2025 Contractor Summit

EVERSOURCE ENERGY

EVERSOURCE
EMERGENCY PREPAREDNESS

Safety First and Always

Time	Topic	Speakers	Location	Notes
0800-0900	Roster Class	Chandra Derosa	Penstock Room	We ask attendees be those who actively fill out rosters due to limited seating. Laptops encouraged
0800-0930	Registration/Breakfast	Sharon, Kathy, Carla & Kaira	Entrance Outside Four Rivers Ballroom	
0930-0945	Executive Welcome	Doug Foley Mark Baldwin	Four Rivers Ballroom	
0945-1000	ERSG Welcome / Overview	Rob Giguere	Four Rivers Ballroom	
1000-1030	Safety	Alex Koletar, Tyler Griswold, Keith Kraft	Four Rivers Ballroom	
1030-1045	Contractor Expectations	John Skiff and Rob Giguere	Four Rivers Ballroom	
1045-1100	**Break**			
1100-1200	Heatmap/Supplier Performance/Decision Matrix	Jonn Skiff, Josh Curtis, Rob Giguere	Four Rivers Ballroom	
1200-1230	**Lunch**			
1230-1300	Overhead Contract	Rob Giguere, Carla Shaffer, Heather Elser	Four Rivers Ballroom	
1300-1430	Invoicing	Yadira Lipschitz, Lisa Carmona	Four Rivers Ballroom	
1430-1500	Q&A	Rob Giguere, Team	Four Rivers Ballroom	
1500-1515	Closing	Rob Giguere		

Executive Welcome

Eversource Improvements and Vision

- Updated OH Storm Contracts
  - Service RFP has been issued, closing this week.
  - RFP for lodging and catering coming 2026
  - VAC/ Pole RFP 2025 and anticipate issuance in Q1 of 2026

- Storm Manager Software solutions:
  - Hiring, timesheets, invoicing, lodging, catering, and reporting.

- THIRA Report issued
  - Reaching out to help for untraditional services (Wildfire, Earthquake, Logistics, etc)





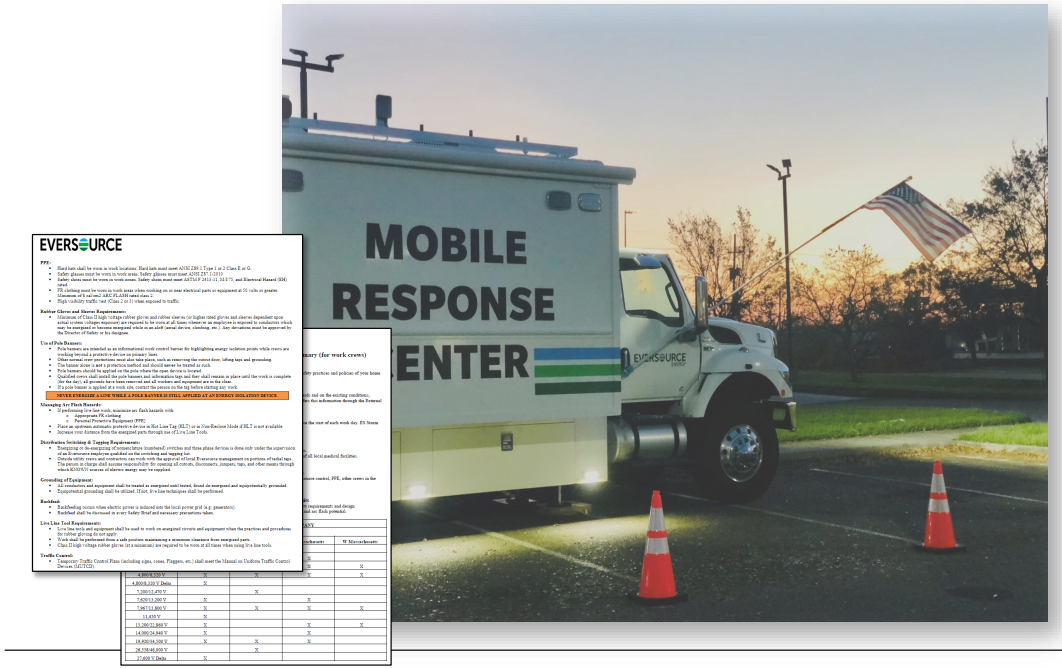
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Resource Acquisition and Logistics Welcome

Safety

Contractor onboarding



- Eversource Primary Crews (600 Volts and Above) Safety Onboarding
- Eversource Secondary Crews (Below 600 Volts) Safety Onboarding
- Eversource Vegetation Management Safety Onboarding
- Eversource Wire Guard Safety Onboarding

Contractor onboarding

Eversource.com → Builders & Contractors

Resource Acquisition
- Looks to hire – delivers notification to contractor

Contractor
- Completes virtual onboarding via video and acknowledgement form

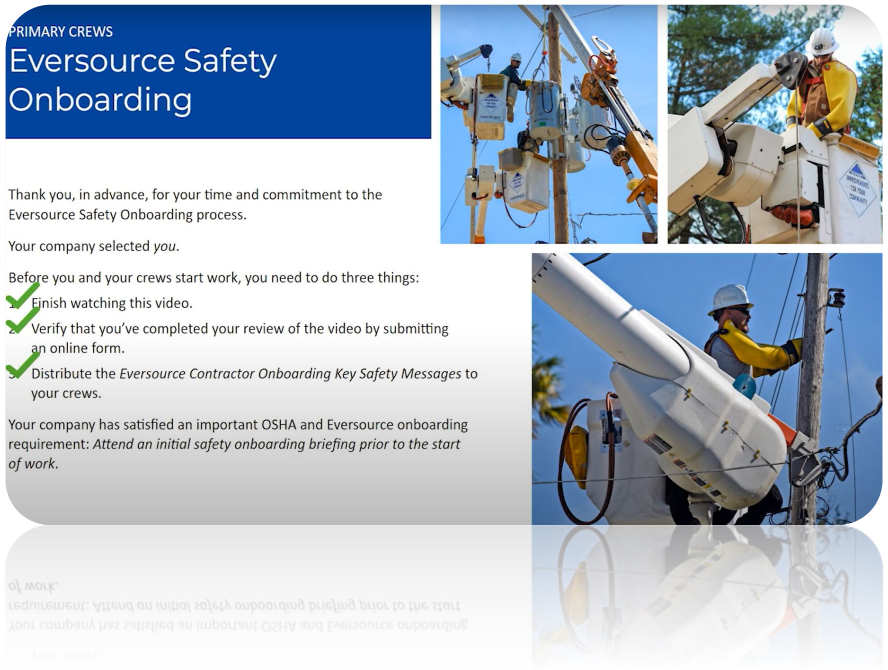
Safety
- Verifies onboarding prior to work



Contractor onboarding

VIRTUAL PROCESS

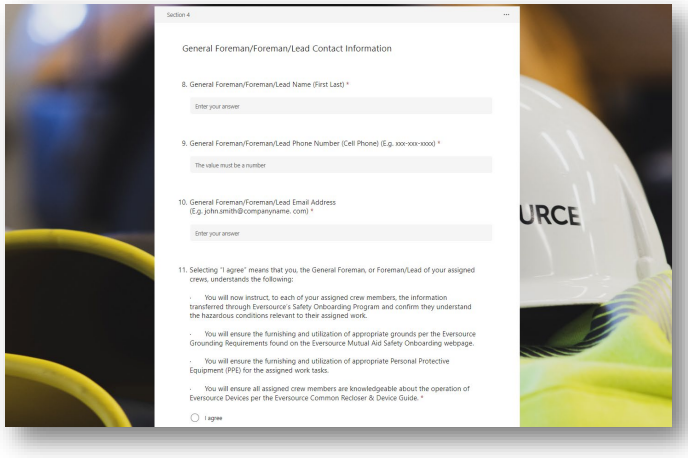
- Each non-Eversource crew member (contractor and outside utility) is required to be on-boarded prior to the start of restoration work.
- The General Foreman or Foreman/Lead assigned to crews for the contractor and/or outside utility will be responsible for taking applicable safety onboarding and disseminating the information to their assigned crews.
- Existing contractor crew leads already on Eversource property prior to a storm event (for example, Contractors of Choice (COC)), require a formal on-boarding that is valid for **one (1) year.**
- Formal on-boarding for a non-COC, as well as Foremen/Leads from a COC company but traveling from an area outside our service territory (CT/MA/NH), are valid for **six (6) months.**
- Aggregator companies (i.e. Parent companies that hire sub-subcontractors to work under the Parent Name), shall ensure that the Foreman/Leads from the hired companies complete the onboarding and acknowledgement form.
- Eversource requires that the name on a company truck matches with the name given on the acknowledgement form.



Contractor onboarding

OBSTACLES

- ✓ Acknowledgement form being filled out multiple times/for each crew member
- ✓ Acknowledgement form being filled out by someone other than the GF identified on the roster
- ✓ Acknowledgement form being filled out using the aggregator company name instead of the name on your truck
- ✓ GF has previous valid onboard but does not pass on information to current crew members
- ✓ GF not responding to outreach attempts (call/text/email) from Eversource Safety
- ✓ Aggregator hired companies not displaying who they are working for on vehicles



ISNetworld Contractor Requirements

7.1.1 Contractors shall be subscribers of ISNetworld.
7.1.2 Contractors shall maintain an ISNetworld grade of “Approved”. This is demonstrated by sustaining a minimum of 70 within the ISNetWorld scoring matrix.
7.1.3 Contractor at-fault SIF-Actual (A), SIF-Potential (P), or Switching & Tagging incidents that occur on Eversource projects shall have an additional negative evaluation report on ISNetWorld scores.
7.1.3.1 SIF-A / SIF-P will be determined by Eversource classification standards based on industry Safety Classification & Learning (SCL) model.
7.1.3.2 Switching & Tagging errors will be classified per Eversource standards (see definition).
7.1.3.3 Prime-Contractors will be charged the negative variance for Sub-Contractor incidents.
7.1.3.4 Negative evaluation report scores will be on a rolling 12-month period

Event type	Event Value
Serious Injury & Fatality-Actual (SIF-A)	-15
Serious Injury & Fatality-Potential (SIF-P)	-10
Switching & Tagging Error	-7

Key RESOURCES

EVERSOURCE ENERGY

Applicable Documents

The following documents are applicable to mutual aid restoration activities. Please use them to supplement the information provided in the video presentations.

All documents are in PDF format.

Eversource External Mutual Aid Safety Onboarding Guide
This document is the full version of our Eversource Safety requirements during contractor and/or outside utility mutual aid support.

Contractor Onboarding Key Safety Messages
This document is a summarized version of the External Mutual Aid Onboarding Guide and can be distributed among crews for a reference.

Eversource Distribution Grounding Requirements
These documents cover the distribution overhead grounding requirements per-state for installing Temporary Protective Grounding (TPG) assemblies on Overhead (OH) Transmission lines 35 kV and below.

State-specific versions:

- WMS 89.01-S2 - OH Distribution Grounding Requirements per Line - Connecticut
- WMS 89.01-S1 – OH Distribution Grounding Requirements per Line – Eastern Massachusetts
- WMS 89.01-S3 - OH Distribution Grounding Requirements per Line - Western Massachusetts
- WMS 89.01-S4 - OH Distribution Grounding Requirements per Line - New Hampshire

Eversource Common Recloser and Device Guide
Use this guide to reference typical recloser and sectionalizer devices found on the Eversource Electric System.

Rubber Gloving and Working on De-energized 34.5 kV Circuits
Per current Eversource safety rules, the class of rubber gloves that are used when performing work on energized circuits is determined by the system operating voltage of the circuit. This document discusses the work practices for working on de-energized 34.5kV circuits.

Environmental Spills or Oil-Filled Equipment - All States
Eversource personnel and vendors that encounter spills or oil-filled equipment are required to take immediate action and provide correct details to ensure compliance.

Eversource Storm Safety Contacts

CT Safety Officers: Anne Aughinbaugh **860-977-1216** | Jim Millspaugh **860-919-6785**
MA Safety Officers: Jon Duffy **339-987-7007** | Ben Sheehan **617-610-4812**
NH Safety Officers: Chris Stock **603-930-4548** | Luke Bowley **603-831-4420**
Gas Safety Officers: Keith Kraft **603-540-5291** | Joe Fulliero **860-463-1571**
Contractor Safety Onboarding Support: Mike Siegel **929-319-9680** | Jenny Keene **774-265-2297** | Deidre Robinson **401-275-3585** | Kamil Walczysyn **860-356-6606**

Safety Hotline #'s

CT Injury Hotline	860-665-3949
MA Injury Hotline	413-787-9590
NH Injury Hotline	603-634-2430

Click here to access Safety Team contact list

Safety Resources

- Common Electric Device Guide
- Arc Flash Database
- Customer Resources for Safety
- Environmental Spills or Oil-Filled Equipment
- Electric Mutual Aid Safety Onboarding | Eversource.com
- Electric Operations - Safety Resource Document
- Operating in High Wind Conditions
- Rubber Gloving and Working on De-energized 34.5 kV Circuits.pdf
- Storm Safety Briefings
- Storm Safety Observation Guide
- Cold Weather Safety Product Page
- Warm Weather Safety Product Page
- Workzone Traffic Control (WZTC) Product Page

Eversource Mutual Aid Contractor Onboarding Process

The safety of every person who performs work on the Eversource System is of paramount importance to our company. Heightened safety awareness is required during non-storm and storm restoration efforts when large groups of personnel are operating under difficult conditions to restore power to our customers.

Rules

- Each non-Eversource crew member (contractor and outside utility) is required to be on-boarded prior to the start of restoration work.
- The **General Foreman or Foreman/Lead** assigned to crews for the contractor and/or outside utility will be responsible for taking applicable safety onboarding and disseminating the information to their assigned crews.
- Existing contractor crew leads already on Eversource property prior to a storm event (for example, Contractors of Choice (COC), require a formal on-boarding that is **valid for one (1) year.**
  - COC's are considered to be contractors that support blue-sky, day-to-day work, with Eversource. If contractors are brought in from outside CT/MA/NH and are under a COC name, they will still be required to onboard and be considered a non-COC
- Formal on-boarding for a non-COC, as well as Foremen/Leads from a COC company but traveling from an area outside our service territory (CT/MA/NH), are **valid for six (6) months.**

Materials

- Eversource Mutual Aid Primary Crews Safety Briefing
  - Only contractors/outside utilities performing primary work (600 volts and above) are required to watch this video.
- Eversource Mutual Aid Secondary Crews Safety Briefing
  - Only contractor crews/outside utilities performing secondary service work (below 600 volts/house-side) are required to watch this video.
  - If the secondary crew does conduct work on the pole-side of the service, they are required to watch the Primary Crew Safety Onboarding Video.
- Eversource Mutual Aid Wire Guard Safety Briefing
  - Personnel performing Wire Guard duties are required to watch this video.
- Eversource Mutual Aid Vegetation Management Safety Briefing

Acknowledgement of Safety Onboarding Form

- **When General Foreman or Foreman/Lead has completed the applicable onboarding videos, they are required to complete the acknowledgement form.** This verifies their understanding of Eversource safety rules and the expectation that this information shall be disseminated to the crews you are responsible for consistent with OSHA 1910.269.
- Eversource Safety tracks and maintains onboarding status - current status can be seen below in PowerBI.

ES device guide



Recloser Description

- The SPEAR single-phase recloser consists of an interrupting module, with an embedded current transformer, and mechanism mounted to an aluminum head casting.
- Current sensing is provided by one current transformer located in the recloser and interfaced to the SPEAR single-phase recloser control via the control cable.
  - This cable also supplies Trip, Close, and Recloser status, and provides isolation for reliable operation.
  - Voltage for metering is connected to the control through the cabinet harness.
- The mechanism and interrupter assembly are mounted to a steel tank suitable for pole or substation mounting.
- The interrupter module utilizes an outdoor cycloaliphatic-epoxyencapsulated vacuum interrupter.
- The SPEAR single-phase recloser requires a SPEAR singlephase recloser control.
- Specifications of the SPEAR can be found on the data plate.



Manual Operating

Manual Operation of energized recloser

- The yellow manual operating handle on the SPEAR single-phase recloser is used to open and lock-out the recloser and disable the electrical and supervisory closing.
- The manual operating handle is designed to be operated with a hotstick. Pulling down the handle trips and locks open the main contacts of the recloser.
- Contact position is indicated by the OPEN flag of the contact position indicator. The yellow operating handle will remain down in the OPEN position and not return upward under the sleet hood.
  - **Note:** When the recloser electronically operates to lockout, the yellow operating handle will not drop down from under the sleet hood. The yellow operating handle remains in the OPEN position only after manual operations are performed.
- The yellow operating handle must be returned up to the CLOSED position for the recloser to respond to a close signal from the SPEAR single-phase recloser control. All close operations are initiated by the control.



Lockout Indication

- Lockout is indicated by the SPEAR single-phase recloser control.
  - **Note:** When the recloser is locked out, the yellow manual operating handle will not drop down from under the sleet hood.

Automatic Operation

- The SPEAR single-phase recloser, in the CLOSED position, operates automatically per the control-programmed settings.

Contact Position Indicator

- Pushing the yellow operating handle to the CLOSED position will not close the recloser. All close operations are initiated by the SPEAR single-phase recloser control.
- Located on the outboard side of the sleet hood, this indicator displays the word OPEN (Green) when the recloser contacts are open and CLOSED (Red) when the recloser contacts are closed.

Operations Counter

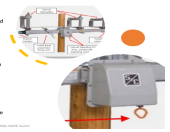
- A four-digit mechanical counter, located under the sleet hood, cumulatively records each time the recloser operates.

SCADA-MATE Switch

- The SCADA-MATE interrupters can be operated locally (manually) via the pull-ring.

Pull-Ring:

- Make sure the switch is in the "LOCAL" position.
- Use the switch stick to pull the pull-ring down to the "OPEN" position and let the pull-ring return to its normal position.
- Repeat this until the switch changes to the desired position.
- This will take from 1 to 9 pulls depending on the charge the operating spring has.
- Operating the pull ring can open or close the device depending on current position.
- If the "Rocker Arm" is in the open position, the pull ring will not close the device electrically.





Manual Operating

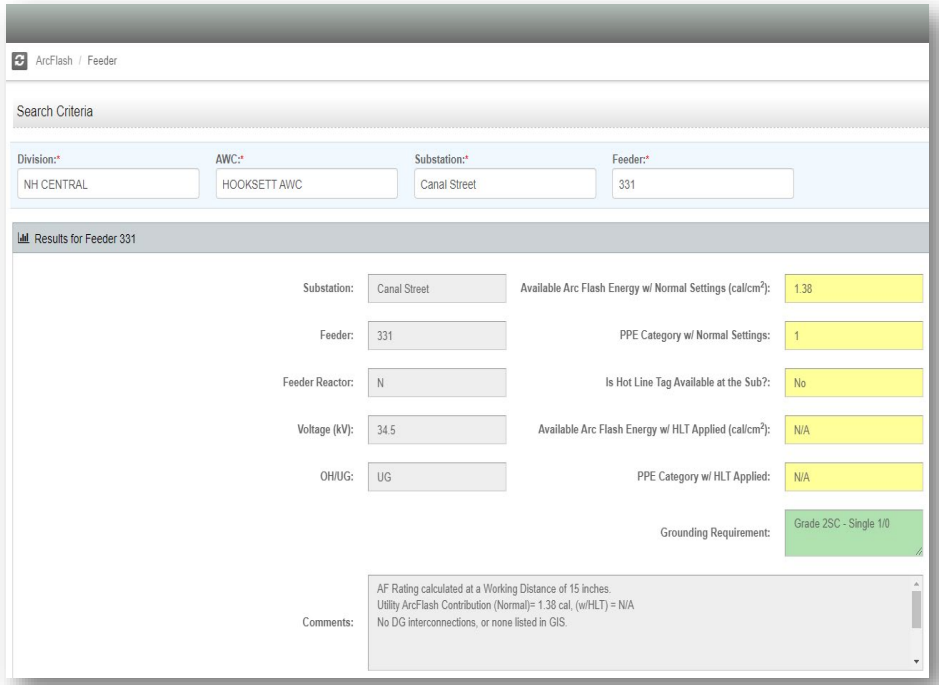
Manual Trip Operation

- Operation of the hookstick operable manual trip handle trips and locks out the recloser.
- Pulling the handle down trips and locks out the selected phase.
- A contact position indicator is provided, indicating open or closed status of the contacts for each phase.
- Module contact status is also displayed at the control.
- Operation of the manual trip handle disables any local or remote closing operation until the handle is reset. A mechanical blocking device further assures against accidental close.
- The handle is operable from ground level.
- Once reset, the recloser can be closed using the control.



G&W Viper Recloser

Es arc flash & grounding



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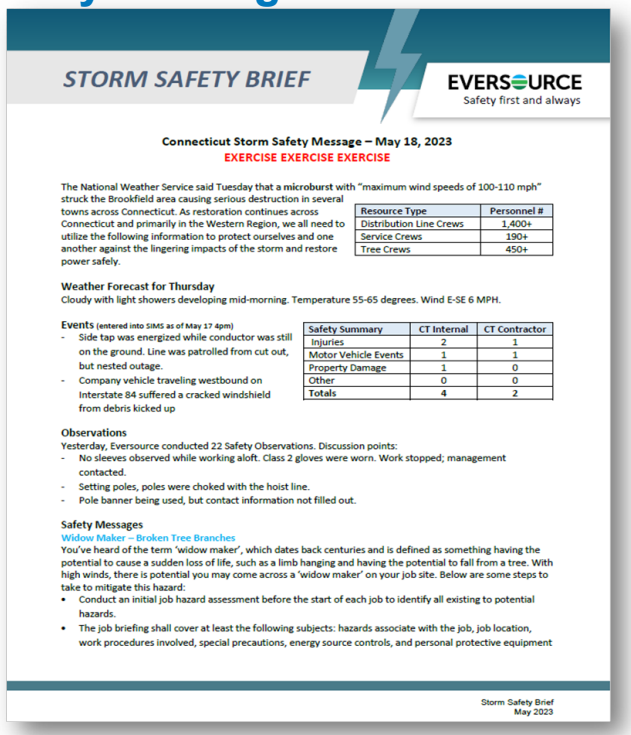
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Eversource Recloser-Sectionalizer Device Guide
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Storm safety briefings



STORM SAFETY BRIEF

EVERSOURCE
Safety first and always

Connecticut Storm Safety Message – May 18, 2023
EXERCISE EXERCISE EXERCISE

The National Weather Service said Tuesday that a **microburst** with "maximum wind speeds of 100-110 mph" struck the Brookfield area causing serious destruction in several towns across Connecticut. As restoration continues across Connecticut and primarily in the Western Region, we all need to utilize the following information to protect ourselves and one another against the lingering impacts of the storm and restore power safely.

Resource Type	Personnel #
Distribution Line Crews	1,400+
Service Crews	190+
Tree Crews	450+

Weather Forecast for Thursday
Cloudy with light showers developing mid-morning. Temperature 55-65 degrees. Wind E-SE 6 MPH.

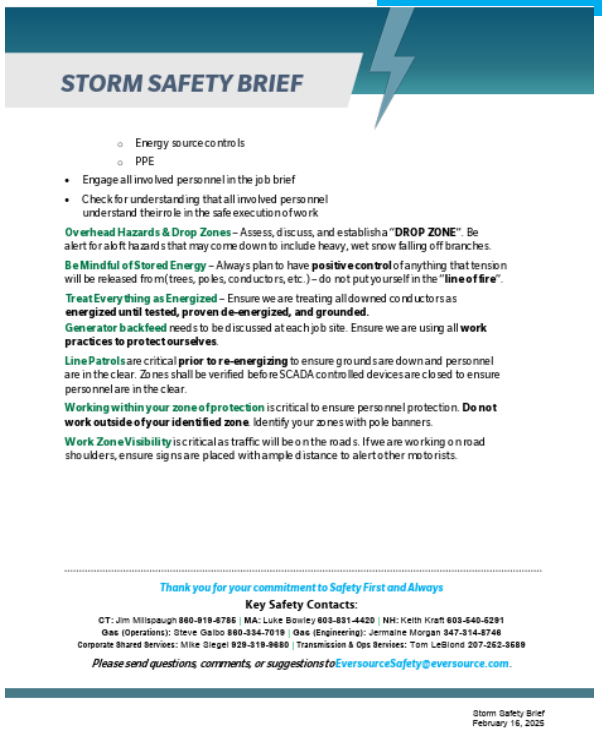
Events (entered into SIMS as of May 17 4pm)
- Side tap was energized while conductor was still on the ground. Line was patrolled from cut out, but nested outage.
- Company vehicle traveling westbound on Interstate 84 suffered a cracked windshield from debris kicked up

Safety Summary	CT Internal	CT Contractor
Injuries	2	1
Motor Vehicle Events	1	1
Property Damage	1	0
Other	0	0
Totals	4	2

Observations
Yesterday, Eversource conducted 22 Safety Observations. Discussion points:
- No sleeves observed while working aloft. Class 2 gloves were worn. Work stopped; management contacted.
- Setting poles, poles were choked with the hoist line.
- Pole banner being used, but contact information not filled out.

Safety Messages
Widow Maker – Broken Tree Branches
You've heard of the term 'widow maker', which dates back centuries and is defined as something having the potential to cause a sudden loss of life, such as a limb hanging and having the potential to fall from a tree. With high winds, there is potential you may come across a 'widow maker' on your job site. Below are some steps to take to mitigate this hazard:
- Conduct an initial job hazard assessment before the start of each job to identify all existing to potential hazards.
- The job briefing shall cover at least the following subjects: hazards associate with the job, job location, work procedures involved, special precautions, energy source controls, and personal protective equipment

Storm Safety Brief
May 2023



STORM SAFETY BRIEF

- Energy source controls
- PPE

- Engage all involved personnel in the job brief
- Check for understanding that all involved personnel understand their role in the safe execution of work

Overhead Hazards & Drop Zones – Assess, discuss, and establish a "**DROP ZONE**". Be alert for aloft hazards that may come down to include heavy, wet snow falling off branches.

Be Mindful of Stored Energy – Always plan to have **positive control** of anything that tension will be released from (trees, poles, conductors, etc.) – do not put yourself in the "**line of fire**".

Treat Everything as Energized – Ensure we are treating all downed conductors as **energized until tested, proven de-energized, and grounded**.

Generator backfeed needs to be discussed at each job site. Ensure we are using all **work practices to protect ourselves**.

Line Patrols are critical **prior to re-energizing** to ensure grounds are down and personnel are in the clear. Zones shall be verified before SCADA controlled devices are closed to ensure personnel are in the clear.

Working within your zone of protection is critical to ensure personnel protection. **Do not work outside of your identified zone**. Identify your zones with pole banners.

Work Zone Visibility is critical as traffic will be on the roads. If we are working on road shoulders, ensure signs are placed with ample distance to alert other motorists.

Thank you for your commitment to Safety First and Always

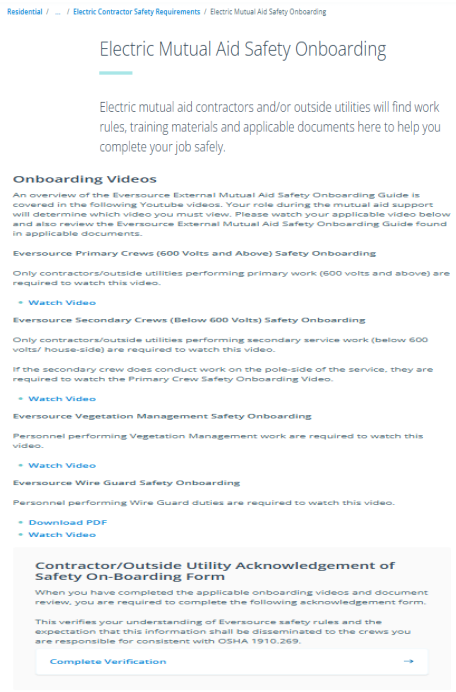
Key Safety Contacts:

CT: Jim Millspaugh **860-918-8785** | **MA:** Luke Bowley **603-831-4420** | **NH:** Keith Kraft **603-540-5291**
Gas (Operations): Steve Galbo **860-334-7019** | **Gas (Engineering):** Jermaine Morgan **347-314-8748**
Corporate Shared Services: Mike Siegel **928-318-9880** | **Transmission & Ops Services:** Tom LeBlond **207-262-3589**

Please send questions, comments, or suggestions to EversourceSafety@eversource.com.

Storm Safety Brief
February 16, 2025

Eversource storm websites


Residential / ... / Electric Contractor Safety Requirements / Electric Mutual Aid Safety Onboarding

Electric Mutual Aid Safety Onboarding

Electric mutual aid contractors and/or outside utilities will find work rules, training materials and applicable documents here to help you complete your job safely.

Onboarding Videos

An overview of the Eversource External Mutual Aid Safety Onboarding Guide is covered in the following Youtube videos. Your role during the mutual aid support will determine which video you must view. Please watch your applicable video below and also review the Eversource External Mutual Aid Safety Onboarding Guide found in applicable documents.

Eversource Primary Crews (600 Volts and Above) Safety Onboarding

Only contractors/outside utilities performing primary work (600 volts and above) are required to watch this video.

- Watch Video

Eversource Secondary Crews (Below 600 Volts) Safety Onboarding

Only contractors/outside utilities performing secondary service work (below 600 volts/ house-side) are required to watch this video.

If the secondary crew does conduct work on the pole-side of the service, they are required to watch the Primary Crew Safety Onboarding Video.

- Watch Video

Eversource Vegetation Management Safety Onboarding

Personnel performing Vegetation Management work are required to watch this video.

- Watch Video

Eversource Wire Guard Safety Onboarding

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- Download PDF
- Watch Video

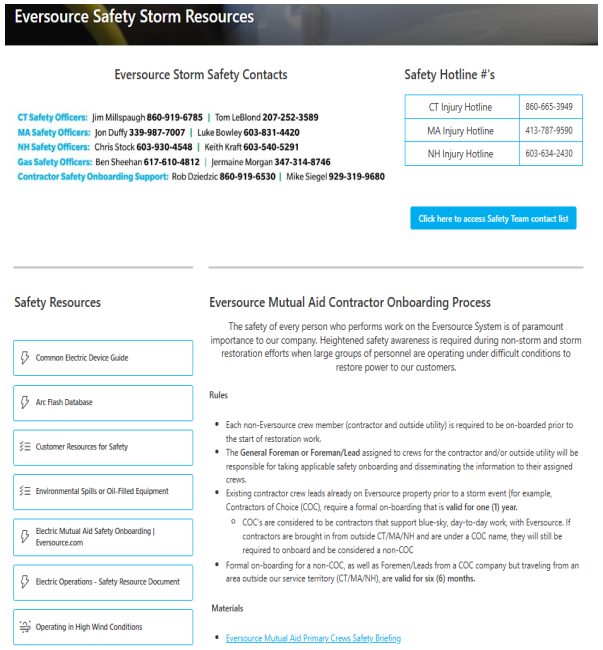
Contractor/Outside Utility Acknowledgement of Safety On-Boarding Form

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This verifies your understanding of Eversource safety rules and the expectation that this information shall be disseminated to the crews you are responsible for consistent with OSHA 1910.269.

Complete Verification →

External Facing Website


Eversource Safety Storm Resources

Eversource Storm Safety Contacts

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Safety Hotline #'s

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Safety Resources

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Materials

- Eversource Mutual Aid Primary Crews Safety Briefing

Internal Storm Safety Sharepoint

Thank you





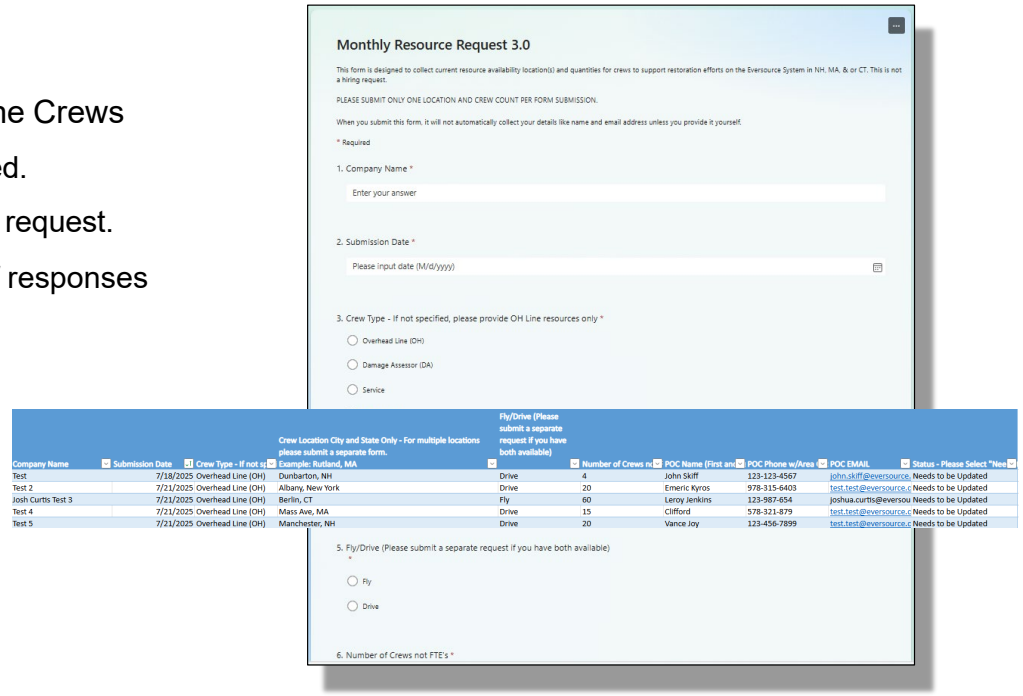




Contractor Expectations

Monthly Forecast 3.0

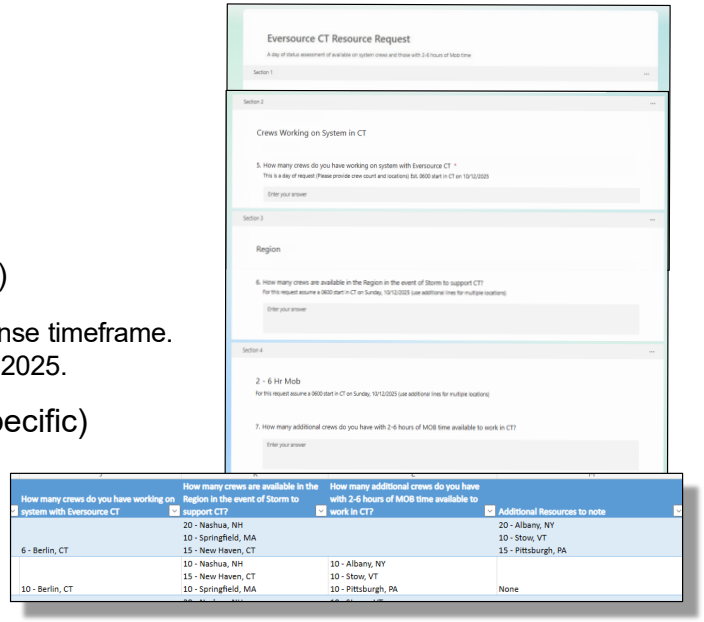
- Requesting overhead Line Crews
  - All crew types are listed.
  - Crew type identified in request.
  - Not limiting number of responses
    - City
    - State/Province
    - Crew count
  - Example provided



Company Name	Submission Date	Crew Type - If not sp	Crew Location City and State Only - For multiple locations please submit a separate form. Example: Rutland, MA	Fly/Drive (Please submit a separate request if you have both available)	Number of Crews n	POC Name (First an	POC Phone w/Area	POC EMAIL	Status - Please Select *Nee
Test	7/18/2025	Overhead Line (OH)	Dunbarton, NH	Drive	4	John Skiff	123-123-4567	john.skiff@eversource.	Needs to be Updated
Test 2	7/21/2025	Overhead Line (OH)	Albany, New York	Drive	20	Emeric Kyros	978-315-6403	test.test@eversource.c	Needs to be Updated
Josh Curtis Test 3	7/21/2025	Overhead Line (OH)	Berlin, CT	Fly	60	Leroy Jenkins	123-987-654	joshua.curtis@eversou	Needs to be Updated
Test 4	7/21/2025	Overhead Line (OH)	Mass Ave, MA	Drive	15	Clifford	578-321-879	test.test@eversource.c	Needs to be Updated
Test 5	7/21/2025	Overhead Line (OH)	Manchester, NH	Drive	20	Vance Joy	123-456-7899	test.test@eversource.c	Needs to be Updated

Event Prestaging

- Requesting overhead Line Crews
  - Crews working on system (state specific)
  - Crews available within Region (CT, MA, NH)
  - Crews within 2-6 Hrs. MOB (location specific)
    - Request would be for an estimated start/response timeframe. Example. 0600 start MA, Saturday, April 11, 2025.
- Asking for details of Crew Locations (Event Specific)
  - City
  - State/Province
  - Number of locations per form submission
  - Number of Crews



Rosters

- Work Tickets: Rosters are used to create work tickets, which are necessary for tracking and assigning tasks to the appropriate teams.
- Lodging Assignments: Proper lodging arrangements are made based on the roster information, ensuring that all personnel have a place to stay.
- ERFC/CG Assignments: ERFC/CG assignments are determined after receiving rosters, which helps in coordinating response efforts effectively.

ERSGROSTERS@EVERSOURCE.COM. It is crucial that once you are hired, you monitor your inbox closely to ensure you receive this important communication.

ARCOS Opt In

Overnights

- Importance of Overnight Work: Meeting restoration times often requires continuous work, including overnight shifts. This is crucial for minimizing downtime and ensuring that restoration efforts proceed efficiently.
- Utilization of Additional Crews: While we prioritize using internal and affiliated contractors for night restoration, there may be situations where employing non-affiliated crews is necessary to meet deadlines and complete tasks effectively.
- Understanding and Meeting Overnight Requirements: If you are asked to work overnight shifts, it is critical to understand and fulfill this requirement. Being prepared to work for extended periods is essential for maintaining the progress of restoration activities.
- Work Duration: You should be prepared to work 16 hours from the designated ready-to-work time. This is required to ensure that restoration efforts continue uninterrupted.
- Communication of Limitations: If working a 16-hour shift is not feasible for you, it is important to communicate this limitation promptly. Discuss and agree upon an alternative shift that you can accommodate (if needed) and ensure that this agreement is documented in writing.
- Safety Prioritization: Safety is always the top priority. If you are unable to meet the overnight work requirements due to safety concerns or other issues, it is essential to communicate these concerns immediately. Ensuring the well-being of all personnel is crucial, and adjustments to the work schedule should be made if necessary to address safety issues.

Restoration Protocol

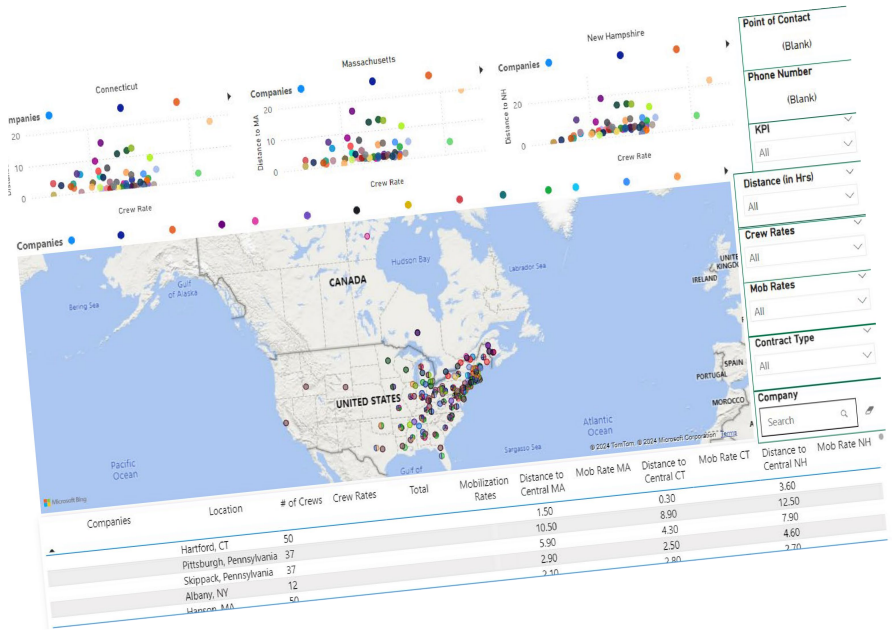
Data-Driven Hiring

Agenda

- Monthly Forecast 3.0

- How it works
- What's built into it

Heat Map



The Heat map is a representation of state level tiering.

Currently using data from the ERSG, Contractor Monthly Forecast 3.0 Form

- Data can be outdated and currently no live updates
- Plan is to automate data from the monthly form to pull live data into the heat map.
- Each contractor resource is tiered per state.

Data represented in the Heat Map is based on 3 categories and drives the 4 tiers.

- Crew Costs
- Mobilization and Demobilization (distance in Hrs. and Cost)
- Supplier Performance

OH ERP Contractor Performance

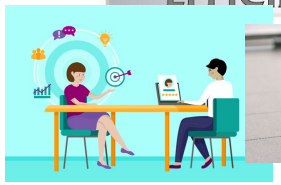
- Directly tied into the Heat Map and Hiring Process
- Promote process improvement with our Contractors
  - Improved restoration response - **Satisfied Customers!**

OH ERP Contractor Performance - The 6 KPIs

- Receiving rosters on time is critical to storm response. Rosters received later than the requested time will result in a lower score for this KPI. Rosters that are submitted on time would receive a higher score.
- Multiple revisions may require additional RA support which would result in lower scores. Higher scores will be given for continuous Roster accuracy, using the correct roster form and minimal revisions.
- Having an accurate crew count is essential for planning purposes. Providing more crews or less crews than what was committed delays our storm response. Scores will be reflected on how accurate crew count committed vs validated is.
- A contractor who responds quickly and performs work that meets Eversource's Expectations will be reviewed favorably however lower scores will be reflected based on poor response time or if work is marginal.
- Safety is the most important thing here at Eversource. Following safety policies is a must and a contractor will be scored favorably if they consistently adhere to our safety policies. Any safety violations are unacceptable, and scores will be reflected based off severity.
- Invoices submitted in a timely manner, with agreed upon rates on file, and signed timesheets saves Eversource multiple man hours of labor post storm. Scoring will be based off accuracy and how much Eversource support is needed to approve an invoice.









Hiring practices

Enhanced Model

Overhead Contract

Overhead ERP Contract Enhancements

- Standby Rate usage and definition including equipment standardization and clarification
- Standby vs. Working Time
- Standardizing Mobilization and Demobilization
  - Travel (Mob/Demob) Rate
  - Fixed Mob/Demob Rate
  - Travel Pre/Post (Mob/Demob) Rate
  - Travel Time Rates for Equipment
- Per-Diem's
  - $25/meal up to $75/day
  - $85/person for lodging
  - Receipts only acceptable in place of per diem rates only if pre-approved in writing by ERSG with valid exception. (example: lodging in Martha's Vineyard during peak vacation season).

Overhead ERP Contract Enhancements (Continued…)

Overhead ERP Contract Enhancements (Continued…)

"On Call Standby Rates" (Home/Hotel) are paid at Standby Rate per hour for Personnel; and 50% of Equipment Rates. Standby Rates are incorporated into this Contract in Schedule "A". Contractor must be directed in the ERSG hiring email when standby hours are in effect." Standby Rates are only in effect when approved by ERSG.

"Working Time" are the hours worked in an ERP event where any Crews within the state of operation are being issued active Emergency Response Work Releases or transitioning to additional Emergency Response Work Releases and have not received Demobilization instructions and/or official ERSG Demobilization email. Time starts at designated "Ready to Work at Time" unless otherwise directed in the ERSG hiring email(s) or ERSG. The time ends at date/time Demobilization is stated in the ERSG demobilization email. Working Time applies to all hours including Sunday and Holidays when requested to Work by the Owner Representative for the affected event. Crews cannot be subject to rates under **Travel (Mob/De-Mob) Response Rate, Travel Post / Pre (Mob/De-Mob) Rate, Standby Rates.**

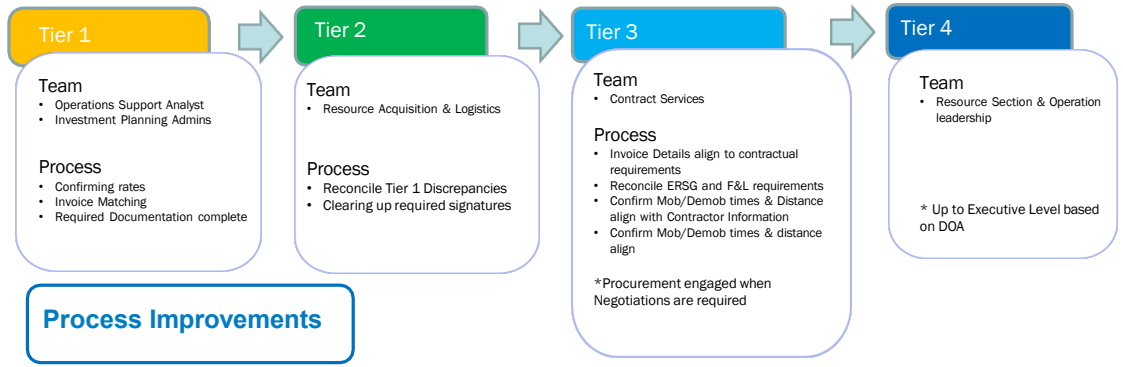
"Standby Equipment Rates " are paid at 50% of Equipment Rate as set forth in Schedule "A".

Additional Actions by internal Eversource: Updated tri-state RA groups, ERSG, Operations and Invoice Team on standby payment guidelines. Further support from Contract Service for contract management in alignment with ERP support

Contract Clarifications

Invoicing

Tiered Storm Invoice Process



Process Improvements

- Went Live May 1st 2024
- Brought More SME's into the process
- Collaborative across multiple groups
- Streamlined the process
- Working to add additional Resources

Storm Invoice Submission

Teir 1

- **Invoice submission**
  - **Proper documentation to support all charges on the invoice**
    - Timesheets
    - Expense receipts (with ERSG approval)
    - Contract agreement
    - Hiring email
- **Time Sheet Submission**
  - All timesheets must be signed by Contractor and ES representative before submitting invoice for payment
  - All timesheets must contain the following:
    - Correct working State
    - Events and/or working locations with in/out times
    - Dates should be clearly documented
    - Correct employee names (no nick names, and specify Sr. vs Jr.)
    - Job classification must match agreed upon rates
    - Missed meals and lodging per diems to be listed on timesheets

Storm Invoice Submission

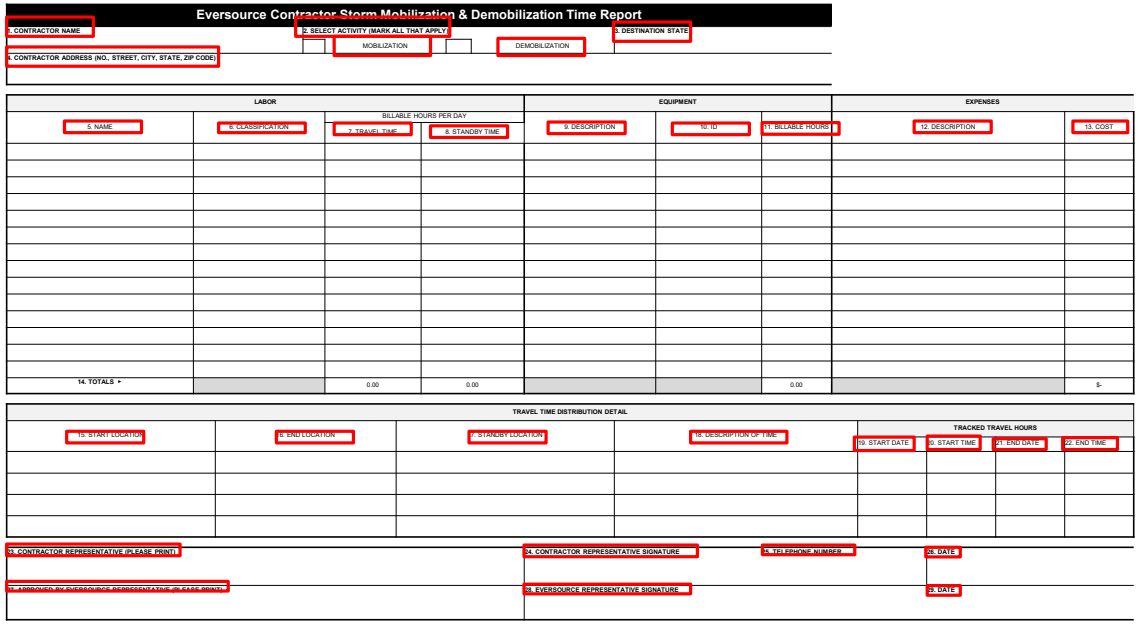
Time Sheet Submission (continued)

- Mob/Demob timesheets should be utilized for travel to Eversource property and back to their home base when coming from out of state
- Mob/Demob must be separated by date and should not be combined on to the same timesheet

Order of invoice submission

- Cover page
- Itemized invoice
- Mob/ Standby
- Working timesheets
- Demob

Mob, DeMob and Standby



Eversource Contractor Storm Mobilization & Demobilization Time Report

1. CONTRACTOR NAME
2. SELECT ACTIVITY (MARK ALL THAT APPLY) — MOBILIZATION — DEMOBILIZATION
3. DESTINATION STATE
4. CONTRACTOR ADDRESS (NO., STREET, CITY, STATE, ZIP CODE)

LABOR				EQUIPMENT			EXPENSES	
5. NAME	6. CLASSIFICATION	BILLABLE HOURS PER DAY: 7. TRAVEL TIME	8. STANDBY TIME	9. DESCRIPTION	10. ID	11. BILLABLE HOURS	12. DESCRIPTION	13. COST
14. TOTALS ▸		0.00	0.00			0.00		$-

TRAVEL TIME DISTRIBUTION DETAIL

15. START LOCATION	16. END LOCATION	17. STANDBY LOCATION	18. DESCRIPTION OF TIME	TRACKED TRAVEL HOURS: 19. START DATE	20. START TIME	21. END DATE	22. END TIME

23. CONTRACTOR REPRESENTATIVE (PLEASE PRINT)
24. CONTRACTOR REPRESENTATIVE SIGNATURE
25. TELEPHONE NUMBER
26. DATE
27. APPROVED BY EVERSOURCE REPRESENTATIVE (PLEASE PRINT)
28. EVERSOURCE REPRESENTATIVE SIGNATURE
29. DATE

Working Timesheet

EVERSOURCE ENERGY

000001

Eversource Contractor Storm Daily Time & Work Report

1. STATE	2. DATE WORK WAS PERFORMED	3. STORM WORK ORDER

4. CONTRACTOR'S NAME	5. CONTRACTOR'S ADDRESS (NO., STREET, CITY, STATE, ZIP CODE)

6. START TIME	7. END TIME

LABOR					EQUIPMENT			EXPENSES & MATERIAL *(Contractor-Supplied Only)*		
		BILLABLE HOURS PER DAY								
8. NAME	9. CLASSIFICATION	10. TRAVEL TIME *	11. STANDBY	12. WORK TIME	13. DESCRIPTION	14. VEHICLE ID	15. BILLABLE HOURS	16. DESCRIPTION	17. QTY	18. UNIT OF MEASURE
19. TOTALS ▶		0	0	0			0			

WORK DISTRIBUTION

20. OMS EVENT NUMBER	21. LOCATION	22. CIRCUIT	23. DESCRIPTION OF WORK	TRACKED HOURS PER OMS EVENT	
				24. EVENT START TIME	25. EVENT END TIME

26. CONTRACTOR REPRESENTATIVE *(PLEASE PRINT)*:	27. CONTRACTOR REPRESENTATIVE SIGNATURE:	28. TELEPHONE NUMBER	31. DATE
32. APPROVED BY EVERSOURCE REPRESENTATIVE *(PLEASE PRINT)*:	33. EVERSOURCE REPRESENTATIVE SIGNATURE:		34. DATE

Tier 2

- Communication done via email
- Possible outcomes: invoice resubmission or attachment of missing documentation

- Unsigned
- Missing
- Corrections needed

- Unsigned Timesheets
- Timesheets needing revision

ERSGRosters@eversource.com

Tier 3

- Contractors home base location
- All equipment requests match
- Lodging requirements

- MOB/DEMOB hours match 1.3 from MOB location

- Standby hours for Crew and Equipment

Thank you for coming!