Date Filed: October 05, 2026

Witness: Christopher Leigh
Request from: Office of Consumer Counsel

Question:

(Cybersecurity) Has the Company ever determined, through its vendor security review process, that a prospective or existing vendor's security controls or practices were insufficient? If so, please describe the circumstances, including (1) what security deficiencies were identified, (2) whether the vendor was permitted to proceed or continue providing services, and (3) what action the Company took in response—for example, requiring remediation, imposing additional security requirements, delaying or denying the engagement, or terminating the vendor relationship.

Response:

Yes. As part of Eversource's Vendor Risk Management (VRM) Program, vendors are assessed using a risk-based review process that includes cybersecurity due diligence activities designed to identify potential security control gaps, deficiencies, or other risks. When security deficiencies are identified, Eversource evaluates the nature of the deficiency, the sensitivity of the data or systems involved, the criticality of the service being provided, and the vendor's ability to remediate the issue.

Examples of security deficiencies that may be identified during a review include concerns related to data residency, security documentation, control implementation, or other cybersecurity practices. When deficiencies are identified, Eversource evaluates the associated risk and determines the appropriate course of action. Actions may include requesting additional information, requiring remediation of identified gaps, developing remediation plans with defined timelines and milestones.

Depending on the severity of the identified risk and the vendor's remediation commitments, Eversource may permit an engagement to proceed with documented conditions, delay the engagement until identified deficiencies are addressed, require formal risk acceptance where residual risk remains, or elect not to proceed with or continue the engagement when risks cannot be mitigated to an acceptable level. Eversource maintains records of vendor risk assessments, remediation activities, approval decisions, and follow-up actions as part of its governance and oversight process.