

Queue Management Guidance - Update (September 2025)



Queue Management Guidance

On the 1 September, the ENA published an updated revision of the Queue Management Guidance. This is part of the Strategic Connections Initiative and is in line with Ofgem's Connections Action Plan. The guidance comes into effect from 1 October 2025.

We have previously communicated changes via NGED webinars and the key changes to note now are:

1. Adaption of the M4 milestone to align with Connections Reform. M4 will allow a project two years to obtain and sign a Gate 2 Offer.
2. Switching from a tolerance period to a 60-day remedy period for missed milestones provides a clearer process, addressing customer confusion.
3. Projects with connection dates 5 years or more away will now have backwards-facing milestones, giving customers a more appropriate timeframe to obtain milestone evidence.
4. Customer journeys for different types of projects have been made clearer.
5. Updated and clearer milestone evidence.

These new milestones will apply to:

- Projects that receive a Gate 2 Offer.
- Projects that have received a Distribution Offer during the transitional period.
- New projects applying.

Milestones for connection projects will be detailed in the connection offer and managed according to its terms and conditions and NGED's policy.

ENA updated guidance [here](#).

If you have any questions, please contact the NGED Connections Reform Team:
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