

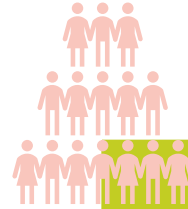
## Connections Portal - Update



**27<sup>th</sup> January 2023**

**Connections Portal Phase 1a release**

- **Controlled released approach:**
  - Release access to portal for the Early Adopters [approx. 50 customers]
  - Focus on staged release of the portal to assess performance and prevent platform to be overwhelmed from high number of users following release (+800 users)
  - Registration issues addressed (Feb 23)



**13<sup>th</sup> March 2023**

**Connections Portal Phase 1b release**

- **Open access to Registration and Portal to all ESO Customers**
  - Focus on addressing any defects or issues identified from Early Adopters user experience ahead of wider release
  - Ensure wider release is successful and delivers on the improvement to connection application process



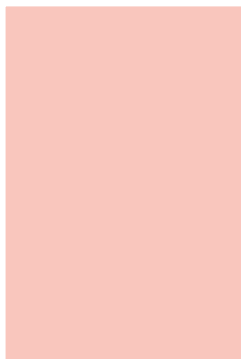
**1<sup>st</sup> May 2023**

**Connections Portal Phase 2 – Focus Groups**

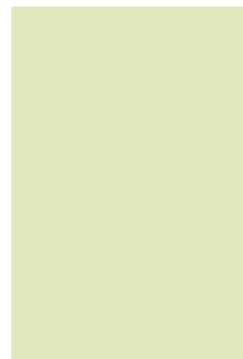
- **Focus Groups**
  - Run a series of webinars and workshops where NGENSO will invite Customer to participate to enable further development of existing functionality to enable further improvements to the customer journey
  - Review requirement for development of further functionality and automation

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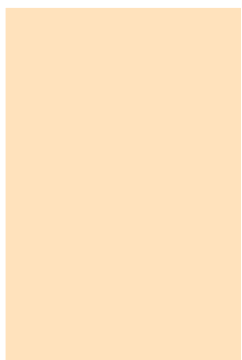
### Why is the Connections Portal delayed?



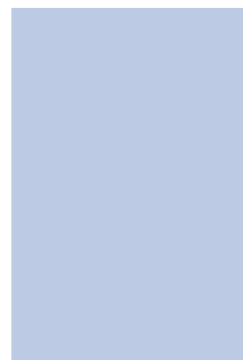
Focus on delivering a product that is fit for purpose



Ensure final product meets Customer expectations and improves customer experience



Complexity of build of new platform requires review and change of release strategy



Interdependency of Portal with other new and existing ESO platforms [impact to management of change]