Session 2024

Purpose of this document

Question & Answers taken from the Connections Portal Queue Management demonstration session held on 22 January 2024.

Q&As

Milestone Evidence Submissions

- Is the 30 / 60-day milestone countdown working days?

  - No, the milestone countdown is strictly calendar days and is not paused when evidence is submitted.

- Is there a timescale for the ESO to review milestone evidence?

  - The ESO has 10 working days to respond to evidence submitted against each Milestone.

- If User Progression Milestone evidence is not accepted, will I receive a notification or email telling me so?

  - Yes, you will receive both a notification on the Connection's Portal and an email regarding all status updates and changes to your project's Milestone.

- Do exception mod-apps have fees to pay?

  - Yes, the standard Modification Applications fees will apply.

- Can I upload evidence before the Milestone submission deadline is due?

  - Yes, you can upload evidence at any time via the Connection's Portal.

- When will I start seeing the Milestones added to the connection portal under each project?

  - Milestones will become visible when your issued Offer is in a signed position and can be viewed under 'Projects' in your account.

- Will Milestone 2 (Secured Statutory Consents and Planning Permission) success be linked through to the ESO charging team so that they can update their Security Calculations?

  - We have no current plans to include the Securities process into the Portal, however we will take this feedback on board as we look to continuously improve the Connections Portal and the processes it supports.

- Can I upload evidence before the Milestone submission deadline is due?

  - Yes, you can upload evidence for each individual User Progression Milestone at any time via the Connection's Portal.

- Can notifications go to multiple contacts or just the nominated main contact?

  - Notifications only go to one person at this moment in time, however all Connections Portal users of your company will be able to view the User Progression Milestone statuses and updates via the projects tab on the Connections Portal.

- Given that many Connections will be under then NSIP/DCO process the default timescales for both planning consent and construction are seriously unrealistic. How will this be addressed; admin of exceptions will be very intensive if it is not resolved?

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- The User Progression Milestones were developed with Industry during CMP376 as part of the workgroups and went through several consultations and have been set to be as lenient as possible. If a Milestone cannot be met, then an exception will need to be applied for.

- Is there any preference on file format uploaded to the portal? There have been issues with ESO firewall in the past.

  - No, we do not foresee any issues with any document types being uploaded to Connections Portal.

General

- When will my contract documents be available on the portal?

  - Issuing of offer documentation via the Connection's Portal is in the functionality backlog for this year, so will be in development shortly, this will include historical contract documents.

- When does a project move from the "applications" tab to the "projects" tab?

  This will happen when your agreement is countersigned by the ESO. Should there be any errors in this transition, please contact your CCM.

- Is there somewhere on the Connections Portal we can request an update on the reconciliation for our variable app fee?

  - Please raise a Query via the functionality on the Connections Portal and your Connections Contract Manager will be able to advise.

- We do not currently have all our projects linked to the National Grid ESO Connections Portal. Who do I contact to add further projects?

  - Please raise a Query via the functionality on the Connections Portal and your Connections Contract Manager will be able to advise.

- Can we put grid securities onto the portal along with statements of money held?

  Thank you for the suggestion on this – we will take this feedback on board as we look to continuously improve the Connections Portal.