Date Filed: August 11, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Consumer Counsel

Question:

(POST TRANSACTION SURVEY) Please refer to CLP-Customer-1, p. 38-39. Please explain how a customer can assess the CSR's knowledge in the call and/or how the customer knows if the CSR provided the correct information.

Response:

The Company's Post-Contact Transaction survey was launched in September 2018 and is conducted among a random selection of customers who have had an interaction with the Company's call center. Selected customers are invited to participate in the survey within 24 hours of their interaction. The survey is designed to measure their views on the recent interaction with the call center and include rated attribute questions asking customers to assess a number of characteristics related to a customer service representative, including how they would evaluate the knowledge demonstrated by the representative. But it is important to bear in mind that these ratings are based on the customer's perception of their interaction with the customer service representative. Perception can be impacted by a range of factors, and customers may vary in their grading criteria. Some examples of criteria can include the ability to answer an inquiry without transferring, the ability to answer follow-up questions, or the speed of handling a customer inquiry during the contact with a Customer Service Representative ("CSR"). Collecting a robust level of data and reporting on quantitative data in aggregate helps control for the differences in perception from customer to customer.

Customers may not be able to independently verify that a CSR provided correct information, however this is the purpose of the Company's quality assurance, coaching, and training programs, as well as a robust knowledge library to help CSRs accurately answer customer inquiries. Please also refer to the Company's response to OCC-110[i].

Prior Referenced Response:

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[i] OCC-110 Question:
(CUSTOMER SERVICE) Please provide all written policies and procedures regarding the Company's quality assurance or other reviews of customer calls/customer service interactions with customers via the telephone, including reviews of internal and external CSRs.

OCC-110 Response:

Eversource views there to be value in having a robust Quality Assurance Program. Accordingly, the Company employs a thorough approach, designed to enhance and continuously improve the customer experience, not only for internal Customer Service Representatives ("CSRs") but also for CSRs at the Credit Call Handling third-party vendor (Alorica).

Training covers the expectations Eversource has for internal CSRs. This includes details ranging from how to properly process a move in request to how to answer questions about a bill to how to process a payment, along with many other areas. Extensive training is completed for the CSR to be prepared to support and assist customers.

To validate that CSRs are following the necessary requirements to resolve customer inquiries while providing them exceptional service, Eversource has built a comprehensive behavior-based internal Quality Assurance Program. This program provides the most effective and productive measure of accuracy of a customer service call.

Both external and internal CSRs are scored on an average of four (4) calls per month. It is important to note that these calls are not strictly for CL&P customers, as CSRs are also trained to support customers across other operating companies.

Internal employee Quality Assurance Program:

The Quality Assurance Program at Eversource is a behavior-based program designed to improve CSR interactions with customers by focusing on the words, actions, and approach taken by the CSR. Feedback is provided to CSRs through the Quality Assurance Call Form, which includes behaviors which should continue or be adjusted going forward. By highlighting both positive behaviors and behaviors which require adjustment, CSRs are able to maintain and improve skills which are a benefit to the customer while adjusting other behaviors designed to improve the customers' experience. Eversource provides feedback for every CSR monthly through the program. On average, all CSRs at Eversource will receive four feedbacks per month during an annual review period. Dedicated internal quality assurance teams, as well as local supervision, provide this feedback to CSRs. Calls are selected both at random by computer software and manually by call scorers, when necessary. The call scoring responsibility is shared across several team members to ensure the CSR benefits from multiple perspectives. CSRs are held accountable for their performance through call reviews and the Company's yearly performance management process.

External employee Quality Assurance Program:

For Alorica agents supporting the Company's credit calls, the CSRs undergo a thorough training to ensure they deliver information aligned with PURA's approved scripts. This approach ensures consistency in the communication provided to the customers, as the CSRs adhere closely to the guidelines laid out in the scripts. Please refer to PURA-approved

scripts provided in Docket No. 17-12-03RE01, Interim Decision (July 1, 2020)[i] and Call Review template in Docket No. 21-07-01, provided as OCC-110, Attachments 1 and 2.

The number of calls monitored per agent per month will vary based on factors such as tenure and past performance. However, a minimum of four (4) calls per agent per month must be monitored. Each third-party vendor Quality Assurance ("QA") specialist will monitor and provide a minimum of two (2) evaluations per agent per month. Also, vendor Supervisors may monitor additional calls over and above the four (4) call minimum set for each agent.

The Company has established specific parameters and mechanisms within the signed Alorica contract to ensure the vendor is held accountable for their performance quality. Please see OCC-110, Attachment 3 CONFIDENTIAL, under section 3.1.4 Training on pages 37-39, under section 3.1.5 Quality on page 40, and under section 7.4.1 Performance Criteria (KPIs) on pages 51-53.

Eversource's internal vendor management team also separately reviews more than one hundred additional, randomly selected Connecticut credit and collections calls handled by the Company's third-party vendor partner to validate their performance and ensure that all customers are being made aware of the best programs and protections available to them, as well as being made aware of weatherization and other energy efficiency programs. In addition, the Company's internal vendor management team holds weekly calibration sessions with the third-party vendor to ensure consistency and accuracy for Connecticut credit and collections calls.