Date Filed: October 09, 2026

Witness: Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER CALLS) Refer to the call labeled CL&P_8_12_25_Hour 7_Call 2 submitted in response to EOE-1.

a. The customer mentions a previous call with the Company. Provide a copy of this call.
b. Provide all notes taken by the CSR on the account associated with the previous call and the call referenced above.

Response:

The Company provides below details:

a. Please refer to EOE-354, Attachment 1 CONFIDENTIAL, for a recording of the previous call with the customer, dated July 15, 2025.

b. Please refer to EOE-354, Attachment 2 CONFIDENTIAL, for the notes on the aforementioned accounts.