Shared Services Project Authorization Form

Project Title: ERP Contractor Storm Manager Project	**Project Number:** 42149
Date Prepared: 12/05/2025	**Company:** CL&P Electric Distribution 11 NH Electric Distribution 06 EMA Electric Distribution 21 WMA Electric Distribution 41
Organization: Emergency Preparedness	**Class(es) of Plant:**
Project Initiator: [redacted]	**Authorization Type:** Full Funding
Project Manager: TBD	**Project Type:** Specific
Project Sponsor: [redacted]	
Estimated in service date: 03/31/2027	**Capital Investment part of original Operating Plan:** Yes
Total Capital Request: $14,850,000	**O&M Expenses part of request:** No
Estimated Life of Asset (check one): ☐ 5yrs ■ 10yrs ☐ 15yrs ☐ Other: 3 years	**Emergency Related Request?** No

Executive Summary

Briefly describe (in a few sentences) the overall description of the project (do not include technical details):

This funding request is to implement an Emergency Response Preparedness (ERP) Contractor Resource Management Solution that will have the ability to enable near real-time tracking and visibility of resource requests, commitments, locations, restoration progress, onboarding, and logistics coordination from the point of request through demobilization, including invoicing and cost reconciliation.

Currently, Eversource does not have a single integrated system that allows full life cycle resource management of external resources (contractors) for Emergency Response Preparedness (ERP) events, information is from various sources. While there is no specific regulatory order related to this effort, this solution will improve our ability to manage resources related to emergency response events and provide the requested information more efficiently around resource tracking, work, locations, time reporting and cost approvals/oversight being requested during post-event regulatory reviews and storm cost recovery filings.

Project Costs Summary

See APS3 and APS8 requirements and consult with Plant Accounting for capital/O&M determination. Use published loaders for benefits, materials, and invoices, maintained by the Director, Budget and Internal Reporting.
Note: Dollar values are in thousands

Capital Costs	2026	2027	Total
Direct Capital Costs			
Internal Labor	$995,000	$143,000	$1,138,000
Outside Services	$2,693,000	$1,453,000	$4,146,000
Software	$2,139,000	$3,296,000	$5,435,000
Hardware	$0	$0	$0
Other Materials	$0	$0	$0
Risk and 20% Contingency	$0	$2,475,000	$2,475,000
Total Direct Capital Costs	**$5,827,000**	**$7,367000**	**$13,194,000**

Indirect Capital Costs	2026	2027	Total
Indirects/Overheads (including benefits)	$915,000	$131,000	$1,046,000
Capitalized interest or AFUDC, if any	$370,000	$240,000	$610,000
Total Indirect Capital Costs	**$1,285,000**	**$370,000**	**$1,656,000**

Total Capital Project Costs	**$7,112,000**	**$7,738,000**	**$14,850,000**

Costs by Entity	CL&P Electric Distribution 11	NH Electric Distribution 06	EMA Electric Distribution 21	WMA Electric Distribution 41	Totals
Direct Capital	$5,014,000	$1,583,000	$5,673000	$924,000	$13,178,000
Indirect Capital	$629,000	$199,000	$712,000	$116,000	$1,645,000
Removal net of salvage	$0	$0	$0	$0	$0
Total Capital Costs by Entity	**$5,643,000**	**$1,782,000**	**$6,385,000**	**$1,040,000**	**$14,850,000**

CL&P Electric Distribution 11	NH Electric Distribution 06	EMA Electric Distribution 21	WMA Electric Distribution 41

38%	12%	43%	7%

Allocation between Companies is based on the following:

- Standard split, between entities, based on customer counts as this solution will be used to support all our Electric customers across the Operating Companies and our service territory.

**Identify any vendor software costs in this table and indicate whether or not they are included in the Project Costs Summary above. Identify capital vs. O&M costs based on parameters found in the vendor SaaS calculation document in the appendices. Ensure any future software O&M costs are also disclosed within the Future Costs section below.*

Alternatives Considered:

Were alternative solutions considered/applicable?

Alternatives were considered (please describe below)

ARCOS Workforce Resource Management (WRM) and Urbint (WRM) were evaluated via a Request for Proposal (RFP) process.

Regulatory Requirements:

If yes, provide a detailed explanation in the appendix section
No

While there is no specific regulatory order related to this effort, this solution will improve our ability to manage resources related to emergency response events and provide the requested information around resource tracking, work, locations, time reporting and cost approvals/oversight being requested during post-event regulatory reviews. The ability to demonstrate our oversight of resources utilized during emergency event responses is essential to validating compliance with our filed, regulatory required emergency response plans.

Future Costs:

Future Costs	Year 20__	Year 20__	Year 20__	Year 20__
Capital				$ -
O&M				$ -
Other				$ -
Total Future Costs	**$ -**	**$ -**	**$ -**	**$ -**

Future Financial Benefits:

If yes, provide a detailed explanation in the appendix section

No - project is not undertaken for financial benefits

Project Justification:

Project Scope

Acquire and implement a web-based Software as a Service (SAAS) that will facilitate the full lifecycle resource management of external resources (contractors) for ERP events. The solution will also be able to manage and track external resources secured for "non-ERP" related work.
The project will have 3 key tracks that will be implemented as follows:

Track 1:

- Securement Module – Crew Availability Request, Non-IOU Marketplace, Contract Management.
- Single Sign-On

Estimated Duration - 3 Months

Track 2:

- Resource Module – Resource Pools - stick counts, Crew Sheets, Crew Supervision & Validation, Crew Assignment and Movement, Crew Tagging & Notes , GPS Tracking, Reporting (Workforce Pivot Report, Customized Report Extract, Crew Location Report) and Crew Sheet Messaging
- Logistics Module – Lodging, Meals, Automated Notifications of Lodging/Meal Assignments, Reporting (Customized Report Extract, Logistics Dashboard)
- Time & Expense Module - Timesheet Submission, Approval, & Management, Expense Submission & Approval, Reporting (Customized Report Extract)
- Invoice Module – Invoice Management, Automate Invoicing from Timesheets and Expenses, Apply Payment Rates and Terms

Estimated Duration - 5 Months

Track 3:

- Integrations – OMS

Estimated Duration - 5 Months

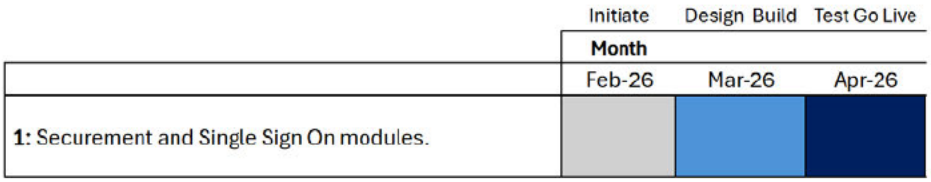
Out of Scope:

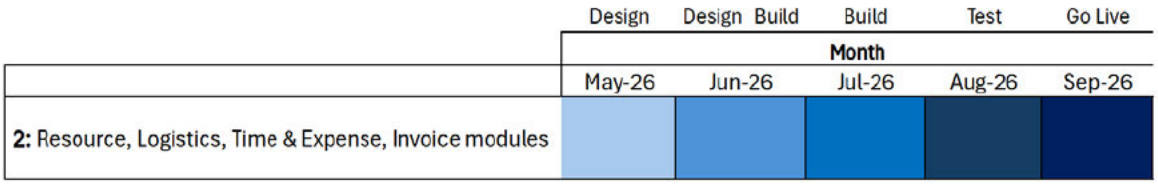
- Activation Module, Work Module, Call Out Module, *Any integrations beyond SSO and OMS*

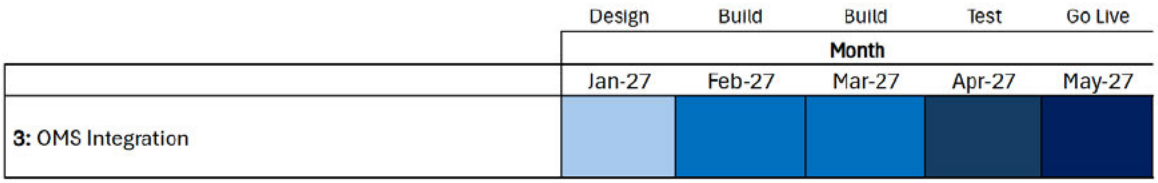
Project Schedule:

Key Track Deliverables	Estimated Date
Track 1: Securement Module and Single Sign On	Feb 2026 – Apr 2026 (3 Months)
Track 2: Resource, Logistics, Time & Expense, Invoice.	May 2026 – Sep 2026 (5 Months)
Track 3: OMS Integration	Jan 2027 – May 2027 (5 Months)

Tracks:







Risks and Risk Mitigation Plans

List top risks and mitigation plans associated with this project (from Table in the Appendix). Include any contingency related to each risk.
(Permitting/siting; environmental; outage constraints; customer/community outreach; material delivery; constructability challenges; excavation; etc.)

Risk Description	Risk Mitigation

Business or IT resources may not be available to support the entire software delivery lifecycle (requirement, design, configuration & testing) when needed, which will have a negative impact on project duration.	➢ Explore options to supplement resource pool with contractors to ensure capacity is covered.
Resources for End User training and project schedule alignment	➢ Explore options to supplement trainer resources and communicate training schedules in advance so end users can plan to be available for training.
OMS Upgrade Project Business and IT resource constraints	➢ Both project teams will work together to provide enough advance notice for planning purposes. If needed, explore options to supplement resource pool with contractors

Appendices

Reference appendices items in the appropriate section of the PAF and list items in the same order as referenced in the PAF.

Future Financial Benefits:

If the project has future financial benefits, please use the following table to provide the yearly amounts.

Financial Benefits	Year 20__	Year 20__	Year 20__	Year 20__
O&M reductions				$-
Other (i.e: return on investment, revenues)				$-
Total Financial Benefits	**$-**	**$-**	**$-**	**$-**

Describe the estimated future financial benefits noted above:

What functional area(s) will these benefits be reflected in?_____

A representative from the respective functional area is required to be included as a project approver.

- ***If the project has regulatory requirements, please disclose here.***

There are Emergency Response Preparedness regulatory requirements in all three states for tracking resources, work, locations, and time. This is tied to cost recovery filings, post event.

Analysis of Vendor Software Payments for Cloud-Based Software Applications Hosting Fees ONLY

This document ONLY needs to be utilized if Eversource Energy is entering into a Cloud-Based Application and the Application has Hosting Fees which are also referred to as; Hosted Solution, Cloud Fees, Cloud Solution, Enterprise Agreement (EA), Enterprise License Agreement (ELA), Licensing Fee, RTU's (Rights to Use), Maintenance Agreement, Support & Service Agreement.

Project Name:

Complete the following analysis of vendor software payments for cloud-based software applications for the *hosting fees only* (as defined above):

- Accounting should be determined by Plant Accounting Services during PAF development.
- Attach documentation or information from IT supporting the nature of software payments.
- Also see APS 3 for capitalization policy for software costs.

NOTE: A pro rata portion **of the hosting fees** incurred during the development phase (described below) may be capitalized up to the point when the product goes **in-service**.

Development phase: In accordance with APS 3, SaaS/Cloud projects that do not meet the two capitalization criteria as outlined in APS 3 may have internal and external direct costs during the development phase (**prior to in service date**) that may be capitalized. External direct costs may include the pro-rata portion of an up-front software usage fee applicable to use of the software to develop the project before it is in service. Indicate below pro rata portion of development phase hosting fees requested to be capitalized:

Development phase: # months (provide support) (A) _____

÷ Total hosting contract period: # months (B) _____

= Pro rata portion that may be capitalized (A) ÷ (B) _____%

Total hosting fees over contract period $_____

Development phase amount requested to be capitalized (% x Total fees above) $_____

For costs after development phase, complete PAF break-out of capital/expense.

Documentation of Support for Capitalization of Cloud Hosting Arrangement Costs Under APS 3:
Costs of internal-use software to which Eversource obtains access in a Cloud hosting arrangement may be capitalized if they are in effect purchases of, or convey a license to, software. The costs of Cloud hosting arrangements after the development phase may only be capitalized if they meet specified criteria as

documented in the following responses (detail responses to each question along with appropriate supporting documentation is required to be included):

1) Does Eversource have the contractual right to take possession of the software at any time during the hosting period **(cite contract section(s)) This is currently undergoing an RFP. We are currently negotiating legal terms.**

1.1 Project Response: Yes, the following clause is included in the Sales Order for customers wishing to capitalize the SaaS:.

"Special Conversion: Customer may, at its discretion at any time during the Term of this Order and with 30 days prior written notice to Urbint, take possession of the Urbint proprietary software application and install at Customer's premises or a third-party designated hosting site in compliance with this Order and the Agreement and solely for the remainder of the Term. There are no changes to subscription fees for converting to an on-premise or third-party hosted installation. In the event of such transfer, Customer shall be solely responsible for the physical and digital infrastructure in which the application will be maintained and operated. For the avoidance of doubt, all functionality of Urbint's software application shall remain materially unchanged and no additional rights or licenses to the software solution are granted to Customer except as expressly provided herein. Customer may procure professional services from Urbint to facilitate the transfer to an on-premise or third-party hosted installation through execution of a separate Statement of Work."

2) If Eversource can take possession of the software at any time during the hosting period, can it do so without incurring a significant penalty (please also provide table similar to the example below)?

Project Response: Customer may procure professional services from Urbint to facilitate the transfer to an on-premise or third-party hosted installation through execution of a separate Statement of Work."

a) Additional Vendor Fees/Penalty Per Contract A onetime conversion fee of 5% of the subscription Fee for the Transaction Schedule Term.	$239,114
b) Cost to Take Possession of Software - Eversource Labor	$500,000
c) Cost to Take Possession of Software - Hardware Purchases None - This would be Eversource Azure hosted	$0
Total Penalty	**$739,114**

a) A one-time conversion fee of 5% of the subscription Fee for the Transaction Schedule Term.
b) Cost to Take Possession of Software - Eversource Labor - *$500,000*
c) Cost to Take Possession of Software - Hardware Purchases- *This would be Eversource Azure hosted.*

3) If Eversource can take possession of the software at any time during the hosting period, can it use the software separately without a significant diminution in its utility or value?

Project Response: Yes. There are no changes to subscription fees for converting to an on-premise or third-party hosted installation. All functionality of Urbint's software application shall remain materially unchanged and no additional rights or licenses to the software solution

are granted to Customer except as expressly provided herein.

4) Is it feasible for Eversource to either run the software on its own hardware or contract with another party unrelated to the vendor to host the software?

   Project Response: Yes. In the event of such transfer, Customer shall be solely responsible for the physical and digital infrastructure in which the application will be maintained and operated. For the avoidance of doubt, all functionality of Urbint's software application shall remain materially unchanged and no additional rights or licenses to the software solution are granted to Customer except as expressly provided herein.