Data / Calculated Component	2021 YE	2022 YE	2023 YE	2024 YE	2025 YE	YTD Sep-2026
Level 1 DER Interconnection Processing (Avg. Days, Company-Controlled Time)	N/A	47	31	29	31	34
Digital Customer Engagement	88.29%	88.65%	89.92%	91.41%	92.18%	93.36%
Controllable Average Call Handle Time	79.3	86.2	74.9	106.9	58.4	62.5
Post Transaction Survey – CSR Attributes	8.83	8.60	8.36	8.40	8.43	8.41
Average Discount Rate Enrollment Time	N/A	N/A	N/A	N/A	1.1	1.1

Data / Calculated Component	5-Year Avg.	Target Proposed	Target Basis
Level 1 DER Interconnection Processing (Avg. Days, Company-Controlled Time)	N/A	35	4 Year Avg ('22-'25) and interconnection guidelines
Digital Customer Engagement	90.09%	92.18%	2025 Actual
Controllable Average Call Handle Time	81.2	76.0	Average w/o 2024
Post Transaction Survey – CSR Attributes	8.52	8.43	2025 Actual
Average Discount Rate Enrollment Time	N/A	2.0	Internal targets shared across Eversource MA territory