Date Filed: September 08, 2026

**Witness: Jared A. Lawrence and Timothy W. McGrath**
**Request from: Office of Consumer Counsel**

**Question:**

(CUSTOMER SERVICE QA) Please refer to the Response to OCC-110.

a. The Response states, "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…" Please indicate the time frame over which Eversource reviews those 100 calls (i.e., annually? Monthly? Etc…)

b. OCC-110 requested all written policies and procedures regarding quality assurance. The Response summarizes the review process and its attachments contain the call center script, a letter to PURA, and the contract with Alorica. Please confirm that there are no other written policies and procedures regarding the material summarized in the interrogatory response.

**Response:**

a. The Company's internal vendor management team conducts monthly evaluations of more than 100 randomly selected calls.

b. The Company views quality assurance to be an active process arising from rigorous engagement and oversight of both external and internal contributors, as described in the Company's answer to OCC-110. Components of the process are encompassed in the documents provided in response to that question, including the contract with Alorica, which defines the performance levels required by the Company and ramifications for lapses thereof. There is no single document that would or could encompass the Company's viewpoint or engagement on "quality assurance" as a standalone concept as the Company seeks continual improvement on the numerous dimensions of performance involved in the customer-service function.

Regarding the internal employee Quality Assurance Program, please refer to EOE-116 Attachment 1 – which is the company's Behavior Guide, which serves as the set of requirements that CSRs are expected to follow and are measured against to provide the expected customer experience. The program is conduct-based and focuses on four categories: Courtesy, Concern, Timely Resolution and Technical Knowledge. It is not intended to be an all-encompassing script, but rather a guide to help CSRs understand the program and the Company's expectations for customer interactions. Supervisors and quality-assurance team

members periodically calibrate together to review the required CSR conduct. In those calibrations, leadership ensures that the feedback provided is in line with the program guidelines and in the spirit of the intention of the program.