Date Filed: September 08, 2026

Witness: Jared A. Lawrence, David S. Coco and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(CUSTOMER SERVICE) Please refer to the Response to OCC-109, which states that both internal CSRs and Alorica handles customer inquiries regarding "high bill concerns, establishing new service, disconnecting existing service, payment processing…" For all topics for which internal CSRs or Alorica may assist a customer, please explain how the calls are routed to either the internal CSR or to Alorica (i.e., what determines if an Eversource employee or Alorica handles the call?).

Response:

The contact center telephony platform is designed for skills-based routing. Customer Service Representatives (CSRs) are assigned skills in the platform based on their knowledge and training. As a customer's call navigates through the self-service system, if the call requires routing to a CSR, the call is assigned a skill per the customer's selection. Once the skill is assigned to the call, the call will exit automation and route to an available CSR.

Specifically, in the case of external and internal CSRs with the same skill, the call will be handled by the CSR who is available the longest (if multiple CSRs are available) or the next CSR to become available if none are available. All CSRs [internal or external] with the same skill are in the pool to be assigned the call and are treated equally by the platform.