Date Filed: November 06, 2026

Witness: Donald J. Scacco Jr., Digaunto Chatterjee, Douglas P. Horton, Jared A. Lawrence, Andrew C. Belden and Jessica B. Cain
Request from: Public Utilities Regulatory Authority

Question:

Reference Ex. CLP-ELP-1, pp.109–112. For each Customer PIM Suite component, identify any existing regulatory requirement, service standard, internal performance standard, or other obligation that measures the same or substantially similar activity. Identify the source of each requirement or standard.

Response:

Level 1 DER Interconnection Processing:
The Company does not have a direct regulatory requirement, service standard or internal performance standard for Level 1 DER Interconnection processing. The Guidelines for the Interconnection of Residential Single Phase Certified Inverter-Based Generating Facilities of 50 kW (AC) or Less[1] include some timeline standards for certain steps of the interconnection process. However, historically this has not been used for measurement or Company evaluation.

While there is not a standard being evaluated, the Company does monitor the timelines for Residential Renewable Energy Solutions (RRES) applications, which includes the vast majority of Level 1 DER Interconnection applications, as indicated in the Company's response to ICC-017[i]. The RRES application timelines are filed quarterly as seen in ICC-017, Attachment 1.

Digital Customer Engagement:
As indicated in BETP-010, Attachment 1, the MADPU adopted Digital Engagement as a PBR metric, as one of 18 reporting metrics in the approved PBR plan for NSTAR Electric Company, d/b/a Eversource Energy in Order D.P.U. 22-22.

The Company does not currently have a service standard or internal performance standard for Digital Customer Engagement.

While it is not an internal performance standard, the Company does monitor these metrics as part of its monthly operational leadership team meeting to help monitor changes in customer engagement via digital channels.

[1] https://www.eversource.com/docs/default-source/builders-contractors/guidelines-50-kw-less.pdf?sfvrsn=8401b1d1_1

Controllable Average Call Handle Time:
The Company does not currently have a regulatory requirement, service standard, or internal performance standard for the components of Controllable Average Call Handle Time: (1) Hold Duration and (2) Call Work Duration.

Pursuant to Order No. 58 in Docket 21-07-01[2] (as modified by the April 2025 Decision in Docket 25-05-01), the Company provides data in the relevant Energy Affordability Annual Review docket that includes a report related to average call handle time. This metric is the average duration of an interaction with a customer which includes talk time, hold time, call work time and consultation time.

While it is not an internal performance standard, the Company does monitor a similar metric as part of its weekly operational leadership team meeting.

Post Transaction Survey – CSR Attributes:
The Company does not currently have a regulatory requirement, service standard, or internal performance standard for the Post Transaction Survey – CSR Attributes metric.

While it is not an internal performance standard, the Company does monitor these metrics as part of its weekly operational leadership team meeting to help explain changes to overall satisfaction performance.

Average Discount Rate Enrollment Time (Days):
The Company created an internal performance target of *two* business days for discount rate enrollment. The two-day target is not set by an existing regulatory requirement, service standard, or other obligation. Within Docket No. 20-07-04, Order No. 2[3] requires a review of customer financial hardship documentation and processing within *ten* business days.

Prior Referenced Response:

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[i] ICC-017 Question:

Reference Exhibit CLP-ELP-1 at Page 109 and Exhibit CLP-CUSTOMER-1 at 34. Describe any and all data Eversource currently uses to track whether it is meeting its own milestones in interconnection agreements. Provide

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[2] See e.g., Docket 26-05-01, Eversource Compliance filing (February 2026), *available at:* Compliance Filings for [26-05-01] dated 02/02/2026 [Compliance Filing] See also, Docket 24-05-01, Compliance filing (April 2025), available at: Compliance Filings for [24-05-01] dated 04/14/2025 [Compliance Filling]

[3] Docket No. 20-07-04, Order No. 2 states [in part]: *"Upon receipt of the financial [hardship documentation] information, the Companies shall not terminate the customer's service during the ten-business-day review period."*

software used, describe which milestones are tracked. Provide the most current outputs showing whether Eversource is currently meeting those milestones.

ICC-017 Response:

The testimony referenced is specific to the Level 1 DER Interconnection metric. Eversource uses PowerClerk, the interconnection application portal, to track application status changes which can be used to track milestones. Eversource currently files data on application milestones on a quarterly basis for projects participating in the Residential Renewable Energy Solutions (RRES) program, which accounts for the vast majority of Level 1 applications. The most recent of these filings is the Compliance Filing to Order 13 in Docket No. 26-08-02, submitted July 28, 2026, refiled here as ICC-017, Attachment 1. While these milestones are tracked within the RRES program, there are no specified milestone targets within that program for the Level 1 DER Interconnection metric.