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Witness: Christopher E. Colorio, Mark P. Baldwin, John P. Dipaola-Tromba, Sean D. Redding, Jenna Turner, Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(CANCELLATIONS) Explain the Company's process for identifying and canceling scheduled activity either prior to or during a storm event. As part of the response, please provide a listing of all cancellations for each storm event and the amount associated with each cancellation.

Response:

The Company does not have a single, uniform process for canceling scheduled activities or services prior to or during a storm event. These types of decisions are necessarily situation-specific and storm-specific and are made based on the facts and circumstances presented by the particular storm, including the anticipated or actual impacts of the storm and the Company's operational needs and priorities. Please refer to the Company's response to EOE-219[i], regarding the booking and cancellation of hotel rooms, which further illustrates the situation-specific nature of such decisions. There is no centralized list or compilation of all scheduled services or activities that may have been canceled in connection with a particular storm event. The circumstances of each storm event are highly individualized and dynamic.

Prior Referenced Response:

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[i] EOE-219 Question:

(MS24A-VENDOR-LINE) Refer to Exhibit ACCT-2 CLP-1 and Confidential Exhibit ACCT-2 CLP-1A-10, pp. 158-162. The Company reported an incremental charge of $99,735 for the HT-Exit 88 Hotel TRS LLC vendor (i.e., Marriott Mystic). The charges included 185 hotel rooms for the evening of January 11, 2024, and 185 "Breakfast & Box Lunch" meals for January 12, 2024. Identify if all of the referenced rooms and meals were utilized, and if so, by which vendor(s). If not used, identify the number of rooms and meals that were unused and explain why they were not canceled.

EOE-219 Response:

Please refer to Exhibit ACCT-2 CLP-1A-10 (MS24A), pp 158-162, Marriott Mystic, for lodging and meal charges of $99,735.

Under the Company's ERP for a severe weather event, resource and logistical acquisitions such as hotel rooms and food must be undertaken ahead of time based on the expected severity and complexity of an event. Expected complexity and the associated resource and logistical requirements are analyzed based on considerations of numerous

factors including, but not limited to, forecasted weather conditions; certainty of the weather forecast, size of the anticipated incident and expected impacts to personal safety and property, outage prediction modeling, anticipated extent of potential or known damage, and historical experience with other events.

The Company cannot wait until a predicted weather event actually reaches its service territory to formulate its response plan and secure needed resources, as PURA has established pursuant to Conn Gen. St. §§16-32e, 16-32h and PURA's performance standards, as well as the structure and implementation of the ERP. If the Company were to wait until a storm's actual impact to secure mutual aid and contractor crews, hotels, food services and other logistics necessities, critical resources may not be available when needed, or, even if available, would be significantly more expensive than if procured earlier.

The Company makes every effort to cancel rooms that are unused if known within the timeframe for allowed cancellation according to the hotel policy. However, based on the shifting restoration needs or priorities, crews are often relocated within regions of the service territory to work on restoration well after the cancellation period has expired and may have to be re-assigned to other hotel rooms that are closer to their physical work location (the Company focuses on locating crews as close as possible to their assigned restoration jobs to minimize the need for travel, thus freeing them up for actual restoration work). The Company must meet its contractual obligations with each hotel to pay for rooms reserved post the cancellation time frame. It is also important to note that, in times of service outages, there are other demands on hotel space from displaced residents that are experiencing service outages. As a result, the Company needs to be able to have adequate facilities to house the crews that are required to be on-site at the outset of an event, and the Company does that through contractual and logistical commitments made ahead of the event.

The Company tracks rooms that are booked and assigned, not whether a crew ends up utilizing its assigned room because the Company is focused on moving crews to where the work location as the first priority and information as to whether the room was used is not probative, since it must be paid for.

In preparation for the storm event, the Company had booked rooms at the Marriott Mystic for Wednesday, January 10, 2024 and Thursday, January 11, 2024 nights and ordered all meals.
Due to changes in food and lodging needs for the storm event, the Company did not require rooms and meals. The cancellation notification was sent via email on Wednesday, January 10, 2024, at 2:19pm.

Due to a guarantee on the rooms and the ordered food, the Company incurred charges for the cancelled rooms and the cost of the ordered food.