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Witness: David L. Gladey and Jennifer A. Schilling
Request from: Department of Energy and Environmental Protection

Question:

Refer to Exhibit CLP-TSP-1, pp. 33–36 and 67–71; Exhibit CLP-TSP-2, pp. 45–48; and Exhibit CLP-TSP-3, pp. 91–92 and 136–139. Please describe the Company's current and planned use of artificial intelligence and machine learning technologies in Connecticut. In the Company's response, please include the following:

a. whether the use case is currently in practice, being piloted, or has been proposed for future development;
b. the expected benefit to customers;
c. the anticipated implementation timeline;
d. and any significant data, cybersecurity, workforce, or other foreseeable barriers to implementation.

Response:

Eversource, consistent with other utilities and industries, can use AI in two main ways; first, use AI as a productivity enhancing and coding and analytics support tool and second, build or buy software tools and applications that have AI embedded. Regarding the first type of AI use, as a workforce assistance tool, at the time of this response, the Company has enabled business users to use Microsoft Copilot, as an overall personal productivity enhancing tool. Microsoft Copilot is not connected to any Company databases or software systems. Moreover, AI can run under the hood of various applications and software with or without the user's knowledge or ability to choose or not to use it. As a simple example, a search in a web browser still results in an AI-generated response. Many cloud based (SaaS) systems are continuing to introduce AI capabilities on a day to day to basis and the expectation is that AI capabilities will be embedded in progressively more commercial tools.

Regarding AI-embedded tools, there is a limited number of internally developed tools that run AI, currently utilized at CL&P. For example, the Control Room Call Analytics Dashboard is used by System Operations Management to efficiently flag training opportunities by analyzing calls between operators and field crews.

The Company continues to research and review novel and emerging technologies. We expect future AI products and outputs to increase capabilities while keeping humans in control of decisions and outcomes to promote safe and reliable service. Cyber and physical security of our

field staff and customers will always be a red line in evaluating the operationalization of any technology, including AI. As is the case for many other companies and industries, the future of AI applications at Eversource is highly volatile and unpredictable at this time.