Date Filed: August 07, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(CUSTOMER SERVICE) Please explain what types of customer service calls are handled by Eversource employees and what types of customer service calls are handled by external vendors, indicating the external vendor(s) handling each type of call.

Response:

Eversource internal Customer Service Representatives ("CSRs") handle a wide range of customer interactions for both residential and business accounts. Their responsibilities include, but are not limited to, explaining bills, addressing high-bill concerns, resolving billing disputes, establishing new service and ending existing service, and assisting with processing payments. Internal CSRs also support customers by reporting and providing updates on power outages and streetlight issues, as well as documenting and escalating reports of theft of service or unauthorized utility use.

For Credit and Collection calls, Eversource partners with a third-party vendor, Alorica, which specializes in handling calls with customers calling about their past due balance, including call types regarding hardship programs, payment arrangements, arrearages, and/or customer difficulty paying a bill that is past due. If a customer with a past due balance calls a non-credit contact center phone number regarding their options to resolve their past due balance, internal CSRs are trained to transfer the call to the credit and collections contact center. If a customer requires additional assistance beyond the credit and collection topic, internal CSRs inform the caller of the need to transfer them for additional assistance, place them on hold, and then transfer the customer to the appropriate internal department.

Alorica also maintains CSRs that handle residential customer interactions. These CSRs handle a wide range of customer inquiries, including high bill concerns, establishing new service, disconnecting existing service, payment processing, billing disputes, bill explanations, and other routine billing-related requests.

Additionally, all Alorica CSRs are cross trained to support outage events as needed.