

## Connections Portal Q&As March 2023

### Purpose of document

Q&As taken from 'Connections Portal – Full Release' Webinar held 9<sup>th</sup> March 2023.

### Q&As

#### Account access & structure

- If the new application is submitted by a consultant on behalf of the developer, how would the latter be able to monitor the application status through the Connections Portal?

This is something we are looking at in future releases to allow the persona in the Portal of developer vs consultant. For now only the members of the particular company applying will be able to monitor the application. Please reach out to the team to discuss in more detail if this is an issue for your company.

- How will existing projects (e.g. operational / contracted / already awaiting offer) be incorporated into the Portal?

They will be visible in the Portal. The Portal is a window into our existing background systems which already contain your data.

- Will all my existing contracted schemes be automatically transferred into the Portal without me needing to do anything?

Yes, however please advise us of any changes if required once you are logged into the system.

- What about the already contracted agreements? Will they appear in this Portal by default when one registers?

Please see answer above.

- Will the previous applications ongoing also appear in the company Portal?

Yes, they will appear in the Portal.

- What information/process is needed from a new user to set up an account, validate the user/company and then link existing ongoing projects underneath the parent company?

Please look at the Connections Portal webpage under Key Documents for information on registering. From Monday you can simply follow the Portal link on the webpage and registration is self serve. An email will be sent to you confirming all the necessary steps. <https://www.nationalgrideso.com/industry-information/connections/connections-Portal>

## Application submissions

- Must all application types supported by the Portal be made via the Portal from Monday?  
Yes, we will be rolling back the manual application route over the next 3 months. Manual applications will only be accepted for functionality not available in the Portal or critical issue with the Portal.
- Is the Portal available for projects in Scotland?  
Yes, it is available for connections in England & Wales and Scotland, including offshore.
- Is there a fee menu section?  
Not currently - we link to the application fee calculator currently, but the next release will include automation of fee.
- Does the company need to be already known to ESO prior to registration?  
No, we cater for new companies subject to the normal checks for applying for a connection.
- Will Portal issue alerts, e.g. when the fees invoice is ready?  
The invoice will be notified manually to you by our administration team however it will be visible in the Portal once uploaded. We are looking at notification automation in the next release.
- Will we be notified via email of any updates on the Portal or are we expected to log in and check status regularly?  
Important notifications will be issued to you ie clockstart. Please provide feedback once you have used the system if you would like to see any changes to notifications.
- Are connection applications for new GSPs supported?  
Yes, if the new GSP is contracted it will be in the system. Please advise via the query functionality if a site is missing as we can create from the background if required.
- What if a GSP is not currently constructed, in particular for distribution generators?  
The GSP will appear in the system if it has been contracted. It does not need to be at a built status to appear in the system.
- Are admin changes supported?  
No, minor admin change will remain a manual process for now and will be included in future releases of the Portal.
- Will Portal issue alerts when one-off invoices are issued?  
No, the Portal does not cater for this currently. We will look to include in future releases.
- Can alerts be issued to more than one person?  
Not currently, however this is something we can look to develop in future releases. Alerts are only issued to the contact named in the application currently.

## Project Progression / Statement of Works

- For Project Progression applications, will the Portal now suggest the Statement of Works data template rather than the DRC template?

Currently the Portal will suggest the DRC template, however the Statement of Works data sheet can be uploaded in this part of the application as can any other relevant documents. We will be looking to address this in coming releases.

## General

- Is there access to sample applications in the Portal for reference?

Unfortunately not, however we have 'How to' videos on the Portal webpage which walk you through examples:

<https://www.nationalgrideso.com/industry-information/connections/connections-Portal>

- Will securities be managed through this Portal?

Not currently, but it is in the release plan with the expectation for a release towards the end of the year / early next year. We will be sharing a programme of works which covers a 2 year period and looking for your input into this.

- Will the Portal be offline for BETA users for any time before the official launch?

No, we don't plan on seeing any interruption.