Date Filed: October 14, 2026

Witness: Jared A. Lawrence
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) If a customer contacts the Company to report the same IT-related issue on several occasions, how is this handled?

Response:

If a customer contacts the Company through a customer service channel, including the Contact Center, written correspondence, or social media, to report an IT-related issue affecting customer-facing systems (including but not limited to Eversource.com, Speedpay, the IVR system, or other customer-facing technologies) that has been previously reported, the Contact Center Representative ("CSR") will review all available account notes and records and verify any updates related to the issue.

The CSR will also review the status of any existing IT tickets and, if warranted, submit a new IT ticket documenting any additional information provided by the customer. When repeated reports indicate that the issue remains unresolved, the CSR will engage their supervisor to determine the appropriate path forward and ensure the matter receives further review.

Upon notification of the issue, the supervisor will engage the appropriate IT personnel to assess whether the matter is customer-specific or indicative of a larger service disruption. The IT analyst will review the reported issue, conduct the necessary investigation, and take steps to resolve the identified problem.