



## Frequently Asked Questions (FAQs)

### 1. Understanding the Queue formation.

#### 1.1 How has NESO identified which projects have to leave the old connections queue?

- NESO assessed all projects in the existing connections queue that required a Transmission Impact Assessment. The assessment applied thresholds of 200 kW in Scotland and 1 MW in England and Wales (subsequently raised to 5 MW) to determine whether projects met the reform framework criteria of being both ready and needed. The needed criterion was evaluated against the government's [Clean Power 2030 Action Plan \(CP30\)](#) and projected energy requirements to 2035. This assessment is known as "Gate 2 to Whole Queue."
- During the evidence submission assessment window, that closed in August 2025, projects wanting to remain in the transmission and distribution queues had to meet both the gate 2 readiness criteria (land related or planning related) and gate 2 strategic alignment (CP30).
- Projects that did not satisfy the evidence criteria, and/or that do not align with the CP30 plan will be allocated a Gate 1 indicative offer and are removed from the queue completely and have no queue position. The Gate 1 allocation will change the point of connection, works, costs and date of connection, indicative-only.
- More information on the methodology behind Gate 2 to Whole Queue can be found here: <https://www.neso.energy/industry-information/connections-reform/about-connections-reform>

#### 1.2 How will new projects get entry to the pipeline in future?

- Projects that did not pass Gate 2 To Whole Queue are Gate 1. They have the option to reapply in future windows (planned to be biannual) if they can demonstrate readiness and strategic alignment. Please refer to the ENA link at **Q.3.2** for further guidance.
- NESO will announce the date for the first connection applications window on their website. This is referred to as the CMP434 window.

#### 1.3 Why can't projects that are not ready or needed get a firm connection offer?

- The new process, agreed with Ofgem and mandated by government, now prioritises projects that are both genuinely ready and strategically needed under the Clean Power Action Plan.
- Projects can re-apply at least annually, so once they meet readiness criteria and are needed, they will have the opportunity to secure a connection date.

## 2. Gate 1 FAQs: Customers receiving a Gate 1 Variation Notice.

### 2.1 Q. What is a Gate 1 Variation Notice?

- **A:** The NESO Gate 1 notice relating to your project and issued to the DNO will contain ONLY an indicative connection date and indicative point of connection. The DNO will in turn issue you with a Unilateral Notice of Gate 1 Variation, reflecting the NESO Gate 1 allocation status, and includes:
  - An indicative connection date
  - An indicative point of connection
  - Confirmation that all previously identified DNO works and costs are now indicative
  - All works associated with your Agreement are varied to indicative-only
  - The net result will be your project will then be removed from the connections queues (transmission and distribution).
  - The Unilateral Notice of Gate 1 Variation remains in force until it is either terminated by you, or you re-apply via one of the Gate 2 options below, following which a revised offer is issued
  - If applicable, your cancellation charge secured amount and unspent capital contributions will be returned to you
  - Gate 1 projects have no milestones.

### 2.2 Q. How do I get a Gate 1 Variation?

- **A:** As part of the Gate 2 to Whole Queue (G2tWQ) exercise under Connections Reform and as part of the enduring Gate 2 process, you must meet the evidence required to demonstrate the readiness of your project and that it meets the government strategic alignment criteria; otherwise you may receive a Gate 1 unilateral variation notice for your project, confirmed to us by NESO. This outcome could be due to:
  - Not meeting the Gate 2 criteria,
  - Choosing not to submit evidence
  - Opting for a Gate 1.

In addition, as part of G2tWQ if a Gate 2 offer is received from NESO for your project but you choose not to accept it, then a Gate 1 notice will be issued and the DNO will issue a Notice of Gate 1 Variation.

### 2.3 Q. Do I need to sign and accept a Gate 1 Offer?

- **A:** No, our Gate 1 offer requires no formal acceptance as it is a unilateral notice of your Gate 1 allocation status, as set out in the 'Unilateral Notice of Gate 1 Variation'. No response or signature by you is required.

**2.4 Q. When I get my Gate 1 Variation notice, will I get my cancellation charge secured amount and/or any unspent capital contributions returned?**

- **A:** Yes, these will be returned once you have received your Gate 1 Variation. You do not need to take any action to receive these refunds (as applicable).

**2.5 Q. When will my securities and/or capital contributions be returned?**

- **A:** If you are eligible for a refund of your cancellation charge secured amount securities paid and/or unspent capital contributions, we anticipate the relevant refund will be made approximately 6 weeks within receiving your Gate 1 Variation. Please note any monies held by NGED will also accrue interest and the interest will also be returned ("Refund").

**2.6 Q. Is every customer with Gate 1 Variation notice eligible for Refund?**

- **A:** A customer would not be eligible for their cancellation secured amount securities if their connection was not made subject to transmission works and has never received MM1-3 statements. However, if applicable, you may still be eligible for unspent capital contributions.

**2.7 Q. Will cancellation charges apply if I cancel or terminate my Gate 1 Offer?**

- **A:** No. Cancellation charges do not apply to Gate 1 if you terminate after receiving your notice. If you terminate before receiving your notice and we held securities for your project, cancellation charges may apply.

### **3. Options for Gate 1 customers.**

**3.1 Q. When will projects in Gate 1 be able to enter into the Gate 2 connections queue?**

- **A:** As per ENA guidance document, link below. Following receipt of a Gate 1 Variation from your DNO, should you wish to reapply through the gated process there are two options available to you: Option A and Option B. These options will also apply if you receive a Gate 1 Variation from future gated windows. Please refer to the ENA guidance document for more information. [ENA Gate 1 Guidance Document – Energy Networks Association \(ENA\)](#)
- **Option (a): DNO re-assessment prior to NESO Evaluation of Transmission Impact.** This option allows you to receive a full re-assessed distribution offer from the DNO before going through the NESO gated window and the NESO's Evaluation of Transmission Impact. This would provide you with a re-assessed PoC along with revised distribution costs and works (all as assessed at a distribution level only) before applying into a NESO gated window. Note that the PoC, connection date and other terms of your re-assessed Offer may be impacted by the outcome of the NESO's Evaluation of Transmission Impact

**Option (b): NESO Evaluation of Transmission Impact prior to DNO re-assessment.** This option allows you to progress through the NESO gated window based on your indicative distribution offer (i.e. your Offer as varied by the Gate 1 Variation). If your project receives a NESO Gate 2 offer, then your indicative distribution offer will need to be re-assessed by the DNO. Your Offer will be further varied to provide you with any revised distribution costs, works etc. along with any associated transmission works, dates and

costs. Please note that the re-assessment of DNO works may cause a change in the PoC that could impact the NESO evaluation

### **3.2 Q. How do I obtain more details on how to go back through the Gate 2 process?**

- **A:** Please refer to the ENA Guidance document (link below) which talks through the process of converting a Gate 1 into a Gate 2 Offer. ENA Gate 1 Guidance Document – Energy Networks Association (ENA).

### **3.3 Q. If I reduce my capacity to below 5 MW, can I get a Gate 2 offer?**

- **A:** No. Gate 2 does not apply to projects below 5 MW (unless the project is located at a GSP with identified fault level constraints). This project will now hold a Gate 1 status, and the resulting impact is that the associated Distribution contract is no longer a live contract. If you wish to proceed with the project below 5MW you will need to apply to NGED as a new project.

## **4. Queries / Complaints to NGED.**

We are committed to providing you with excellent customer service, first time, every time. Sometimes, however, outcomes may not meet your expectations, and you may have a genuine query or concern. We want to know when this happens so that we can address any problems as quickly as possible. Please contact our team here: [box.ConnectionReformNGED@nationalgrid.com](mailto:box.ConnectionReformNGED@nationalgrid.com)

### **4.1 Q. Should I reach out to Ofgem if I am not happy with my Gate 1 allocation status.**

- **A:** Customers must enter and complete the relevant DNO (distribution) or NESO (transmission) formal complaints processes first before referring to Ofgem. Please refer to the Ofgem link: <https://www.ofgem.gov.uk/consultation/approach-disputes-and-determinations-gate-2-whole-queue-exercise>

### **4.2 Q. If I have a query and/or complaint, who should I contact?**

- **A:** You should contact: [box.ConnectionsReformNGED@nationalgrid.com](mailto:box.ConnectionsReformNGED@nationalgrid.com) and include your enquiry number and nature of the query.